

**STANDARD OPERATING PROCEDURES
IN REGISTRATION AND LICENSING AUTHORITIES**

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A Framework for Implementation of SOPs

1. Availability of Information

- Information on processes, documents and fees will be made available on the Transport Department website. A list of jurisdiction of RTAs/RLAs will be made available to all vehicle dealers/agencies as well as uploading on the Transport department website. District Administration websites will be linked to the Transport department website, to ensure standardized information is provided across the State.
- Promotion of online applications through mass media
- Notice Boards providing information on processes, documents and fees will be made available at accessible location within outside the e-disha for applicants.

2. Facilitation Desks

- Facilitation Desks will be setup in all e-disha kendras for RLA services. Assistance to fill in application forms online will be provided at Facilitation Desks by trained personnel. This service will be provided for a fixed fee determined by the District Administration.
- Applicants will also be able to retrieve and print online documents e.g., DDR Copy, Traffic Challan and NCRB report, at the Facilitation Desk for a nominal fee to be decided by the District Administration.

3. Forms and Application Files

- Applications for RLA services will be accepted at e-disha kendras on all working days.
- Standardized bilingual files covers will be designed by the Department of Transport. There will be a simple colour coded file cover, with primary information about the application along with an index of required forms and documents as well as a space to list down deficiencies.
- Application files will be verified by an RLA clerk
- All verified files will be marked as such, and any deficiencies will be listed out clearly on the application file before returning it to the citizen.
- E-disha kendra counters will be installed with dual screens to allow applicants to scrutinize and confirm the information in their applications
- A printout of the filled in application form will be signed by the applicant as a verification of all data. Applicant and RLA will both retain a copy, at the stage of Scrutiny.

4. STALL Tests

- An audio and touch version of the stall test will be created. E-disha kendras will be equipped with headphones, web cams, and touch screens to support the test. Preparatory material will be provided in written, verbal, visual and audio to applicants. The demo test available on Sarathi 4.0 will be promoted. Vision test and colour blindness test will be conducted here free of cost.

5. Driving Tests

- Driving tests will be conducted on all working days. RLAs will be responsible for driving tests and test will be video-graphed as far as possible and the cost will be borne by DITS.
- Driving test criteria will be made available to applicants at the time of issuance of Learning Licence.
- Applicants will be provided with a pass or fail acknowledgement slip following their driving test

6. Document Delivery

- All documents will be delivered by the postal department. Documents will be delivered through window envelopes to the address printed on the document
- Mobile numbers of the applicants to be recorded on their applications.
- Automated SMSes will be sent to applicants at the time of approval of application by RTA/RLA with an intimation of the expected date of document delivery

Name: Learner Driving License

Eligibility: Any citizen who has attained 18 years of age

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No.	Steps	Description	
		Facilitated	Self
1	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website, pay fees and book a slot for STALL test. Applicant should print the filled form and attach all required documents
2	File Verification	Applicants to have their files physically verified by an RLA clerk. A deficiency slip to be given to citizen if the file is rejected; this slip should contain the clear reason for rejection and guide the citizen on how it can be corrected	
3	File Submission	Applicant should submit file at the counter along with on-the-spot photograph, payment of fees and booking slot for stall test (If not already booked/paid)	
4	Stall Test	Applicant has to appear for Stall Test at the centre during his/her slot. Result will be conveyed at the same time. If Applicant fails the test, he/she would have to book the slot again at the counter and reappear for the test until cleared. On passing, the license will be sent through speed post	
5	Document Delivery	If applicant passes the test, they will be able to download and print their Learners License.	

Forms Required:

- Form 2 (CMVR)

Documents Required:

- 3 copies of passport size colour photograph
- Proof of Age¹

¹ Documents accepted under Proof of Age:

- Passport – Passport serves as both Age and Residence proof
- Electoral Role / Voter ID
- Birth Certificate
- Driving License
- Aadhar
- Employers certificate in case of Central Govt/ State Govt/ Local Bodies supported by attested copy of ID card

- Proof of Residence²
- Consent of parent in case of minor

Fees: To be decided.

² Documents accepted under Proof of Residence:

- Passport - Passport serves as both Age and Residence proof
- Electoral Role / Voter ID
- Proof of legal presence in India in addition to proof of residence in case of foreigners
- Electricity/ Telephone/ Water Charges Bill
- Certificate of registration in case of firm or company
- Certificate issued by Principal of educational institution in case of students residing in hostel
- Rent deed / Rent agreement
- House allotment letter issued by government department
- Employers certificate in case of Central Govt/ State Govt/ Local Bodies/ Pvt Ltd. Company supported by attested copy of ID card

Name: Permanent Driving License

Eligibility: Citizens holding learning license

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No.	Steps	Description	
		Facilitated	Self
1	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website, pay fees and book a slot for driving test. Applicant should print the filled form and attach all required documents
2	File Verification	Applicants to have their files physically verified by an RLA clerk. A deficiency slip to be given to citizen if the file is rejected; this slip should contain the clear reason for rejection and guide the citizen on how it can be corrected	
3	File Submission	Applicant should submit file at the counter payment of fees and booking slot for driving test, if not already paid or/and booked	
4	Driving Test	Applicant has to appear for driving test at the test centre during his/her slot. Result will be conveyed at the same time. Applicant will be tested on criteria mentioned in Annexure 1 . If Applicant fails the test, he/she would have to book the slot again online or at the counter and reappear for the test until cleared. On passing, the license will be sent through speed post	
5	Document Delivery	If applicant, passes the Driving Test, Permanent Driving License will be sent to the Applicant through speed post system. The tracking ID will be messaged on dispatch within 7 days ³	

Forms Required:

- Form 4
- Form 6 (License issued in Form 6)
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Documents required:

- Effective Learners License where class of vehicle is same as being applied in DL
- 3 copies of recent passport size colour photographs

Fees: To be decided.

³ 7 days after passing the driving test for preparing permanent Driving License as per notification by Right to Service Commission of Haryana

Name: Duplicate Driving License, if original is mutilated or lost/stolen

Eligibility: Citizens holding a permanent Driving License

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No.	Steps	Description	
		Facilitated	Self
1	Application	Applicant should get a Daily Diary Register report filed at the Police Station (if DL was lost or stolen or mutilated DL)	
2	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website, pay fees. Applicant should print the filled form and attach all required documents.
3	File Verification	Applicants to have their files physically verified by an RLA clerk. A deficiency slip to be given to citizen if the file is rejected; this slip should contain the clear reason for rejection and guide the citizen on how it can be corrected	
4	File Submission	Applicant should submit file at the counter along with payment of fees, if not already paid.	
5	Document Delivery	The certificate will be sent to the Applicant through speed post system. A tracking ID will be messaged on dispatch within 7 days ⁴	

Forms Required:

- Form HR No. 1

Documents required:

- Mutilated DL or Daily Diary Report (in case of loss/theft)
- 2 copies the applicant's recent passport size colour photograph

Fees: To be decided.

⁴ 7 working days for preparing Duplicate Driving License as per notification by Right to Service Commission of Haryana

Name: Renewal of Driving License

Eligibility: Citizen holding a permanent Driving License

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No.	Steps	Description	
		Facilitated	Self
1	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website and pay fees. Applicant should print the filled form and attach all required documents.
2	Medical Test	Applicant should submit medical certificate from Medical Officer or Government hospital/dispensary or of a Primary Health Centre, or registered medical practitioner having Bachelor of Medicine and Bachelor of Surgery (M.B.B.S.) degree.	
3	File Verification	Applicants to have their files physically verified by an RLA clerk. A deficiency slip to be given to citizen if the file is rejected; this slip should contain the clear reason for rejection and guide the citizen on how it can be corrected	
4	File Submission	Applicant should submit file at the counter along with payment of fees and on-the-spot photograph, if not already paid	
5	Document Delivery	The certificate will be sent to the Applicant through speed post system. A tracking ID will be messaged on dispatch within 7 days ⁵	

Forms Required:

- Form 9

Documents Required:

- Driving license held by the applicant
- Three copies of the applicant's recent passport size colour photograph
- Self-declaration about physical fitness in Form 1 (if the applicant < 50 years of age)
Medical certificate in Form 1A (if the applicant > 50 years of age or the application is for transport vehicle)

Fees: To be decided.

⁵ 7 working days for Renewal of Driving License as per notification by Right to Service Commission of Haryana

Name: Endorsement of New Class in Driving License

Eligibility: Citizen holding a permanent Driving License (Citizen has to follow the same procedure as in case of new learner licence for addition of new class).

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No.	Steps	Description	
		Facilitated	Self
1	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website, pay fees and book a slot for driving test. Applicant should print the filled form and attach all required documents
2	File Verification	Applicants to have their files physically verified by an RLA. A deficiency slip to be given to applicant if the file is rejected; this slip should contain the clear reason for rejection and guide the applicant on how it can be corrected	
3	File Submission	Applicant should submit file at the counter. Applicant should pay required fees and book slot for driving test (if not already done)	
4	Driving Test	Applicant has to appear for driving test at the test centre during his/her slot. Result will be conveyed at the same time. Applicant will be tested on criteria mentioned in Annexure 1 . If applicant fails the test, he/she would have to book the slot again online or at the counter and reappear for the test until cleared.	
5	Document Delivery	The certificate will be sent to the Applicant through speed post system. A tracking ID will be messaged on dispatch within 7 days.	

Forms Required:

- Form 8
- Form 5 (driving certificate in, in case of application for addition of a transport vehicle)

Documents required:

- Effective learner's license and driving license held by the applicant

Fee: To be decided.

Name: Registration of a new motor vehicle

Eligibility: Any vehicle owner purchasing a new vehicle from dealer

Place of Service: Dealer Agency

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No	Steps	Description
1	Vehicle Purchase	Buy a new vehicle from dealer
2	File Preparation and Submission	Prescribed form and required documents to be submitted at dealer point along with payment of all taxes
3	Vehicle Delivery	Temporary Number will be issued by the dealer along with the car on payment of fees by applicant, if the vehicle is sold out of the authority's jurisdiction.
4	HSRP Collection	High Security Registration Plate (HSRP) will be issued on payment of fees
5	Document Delivery	Registration Certificate will be sent to the applicant through authorised dealer/through speed-post within 7 days ⁶ as the case may be.

Forms Required:

- Form 20 (Application)
- Form 21 (Sale Certificate) (Original sale certificate from the concerned authorities in Form 21 in case of ex-army vehicles)
- Form 22 (Road Worthiness Certificate from Manufacturer) / Form 22-A (from Body Builder)
- Form 34 (in the case of vehicle subject to an agreement of hire purchase/ lease/ hypothecation)

Documents required:

- Valid Insurance Certificate
- Proof of Citizenship⁷
- Proof of Residence⁸

⁶ 7 days for preparing Registration Certificate as per notification by Right to Service Commission of Haryana

⁷ Documents accepted under Proof of Citizenship (Only in case of foreigners):

- Passport
- Letter from embassy on the local address

⁸ Documents accepted under Proof of Residence:

- Passport - Passport serves as both Age and Residence proof
- Electoral Role / Voter ID
- Proof of legal presence in India in addition to proof of residence in case of foreigners (
- Electricity/ Telephone/ Water Charges Bill
- Certificate of registration in case of firm or company
- Certificate issued by Principal of educational institution in case of students residing in hostel
- Rent deed / Rent agreement

- Invoice showing the cost of vehicle (duplicate)
- Form No. 60 or PAN Card (2 attested copies)
- Custom's clearance certificate (In case of imported vehicles)
- Self-affidavit certifying that the vehicle will not be used as transport vehicle (in case of agricultural tractors)
- NOC from Excise & taxation Department (In case vehicle has been purchased from any other state)

Fees: To be decided.

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- House allotment letter issued by government department
 - Employers certificate in case of Central Govt/ State Govt/ Local Bodies/ Pvt Ltd. Company supported by attested copy of ID card
 - Employers certificate in case of Central Govt/ State Govt/ Local Bodies supported by attested copy of ID card

Name: Duplicate Registration Certificate, if original is mutilated or lost/stolen

Eligibility: Any vehicle owner whose vehicle is registered and possessing RC

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No.	Steps	Description	
		Facilitated	Self
1	Application	Applicant should get a Daily Diary Register report filed at the Police Station (if RC was lost or stolen or mutilated DL)	
2	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website and pay fees. Applicant should print the filled form and attach all required documents.
3	File Verification	Applicants to have their files physically verified by an RLA. A deficiency slip to be given to citizen if the file is rejected; this slip should contain the clear reason for rejection and guide the citizen on how it can be corrected	
4	File Submission	Applicant should submit file at the counter along with payment of fees (it not already paid)	
5	Document Delivery	The certificate will be sent to the Applicant through speed post system. A tracking ID will be messaged on dispatch within 7 days ¹	

Forms Required:

- Form 26
- Form 34 (in the case of vehicle subject to an agreement of hire purchase/lease/hypothecation Fees/Charges to be paid to get the service)

Documents Required:

- Mutilated RC or Daily Diary Report (in case of loss/theft)

Fees: To be decided.

Name: Registration of vehicle coming from other States to Haryana

Eligibility: Any vehicle owner bringing his/her vehicle from another State into Haryana **(vehicle will be required to be re-registered if retained more than 12 months).**

Designated Officer: Sub Divisional Officer (Civil)

Procedure involved to avail this service:

Sr. No.	Steps	Description	
		Facilitated	Self
1	Obtain NOC	Applicant should obtain NOC from the parent transport body of the previous state	
2	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website and pay fees. Applicant should print the filled form and attach all required documents
3	File Verification	Applicants to have their files physically verified by an RLA clerk. A deficiency slip to be given to citizen if the file is rejected; this slip should contain the clear reason for rejection and guide the citizen on how it can be corrected	
4	File Submission	Applicant should submit file at the counter along with payment of fees (If not already paid) and on-the-spot photograph	
5	Document Delivery	The certificate will be sent to the Applicant through speed post system. The following message will be sent by Authority "Your RC/DL approved and will be delivered within 7 days".	

Forms Required:

- Form 20 (Application)
- Form 21 (Sale Certificate) (Original sale certificate from the concerned authorities in Form 21 in case of ex-army vehicles)
- Form 22 (Road Worthiness Certificate from Manufacturer) / Form 22-A (from Body Builder)

Documents Required:

- NOC from the RLA previous state
- NOC from Excise & Taxation Department
- Valid Insurance Certificate
- Proof of Citizenship⁹
- Proof of Residence¹⁰

⁹ Documents accepted under Proof of Citizenship (Only in case of foreigners):

- Passport
- Letter from embassy on the local address

¹⁰ Documents accepted under Proof of Residence:

- Invoice showing the cost of vehicle (duplicate)
- Form No. 60 or PAN Card (2 attested copies)

Fees: To be decided.

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- Passport - Passport serves as both Age and Residence proof
 - Electoral Role / Voter ID
 - Proof of legal presence in India in addition to proof of residence in case of foreigners
 - Electricity/ Telephone/ Water Charges Bill
 - Certificate of registration in case of firm or company
 - Certificate issued by Principal of educational institution in case of students residing in hostel
 - Rent deed / Rent agreement
 - House allotment letter issued by government department
 - Employers certificate in case of Central Govt/ State Govt/ Local Bodies/ Pvt Ltd. Company supported by attested copy of ID card

Name: Issuance of No Objection Certificate for registration of vehicle in another State

Eligibility: Any vehicle owner taking his/her vehicle from Haryana to another state

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No.	Steps	Description	
		Facilitated	Self
1	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website and pay fees. Applicant should print the filled form and attach all required documents.
2	File Verification	Applicants to have their files physically verified by an RLA clerk. A deficiency slip to be given to citizen if the file is rejected; this slip should contain the clear reason for rejection and guide the citizen on how it can be corrected.	
3	File Submission	Applicant should submit file at the counter along with on-the-spot photograph, payment of fees and booking slot for stall test (If not already booked/paid).	
4	Delivery Document	The certificate will be sent to the Applicant through speed post system. A tracking ID will be messaged on dispatch within 7 days. ¹¹	

Form Required:

- Form 28
- Form 34 (in the case of vehicle subject to an agreement of hire purchase/lease/hypothecation)

Documents Required:

- Registration Certificate
- Insurance Certificate
- Evidence of payment of road tax up-to date (Where no tax is payable for a certain period, a certificate from the tax collecting authority that no tax is due from the vehicle for the said period)

Fees: To be decided.

¹¹ 7 working days for preparing NOC as per notification by Right to Service Commission of Haryana

Name: Transfer of Ownership of vehicle

Designated Officer: Sub Divisional Officer (Civil)

Procedure:

Sr. No.	Steps	Description	
		Facilitated	Self
1	File Preparation	Applicant should visit the facilitation center or ASK, to have an operator fill in the prescribed forms online. Attach all required documents to the printed form provided by the Facilitation Desk or ASK.	Applicant should fill the prescribed form(s) on the Parivahan website, pay fees. Applicant should print the filled form and attach all required documents.
2	File Verification	Applicants to have their files physically verified by an RLA clerk. A deficiency slip to be given to citizen if the file is rejected; this slip should contain the clear reason for rejection and guide the citizen on how it can be corrected.	
3	File Submission	Applicant should submit file at the counter along with payment of fees (If not already paid) and on-the-spot photograph.	
4	Document Delivery	The certificate will be sent to the Applicant through speed post system. A tracking ID will be messaged on dispatch within 7 days ¹²	

Forms Required:

- Form 29
- Form 30
- Form 28 (if vehicle transferred from outside state)
- Form 34 (in the case of vehicle subject to an agreement of hire purchase/ lease/ hypothecation)

Documents Required:

- Proof of Residence of transferee (in whose name it is being transferred)¹³

¹² 7 days for preparing Transfer of Ownership certificate as per notification by Right to Service Commission of Haryana

¹³ **Documents accepted under Proof of Residence:**

- Passport - Passport serves as both Age and Residence proof
- Electoral Role / Voter ID
- Proof of legal presence in India in addition to proof of residence in case of foreigners (
- Electricity/ Telephone/ Water Charges Bill
- Certificate of registration in case of firm or company
- Certificate issued by Principal of educational institution in case of students residing in hostel
- Rent deed / Rent agreement
- House allotment letter issued by government department
- Employers certificate in case of Central Govt/ State Govt/ Local Bodies/ Pvt Ltd. Company supported by attested copy of ID card

- Registration Certificate
- Insurance Certificate

Fees: To be decided.

Annexure 1:

Guidelines for Driving test

The applicant shall satisfy the person conducting the test that he/she is able to:

For four-wheelers:

- a) Adjust the rear-view mirror
- b) Wear seat belt while driving
- c) Hand brake
- d) Take suitable precautions before starting the engine
- e) Move away smoothly and safely ahead at an angle, while engaging with all gears properly
- f) Use car indicators before making turns
- g) Change lanes with proper signals and due care
- h) Ability to take U-turn smoothly
- i) Using horn when required
- j) Using reverse with reasonable accuracy
- k) Parking the vehicle smoothly
- l) Changing of gears quickly during downhill driving
- m) Stopping and re-starting the vehicle on a steep upward incline making proper use of hand-brake

For two-wheelers:

- a) Adjust the rear view mirror
- b) Wear helmet while driving
- c) Switching the ignition on and off
- d) Move away smoothly and safely at an angle, while engaging with gears properly
- e) Use indicators, or otherwise hand directions before making turns
- f) Change lanes with proper signals and due care
- g) Ability to take U-turn smoothly
- h) Using horn when required
- i) Parking the vehicle smoothly
- j) Changing of gears/use of break during downhill driving
- k) Stopping and re-starting the vehicle on a steep upward incline

Annexure 2

Documents Accepted as Proof of Age, Residence and Citizenship

Age Proof

- Aadhar Card
- Passport
- Electoral Role / Voter ID
- Birth Certificate
- 10th Certificate
- Employers certificate in case of Central Govt/ State Govt/ Local Bodies supported by attested copy of ID card

Residence Proof

- Aadhar Card
- Passport
- Electoral Role / Voter ID
- Proof of legal presence in India in addition to proof of residence in case of foreigners
- Electricity/ Telephone/ Water Charges Bill
- Certificate of registration in case of firm or company
- Certificate issued by Principal of educational institution in case of students residing in hostel
- Rent deed / Rent agreement
- House allotment letter issued by government department (in the case of government employees)
- Employers certificate in case of Central Govt/ State Govt/ Local Bodies/ Pvt Ltd. Company supported by attested copy of ID card

Citizenship Proof (only in case of foreigners)

- Passport
- Letter from embassy on the local address