

## **STANDARD OPERATING PROCEDURES IN REGIONAL TRANSPORT 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 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 RTA office for applicants.

### **2. Facilitation Desks**

- Facilitation Desks will be setup in all RTA offices for RTA 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 Transport Department.
- 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 Transport Department.

### **3. Forms and Application Files**

- Applications for RTA services will be accepted at RTA offices 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 Transport Sub Inspector/Inspector.
- 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.
- A printout of the filled in application form will be signed by the applicant as a verification of all data. Applicant and RTA will both retain a copy, at the stage of Scrutiny.

#### **4. Driving Training**

- Driving training will be imparted in IDTRs and DTIs run by Haryana Roadways or any other Driving Training School authorized by the Transport Department to the applicants having learner's licence to drive transport vehicle.

#### **5. Driving Tests**

- Driving tests will be conducted on all working days. RTAs will be responsible for driving test and test will be video-graphed as far as possible and the cost will be borne by Transport Department.
- Driving test criteria will be made available to applicants at the time of submission of application for permanent Heavy Driving Licence.
- Applicants will be provided with a pass or fail acknowledgement slips 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 with an intimation of the expected date of document delivery.

**Name:** Learner Driving Licence

**Eligibility:** Any citizen who has attained 20 years of age.

**Designated Officer:** Secretary, RTA

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitation
1	File Preparation	Applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	Applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	Medical Test	Applicant should get a medical certificate from any Govt. Hospital/dispensary or primary health centre or registered medical practitioner having bachelor of Medicine and MBBS degree or an army doctor.	
3	File verification	Applicants must have their files physically verified by a clerk at the RTA office. A deficiency slip must be given to citizen by the RTA clerk if the file is rejected; this slip will 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 on the spot photograph, payment of fees.	
5	Document delivery	The applicant can download and print his/her Learners Licence at the Facilitation desk for free of cost.	

**Forms Required:**

- Form No.2 (CMVR),
- Form No.1A (Medical Certificate).

**Documents Required:**

- Two copies of passport size colour photograph.
- Proof of age.
- Proof of residence.
- Proof of qualification.

**Fees: To be decided.**

**Name:** Permanent Transport Driving Licence.

**Eligibility:** Citizen holding valid learner's licence.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitation
1	File Preparation	After receiving training from driving training school, applicant should fill the prescribed form(s) on Haryana Transport Department's website, pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	After receiving training from driving training school, applicant should visit the facilitation centre to have an operator fill in prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	Driving test	Applicant has to appear for competence to drive test from RTA. Result will be conveyed at the same time, if applicant is fails the test, he/she would have to appear again until the test is cleared.	
3	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI if the file is rejected; this slip will 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 on the spot photograph, payment of fees.	
5	Document delivery	If the applicant passes the driving test, permanent driving licence will be sent to the applicant through speed post system. The tracking ID will be messaged on despatch within 7 days.	

**Forms Required:** Form No.8

**Documents Required:**

- Effective learners licence where class of vehicle is same as being applied in DL.
- 2 copies of recent passport size colour photographs.
- Certificate of training issued by authorised driving training school.

**Fees:** To be decided.

**Name:** Renewal of Driving Licence.

**Eligibility:** Citizen holding a permanent Driving Licence.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitation
1	File Preparation	Applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	Applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	Medical Test	Applicant should get a medical certificate from any Govt. Hospital/dispensary or primary health centre or registered medical practitioner having bachelor of Medicine and MBBS degree or an army doctor.	
3	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 on the spot photograph, payment of fees.	
5	Document delivery	Driving licence will be sent to the applicant through speed post system. The tracking ID will be messaged on despatch within 7 days.	

**Forms Required:** Form No.9

**Documents Required:**

- Driving Licence held by the applicant.
- 3 copy of the applicant's recent passport size colour photograph.
- Medical certificate in Form No.1A.
- Proof of residence/business.

**Fees: to be decided.**

**Name:** Duplicate Licence, if original is mutilated or lost/stolen

**Eligibility:** Citizen holding a permanent Driving Licence.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitation
1	Application	Applicant shall 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 fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	Applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
3	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 on the spot photograph, payment of fees.	
5	Document delivery	Duplicate driving licence will be sent to the applicant through speed post system. The tracking ID will be messaged on despatch within 7 days.	

**Forms Required:** Form HR. No.1

**Documents Required:**

- Mutilated Driving Licence or daily diary report of Police Station (in case of lost/theft).
- Two copies of applicant's recent passport size colour photograph.

**Fees:** To be decided.

**Name:** Endorsement of New Class in Driving Licence.

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

**Designated Officer:** Secretary, RTA.

**Procedure:** Citizen has to follow the same procedure as in case of new learner licence and permanent licence for addition of new class.

**Forms Required:** Form HR. No.8.

**Documents Required:** As in case of permanent driving licence.

**Fees:** To be decided.



**Name:** Grant of fitness certificate.

**Eligibility:** Any new vehicle or already registered vehicle.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	facilitation
1	File Preparation	Applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	Applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will contain the clear reason for rejection and guide the citizen on how it can be corrected.	
3	Fitness Test	Applicant should present the vehicle before the fitness board on scheduled date and get a fitness certificate from the fitness board. A deficiency certificate to be given to the owner/driver if the vehicle is rejected. If the vehicle fails the fitness test, the owner/driver has to present the vehicle again before the fitness board until it get the fitness certificate. (Criteria for test: Form HR14 – See rule 40 of HMVR 1993).	
4	File submission	Applicant should submit file at the counter after payment of fees.	
5	Document delivery	Fitness certificate along with Registration Certificate will be sent to the applicant through post. The tracking ID will be messaged on despatch within 7 days.	

**Forms Required:**

- Application form for passing order.
- Form No.14 (Form of inspection).
- Form No.20 (application form).
- Form No.21 (sale certificate).
- Form No.22 (road worthiness certificate).
- Form No.22A (in case the body of the vehicle has been fabricated after purchase).
- Form No.34 (in case the vehicle is subject to an agreement of hire purchase/lease/hypothecation).
- Temporary registration certificate issued by the dealer.

**Documents Required:**

- Registration Certificate (in case of old vehicle).
- Copy of valid route permit (in case of old vehicle).
- Valid Insurance Certificate.
- Proof of Citizenship.
- Proof of Residence/Business.
- Invoice showing the cost of vehicle (in case of new vehicle).
- Form No. 60 or PAN Card.
- Custom clearance certificate (in case of imported vehicles).
- NOC from Excise & Taxation Department (in case vehicle has been purchased from other State).

**Fees: To be decided.**

**Name:** Registration of New Motor Vehicle.

**Eligibility:** Any vehicle owner whose vehicle has been granted fitness certificate by the board.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitation
1	File Preparation	After getting fitness certificate (See Grant of Fitness Certificate process) applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	After getting fitness certificate (See Grant of Fitness Certificate process) applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 and tax.	
4	Document delivery	Registration certificate along with fitness Certificate will be sent to the applicant through post.	

**Forms Required:**

- Form No.20 (application form).
- Form No.21 (original sale certificate).
- Form No.22 (original road worthiness certificate).
- Form No.22A in original (in case the body of the vehicle has been fabricated after purchase).
- Form No.34 in duplicate (in case the vehicle is subject to an agreement of hire purchase/lease/hypothecation).
- Form No.28 (in case of re-registration of vehicle from other State).
- Temporary registration certificate issued by the dealer.

**Documents Required:**

- Valid Insurance Certificate.
- Proof of Citizenship.
- Proof of Residence/Business.
- Invoice showing the cost of vehicle.
- Form no 60 or PAN Card.
- Custom clearance certificate (in case of imported vehicles).
- NOC from Excise & Taxation Department (in case vehicle has been purchased from other State).

**Fees: To be decided.**

**Tax: Motor vehicle tax to be notified soon.**

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

**Eligibility:** Any vehicle owner whose vehicle is registered.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitation
1	Application	Applicant must get a Daily Diary Register report filed at the Police Station (if RC was lost or stolen) or mutilated RC.	
2	File Preparation	Applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	Applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
3	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 relevant documents and payment of fees.	
5	Document delivery	Registration certificate will be sent to the applicant through post.	

**Forms Required:** Form No.26

**Documents Required:**

- Mutilated Registration Certificate or Daily Diary Report of Police Station (in case of theft/lost).

**Fees:** To be decided.

**Name:** Transfer of Registration Certificate

**Eligibility:** The citizen who has purchased an old vehicle.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitated
1	File Preparation	Applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	Applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 relevant documents and payment of fees.	
4	Document delivery	Registration certificate will be sent to the applicant through post.	

**Forms Required:**

- Form No.29 (to be made in duplicate).
- Form No.30 (to be made in duplicate), if the vehicle is under continuation of hire purchase agreement.
- Form No.28 (if the vehicle transferred from outside State).

**Documents Required:**

- Proof of residence/business of transferee (in whose name it is being transfer).
- Registration Certificate.
- Valid insurance certificate.
- Proof of fitness and proof of up to date road tax/goods tax/passenger tax.
- Self-declaration regarding purchase of vehicle.
- Declaration of seller regarding sale of vehicle.

**Fees: To be decided.**

**Name:** No Objection Certificate

**Eligibility:** Any vehicle owner taking her/her vehicle from Haryana to another State.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitated
1	File Preparation	Applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	Applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 relevant documents and payment of fees.	
4	Document delivery	No objection certificate will be sent to the applicant through post.	

**Forms Required:** Form No.28.

**Documents Required:**

- Registration Certificate.
- National/State permit for surrender, if the vehicle is covered by any route permit.
- Insurance Certificate.
- Evidence of payment of road tax upto date and Form No.PTTT-5 issued by DETC concerned.
- Police report regarding non-involvement of vehicle in theft case.

**Fees: To be decided.**

**Name:** Registration of out of State vehicles

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

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitated
1	Obtain an NOC	Applicant should obtain NOC from the previous registration authority of other State.	
2	File Preparation	After getting fitness certificate (See Grant of Fitness Certificate process) applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	After getting fitness certificate (See Grant of Fitness Certificate process) applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
3	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 tax.	
5	Document delivery	Registration certificate along with fitness Certificate will be sent to the applicant through post.	

**Forms Required:**

- Form No.20 (application)

**Documents Required:**

- Form No.28 (NOC issued by previous authority).
- Valid Insurance Certificate.
- Proof of Citizenship.
- Proof of Residence/Business.
- Form No 60 or PAN Card.
- Police report regarding non-involvement of vehicle in theft case.

**Fees: To be decided.**

**Name:** Addition/Removal of Hypothecation.

**Eligibility:** Any vehicle owner who wants to get/remove an agreement of hire purchase/lease/hypothecation.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitated
1	File Preparation	Applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	Applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 and tax.	
4	Document delivery	Registration certificate will be sent to the applicant through post.	

**Forms Required:**

- Form No.34 (in case of addition of hypothecation duly signed by financier).
- Form No.35 (in case of removal of hypothecation duly signed by financier).

**Documents Required:**

- Registration Certificate.
- Valid insurance certificate.
- Proof of fitness and proof of upto date road tax/goods tax/passenger tax.

**Fees: To be decided.**

**Name:** Permit (Haryana)

**Eligibility:**

- All goods vehicles having gross vehicle weight more than 3000 kg.
- All passenger vehicles.
- Special purpose transport vehicles.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitated
1	File Preparation	After getting the vehicle registered/transferred applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	After getting the vehicle registered/transferred applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk
2	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 and tax. In case of application is made for National permit, the applicant has to deposit Rs.16500/- in authorized bank to get authorization for National Permit issued online.	
4	Document delivery	Permit (Haryana) will be sent to the applicant through post.	

**Forms Required:**

- Form HR No.22 for stage carriage permit.
- Form HR No.23 for contract carriage permit.
- Form HR No.24 for private service vehicle.
- Form HR No.26 for goods carriage.
- Form HR No.27 for temporary/special permit.

**Documents Required:** Copy of Registration Certificate.

**Fees:** To be decided.



**Name:** Permit (National)

**Eligibility:** All goods vehicles having gross vehicle weight more than 3000 kg.

**Designated Officer:** Secretary, RTA.

**Procedure:**

Sr. No.	Steps	Description	
		Self	Facilitated
1	Application	After getting the vehicle registered/transferred applicant should fill the prescribed form(s), on the Haryana Transport Department's site pay fees and attach all required documents and deposit the file at the relevant counter in the concerned office.	After getting the vehicle registered/transferred applicant should visit the facilitation centre to have an operator fill in the prescribed form online. Attach all required documents to the printed form provided by the facilitation desk.
2	File verification	Applicants must have their files physically verified by TI/TSI at the RTA office. A deficiency slip must be given to citizen by the TI/TSI, if the file is rejected; this slip will 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 and tax. The applicant has to deposit Rs.16500/- in authorized bank to get the authorization for National Permit issued online.	
4	Document delivery	Permit (National) will be sent to the applicant through post.	

**Forms Required:**

- Form HR No.26 for goods carriage & Form No.47 in case of National Permit.
- Form No. 48 (CMVR) application form for National Permit.

**Documents Required:** Copy of Registration Certificate.

**Fees:** To be decided.

## **Annexure 1 - Documents Accepted as Proof of Age, Residence, Citizenship and Business**

### **Age Proof**

- Aadhar Card.
- Passport.
- Electoral Role / Voter ID.
- Birth Certificate.
- 10<sup>th</sup> certificate.
- Driving License.
- Employers certificate in case of Central Govt/ State Govt/ Local Bodies or self 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 or self attested copy of ID card.

### **Citizenship Proof (only in case of foreigners)**

- Passport.
- Letter from embassy on the local address.

### **Business Proof**

- Company (Business Entity) registration certificate.