

No. CT 1-25/VahSar/2021- 1088983  
Directorate of Transport  
Himachal Pradesh

To

1. All the Regional Transport Officer  
in Himachal Pradesh
2. All the Registering & Licensing Authorities  
in Himachal Pradesh

Shimla: 171004

18<sup>th</sup> March, 2021

**Subject: - Regarding online services.**

Madam/Sir,

As you are aware that to reduce the footfall in transport offices and to deliver the transport services at door step of the stakeholders, department had rolled out e-Parivahan Vyavastha in two districts i.e. Shimla and Kangra on pilot basis. Since the project was successful in the pilot districts and goods response was received from the general public. Now the same has been launched by the Hon'ble Chief Minister on 25.02.2021 in all left out districts of the State. Therefore, you are requested to make wide publicity of the e-Parivahan Vyavastha and same be implemented without any further delay. In this regard it is advised that the following may be adhered to implement the system in your office:-

1. Authorities must define number of Slots, Quota and local holidays in SARATHI which will be available to the general public to avail the appointment system for Learner's and Driving licence test.
2. Similarly, entries of Slot and Quota may also be made in VAHAN for fitness test
3. It may be ensured to upload the fitness test and Driving test date preferable prior to one month to which the concerned regional transport officer and motor vehicle inspector may be requested to prepare the schedule accordingly and in case of the postponement of the dates due to unavoidable circumstances, prior intimation to the applicant be given and his appointment be rescheduled accordingly. This facility has been provided in the software.
4. Keeping in view the time limit given in the Public Service Guarantee Act for the Department of Transport, it may be ensured to scrutinise the uploaded documents timely of verification/approval of the transaction.
5. All citizens visiting to offices must be guided, educated and motivated to avail the transport services, online either themselves or through Lokmitra Kendras/CSC or from  
PTO/PIA offices

6. If a citizen out of ignorance or lack of knowledge visits the office, he should be assisted in availing the services online. The staff posted should apply on his/her behalf besides educating the process to follow up further and tracking of application status and service delivery.
7. There should not be any denial of the services and it would be duty of the staff to facilitate the citizens visiting RTO/RLA offices.
8. Citizens should not be asked to deposit the uploaded documents in the office
9. Citizens should not be impressed upon the uploading of the affidavits where such documents are not required as per the Motor Vehicles Act/Rules.

For any technical assistance this office ([transport-hp@nic.in](mailto:transport-hp@nic.in), 0177-2654185) may be contacted.

Yours faithfully



(Anupam Kashyap, IAS)  
Director Transport  
Himachal Pradesh  
[transport-hp@nic.in](mailto:transport-hp@nic.in)  
0177-2803136

Copy to:-

1. The Principal Secretary (Transport) to the Government of Himachal Pradesh.
2. All the Deputy Commissioner in Himachal Pradesh.
3. The State Informatics Officer, National Informatics Centre, HP Secretariat Shimla-2.
4. The Senior Technical Director-Cum Project Coordinator, DIO Kangra, Deputy Commissioner Office, Dharamshala, District Kangra, HP.

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Director Transport  
Himachal Pradesh