

SUBMISSION

Submitting herewith the suggestions regarding e-payment facility for kind perusal and necessary action.

Thiruvananthapuram

12/09/2013

Sd/-

Nodal Officer

Send by email to  
all officers  
Do  
22/10/13

## **Guidelines for E-Payment**

Applying for the following services e application and e payment is mandatory

### **Registration Services**

1. New Vehicle Registration
2. R/C Particulars
3. Duplicate R/C
4. Change of Address in R/C
5. Registration Renewal
6. Endorse Hypothecation
7. Cancel Hypothecation
8. Transfer of Ownership
9. No Objection Certificate
10. Re-Assignment (R.M.A.)
11. Booking of Test Date

### **Licence Services**

1. New Learners
2. Licence particulars
3. New Badge
4. Addition of Class in Driving Licence
5. Duplicate Licence
6. Licence Renewal
7. Driving Licence Change (Other State)
8. Change of Address in Driving Licence

No other mode of filing application as well as payment will be entertained, hence forth for these services.

### General Guidelines

1. Applicant can apply through our website wherever internet connection is available. If the internet facility is not available with the applicant they can opt the help of common service centers like Akshaya.
2. If the applicant do not have net payment facility compatible with Motor Vehicles Department e-payment facility, they can upload the application and payment can be made through common service centres like Akshaya.
3. Applicant can upload application through Motor Vehicles Department portal and payment can be made at 'friends' through 'fees' software until 'friends' is capable to pay fee and tax on line.
4. No application without online application and e-payment will be entertained<sup>in</sup> Fast Track Counters except those of permit renewal of Autorikshaw and Motor Cab.
5. All on line application along with e-payment shall be entertained at all counters ( any counter any service) from 10.15 am to 1.15 pm ).
6. No on line and e paid application will be entertained by post by the applicant.
7. In case data needed for filing on line application and e payment is not available at our website, on line application and e payment shall not be insisted for rendering service. Such application shall be entertained at counters and fees shall be accepted.

8. Fees for new registration of vehicles purchased from other states, CF fee in case of vehicles having prior off road intimation or G form is applicable, balance fees, additional fees, re-test fees, cess, NTV tax and fees related to other applications not listed above and not available under e application link in our website shall be entertained through office counters.
9. On receipt of application at counter, the counter clerk shall verify the application including completeness, sufficiency of fees, supporting documents, jurisdiction etc. If any short remittance is there counter clerk will accept the balance fees, tax as the case may be and combine with e paid fees. The counter clerk shall generate inward number in case of scrutinized application and will stamp 'received' seal on the copy of e payment receipt and endorse inward number date of receipt and delivery mode on it and return to the applicant (specimen of received seal is attached).
10. If the jurisdiction of application lies in a different office, the counter clerk will inform the matter to the applicant and take steps to transfer the fees to the concerned office through SMART MOVE. After transferring the fees the application will be handed over to applicant with direction to submit it to the concerned office physically after 24 hours.
11. In case data regarding on line application is not available in the system, the counter clerk will accept the application temporarily along with contact phone number of applicant. He will endorse 'received seal' on copy of e payment receipt and endorse that 'accepted temporarily' against inward number and direct applicant to contact office after 24 hours. During the meantime he will retrieve data with the help of SPMVD. If the data is not retrievable, despite proper working environment the matter will be intimated to SSG Cell for further direction.

12. All complaints regarding the exigencies pertaining to each individual shall be dealt at that office level itself. No public shall be directed to contact Transport Commissioner Office, SSG Cell and IT services team in this regard. Any un-resolvable issues shall be taken up by the concerned office through email to SSG Cell or Department phone number to the SSG Cell phone number (8547639097) only.

RECEIVED	
Inward No. :	
Date :	
ID No. :	

RECEIVED	
Inward No.	
Date	
Received by	ID No.
Delivery	By Post/By Hand
Regional Transport Office	