

MIT-1 | 22.01 | TC | 2008 | Chv | 30-9-2013

## INSTRUCTIONS REGARDING ACCEPTANCE OF ONLINE APPLICATION

### Guidelines for E-Payment

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

#### Registration Services

1. New Vehicle Registration (For Non-Transport Vehicles only)
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 (For Same Office and different office)
9. No Objection Certificate
10. Re-Assignment (R.M.A.)
11. Booking of Text Date

#### License Services

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

No other mode of filing application as well as payment will be entertained at RT Offices/Sub RT Offices, hence form for these services.

#### General Guidelines

1. Tax for New Registration of Non Transport Vehicle shall be collected through dealers only. The dealers can pay the tax to the other offices after obtaining temporary registration also. Tax shall be collected through

the counter for the vehicles having issued with temporary registration from other offices. Remittance of Tax for New Registration shall not be directed to Akshaya until further orders

2. All RTOs and JTOs must collect the details of Akshaya Centres in their jurisdiction and their phone numbers and publish it. Publicity shall be given through the media to make aware the citizens to utilize the services of all Akshaya Centres for getting service of MVD.
3. RTOs and JTOs contact the Akshaya Co-ordinators and resolve their issues in the office itself. The e-payment facility has been introduced to increase the transparency of our department and reduced the work load of our employees. Hence each officer shall promote this facility and act accordingly.
4. In case data needed for filling on line application and e payment is not available at our website, online application and e payment shall not be insisted for rendering service. Such application shall be entertained at counters and fees shall be accepted.
5. 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.
6. 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.
7. 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.

8. If the applicants 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.
9. Insists the dealers to collect and remit tax through their dealer login even after obtaining temporary registration.
10. Applicant can upload application through Motor Vehicles Department portal and payment can be made at 'friends' through 'frees' software until 'friends' is capable to pay fee and tax on line.
11. No application without online application and e-payment will be entertained Fast Track Counters except those of permit renewal of Autorikshaw and Motor Cab.
12. All online application along with e-payment shall be entertained at all counters (any counter any service) from 10.15 am to 1.15 pm).
13. No online and e paid application will be entertained by post by the applicant.
14. 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 made on it and return to the applicant (specimen of received seal is attached).
15. 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.

16. In case data regarding online application is not available in 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 the applicant to contact office after 24 Hours. During the mean time, 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.

All RTO/JRTO shall acknowledge this instruction and intimate by return mail.

  
Transport Commissioner

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