FAQ (LEARNER LICENCE)

1. **How can I obtain a Learner's Licence ?**

   Applicants can visit **https://sarathi.parivahan.gov.in/sarathiservice** and apply for Learner Licence ONLINE by following the link "New Learning Licence " Applicants should take print of the duly filled-in ONLINE application along with the reference number and submit at the chosen RTO office. Wherever the ONLINE transactions are not enabled, the applicants can submit the application in the prescribed CMV Form-2 / Unified Form to the jurisdictional licensing authority.

2. **What documents are required to be carried to the RTO office ?**

   Check the application status and click on print acknowledgment which shows required documents.
   2) click on print form 1 & can download application form & Form1A ,
   3)click on Appointment letter from the same application status .
   4)Fee receipt.

3. **Is Form 1A Mandatory for Learner Licence Test?**

   Yes. Form 1 should be invariably attached with Form 1A (Medical Fitness)

   Log on **https://parivahan.gov.in/parivahan** >>Informational Services>>DownloadableForms> AllForms>>Form-1(Application – cum – Declaration as to Physical Fitness) and Form-1A(Medical Fitness)

4. **How to check the status of my application at any stage**.

   Visit **https://sarathi.parivahan.gov.in/sarathiservice** >>select State > and click on Apply online
   >select Application status.

5. **How to take re-appointment for Learner Licence Test ?**

   Take re-appointment through visit **https://sarathi.parivahan.gov.in/sarathiservice** >>Select
   State>>and Click on "Appointments (slot booking)>>Learner's licence Test link.

6. **Can I apply for Driving Licence after the Learner Licence has expired ?**

   No. Apply for Driving licence before your Learner Licence expires and complete the driving test .

7. **What happens if I am absent on the day of the Learner Licence Test ?**

   You have to take re-appoinment. Through visit
   https://sarathi.parivahan.gov.in/sarathiservice >>Select State>> Appointments(Slot booking)>>Learner's Licence Test.

8. What should I do if I fail the Learner Licence Test?

You have to pay Retest fee and book fresh appointment. For Retest payment visit **https://sarathi.parivahan.gov.in/sarathiservice** >>Select State>>and Click on Fee/ Payments>>EPAYMENT>>RETEST FEE.
For Reappointment Through visit **https://sarathi.parivahan.gov.in/sarathiservice** >
>>select
State>>and Click on "Appointments (slot booking)>>Learner's licence Test link.

9. What is the validity of Learner Licence?

The Learner Licence is valid through out India for a period of 6 months only. In case of expiry of the Learner Licence the applicant needs to repeat the process afresh.

10. What is the procedure for payment of fees?

Fill Application & check application status provided on the website and click on pending payment flow and make payment

or

On parivahan.gov.in > home page> select State > click on payment link and select E-payment > Application fee.

11. After online procedure is completed why should we visit the RTO ?

After completing online procedure, for further processing of application you should visit the concerned RTO office with the required documents as shown on the acknowledgtement slip. You should also carry a copy of the fee receipt.

12. The session expired when applying for Learner Licence or Driving Licence. What is to be done?

Try again by closing the application and start the procedure from the begining.

13. Option of online fees payment is not available for Learner Licence.

Pay the fees at the concerned RTO cash counter. Online fee payment facility is not available for some RTOs.

14. I already uploaded the necessary documents. But, now I want to replace one document with another?

visit **https://sarathi.parivahan.gov.in/sarathiservice** >>Select State>>Go to 'Upload Documents" and Select>>Upload Documents/Scanned images>> select the type of document to be replaced (eg. address proof, age proof). Upload the desired document which will replace the old document.

15. How can I upload photo and signature?

Visit **> https://sarathi.parivahan.gov.in/sarathiservice** >> Select State and click on Apply online > Select Application status and enter application number. Click on photo and signature shown as pending and upload both.

16. What is the meaning of ` Application is under scrutiny & processing at RTO Level'?

Scrutiny means applicant has to visit the concerned RTO for physical verification of documents and submit Biometrics to complete the process.

17. How can I make payment if payment access is denied?

You need to try again after 1 or 2 hrs from the fee payment link .

18. Can I cancel my application and get refund of fee?

Application cancellation is a non-recoverable process. If cancelled the application (file) will be totally closed and cannot be restored. All the data and documents will become null and void. Fees once paid will not be refunded on cancellation of the application.

19. If payment is made twice then how to get one payment back?

Need to consult the concerned RTO or approach the concerned department as the process is not refundable through the portal.

20. How to know the status of my application ?

You can visit **https://sarathi.parivahan.gov.in/sarathiservice** >> select State > and click on apply online and select application status.

21. How can I change my address after submission of application and completion of payment ?

Consult the concerned RTO. The is no provision to change the address after submission of the application.

22. I did not attend Learner License test on the scheduled date of appointment?

Re-schedule the appointment subject to availability of slots.

23. Is online slot booking available for all RTOs ? What should be done if slots not available on the required dates?

Some of the RTOs do not have the facility of online booking of slots. If the facility is available and slots are not available, consult the concerend RTO as the slots are released as per their requirements.

24. Why should I visit RTO even after successful submission of application?

Visit to the RTO is necessary after completing the online procedure for further processing of the application such as biometrics, document verification etc.

25. Can I add another class of vehicle after submission of the application ?

Applicant can add one more class of vehicle through modify application link but cannot remove already existing category.
Visit **https://sarathi.parivahan.gov.in/sarathiservice** >> Select State>>Modify Applications>>Add Class of Vehicles.