

**OFFICE OF THE TRANSPORT COMMISSIONER-CUM-CHAIRMAN,
STATE TRANSPORT AUTHORITY, ODISHA, CUTTACK.**

No. ⁶⁶¹⁵ /TC

dated 05-08-2020

ORDER

Due to lock down situation prevailing in the State in order to prevent COVID-19 pandemic and to reduce gathering in RTO offices, the following driving license services will be available in online mode in Sarathi web portal www.parivahan.gov.in and the applicants need to book appointment to visit the concerned RTO office in connection with these services wherever required:

1. Renewal of Driving License.
2. Change of address in Driving License.
3. Issue of duplicate Driving License.
4. Change of name in Driving License.
5. Change of Biometric in Driving License.
6. Replacement of Driving License.
7. Issue of extract of Driving License.
8. Surrender of COV (Class of Vehicle)
9. Issue of NOC
10. Surrender of NOC

However the LL online Computerised Test and DL skill test will not be conducted.


Transport Commissioner
Odisha.

Memo No. ⁶⁶¹⁶ /TC

dated 05-8-2020

Copy forwarded to all RTOs with list of services and process flow to be followed as per Annexure-A for necessary action.


Transport Commissioner
Odisha.

Memo No. ⁶⁶¹⁷ /TC

dated 05-8-2020

Copy forwarded to all Deputy Commissioners Transport for information and necessary action.

Copy to Technical Director, NIC, STA / Copy to Computer Cell to host in the website.


Transport Commissioner
Odisha.

Procedure to be adopted by RTOs.**Annexure-A**

1. Log in with RTO ADMIN user credential.
2. Then go to Common PORTAL & go to RTO APPOINT CUSTOM SETTING under MASTER MANAGEMENT & select DL transaction & Click on Go Button
3. In this form Select Change value option and fix up the parameter as per the screen shot attached herewith then Click on SAVE & CONFIRM.
4. Then go to SERVICE ENABLING under MASTER MANAGEMENT & enable the services as per the attached excel file
5. Then go to SLOT
6. Then go to SLOT MASTER under SLOT MANAGEMENT & select DL transaction & All transaction & create slot with timing. In the beginning, start with less number of the appointments in each slot and open the advance booking of slots for seven days. After observing the response, the number of appointments can be increased.
7. Then click on save & confirm
8. Then go to Appointment Quota under SLOT MANAGEMENT & select DL transaction and fix up the QUOTA & click on save & confirm.
9. The above are required to configure the slot booking system for DL services

List of services to be enabled

Sl no	DL SERVICE TO BE OPENED	SERVICE CODE
1	Renewal of DL	514
2	Change of address in DL	515
3	Issue of duplicate DL	513
4	Change of name in DL	526
5	Change of biometrics in DL	528
6	Replacement of DL	516
7	DL extract	523
8	Surrender of COV	532
9	Issue of NOC	522
10	Cancellation of NOC	529

List of activities to be enabled that are required for DL services

11	Appointment for DL transaction	1004
12	DL edit	531
13	DL backlog entry	592

FLOW DIAGRAM:

Services Enabled

List of already enabled services is displayed below. To disable a service un-check the disable column of corresponding row.

SNO	Service Category	Service Name	Disable
513	ISSUE DUPL DL	ISSUE OF DUPLICATE DL	<input type="checkbox"/>
514	RENEWAL OF DL	RENEWAL OF DL	<input type="checkbox"/>
504	DL	APPOINTMENTS FOR DL TRANSACTION	<input type="checkbox"/>
515	DL ADDRESS CHANGE	CHANGE OF ADDRESS IN DL	<input type="checkbox"/>
516	DL REPLACE	REPLACEMENT OF DL	<input type="checkbox"/>
502	ISSUE OF NDC	ISSUE OF NDC	<input type="checkbox"/>
505	DL EXTRACT	DL EXTRACT	<input type="checkbox"/>
505	ALTR NAME IN DL	CHANGE OF NAME IN DL	<input type="checkbox"/>
528	ALTR DL PHOTO	CHANGE OF BIOMETRICS IN DL	<input type="checkbox"/>
509	CANCEL NDC	CANCELLATION OF NDC	<input type="checkbox"/>
521	DL EDIT	EDITING THE DETAILS IN GRIVING LICENCE	<input type="checkbox"/>
510	SUSPENSION COVER	SUSPENSION OF COVER IN DL	<input type="checkbox"/>
512	DL BACKLOG	DL BACKLOG ENTRY	<input type="checkbox"/>

Services not Enabled

List of services not enabled is displayed below. To enable the service check(✓) in the Enable column of corresponding row.

SNO	Service Category	Service Name	Enable
504	CHANGE LL ADDR	CHANGE OF ADDRESS IN LL	<input type="checkbox"/>

RTO Appointment Customization

RTO CODE: RTO NAME:

Customization Appointments For 0005

SERVICE TYPE:

LL, Trac
LL, Test
DL, Test
TR, Trac

Ministry of Road Transport & Highways
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IN ASSOCIATION WITH TRANSPORT DEPARTMENT, GOVERNMENT OF ODISHA

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Sl.No	Description	Current Value	Change Value	Default Value
1	OFFICES WHERE THE APPOINTMENT SYSTEM APPLICABLE	RTO	RTO	RTO
2	IF APPOINTMENTS ARE APPLICABLE FOR TRACK - SELECT TRACK CODE	0	0	0
3	MODE OF APPLICABILITY OF APPOINTMENT SYSTEM FOR IN DL-SERVICES	Application Wise	Application Wise	Application Wise
4	NO OF DAYS ADVANCE APPOINTMENT ALLOWED IN CASE OF (LL/DL)TEST	7 Days	7 Days	30
5	MINIMUM No OF DAYS BETWEEN SLOT DATE AND BOOKING DATE TO ENFORCED FOR PUBLIC	1 day	0 days	1
6	MINIMUM No OF DAYS BETWEEN SLOT DATE AND BOOKING DATE ENFORCED FOR BOOKING BY AUTHORIZED AUTHORITY (RTO AUTHORITY LOGIN USERS)	0 days	0 days	1
7	MINIMUM No OF DAYS BETWEEN SLODATE AND CANCELLATION DATE	0 days	0 days	1
8	AUTHORITIES ALLOWED FOR BOOKING APPOINTMENTS		BANK STAFF CITIZEN SERVICE CENTER COMMON SERVICE CENTRE COMMON SERVICE CENTRE- STAFF	
9	MINIMUM No OF DAYS REQUIRED TO SEEK RE-APPOINTMENT BY THE CANDIDATE (IN CASE OF ABSENCE)	7	0	0
10	WHETHER APPOINTMENT FOR ALL COV ARE TO BE TAKEN FOR SINGLE DAY?	Yes	Yes	No
11	WHETHER APPOINTMENT FOR ALL COV ARE TO BE TAKEN FOR SAME SLOT?	Yes	Yes	No
12	STARTING TIME FOR BOOKING OF APPOINTMENTS (eg 08.00 Hrs)	7.00	1hr 00min	0.00
13	CLOSING TIME FOR BOOKING OF APPOINTMENTS (eg 20.00 Hrs)	22.00	1hr 00min	0.00
14	COV CATEGORIES (VALUE ONCE DEFINED CAN NOT BE CHANGED)	COV WISE	COV WISE	COV wise
15	LL APPLICATION EXPIRY DAYS ?	0days	0days	5 days
16	OFFICE PLACE WHERE TEST CONDUCTED ?	RTO OFFICE, CUTTACK	RTO OFFICE, CUTTACK	Office address
17	CANCEL EFFECT FROM TIME ?	1	1	1

IN ASSOCIATION WITH TRANSPORT DEPARTMENT, GOVERNMENT OF ODISHA

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Appointments Slot Masters

For Adding, Updating or Deleting Appointments Slot to the Master

Select RTO

STATE: District:
RTO: RTO:

RTO CAMP
Choose the Option given below to View the Slot already defined

Service Type	Transaction	Slot No.	Start Time	End Time
DL Transaction	ALL Transaction	1	11.00	13.00


ADD **UPDATE** **DELETE**

Service Type: LL DL DL Transaction DL Track CL

COV: All COV

Slot No.	Start Time (Ex: 11.00)	End Time (Ex: 14.00)
<input type="text" value="0"/>	<input type="text" value=""/>	<input type="text" value=""/>

Service Type	Slot No.	Start Time	End Time	Time to Display


सड़क परिवहन और राजमार्ग सेवा
MINISTRY OF ROAD TRANSPORT & HIGHWAYS
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Appointments Quota Master

For Adding/Updating or Deleting Appointments Quota to the Master

Select RTO

STATE: Odisha
 RTO: RT01/UTACK

RTD OADR

Service Type	Sub-Officer	Transaction	Vehicle	Maximum Quota Per Day	Maximum Quota Per Slot
<input type="checkbox"/> DL Transaction	Normal Quota	ALL Transactions	1	20	20

Select "Service Type" for which quotas to add.

LL DL
 LL Transaction DL Transaction DL Track CL

All Transaction
 Slot Types:

Total No. of Slots=1

Maximum Quota Per Slot	<input type="text" value="0"/>
Maximum Quota Per Day	<input type="text" value="0"/>

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