

Frequently Asked Question related to Faceless service related to Learner License .

Q. What is Faceless Learner License service ?

A. Applicant who is eligible for applying for Learner License service can apply for Learner License using Aadhaar number from anywhere. This service is termed as faceless, as there is no need of applicant to visit RTO to avail the service.

Q. From which date has the faceless service started in Maharashtra?

A. From 14th June 2021.

Q. How do I apply?

A. Please visit transport.maharashtra.gov.in, click on tab “Faceless learner License”, and follow the instructions. Applicant needs to ensure that mobile number is linked with Aadhaar as the applicant would be authenticated using the OTP sent on the Mobile number linked with Aadhaar.

Q. I don't know how to apply, what should I do?

A. The portal is very simple to apply with minimum details to fill. The procedure to avail the service is mentioned on the website.(Link:<https://transport.maharashtra.gov.in/Site/Upload/Pdf/FacelessLL.pdf>)

Q. I am not in Maharashtra currently, what should I do?

A. If you have Aadhaar linked mobile number, you need not be in Maharashtra state. You can apply online from wherever you are, provided your present address is in Maharashtra.

Q. What if I don't have Aadhaar Card?

A. If Aadhaar number is not available, kindly apply at enrolment center near you. Link to check Aadhaar Enrolment Centres near you is provided on the website. The online faceless version for this service is applicable only for valid Aadhaar card holders. [Click here](#) to check Aadhaar Enrolment Centres near you.

Q. What if my mobile number is not linked with Aadhaar?

A. To verify mobile number linked with Aadhaar, please [click here](#). To update Mobile number in Aadhaar, visit your nearest Aadhaar update centre. Link to locate an enrolment / update center near you is provided on website. The faceless version for the LL service is applicable only for valid Aadhaar card holders.

Q. Can I apply through Aadhaar of someone else in the family?

A. No. The Aadhaar has to be of the applicant.

Q. Can I apply for the Learner License without Aadhaar or without Aadhaar linked mobile number?

A. Yes, the applicant needs to select the option as “Submit without Aadhaar Authentication” and follow the steps as directed on screen. The applicant needs to visit RTO to avail the LL service after the submitting the application through Sarathi portal.

Q. What if I don't receive OTP (for login or for Aadhaar)

A. You can try the following troubleshooting methods:

- Ensure that your details are correct.
- Delete some of your messages, you may not be receiving messages in case your memory is full.
- You may not be receiving messages due to network issues or come in a better network area.
- Try again after some time, there may be issue with internet or server.
- If you are still not able to receive OTP, please share the issue details on dytccomp.tpt-mh@gov.in.

Q. What if I don't receive the password for LL test:

A. You can try the following troubleshooting methods:

- Ensure that your details are correct.
- Delete some of your messages, you may not be receiving messages in case your memory is full.
- You may not be receiving messages due to network issues or come in a better network area.
- Try again after some time, there may be issue with internet or server.
- Try 'Resend Password' facility to regenerate the password.
- If you are still not able to receive OTP, please share the issue details on dytccomp.tpt-mh@gov.in.

Q. Should my mobile number be same as my Aadhaar linked mobile number?

A. Yes, If the applicant is using the Aadhaar authentication service for applying Learner License then the applicant needs to enter the Aadhaar linked mobile number.

Q. What all documents are required to apply for Faceless Learner License Service

A. If applicant applies through Aadhaar authentication, applicant need not upload address proof or id proof and document upload is exempted. However, if the present address is different than Aadhaar address, then Address proof is required to be submitted

Q. Any additional Fees charged for the faceless service?

A. No additional fees are been added for the faceless service

Q. Do applicant still need to upload medical form 1A

A. Yes, if applicant is of 40+ years of age, or applying for Transport Class of Vehicle or other conditions as per MMVR, the applicant needs to upload the form 1A or submit the FORM 1A online through the Sarathi portal.

Q. What are different stages when Applicant would receive the Password:

A. 1) If no documents are uploaded and application is not sent to scrutiny, then password for LL test will be sent through SMS once the fee is paid.

2) If documents are uploaded and the application is at scrutiny stage, then the password for LL test will be received once the scrutiny is completed successfully.

3) If the applicant has failed the test, then password for retest will be sent once the retest fee is paid also resend password facility has been provided at the application status screen.

Q. I am unable to go to the next screen even after entering the correct OTP. What do I do.

A. Try again after some time, there may be issue with internet or server. If you are still not able to receive OTP, you may raise query at call centre or share the issue details on dytccomp.tpt-mh@gov.in. We will get back to you.

Q. Where do I register my complaint

A. In case of any issues with the application process, please share the issue details on dytccomp.tpt-mh@gov.in. We will get back

Q. What if my application is rejected?

A. Please read through the remarks provided by the RTO officer for the reason for rejection. Kindly make the necessary corrections and reapply (if applicable).

Q. What if my application is sent for correction?

A. Please read through the remarks provided by the RTO officer for the reason for sending for correction. Kindly make the necessary corrections and reapply (if applicable).

Q. What if my application is stuck at Scrutiny?

A. The Applicant need to visit RTO with original document for verification of documents and once the application is scrutinize and approved by RTO officer, applicant would receive the password for Learner License test.

Q. After submitting an application can citizen edit the application form and re-submit ?

A. After successful submission of form, applicant can't resubmit or edit unless the application is sent back by RTO.

Q. After submitting an application, when can applicant give the LL test

A. After successful submission of application for Learner License, Applicant can give the test after completion of all stages mentioned for the application and watching the road safety video. The applicant need to watch the road safety video completely without toggling the screen .Once the video is marked as completed and all stages of application are completed, the applicant can give the test using by entering the application number, date of birth and password received on mobile number

Q. How do I get my Learner's License through faceless service

A. Once the applicant has passed the Learner License test ,the applicant can download the PDF of Learner License through Sarathi portal .[Click](#) here

Q. Kindly provide nodal officer contact for the Faceless LL service (if we have any queries regarding service, whom we should contact – single point of contact)

A. Deputy Commissioner(Computer), dytccomp.tpt-mh@gov.in