

Frequently Asked Question-related to Faceless vehicle related services

(Duplicate RC, Change of Address in RC and NOC)

Q. What is a faceless Vahan service?

A. Faceless Vahan service is the service which given to Applicants, meeting specified criteria, in which applicant does not need to visit RTO office for availing the service.

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

A. From 2nd June 2022

Q. How to avail these faceless services?

A. You can visit Parivahan portal for availing these services. The link for step-by-step procedure of these faceless services is mentioned below:

1. For Duplicate Registration Certificate Service, [click here](#)
2. For Change of Address in Registration Certificate Service, [click here](#)
3. For No Objection Certificate for Maharashtra registered vehicles moving out of Maharashtra, [click here](#)

Q. What is the eligibility criteria for availing these faceless services?

A. Only for Maharashtra registered vehicles, complying all conditions mentioned below, can avail these faceless services:

1. Individual Ownership
2. Non-Transport Vehicle
3. Non-Hypothecated Vehicle
4. Vehicle owner full name in Vahan records matches exactly with full name mentioned in Aadhaar records
5. Vehicle owner's mobile number in Vahan records matches exactly with mobile number linked to Aadhaar
6. Vehicle owner's current address pin code in Vahan records matches exactly with pin code of address linked to Aadhaar

Q. Which documents do I need to upload to avail faceless Duplicate Registration Certificate service?

A. All below mentioned documents are to be mandatorily uploaded by the applicant:

1. Self-attested ID proof of the Applicant
2. Photograph of the Vehicle from front
3. Photograph of the Vehicle Chassis No.
4. Copy of Police Complaint in case of Vehicle RC Lost/ Theft **OR**
Photograph of the Vehicle Registration Certificate in case of Vehicle RC Torn/ Other

Q. Which documents do I need to upload to avail faceless Change of Address in Registration Certificate service?

A. All below mentioned documents are to be mandatorily uploaded by the applicant:

1. Self-attested ID proof of the Applicant
2. Photograph of the Vehicle from front
3. Photograph of the Vehicle Chassis No.
4. Self-Attested Permanent Address Proof
5. Vehicle Registration Certificate Copy

Q. Which documents do I need to upload to avail faceless No Objection Certificate service?

A. All below mentioned documents are to be mandatorily uploaded by the applicant:

1. Self-attested ID proof of the Applicant
2. Photograph of the Vehicle from front
3. Photograph of the Vehicle Chassis No.
4. NCRB Vehicle NOC Certificate
5. Vehicle Registration Certificate Copy

Q. What is the process flow of these faceless services?

A. The process flow for faceless services is as follows:

I. For Duplicate RC and Change of Address in RC:

1. Service selection on Vahan citizen interface
2. Aadhaar Authentication
3. Online Form Filling
4. Document upload – All documents to be mandatorily uploaded
5. Fees Payment
6. Application Submission
7. RTO Verification and Approval
8. Auto initiation of RC printing

II. For NOC service:

1. Service Selection on Vahan citizen interface
2. Aadhaar Authentication
3. Online Form Filling
4. Document upload – All documents to be mandatorily uploaded
5. Application Submission
6. RTO Verification and Approval
7. Printing of No Objection Certificate from Vahan citizen interface

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

A. If your Aadhaar number is not available, kindly apply at the enrolment center near you. A link to check Aadhaar Enrolment Centers near you is provided on the website. The online contactless version for this service is applicable only to valid Aadhaar cardholders. [Click here](#) to check Aadhaar Enrolment Centers near you.

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

A. To verify the mobile number linked with Aadhaar, please [click here](#) To update your mobile number in Aadhaar, visit your nearest Aadhaar update center. To update your mobile number in Aadhaar, visit your nearest Aadhaar update center. A link to locate an enrolment/update center near you is provided on the website. The contactless version for the DL service is applicable only to valid Aadhaar cardholders.

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

A. No. The Aadhaar must be of the applicant.

Q. Can I apply for these Vahan vehicle related services without Aadhaar or without Aadhaar linked mobile number?

A. Yes, you can apply for these services either through offline procedure by visiting RTO office or through online procedure on Vahan portal and selecting the option "Using Mobile OTP" and follow the steps as directed on the screen, post submission of the online application, then you'll have to visit RTO with requisite documents and receipts for further process.

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 an issue with the internet or server.

Q. What if my vehicle registration certificate is issued by another state (out of Maharashtra) then can I be eligible for these faceless services in Maharashtra state?

A. No the vehicle must be registered in Maharashtra for availing faceless services

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

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

Q. Any additional fee charged for these faceless services?

A. No additional fee is being charged for these faceless services.

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).