

Frequently Asked Question-related to Faceless service related to Driving License
(Renewal, Change of Address, and Duplicate License)

Q. What is a Faceless service for Driving License services?

A. The applicant who is eligible to apply for Faceless service of Driving License can apply only in case your Aadhaar card details such as name, and date of birth exactly match the driving license record in the RTO database. A driving License card (if applicable) will be delivered to the applicant at the address by speed post. Please have your Aadhaar number, Aadhaar linked mobile number, and debit/credit or net banking details ready. This service is termed Faceless, as there is no need for the applicant to visit RTO to avail of the service.

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

A. From 2nd June 2022.

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 of the below Faceless service is mentioned on the website. Please click on the below link to see the step-by-step procedure-

1. Renewal of DL: [Click here](#)

2. Duplicate DL: - [Click here](#)

3. Change of Address: - [Click here](#)

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 am not in Maharashtra currently, what should I do?

A. For Faceless service to be availed in Maharashtra, the applicant does not need to be in Maharashtra state and can apply online from anywhere for which the applicant must have Aadhaar linked mobile number for Aadhaar authentication. However, the applicants must have their Aadhaar card issued by the Maharashtra state only otherwise, the applicant needs to visit the RTO to avail of the same service.

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 Faceless 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. A link to locate an enrolment/update center near you is provided on the website. The Faceless 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 the Driving license Service without Aadhaar or without Aadhaar linked mobile number?

A. Yes, the applicant needs to select the option "Submit without Aadhaar Authentication" and follow the steps as directed on the screen. The applicant needs to visit RTO to avail of the DL service after submitting the application through the 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 an issue with the internet or server.

Q. What if my driving license is issued by another state (out of Maharashtra) then Shall I be eligible for Faceless service in Maharashtra state?

A. Yes, the applicant is eligible to avail of Faceless service in the Maharashtra state if he/she holds an Aadhaar card address based on the Maharashtra state irrespective of the driving license issued by any other state.

Q. What if my DL details or my photo and signature are not present in the existing records then shall I be eligible for Faceless service?

A. No, the applicant needs to visit RTO for backlog entry of DL and to capture the photo and signature. Then he/she can avail of the Faceless service for the same.

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 an issue with the internet or server. If you are still not able to receive OTP, you may raise a query at a call center. We will get back to you.

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 Faceless Driving License service then the applicant needs to enter the Aadhaar linked mobile number.

Q. What are the eligibility criteria to apply for Faceless Renewal of DL?

A. The Faceless application may be made one year prior to the date of license expiry or within a year after the expiry. If the license is not renewed within one-year post expiry, the application shall be submitted via non-Faceless mode wherein the applicant shall have to visit the RTO to re-take the driving test and prove competence.

Q. What all documents are required to apply for Faceless Renewal of DL Service

A. If an applicant applies through Aadhaar authentication, then the following given below are the documents are required to be submitted: -

- Application-cum-declaration as to physical fitness **Form No.1**
- **Medical certificate (Form 1A)** (In case the applicant is more than 40 yrs or applies for any transport vehicle)
- DL holder holding heavy Goods vehicles/Heavy passenger Vehicle -**Form5A**

Q. What are the eligibility criteria to apply for Faceless service for Change of Address?

A. The Faceless service for change of address is available to only those applicants who are required to modify their present address which is to be printed on DL and it must be in Maharashtra state as per Aadhaar address.

Q. What all documents are required to apply for Faceless Change of Address Service?

A. If an applicant applies through Aadhaar authentication then the applicant does not need to upload address proof or id proof and the document upload stage is exempted. However, address proof is required to be submitted if in case of applying without the Aadhaar authentication option.

Q. Does Form1 and Form1A is mandatory for the Faceless Service Change of address service?

A. No, the applicant does not require to submit Form1 and Form1A

Q. What are the eligibility criteria to apply for Faceless Service Duplicate License?

A. The Faceless service for a duplicate license is available to only those applicants who's permanent is torn/defaced/lost.

Q. What documents are required to apply for a Faceless Service for Duplicate license?

A. There is no document required for a Faceless Service Duplicate License in case of applying through Aadhaar authentication.

Q. Any additional Fees charged for the Faceless service for Renewal, Duplicate, and Change of address?

A. No additional fees are being added for any of the Faceless services of DL.

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

A. No, after successful submission of the form, the applicant can't resubmit or edit unless the application is sent back by RTO.