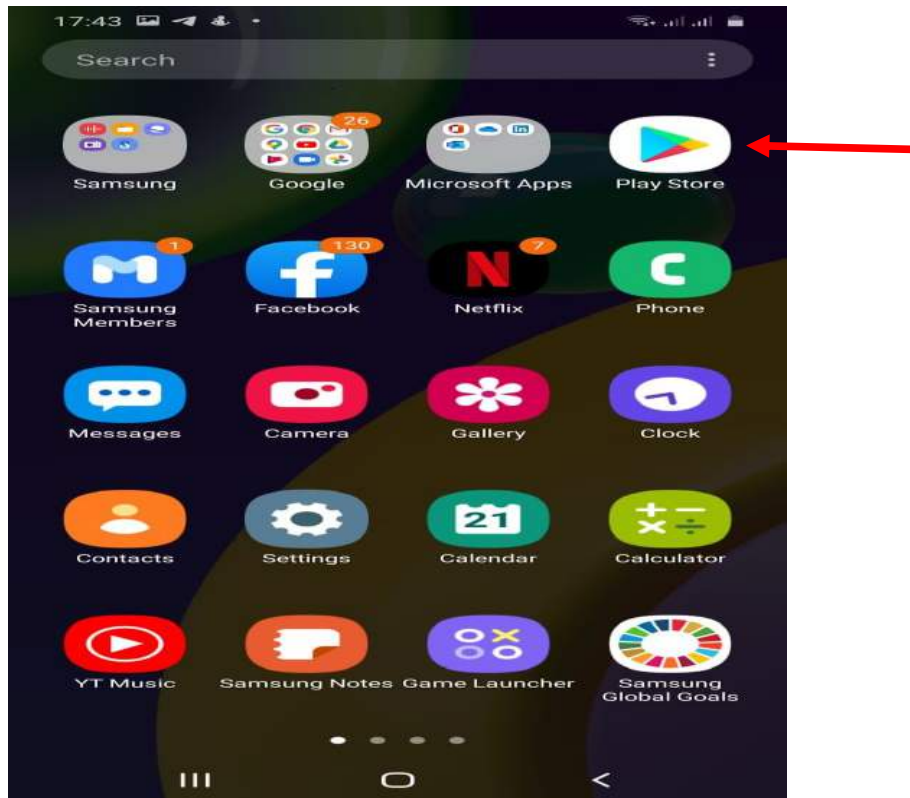


GOVERNMENT OF TELANGANA
TRANSPORT DEPARTMENT

User Guide for availing **FEST** (**F**riendly **E**lectronic **S**ervices of **T**ransport Department) **ANYWHERE ANYTIME** online services through T App Folio Mobile App

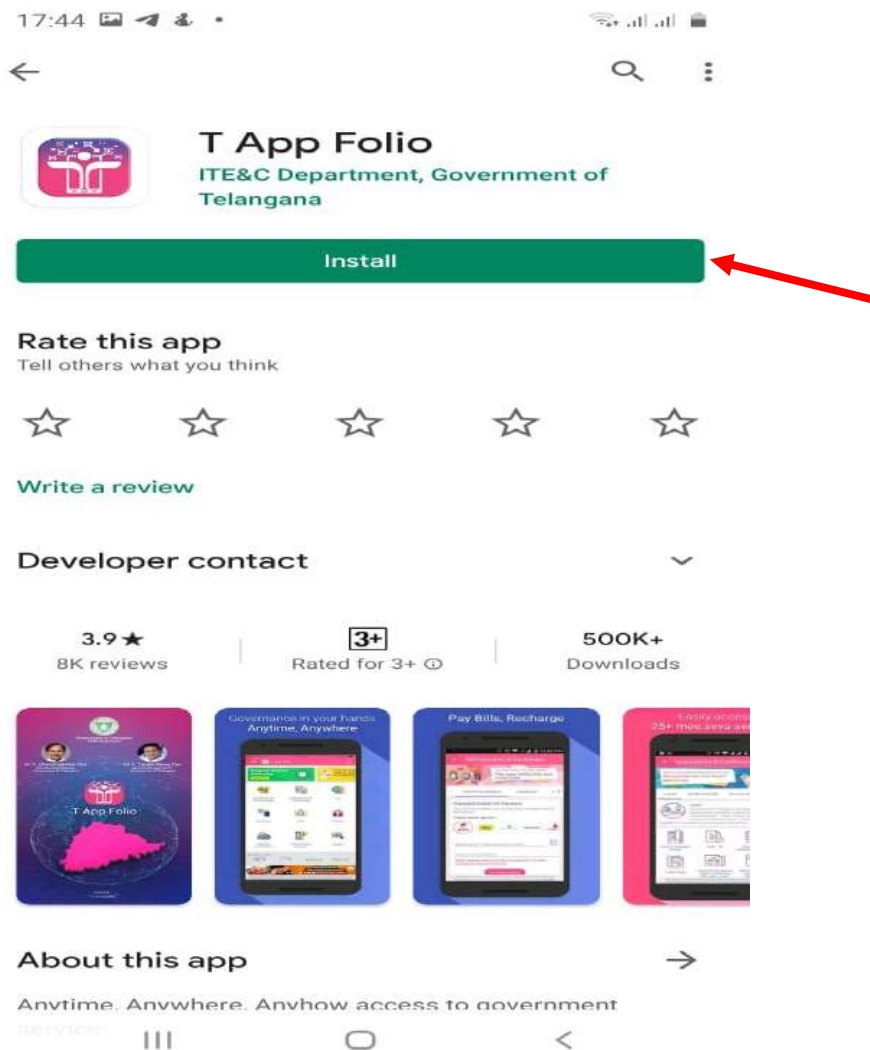
If the applicant / user is having **T App Folio** Mobile App in their smart phone, go to step-1 directly other wise

Go to PLAY STORE in ANDRIOD / APP STORE IN IOS



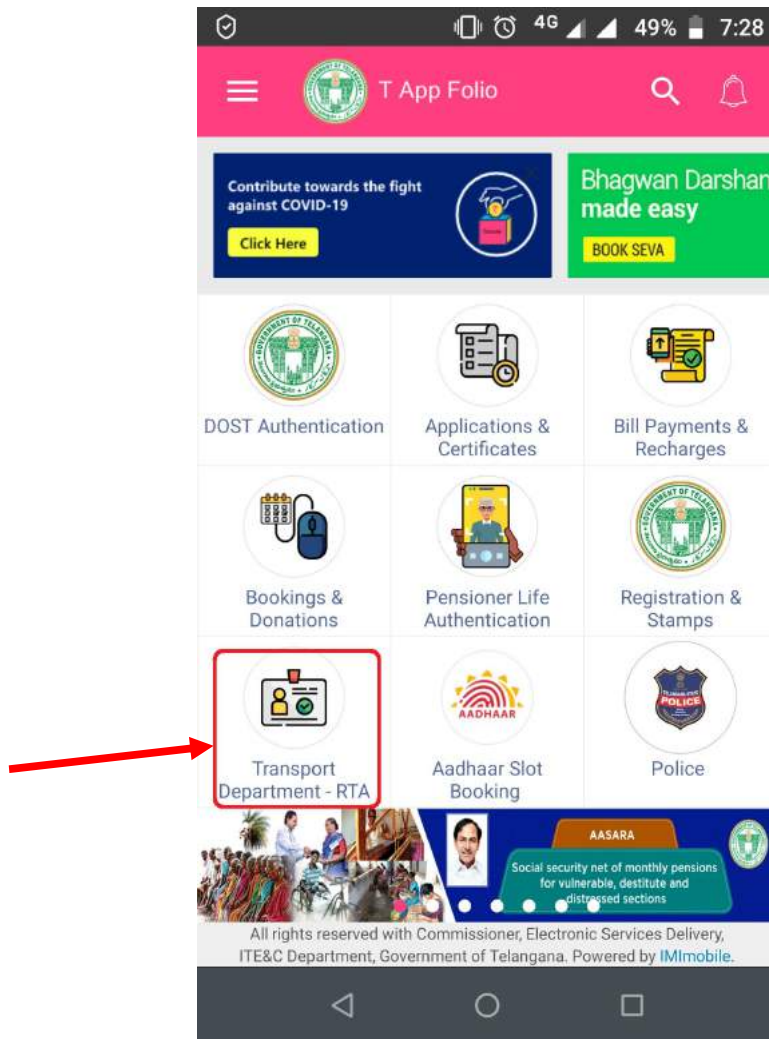
App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

**Type T App Folio in Play Store, Following
Icon will be displayed
CLICK ON INSTALL**



App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

1. After completion of installation and Registration process Home Screen will be shown as under



If you want to avail **ANYWHERE ANYTIME** Services of Transport Department - RTA, Click on **“Transport Department - RTA”** ICON as shown above.

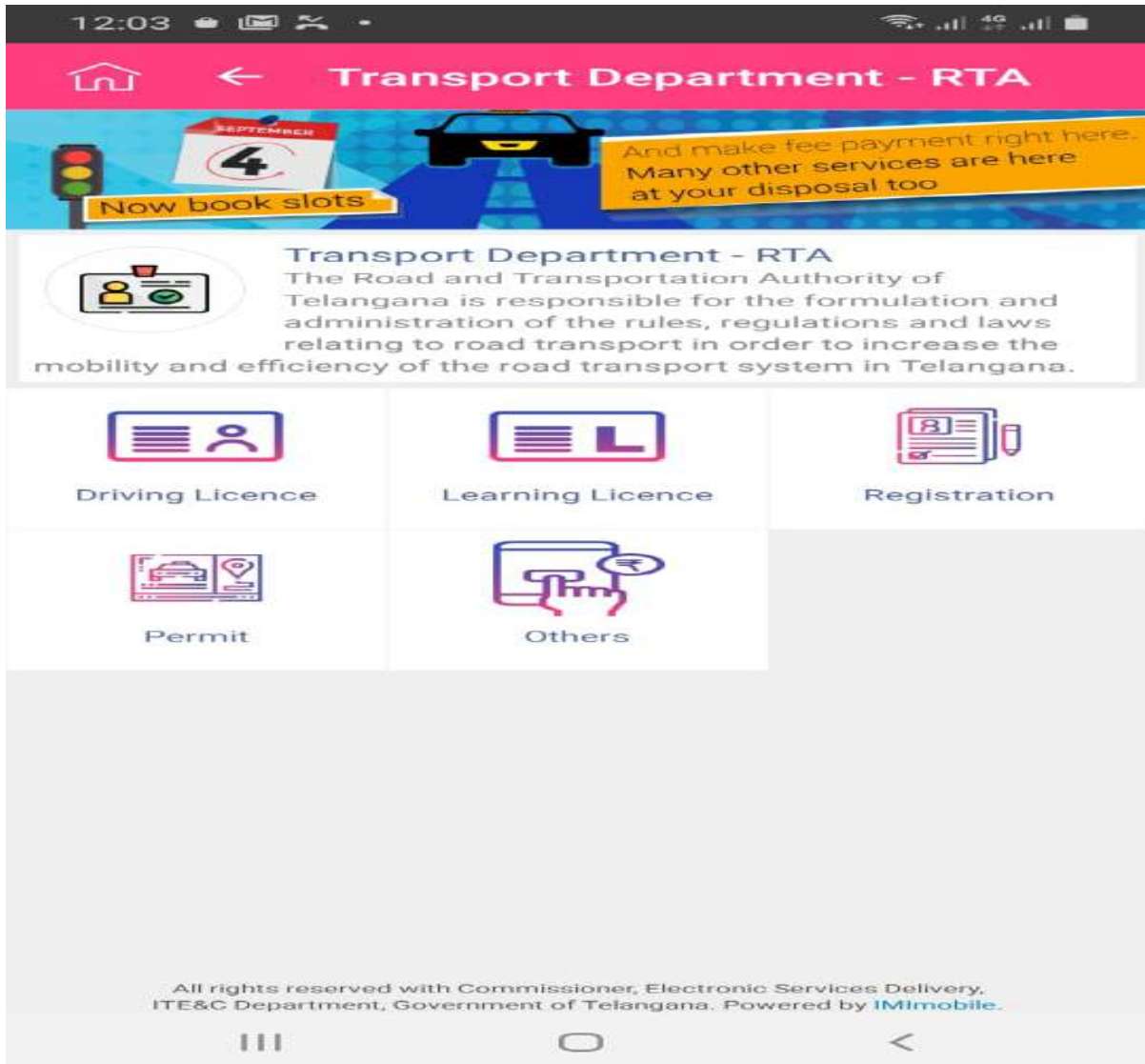
App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

Transport Department launched FEST (Friendly Electronic Services of Transport Department) Anywhere Anytime Online services through T-App Folio Mobile App, without visiting the RTA office. The services available are as follows:

1. Issue of Duplicate Learner Licence
2. Issue of Duplicate Licence
3. Issue of Badge
4. Issue of Smart Card in lieu of Surrender of Existing Driving Licence
5. Issue of History Sheet for Licence.
6. Renewal of driving licence
7. Change of address in Driving Licence
8. Endorsement of hazardous Licence
9. New Learner licence in place of expired Learner licence
10. Learner licence for addition of class of vehicle
11. Issue of Learner licence for expired Driving license
12. Change of Address in Registration Certificate
13. Issue of Clearance Certificate within the State of Telangana
14. Issue of New Permit
15. Issue of Duplicate Permit
16. Renewal of Permit
17. Issue of Temporary / Special Permit

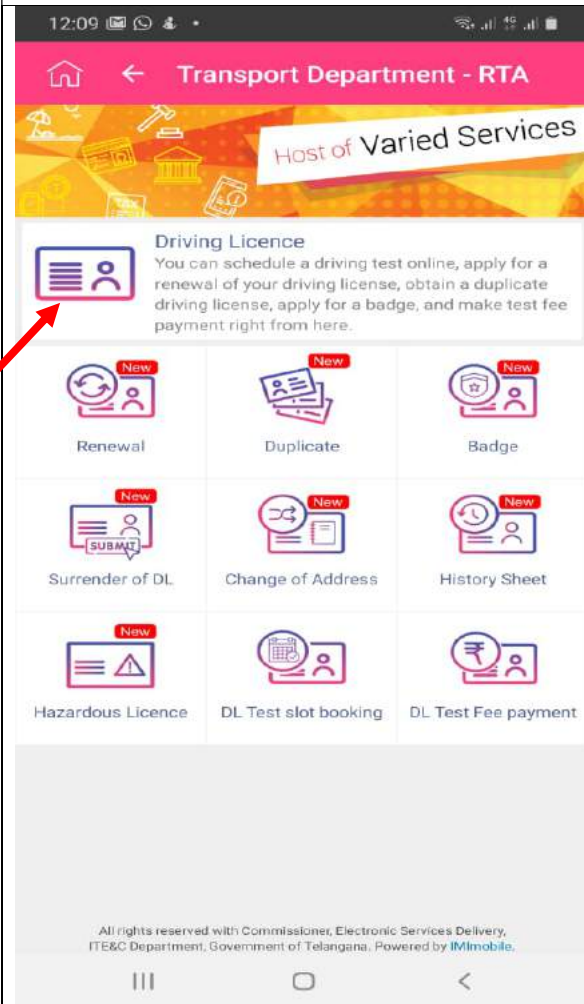
App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

There are DRIVING LICENCE, LEARNER LICENCE, REGISTRATION, PERMIT AND OTHERS as shown below. Select any transaction which is marked as **“New”** to avail **ANYWHERE ANYTIME** Services without visiting RTA office.

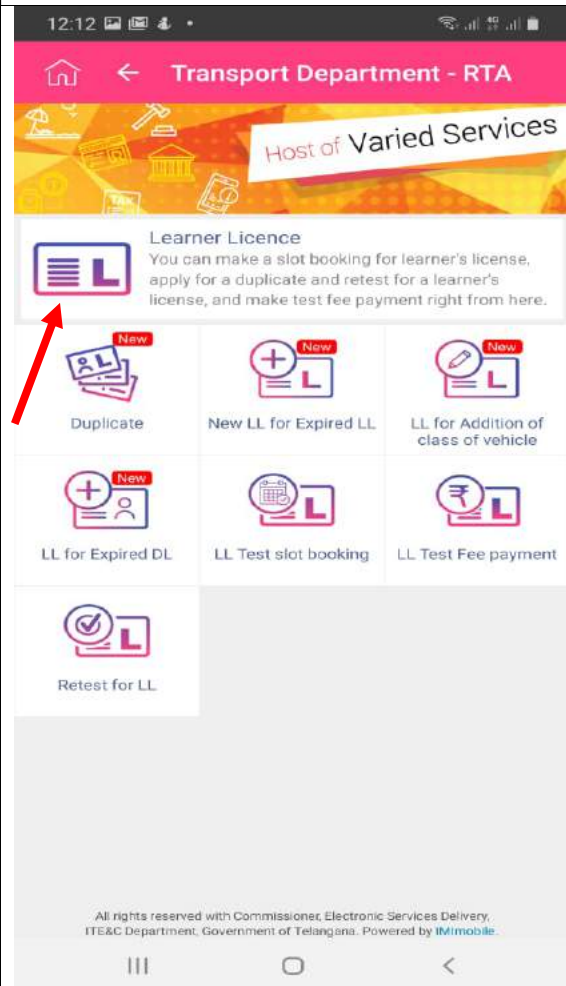


App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

1. Driving Licence Screen (Marked **New**)



2. Learner Licence Screen (Marked **New**)



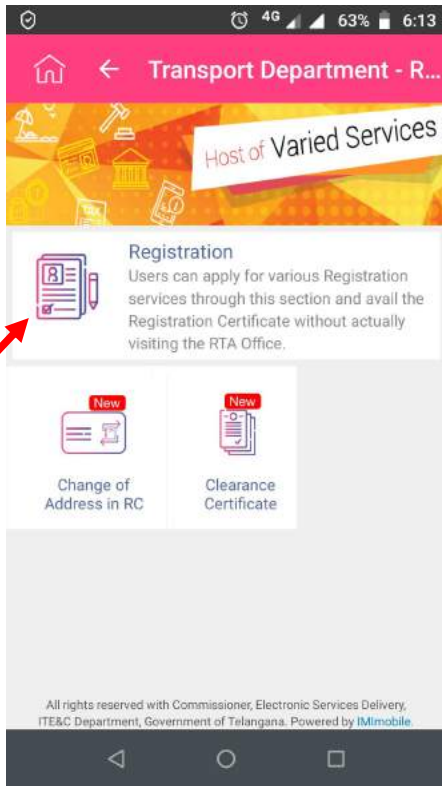
App-Support email:
tapp-support@telangana.gov.in

App-Toll Free: 18004251110,1100

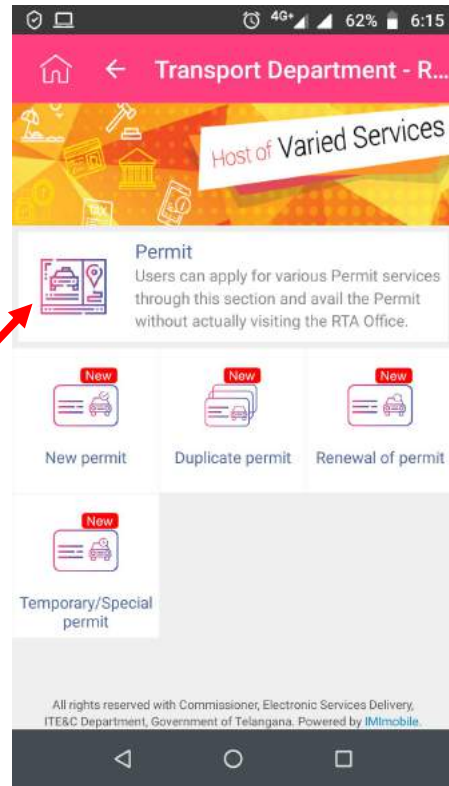
RTA Support email: support@tstransport.in

RTA Help Line:
040 – 23370081/83/84

3. Registration Screen



4. Permit Screen



A. Services Under **DRIVING LICENCE**

1. Renewal
2. Duplicate
3. Badge
4. Surrender of DL (Issue of smart card in lieu of surrender of existing Driving Licence)
5. Change of Address
6. History Sheet
7. Hazardous License

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

An applicant/user can select the required transaction and proceed with service flow as shown.

B. Services Under **LEARNER LICENCE**.

1. Duplicate
2. New LL for Expired LL
3. LL for Addition of Class of Vehicle
4. LL for Expired DL

C. Services Under **Registration**

1. Clearance Certificate
2. Change of Address in RC

D. Service Under **Permit**

1. New Permit
2. Duplicate Permit
3. Renewal of Permit
4. Temporary/Special Permit

An applicant/user can select the required transaction and proceed with service flow as shown.

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

4.1 Common Flow for Driving Licence Transactions

2.1.a Note to be followed by the applicants above 40 Yrs. of age or holder of Transport Category Licence:

The screenshot shows the 'Renewal of Driving Licence' app interface. At the top, there is a pink header with a home icon, a back arrow, and the text 'Renewal of Driving Licence' and 'Friendly electronic services in tr...'. Below the header, there is a 'New' badge next to a circular arrow icon and the text 'Renewal of Driving Licence'. Underneath, it says 'Users can apply for "Renewal of Driving licence" service and avail the driving licence' with a 'Read More' link. A 'Requirements' section is visible, followed by a 'Note:' section with a dropdown arrow. The note contains two points: '1. Applicants above 50 years of age or Transport category Licence applicants need to submit Medical certificate (Form-1A) along with form-I Form - 1A download link: <https://parivahan.gov.in/parivahan/sites/default/files/DownloadForm/form1A.pdf>' and '2. Please download the respective form from the download link provided , fill the document and upload the scanned copy of this document in Upload documents section in the service flow.' Below the note is an 'Applicant Details' section with a dropdown arrow and a 'Name' field with an input box.

2.1.b Filling Mandatory Details:

The screenshot shows the 'Renewal of Driving Licence' app interface with the 'Applicant Details' form filled out. The header is the same as in the previous screenshot. Below the header, there is a text box with the instruction: '2. Please download the respective form from the download link provided , fill the document and upload the scanned copy of this document in Upload documents section in the service flow.' The 'Applicant Details' section is expanded, showing the following fields: 'Name' with 's[]ya', 'Father/Husband Name' with 'R[]b', 'Date Of Birth' with a date picker set to 31, 'District' with 'HYDERABAD', 'Licensing Authority(RTA Center)' with 'RTA-HYDERABAD-CZ', and 'Driving Licence Number' with '1[]0'. Below the form is a 'Please click a Selfie of Yourself' section with a dropdown arrow.

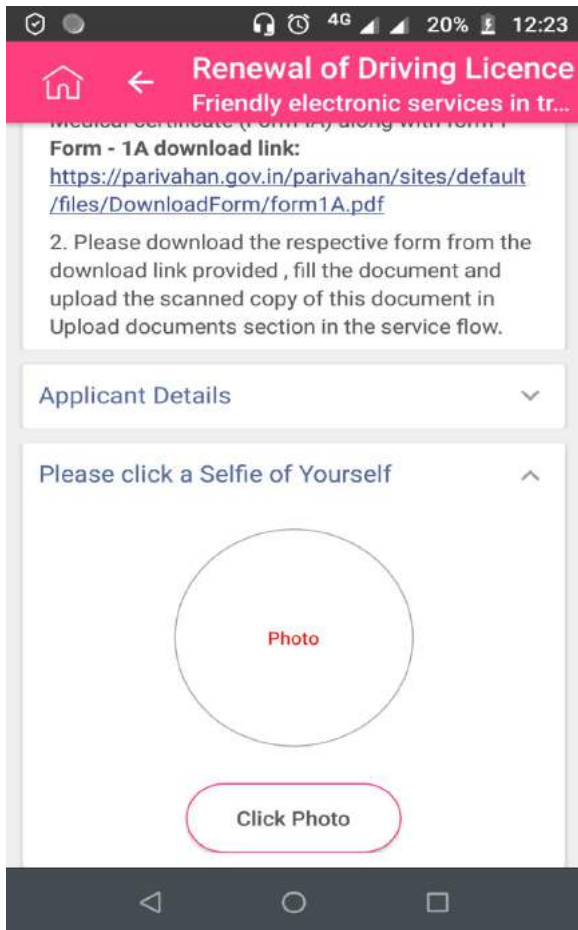
2.1.a Please read the note for the guidelines on attachments by the applicants above 40 Yrs. of age or holder of Transport Category Licence.

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

2.1.b Applicant should fill all the required details for the transaction to move forward.

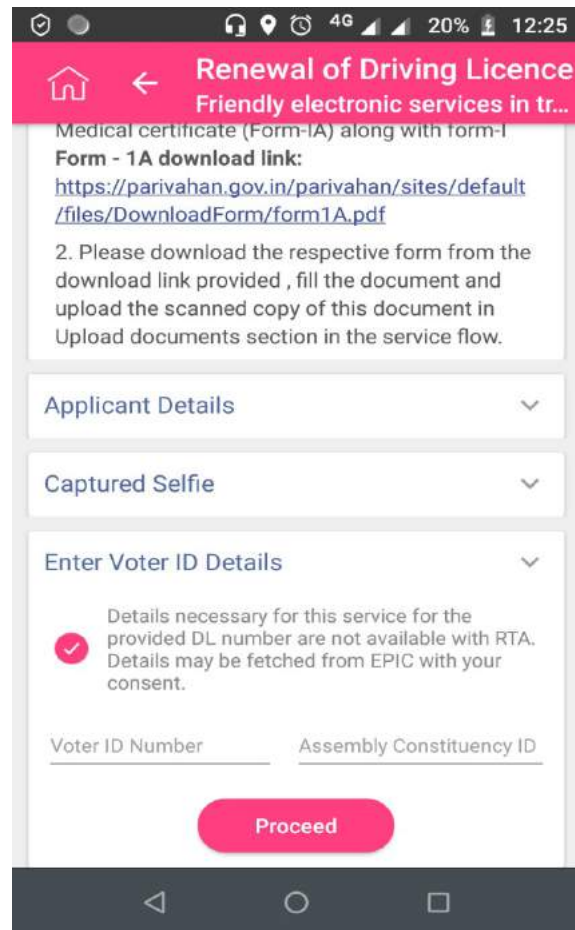
2.1.c

Taking Selfie



2.1.d

Entering EPIC (Election card) Details (if required)



2.1.c

User is required to take a Selfie photo of the applicant only through smart phone from front angle covering full face as shown above for authentication purpose.

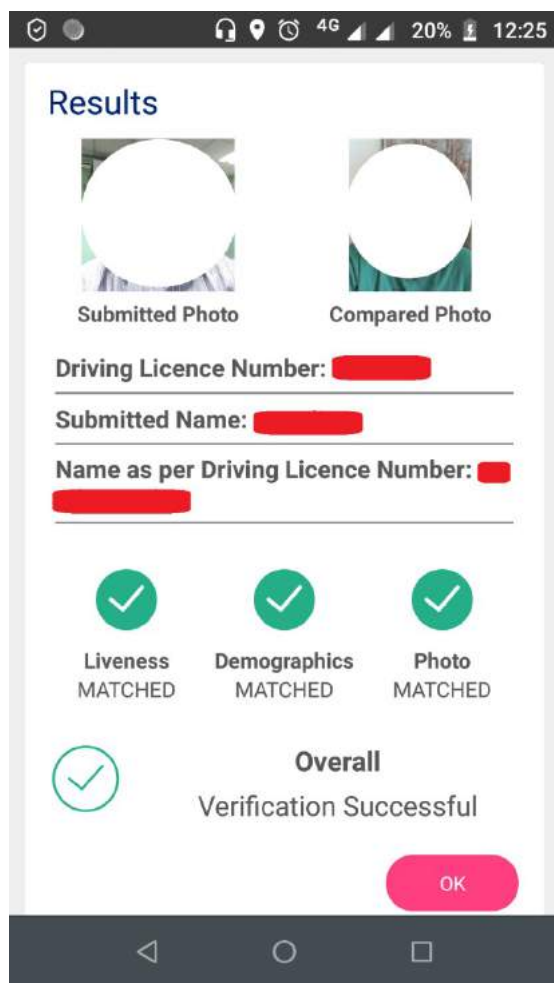
App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

2.1.d

In case the photo of the applicant is not available with the Transport Department, then user is asked to enter their EPIC (Electoral Photo Identity Card) number and Assembly Constituency ID to fetch the user photo from Election database to compare with Selfie image and authenticate.

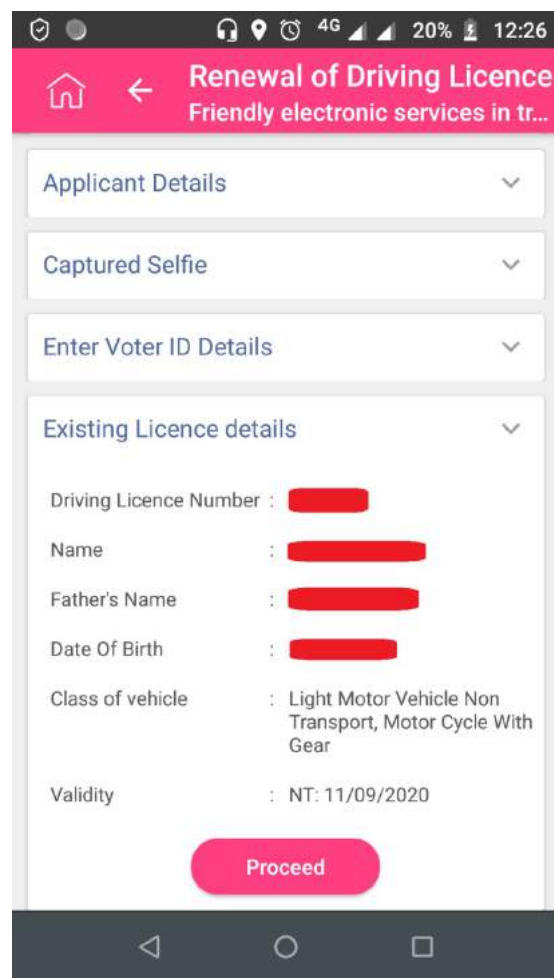
2.1.e

Authentication results



2.1.f

Showing Existing Details



App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

2.1.e

After verification the Authentication result will be shown to proceed further.

2.1.f

Licence details like Licence number, name, father name, date of birth, categories of vehicles authorized to drive and validity are displayed to the user for information.

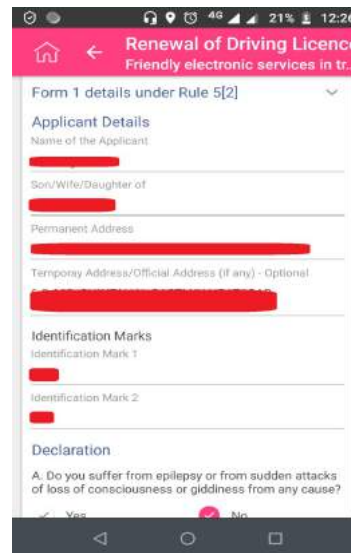
2.1.g

Signature of applicant



2.1.h

Filling up self declaration in-App form (Auto Filled Details)



App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

2.1.g

Citizen is now required to sign on the Smart Phone screen with finger/stylus and click on save.

2.1.h

Citizen is required to fill the Form-1 (Self declaration form as to Physical Fitness) by giving consent.

2.1.i

Choosing the correct and applicable options for Form1

Renewal of Driving Licence
Friendly electronic services in tr...

B. Are you able to distinguish with each eye (or if you have held a driving licence to drive a motor vehicle for a period of not less than five years and if you have lost the sight of one eye after the said period of five years and if the application is for driving a light motor vehicle other than a transport vehicle fitted with an outside mirror on the steering wheel side) or with one eye, at a distance of 25 metres in good day light (with glasses, if worn) a motor car number plate?

Yes No

C. Have you lost either hand or foot or are you suffering from any defect of muscular power of either arm or leg?

Yes No

D. Can you readily distinguish the pigmentary colours, red and green?

Yes No

E. Do you suffer from night blindness?

Yes No

F. Are you so deaf so as to be unable to hear (and if the application is for driving a light motor vehicle, with or without hearing aid) the ordinary sound signal?

Yes No

2.1.j

Choosing applicable options and proceeding further for Form1

Renewal of Driving Licence
Friendly electronic services in tr...

Yes No

D. Can you readily distinguish the pigmentary colours, red and green?

Yes No

E. Do you suffer from night blindness?

Yes No

F. Are you so deaf so as to be unable to hear (and if the application is for driving a light motor vehicle, with or without hearing aid) the ordinary sound signal?

Yes No

G. Do you suffer from any other disease or disability likely to cause your driving of a motor vehicle to be a source of danger to the public, if so, give details?

Yes No

I hereby declare that, to the best of my knowledge and belief, the particulars given above and the declaration made therein are true.

PROCEED

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

2.1.i & 2.1.j

Continuation of the Form-1 and proceeding forward

2.1.k

Display of Fee details before payment

The screenshot shows a mobile application interface for 'Renewal of Driving Licence'. The title bar is pink with a home icon, a back arrow, and the text 'Renewal of Driving Licence' and 'Friendly electronic services in tr...'. Below the title bar are four expandable sections: 'Existing Licence details', 'Form 1 details under Rule 5[2]', 'Signature', and 'Payment Details'. The 'Payment Details' section is expanded and shows a list of fees: Application Fee (₹) with a dropdown arrow, Postage Fee (₹ 35.0), Card Fee (₹ 200.0), Service Fee (₹ 150.0), User Charges (₹ 45.0), GST Charges (₹ 8.1), and Total Amount (₹) with a dropdown arrow. A pink button labeled 'Proceed to pay' is located at the bottom of the 'Payment Details' section. The status bar at the top shows 4G, 21% battery, and 12:27.

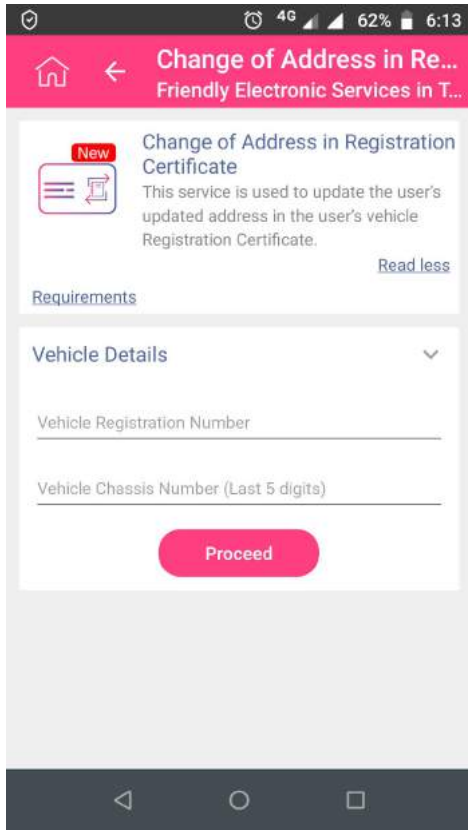
2.1.k

Total fees to be paid for transaction will be shown.

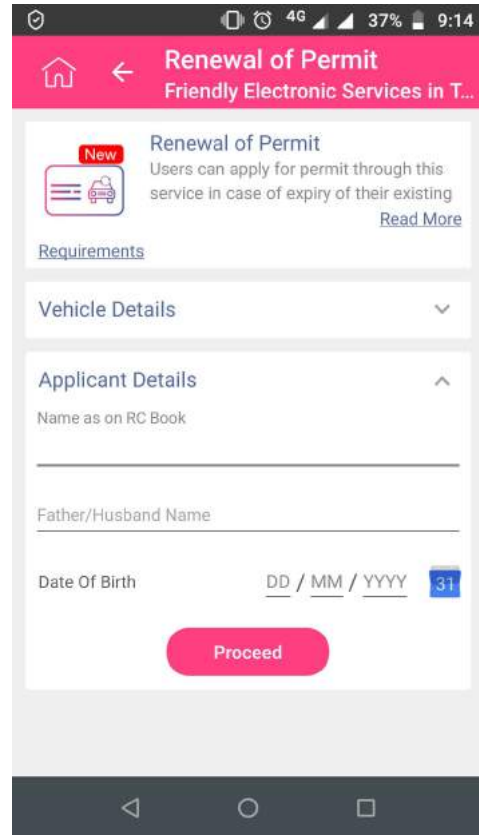
App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

3. Common Screens for Registration & Permit Services

A. Vehicle Details Entry



B. Applicant Details Entry



C. Photo Capture & EPIC details entry (As in DL and LL)

D. Photo Comparison results (As in DL and LL)

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

(Common for Permit)

E. Details of the vehicle

Captured Selfie

Enter Voter ID Details

Existing Registration Certificate Details

Name

Father's Name

Date Of Birth

Chassis Number

Vehicle Registration Number

Existing Permit Details

Permit Number

Validity

Type of permit

Proceed

F. Display & Entry of PUC and Insurance Details

Permit Details

PUC doc no. (PUC -Pollution Under Control certificate)

PUC Validity From 01 / 08 / 2020

PUC Validity To 31 / 01 / 2021

Insurance Validity From 01 / 01 / 2020

Insurance Validity To 31 / 12 / 2021

Insurance Company Name

Insurance Company Doc No.

Proceed

G. Files Upload (If requested)

Issue of duplicate permit

Friendly Electronic Services in T...

Enter Voter ID Details

Existing Registration Certificate Details

Reason for duplicate permit

Permit Details

Upload Documents

Insurance certificate

Pollution Under control Certificate

RC Scan Copy

Proceed

H. Consent & Fees Details

Upload Documents

Consent

Note: I declare that the documents uploaded are genuine, if they are found not genuine at later stage, I shall be held responsible for the action which may be taken by the Department.

Signature

Payment Details

Application Fee : ₹

Service Fee : ₹

User Charges : ₹

GST Charges : ₹

Total Amount : ₹

Proceed to pay

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

(Common for registration)

A. Vehicle Details

B. File Upload (required file upload box will be displayed as per transaction)

C. New address details in COA

D. Destination district details in CC & Fees(Common for regn).

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

E. Consent and Fees for Registration Service

Consent

Note: I declare that the documents uploaded are genuine, if they are found not genuine at later stage, I shall be held responsible for the action which may be taken by the Department.

Signature

Payment Details

Application Fee : ₹

Postage Fee : ₹

Service Fee : ₹

User Charges : ₹

GST Charges : ₹

Total Amount : ₹

Proceed to pay

4. Payment Options

4.1 Payment Options (Choose from available)

Renewal of Driving Licence
Friendly electronic services in...

Existing Licence details

Payment Options

Amount To Be Paid : ₹ 638.1

Eazypay - Netbanking, credit/debit card

UPI

T Wallet

Disclaimer :

1. No refunds for successful transactions. If the transaction fails, payment gateway charges (if any) may not be refunded.

2. All receipts generated will be exclusive of payment gateway charges.

Cancel **Continue**

Total Amount : ₹ 638.1

Proceed to pay

4.2 Payment Confirmation (Make a screenshot of this and store securely)

Payment

Payment Successful, processing request with concerned authorities. Confirmation will be sent over SMS.

Transaction ID : MGOV05000666435580821

Transaction Date : 2020-09-14 12:27:23.0

Bank Reference No : 20202581227491300001

Transaction Amount : 638.10

Note:

1. For information about this transaction please navigate to My Transactions page.

2. You can download/ email receipt from My Transactions page for future reference.

Done

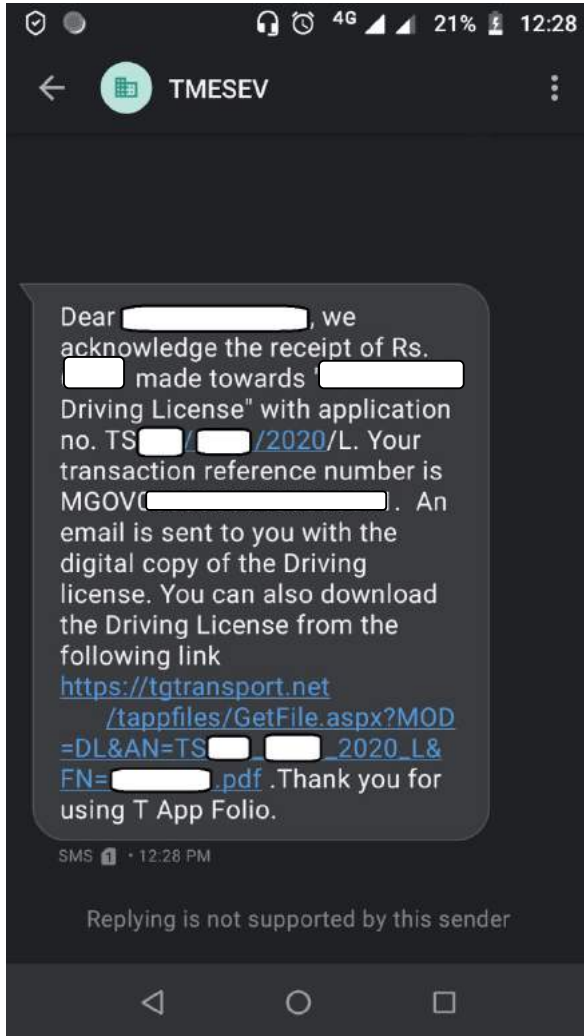
App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

- 4.2 Applicant can choose from multiple payment options available and make online payment for the transaction to be completed.
- 4.3 After payment user will be displayed with transaction details and transaction-payment status

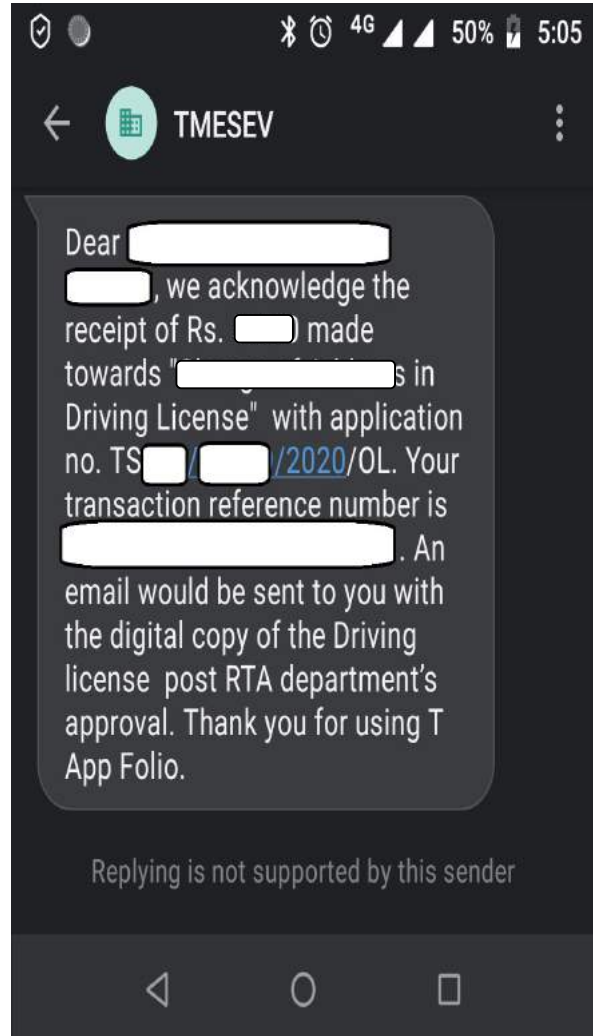
App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

5. After Payment Operations

5.1 Receiving SMS (Instant Approval SMS)



5.2 Receiving SMS (Office Approval SMS)

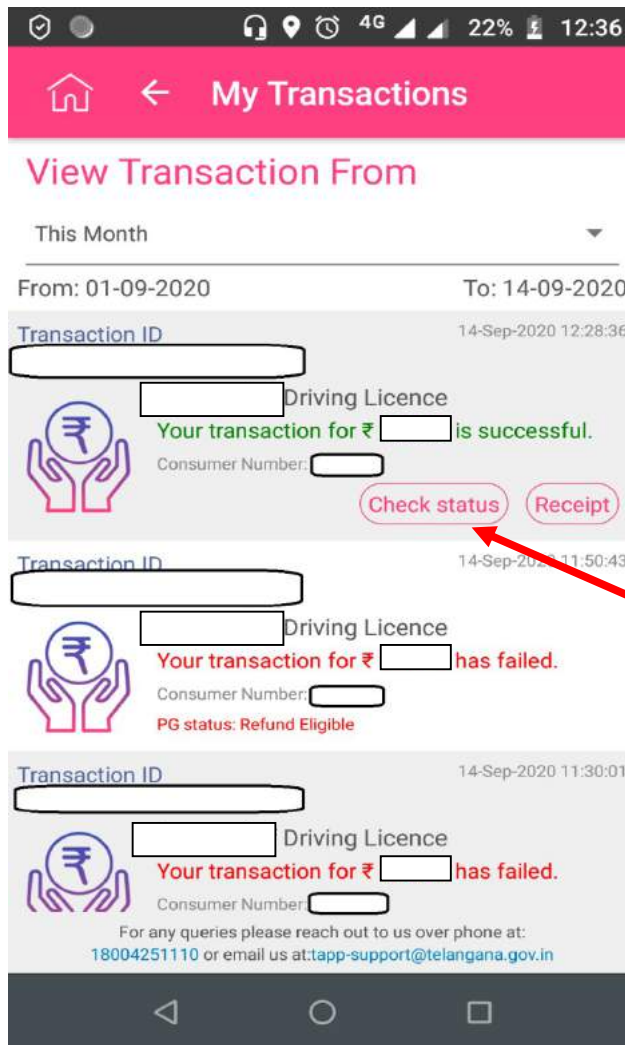


- 5.1 For Auto Approved applications user will receive an SMS with link to download the digital copy of the license in PDF format.
- 5.2 For the applications approved by the department after due verification of documents uploaded by the applicant, the link with department transaction number will be sent.

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

6. Viewing Status of Transaction details in the APP

Viewing all the transactions made
in the App

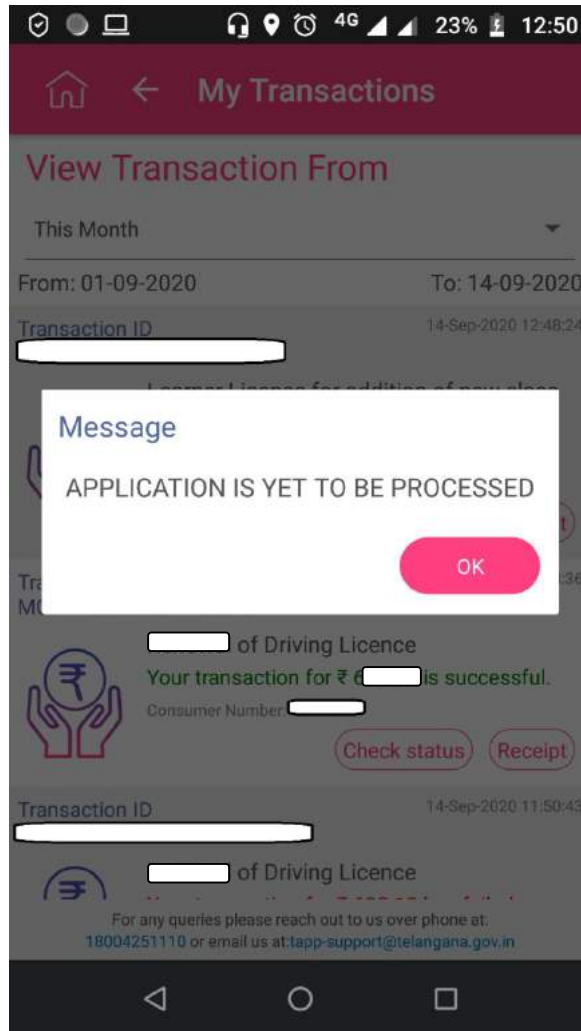


Click on Check Status to show the status of transaction as below

App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

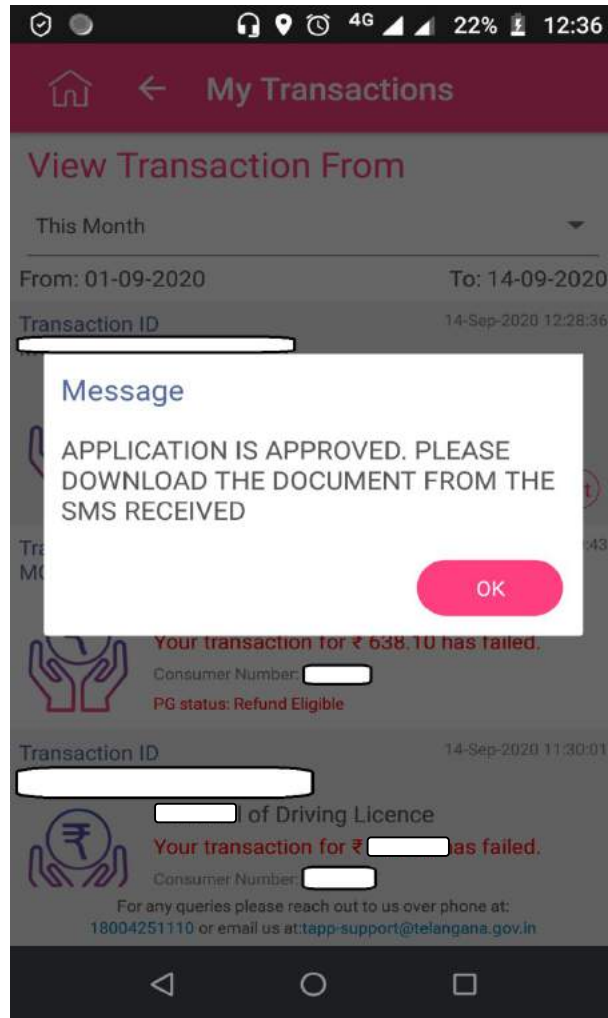
Checking the status of your RTA transaction

Pending Status



App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84

Approved Application Status



App-Support email: tapp-support@telangana.gov.in	RTA Support email: support@tstransport.in
App-Toll Free: 18004251110,1100	RTA Help Line: 040 – 23370081/83/84