

<https://goatransport.gov.in> - Frequently Asked Questions

1: Forgot username/password

A: If login credentials of goatransport.gov.in are lost / forgotten, send an email from the registered email ID to support-tran.goa@gov.in with mobile number used while registering on the portal to reset password/recover credentials.

2. Login attempts exceeded the limit!! Contact Application admin!

A: If you receive this alert while trying to login, send an email from the registered email ID to support-tran.goa@gov.in with mobile number used while registering on the portal to re-enable login

3: Services on Driving License

A:

- I. Visit <https://goatransport.gov.in>
- II. Under left menu “Services” click on “Driving License”
- III. Click on the service you are seeking
- IV. Click “Okay” button to confirm redirection
- V. Alternatively, you may visit <https://sarathi.parivahan.gov.in/sarathiservicecov12/sarathiHomePublic.do>

4: Online road tax payment

A: Visit/click on <https://goatransport.gov.in/UserHelp/OnlinePayment.V1.pdf>

Page# 3 - 5 & Page# 21 - 24

5: Online passenger tax payment

A: Visit/click on <https://goatransport.gov.in/UserHelp/OnlinePayment.V1.pdf>

Page# 3 - 5 & Page# 17 - 20

6: Online payment history/reprint receipts

A: Visit/click on <https://goatransport.gov.in/UserHelp/OnlinePayment.V1.pdf>

Page# 7 - 9

7: Check online payment status

A: Visit <https://egov.goa.nic.in/echallanpg/home.aspx>

Click on Quick Pay - Check payment Status

Enter Mobile no, echallan no & captcha. Click on Submit to get the status

8: What to do when something goes wrong while attempting online payment?

A: If the money is not deducted and the transaction status is pending, the transaction may be re-initiated after cancelling the pending transaction from Bank's payment page.

Otherwise, may try any other bank account for the payment.

With valid echallan, bank counter payment also may be done if the account is not deducted.

Visit/click on <https://goatransport.gov.in/UserHelp/OnlinePayment.V1.pdf> , Page# 6

The generated echallan is valid for 7 days from the date of generation

If the money is deducted & payment fails or shows pending status, either payment status will change to Success or it remains the same.

In Success scenario, the tax payment is successful & tax validity gets updated in the system.

In Pending/Failed scenario, the deducted amount will be returned to the bank account within 7 working days. And you will need to re-initiate the payment