

**GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 1867
ANSWERED ON 30TH JULY, 2026**

PARIVAHAN CHECKPOST PORTAL

1867. DR. BYREDDY SHABARI:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

(a) whether the Government has received complaints regarding technical issues in the Parivahan Checkpost Portal affecting the payment of inter-State border taxes by commercial vehicle operators and if so, the details thereof;

(b) whether the Government has undertaken any review of the functioning, uptime and grievance redressal mechanism of the Portal and if so, the details and outcome thereof;

(c) whether the Government proposes to provide any relief including waiver of penalties or other remedial measures in cases where delayed tax payment occurred due to technical issues in the Portal and if so, the details thereof; and

(d) the measures taken to strengthen the reliability, accessibility and seamless functioning of the Portal for commercial vehicle operators?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) to (d) National Informatics Centre(NIC), in its capacity as a service provider to State/UT Governments, is facilitating the collection of motor vehicle tax through the Parivahan Checkpost portal to facilitate inter-State movement of commercial vehicles. The owners of eligible commercial vehicles may access the portal and deposit their due motor vehicle taxes to the concerned State/UT Government account through net banking facility. The portal provides facility of digital payments to the users.

To check the authenticity of receipt, the transport departments may cross-check the payment details by logging on to the portal. They can also view / print various reports which will be generated for officials of the transport department. Online payment services have been availed by users from 17 States through the Checkpost Portal.

The State/UT Governments onboarded on the portal through NIC periodically monitor and review the functioning of the Parivahan Checkpost Portal to ensure its efficient, reliable and seamless operation. The review includes monitoring of system availability and performance, analysis of transaction success rates, assessment of user feedback and evaluation of technical and operational aspects. Based on such reviews, necessary corrective and preventive measures are undertaken from time to time, including infrastructure augmentation, software enhancements, optimization of system performance, strengthening of security measures and improvement of the user support and grievance redressal mechanism.

NIC has informed that various measures to strengthen the reliability, accessibility and seamless functioning of the Portal for commercial vehicle operators are being taken, including :

- Periodic upgradation of hardware and software infrastructure to enhance system stability and performance.**

- **Implementation of robust security measures, including regular security audits and vulnerability assessments.**
- **Establishment of a E-Transport helpdesk and grievance redressal mechanism to provide timely assistance to users.**
- **Continuous monitoring and optimization of system capacity to handle peak transaction volumes.**

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