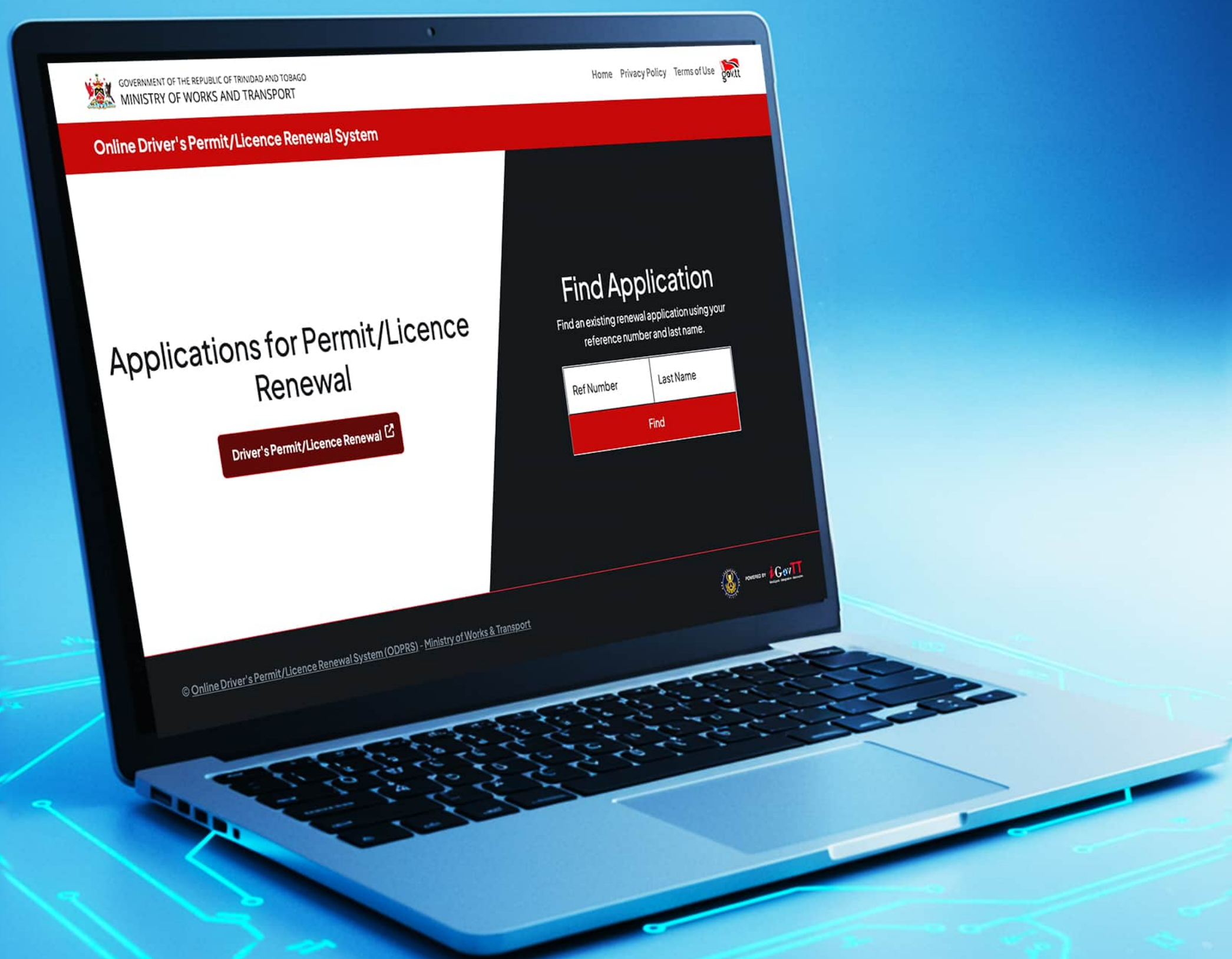


A GUIDE TO UNDERSTANDING THE

Online Driver's Permit Renewal System



Digital Solutions for the Future.

INTRODUCTION

The Ministry of Works and Transport continues to embrace digital transformation and the integration of new technology with the introduction of the Online Driver's Permit/Licence Renewal System. This online platform allows customers to seamlessly renew their Permit/Licence and make secure payments using debit or credit cards. By eliminating the need for in-person visits for routine renewals, this System not only streamlines the process but also significantly enhances the overall user experience for citizens.

In this Booklet, you will find all the necessary details on the eligibility, application process, and other pertinent information surrounding the renewal process.

Benefits of the Online Driver's Permit / Licence Renewal System

The Online Driver's Permit / Licence Renewal System was designed to benefit both customers and the Ministry's staff. These benefits include:

For Applicants:

Convenience: Renew Permits anytime, anywhere, without visiting a Licensing Office.

Time-Saving: Avoid long lines.

Transparency: Track application status in real time using a reference number.

- **Flexible Collection:** Choose between home delivery or pickup at a ttconnect Center.

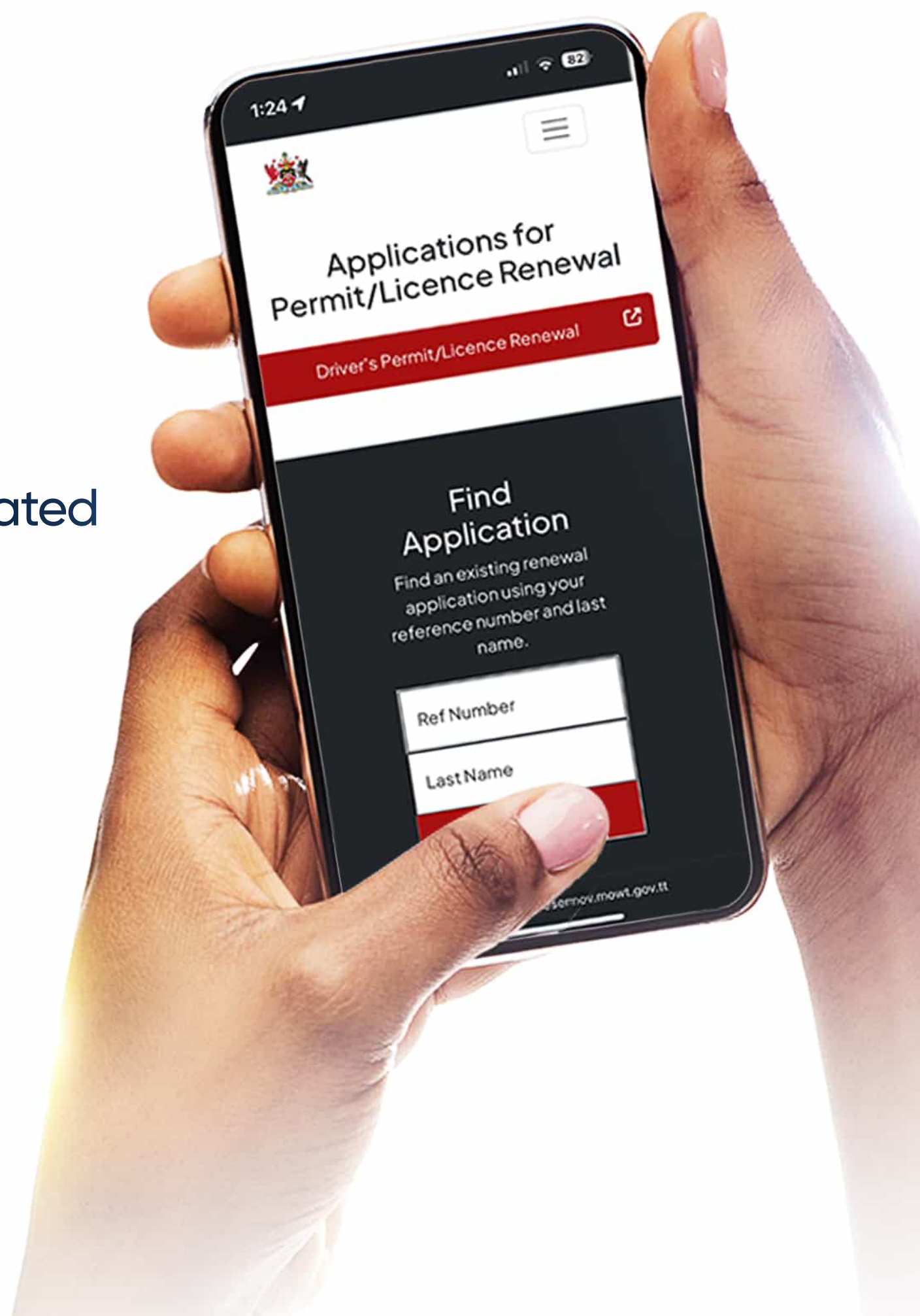
For Ministry and Staff:

- **Efficiency:** Automates manual processes, reducing administrative workload.

Accuracy: Minimizes errors with pre-populated data and digital validations.

Improved Recordkeeping: Digitally stores applicant data and transaction histories.

Faster Processing: Enables quicker approval and fulfillment of permits.





How to apply for the renewal of my Driver's Permit/Licence online?



Visit <https://driverslicenseservices.mowt.gov.tt/> & enter your Driver's Permit / Licence information.



Upload a copy of your Driver's Permit / Licence, a recent photo and proof of address (no older than three months).



Review your application & choose how to collect: Home Delivery (TTPost) or ttconnect Pickup.



Select your preferred renewal period – either five (5) or ten (10) years & see your estimated fees.



Upload your signature & agree to the declaration.



Submit! Get a confirmation email & wait for approval.



Once approved, pay online via credit or debit card.



Receive your new Driver's Permit/Licence via delivery or pickup!

Frequently Asked Questions

1) What is the Online Driver's Permit / Licence Renewal System (ODPRS)?

The Online Driver's Permit / Licence Renewal System is an online portal that allows persons to apply and pay for the renewal of their Driver's Permit / Licence at their convenience.

2) Who can apply?

Drivers with Class 1 or Class 3, or Classes 1 and 3 Permits / Licence, within the standard renewal window (up to one month before expiry), with no name/address changes, not requiring a medical, and not exempted from payment (excludes persons 60+ who renew free of charge).

3) What documents are required to apply?

Photo of applicant:

Your submission must be in colour, taken within the last 3 months, sized exactly 5.3cm in height and 4.3cm in width with a white background, must not include headwear unless worn for religious reasons and glasses are required if the person's Driver's Permit/Licence has the "Corrective Lenses" true restriction.

Photo of signature:

Your submission must be handwritten with a white or transparent background, saved as a jpeg, jpg or png file no larger than 2MB and at least 300x300 pixels in size.

Scanned copy of Driver's Permit / Licence to be renewed

Proof of address in the applicant's name

(Utility bill – water, electricity, cable or home internet bill, no older than three months from the date of application or lease/rental agreement)

If the proof of address is not in applicant's name:

Authorization letter from the person named on the proof of address document and a copy of their national ID.

4) What payment methods are accepted?

Debit card (if enabled by the applicant's issuing bank) and credit card payments are accepted.

5) I started an online application but did not complete it before exiting, is the information lost?

A reference number is assigned upon completion of the "Personal" and "Contact" information sections of the application and is sent to you via email. This reference number can be utilized to retrieve the application via the "Find Application" feature on the ODPRS home page. Non-submitted applications expire after one month of their initial creation.

6) How long does the application review process take before I know if I am approved?

The application review process may take approximately 1-3 working days to be completed.

7) I received an email stating my application was queried, what do I do next?

Using your application reference number and last name, you can retrieve your application on the ODPRS via the "Find Application" feature.

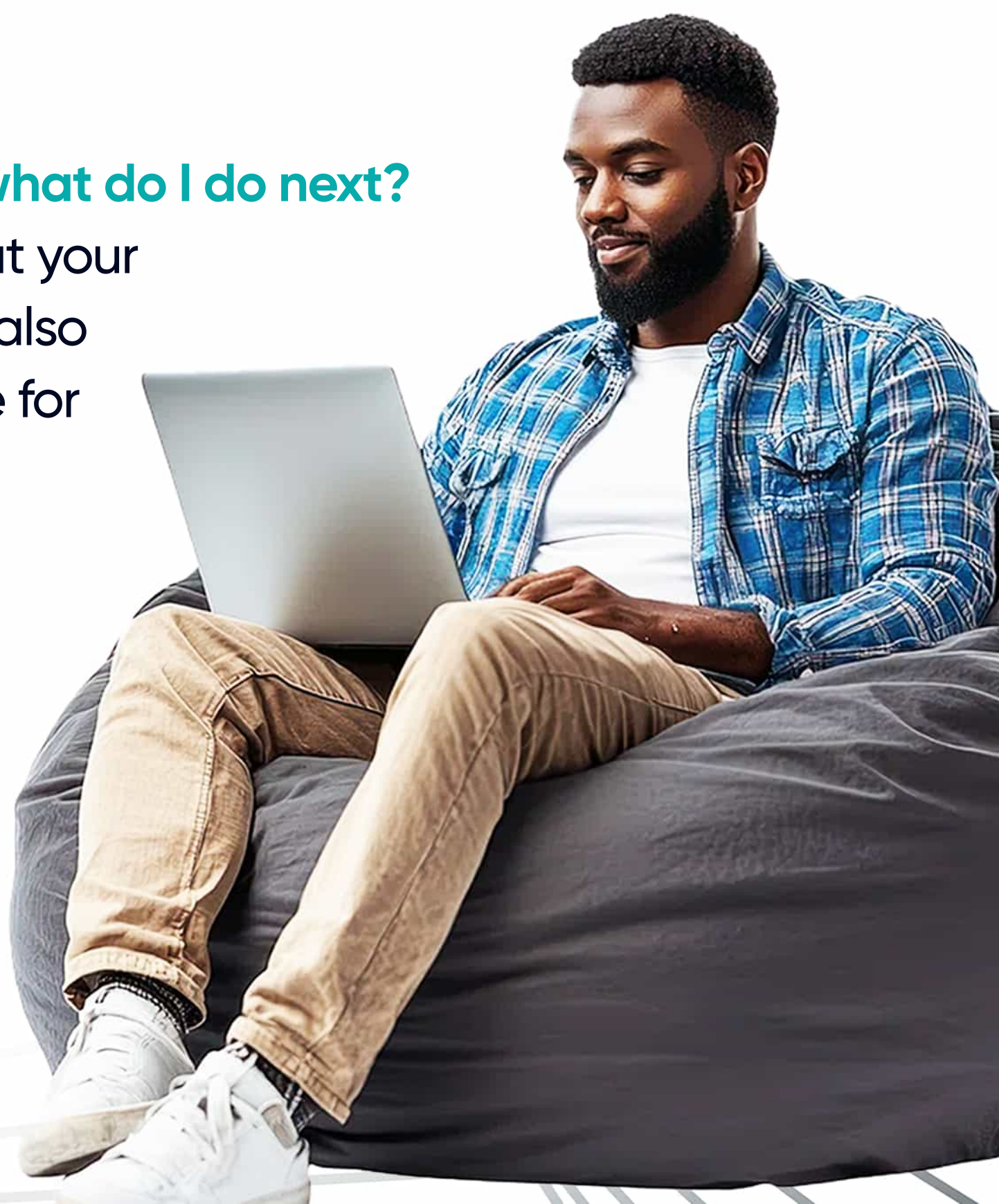
Details of the query are noted via email as well as on screen on your retrieved application with instructions on what needs to be adjusted.

Make the requested changes and resubmit your amended application for further processing.

8) My online application was approved, what do I do next?

You will receive an email informing you that your application was approved. This email will also provide a link to complete payment online for your transaction.

Please note: only after payment is completed will your renewed Driver's Permit / Licence will be generated and sent out for delivery.



9) How will I receive my renewed Driver's Permit / Licence?

During the application process, you are prompted to choose one of the following delivery methods:

- Home delivery via TTPost
- Collection at any ttconnect Centre nationwide.

Please note: Licences not collected within a 14 business day period will be returned to the Caroni Licensing Office or the Tobago Licensing Office where they can be collected.

10) Where are the ttconnect Centres located?

List of ttconnect Centres	
Arima	1st Floor Pennywise Building, 10-10A Devenish Street, Arima
Bon Accord – Tobago	Unit #5 Milford Court Complex, Milford Court, Bon Accord
Chaguanas	#9 Southern Main Road, Chaguanas
Curepe	#8 Eastern Main Road, Curepe
Princes Town	#4 Charlotte Street, Princes Town
Sangre Grande	#232 Brierley Street, Sangre Grande
St. James	#121 Western Main Road, St. James

11) What do I need to collect my new Driver's Permit / Licence?

Your current expired Permit/Licence must be surrendered to the TTPost delivery driver or ttconnect centre agent.

12) How long will TTPost take to deliver my new Driver's Permit or Licence after it is generated?

TTPost typically attempts deliveries domestically within 1 to 5 working days for standard national shipments, as noted in their service details.

13) Can someone else collect my renewed Driver's Permit / Licence on my behalf?

Yes. For home deliveries, the person collecting on your behalf must provide the following to the delivery driver:

- One form of valid photo ID in the name of the person authorized to collect the Driver's Permit/Licence.
- A signed authorization letter (written by the applicant) stating that they are authorized to collect the Driver's Permit/Licence.

For collection at a ttconnect Centre, the person collecting on your behalf must present:

- A signed authorization letter (written by the applicant) stating that they are authorized to collect the Driver's Permit/Licence.
- A copy of one form of valid photo ID in the name of the holder of the Driver's Permit/Licence being collected. The signature on the copy of the ID must be clearly visible.
- One form of valid photo ID in the name of the person authorized to collect the Driver's Permit/Licence.

Please Note: The authorized person must also surrender your current Driver's Permit/Licence to the TTPost delivery driver or ttconnect Centre agent.

14) Can I still renew my expired Driver's Permit / Licence in person?

Yes, renewal can still be done at all Licensing Offices in person using the Online Appointment Booking System. Visit <https://licensingappointment.mowt.gov.tt> to book an appointment.



15) What would prevent someone from renewing their Driver's Permit / Licence online?

The following are instances that would prevent someone from renewing their Driver's Permit / Licence online:

- Driver's Permit / Licence has been expired over 6 months
- Driver's Permit / Licence has endorsements (Classes 2, 4, 5, 6, 7).
- A medical certificate is required for renewal.
- An incorrect Driver's Permit / Licence number is supplied.
- There are changes to be made on the Driver's Permit / Licence, such as change of name, change of address, or change of restrictions

16) What are the associated fees with renewing my Driver's Permit / Licence online?

The associated fees with renewing a Driver's Permit/Licence online are:

- 5 Year Renewal: \$500.00 TTD
- 10 Year Renewal: \$1,000.00 TTD
- TTPOST Home Delivery: \$55.00 TTD
- TTPOST to ttconnect Delivery: \$27.00 TTD
- Convenience Fee Per Transaction: \$2.75 TTD plus 0.8% of the total value of the transaction

Please Note: Permits/Licences expired more than 6 months cannot be renewed online at this point in time.

17) My Driver's Permit / Licence has already expired, can I still renew it online?

Yes, you can renew your expired Driver's Permit / Licence online, only if it has been expired for less than 6 months. Driver's Permits / Licences that have been expired for more than 6 months, would need to be renewed in person.

18) Who should I contact if I have problems while doing my Online Driver's Permit Renewal application?

If you encounter any issues during your application, you can contact fulfillmentcenter@mowt.gov.tt

Transport Division
Caroni Licensing Head Office
Southern Main Road, Caroni
Trinidad and Tobago

Tel: 1.868.612.4682

Email: communications@mowt.gov.tt

