

# FREQUENTLY ASKED QUESTIONS (FAQs)

(Digital Lok Adalat portal for traffic challans)

## Q1. What is the login link for the Digital Lok Adalat portal?

**Ans.** The login links are as follows:

- <https://traffic.delhipolice.gov.in/lokadalat/#/login>  
(Clicking this link will open the login screen directly.)

**OR**

- <https://traffic.delhipolice.gov.in/lokadalat>  
(Click on the “Login” tab. This is the same link used for downloading challans.)

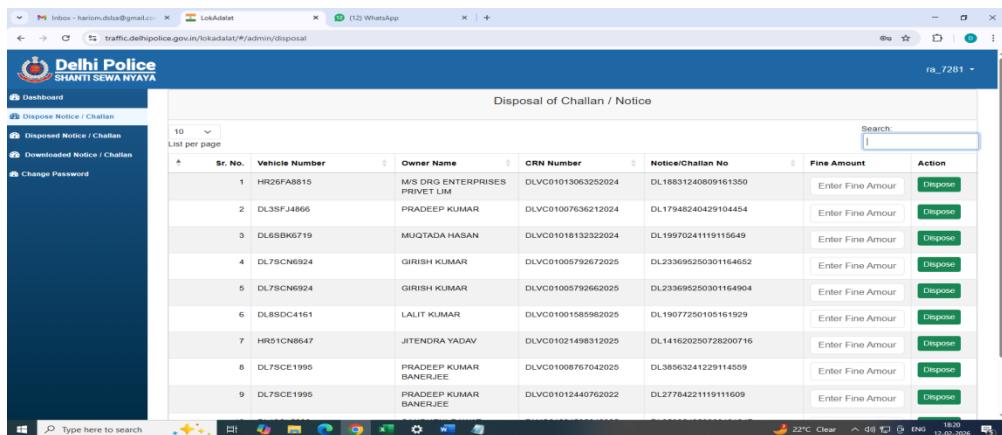
## Q2. How does the portal work?

**Ans.** After login, the dashboard will show the following options:

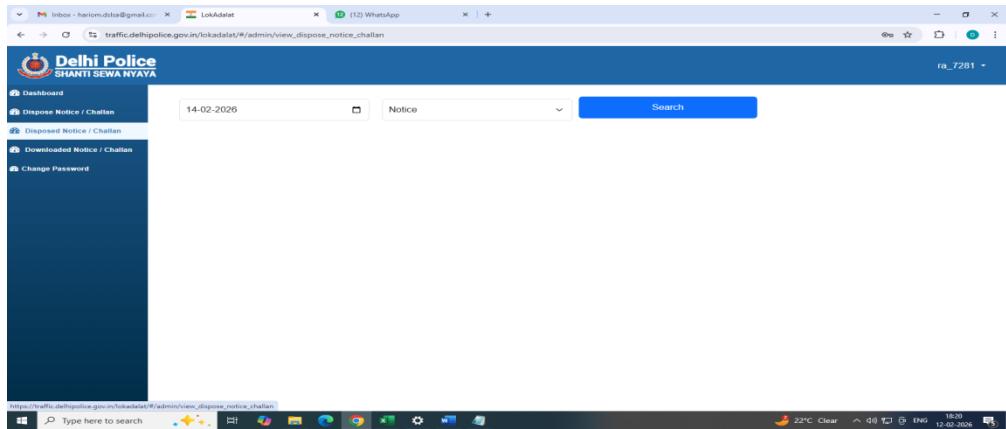
- Dashboard
- Dispose Notice/Challan
- Disposed Notice/Challan
- Downloaded Notice/Challan
- Change Password

**Use of these options:**

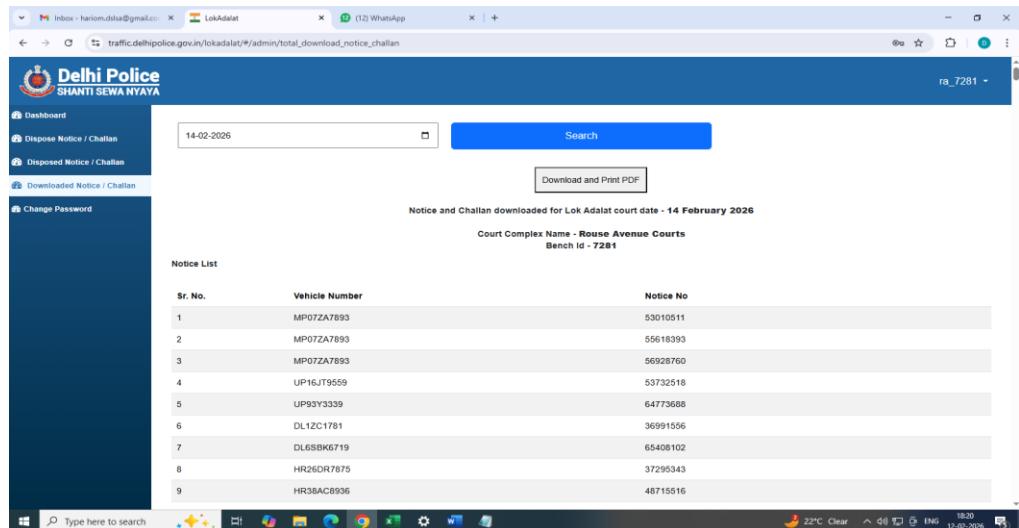
- **Dispose Notice/Challan:** Used for real-time updation of challans.



- **Disposed Notice/Challan:** Used to view or download the statement of disposed challans.



- **Downloaded Notice/Challan:** Used to download all challans allocated to the bench (approximately 1,000 challans), if required.



- **Change Password:** Used to change the password, if necessary.

### Q3. On which mobile number will the OTP be received during login?

**Ans.** The OTP will be sent to the mobile number provided to NIC Delhi for **login purposes** by the respective DLSA through the Central Office (preferably the mobile number of the senior staff deputed at the bench). If there is any confusion, the mobile number may be confirmed from the concerned DLSA office.

**Q4. Can login be done on more than one system?**

**Ans.** Login can be done on two systems; however, updation can be performed from only one system at a time.

**Q5. Can the portal be opened on Ubuntu software used in District Courts?**

**Ans.** Yes, the portal works on Ubuntu. It can also be opened on a mobile phone, and challans can be updated through the mobile device.

**Q6. How is a challan disposed of?**

**Ans.**

- (i) The Court Official scans the barcode available on the challan slip produced by the violator (mobile or print copy).
- (ii) The challan appears before the particular Lok Adalat bench.
- (iii) The Ld. Lok Adalat Judge pronounces the fine amount.
- (iv) The violator deposits the fine amount in cash.
- (v) The Court Official enters the amount and clicks the “Dispose” tab.
- (vi) The violator receives an SMS confirmation of disposal.

**Q7. Who will update the challan status in the portal?**

**Ans.** The Court Official directed by the Ld. Lok Adalat Judge.

**Q8. Can a challan downloaded for the afternoon session be disposed of in the morning (or vice versa)?**

**Ans.** Yes. The challan may be disposed of whenever the violator appears before the bench.

**Q9. Who will provide the login ID credentials?**

**Ans.** The respective DLSA office will provide the login credentials.

**Q10. Can a Lok Adalat bench take up challans of another bench?**

**Ans.** No. a challan can be disposed of only by the bench to which it has been allocated.

**Q11. What amount should be entered in case of an admonished challan?**

**Ans.** Enter **0** as the fine amount.

**Q12: What if the staff of Lok Adalat Bench makes an incorrect entry regarding the fine amount?**

**Ans.** Since, the disposal and updation is simultaneous, now, the entry of the fine amount has to be made under the supervision and as per the directions of the Presiding Officer, in a careful manner. Editing will be required simultaneously from the Digital Lok Adalat Portal as well as Digital Traffic Police Portal which is difficult as of now and efforts are underway to develop such modality in the subsequent Lok Adalats. As a last resort, in case of any incorrect entry, an email has to be sent in this regard to the email: [lokadalatwing-dslnsa@nic.in](mailto:lokadalatwing-dslnsa@nic.in)., so that the same can be taken up with the NIC. It is again reiterated to be careful with the entries at the very first instance, as in case of an incorrect entry, it may not be possible to generate entire statement as far as Lok Adalat of 14.02.2026 is concerned.

**Q13. Is bulk updation available?**

**Ans.** No, challans must be updated one by one.

**Q14. How can the statement be downloaded?**

**Ans.** There is an option (**Disposed Notice/Challan**) in the portal to download the statement of disposed challans/notices.

**Q15. Is a receipt required to be given to the violator?**

**Ans.** No, when the challan is disposed of through the online portal, no signed receipt is required to be given.

**Q16: What to do if the Digital Traffic Lok Adalat Portal is not working due to some technical glitch on the day of Lok Adalat?**

Ans: The updation on the Digital Traffic Lok Portal can be done through mobile phone as well. In case of any issue regarding the internet as well, the manual system as was being followed in the LokAdalat till now, shall be resorted to, with the reduced number of signs from 6 signs to 3 signs of the concerned Presiding Officer. In case there is some technical glitch with the bar code scanner, the last 4 digits of the challan can be entered in the dedicated field whereupon the entire challan number shall be reflected minimizing the effort in typing the entire challan details.

**Q17: Is the Presiding Officer required to sign and enter amount on the physical challan brought by the litigant/ violator?**

Ans: No. The disposal of challan as well as its simultaneous updation on Delhi Traffic Police Portal and Virtual Court Portal shall be on the Digital Traffic Lok Adalat Portal itself making it a paperless exercise. The receipts of the challans are also not required to be given to the violator as he shall receive SMS notification of disposal. However, in case of any technical issue, making it difficult to conduct Lok Adalat through digital platform, the manual system may be followed and updation may be made later on, on the portal.

**Q18. What if the violator does not appear on the day of Lok Adalat?**

**Ans.** No action is required. The violator may download the challan and appear in the next Lok Adalat.