

# BRTA Service Portal Manual FOR CITIZEN USER

[www.bsp.brta.gov.bd](http://www.bsp.brta.gov.bd)



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চিত্র নং ১

FOR CITIZEN USER

**BRTA SERVICE PORTAL** LOGIN REGISTER

**REGISTERED USER** 346 **TOTAL APPLICATION** 5

HOME FITNESS APPOINTMENT SCHEDULE CONTACT US

### Register Account

**If you are a registered user then click**  
[HERE](#)

**Don't have an Account? Register Now.**

\* SUBSCRIBER NAME :

\* DATE OF BIRTH :  \* NID NO :

\* MOBILE NUMBER :  \* EMAIL ID :

\* CHOOSE PASSWORD :  \* CONFIRM PASSWORD :

**REGISTER NOW**

Please Register here to get services from portal ▶

**QUICK LINKS**

- ▶ Ministry of Road Transport and Bridges
- ▶ Road Transport and Highways Division
- ▶ Bridges Division
- ▶ Dhaka Transport Co-ordination Authority
- ▶ Bangladesh Road Transport Corporation(BRTC)
- ▶ Customs House Chittagong
- ▶ Government of Bangladesh


Implementation By: Bangladesh Road Transport Authority (BRTA)

Financial & Technical Support By: a2i Programme, ICT Division

Development, Maintenance and Services By: **CND LIMITED**  
COMPUTER NETWORK SYSTEMS  
Computer Network Systems Limited

উপরে “Register” বাটন এ Click করলে “Register” Page টি Open হবে। নতুন User তৈরি করতে হলে সঠিক Information দিয়ে ঘরগুলো পূরণ করুন। “Register Now” বাটনটিতে ক্লিক করুন।



## চিত্র নং ২

**BRTA SERVICE PORTAL** LOGIN REGISTER 

**REGISTERED USER** 349 **TOTAL APPLICATION** 5

HOME FITNESS APPOINTMENT SCHEDULE CONTACT US

**Register Account**

 ACCOUNT CREATED SUCCESSFULLY. PLEASE CHAECK YOUR EMAIL AND FOLLOW INSTRUCTIONS TO ACTIVATE YOUR ACCOUNT. 

**If you are a registered user then click**  
[HERE](#)

**Don't have an Account? Register Now.**

\* SUBSCRIBER NAME :

\* DATE OF BIRTH :  \* NID NO :

\* MOBILE NUMBER :  \* EMAIL ID :


\* CHOOSE PASSWORD :  \* CONFIRM PASSWORD :


**REGISTER NOW**


**Please Register here to get services from portal ▶**

**QUICK LINKS**

- > Ministry of Road Transport and Bridges
- > Road Transport and Highways Division
- > Bridges Division
- > Dhaka Transport Co-ordination Authority
- > Bangladesh Road Transport Corporation(BRTC)
- > Customs House Chittagong
- > Government of Bangladesh

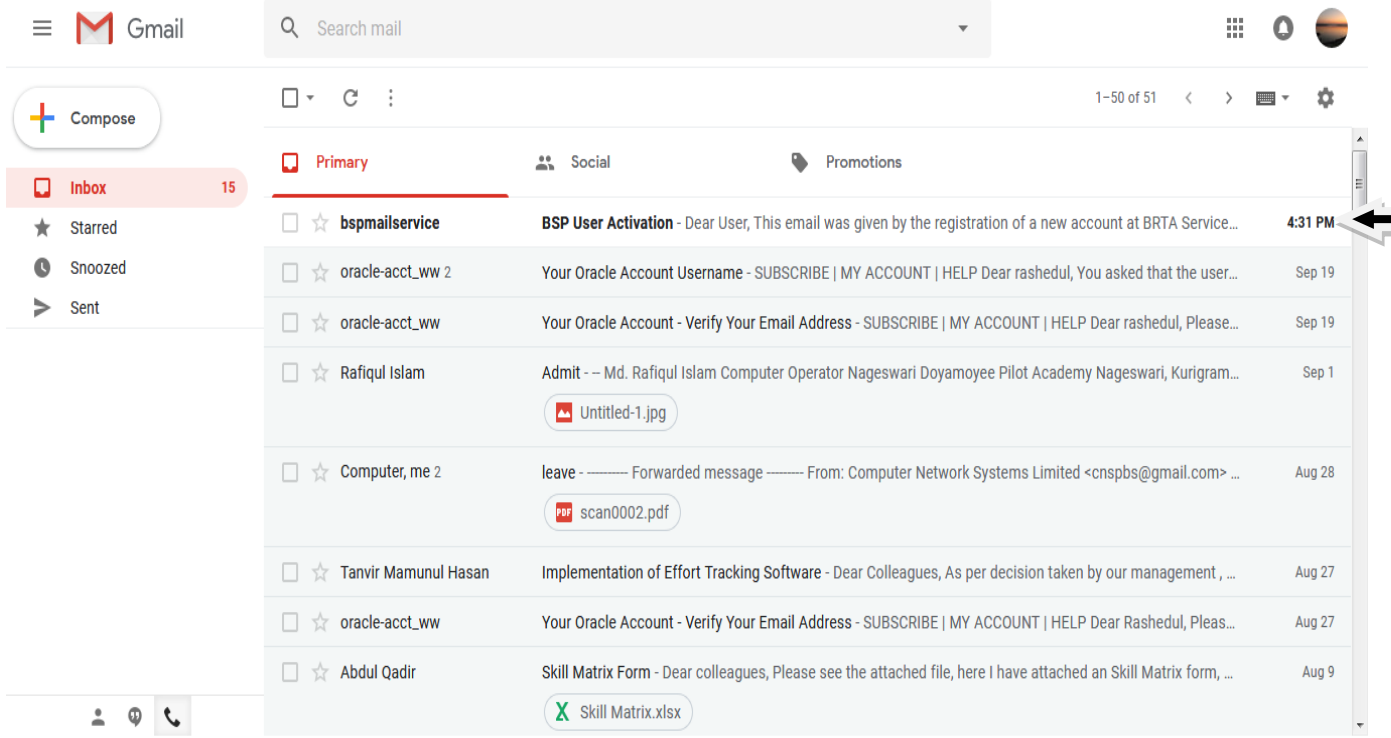
Implementation By:   
Bangladesh Road Transport Authority (BRTA)

Financial & Technical Support By:   
a2i Programme, ICT Division

Development, Maintenance and Services By:   
Computer Network Systems Limited

“Account Create Successfully” Message দেখাবে। এখন BSP থেকে বের হয়ে যাবেন এবং আপনার মেইলে প্রবেশ করুন।

## চিত্র নং ৩

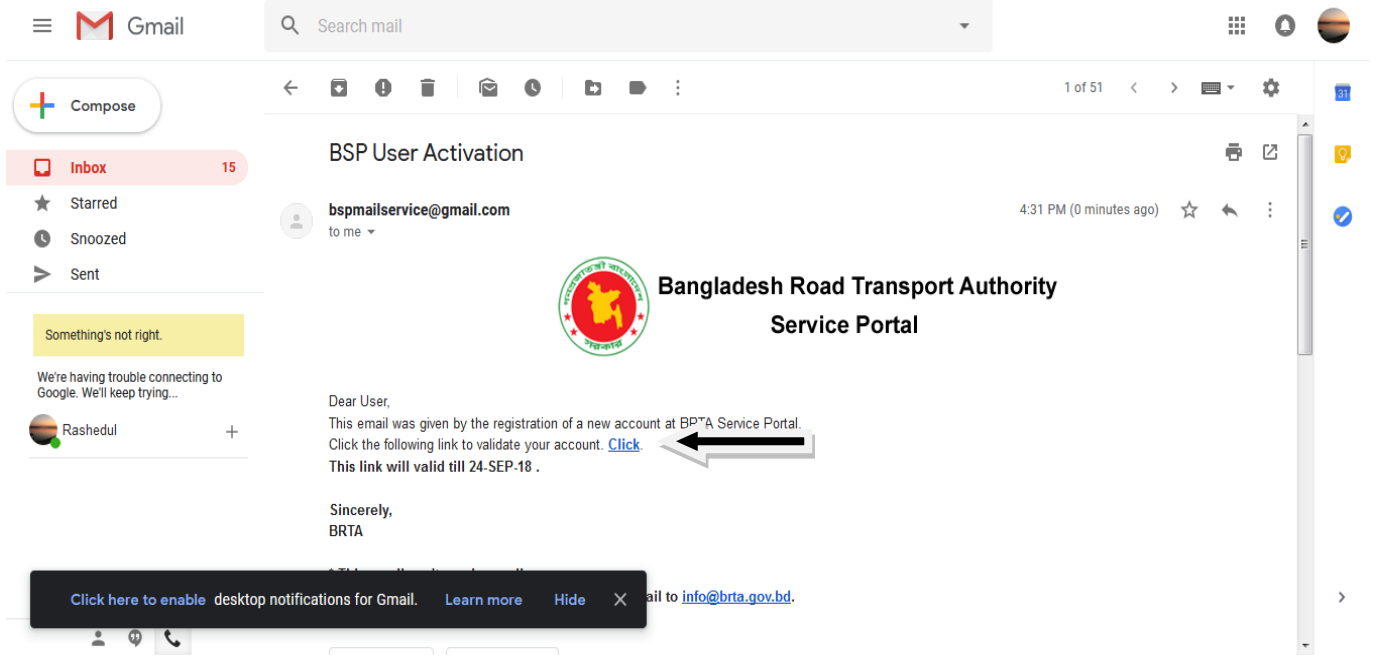


The screenshot shows the Gmail interface. On the left, there is a sidebar with 'Compose', 'Inbox' (15), 'Starred', 'Snoozed', and 'Sent'. The main area displays the 'Primary' tab with a list of emails. The top email is from 'bspmailservice' with the subject 'BSP User Activation - Dear User, This email was given by the registration of a new account at BRTA Service...'. The time '4:31 PM' is shown on the right side of this email. A black arrow points to the '4:31 PM' text. Below the email list, there are icons for a person, a speech bubble, and a phone.

Sender	Subject	Date
bspmailservice	BSP User Activation - Dear User, This email was given by the registration of a new account at BRTA Service...	4:31 PM
oracle-acct_ww 2	Your Oracle Account Username - SUBSCRIBE   MY ACCOUNT   HELP Dear rashedul, You asked that the user...	Sep 19
oracle-acct_ww	Your Oracle Account - Verify Your Email Address - SUBSCRIBE   MY ACCOUNT   HELP Dear rashedul, Please...	Sep 19
Rafiqul Islam	Admit - - Md. Rafiqul Islam Computer Operator Nageswari Doyamoyee Pilot Academy Nageswari, Kurigram...	Sep 1
Computer, me 2	leave - ----- Forwarded message ----- From: Computer Network Systems Limited <cnspbs@gmail.com> ...	Aug 28
Tanvir Mamunul Hasan	Implementation of Effort Tracking Software - Dear Colleagues, As per decision taken by our management , ...	Aug 27
oracle-acct_ww	Your Oracle Account - Verify Your Email Address - SUBSCRIBE   MY ACCOUNT   HELP Dear Rashedul, Pleas...	Aug 27
Abdul Qadir	Skill Matrix Form - Dear colleagues, Please see the attached file, here I have attached an Skill Matrix form, ...	Aug 9

আপনার মেইলে “bspmailservice” নামে একটি মেইল পাবেন। মেইলটি Open করুন।

## চিত্র নং ৪



The screenshot shows a Gmail interface with an email titled "BSP User Activation" from "bspmailservice@gmail.com". The email content includes the BRTA logo and the following text:

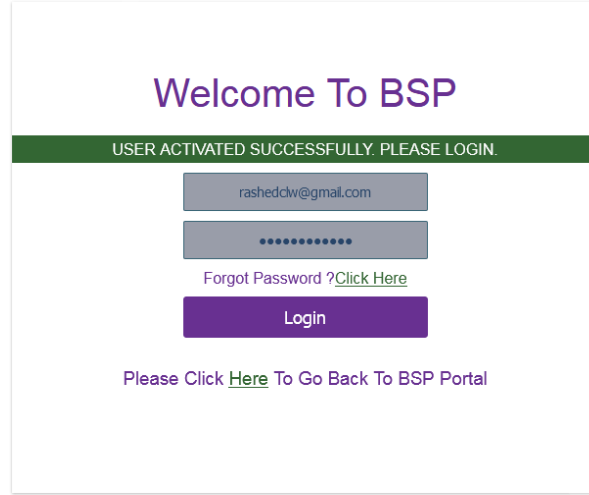
Dear User,  
This email was given by the registration of a new account at BPTA Service Portal.  
Click the following link to validate your account. [Click](#)  
This link will valid till 24-SEP-18 .

Sincerely,  
BRTA

A black arrow points to the "Click" link in the email text. At the bottom of the screenshot, there is a notification bar that says "Click here to enable desktop notifications for Gmail. Learn more Hide X" and "mail to [info@brta.gov.bd](mailto:info@brta.gov.bd)."

চিত্রে এ্যারো চিহ্নিত ক্লিক লেখাটির উপর ক্লিক করুন।

## চিত্র নং ৫



>Welcome To BSP

USER ACTIVATED SUCCESSFULLY. PLEASE LOGIN.

rashedcw@gmail.com

.....

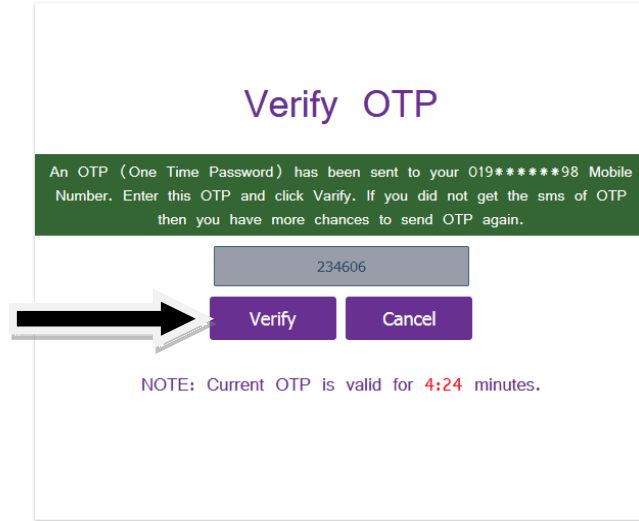
Forgot Password ?[Click Here](#)

Login

Please Click [Here](#) To Go Back To BSP Portal

আপনার নামে যে User তৈরি করা হয়েছে সেই User Name (Mobile Number/e-mail) Password দিয়ে Login করুন।

## চিত্র নং ৬



**Verify OTP**

An OTP (One Time Password) has been sent to your 019\*\*\*\*\*98 Mobile Number. Enter this OTP and click Verify. If you did not get the sms of OTP then you have more chances to send OTP again.

234606

[Verify](#) [Cancel](#)

NOTE: Current OTP is valid for 4:24 minutes.

৪ মিনিটের মধ্যে আপনার প্রদানকৃত মোবাইলে একটি Message আসবে। Message এর মধ্যে একটি OTP Number আছে। OTP Number টি বসিয়ে “Verify” Button এ ক্লিক করুন।

## চিত্র নং ৭



**Welcome To BSP**

OTP verified successfully. Please Log in to continue..

Username

Password

[Forgot Password ? Click Here](#)

[Login](#)

Please Click [Here](#) To Go Back To BSP Portal

“OTP Verify Successfully” Message টি দেখা যাবে।  
User Name (Mobile Number/e-mail) Password দিয়ে Login করুন।



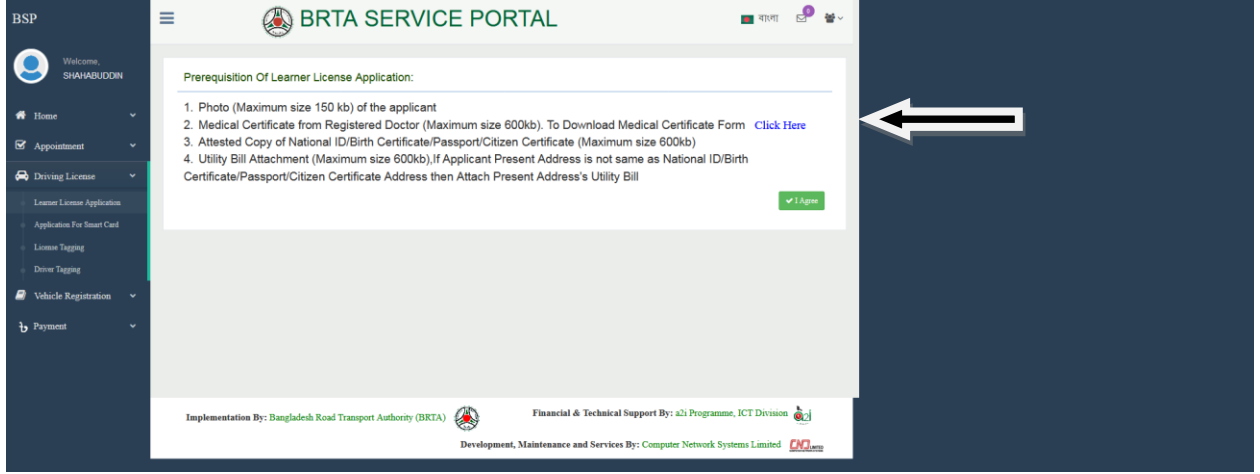
## চিত্র নং ৮

## Appointment For Fitness

The screenshot displays the BRTA Service Portal interface. On the left, a dark blue sidebar menu contains the following items: Home, Appointment (highlighted with a checkmark), Appointment For Fitness (highlighted with a green bar), Driving License, Vehicle Registration, and Payment. The main content area is titled 'BRTA SERVICE PORTAL' and features a form for 'Appointment For Fitness'. The form contains three input fields: 'Appointment Date' with a date format 'DD/MM/YYYY', 'Registration No' with a dropdown menu showing 'Please Select', and 'Time Slot' with a dropdown menu showing 'Please Select'. Below the form are two buttons: a blue 'Clear' button and a green 'Submit' button. A black arrow points from the left towards the 'Appointment For Fitness' menu item, and another black arrow points from the right towards the 'Submit' button. At the bottom of the page, there is footer information: 'Implementation By: Bangladesh Road Transport Authority (BRTA)', 'Financial & Technical Support By: a2i Programme, ICT Division', and 'Development, Maintenance and Services By: Computer Network Systems Limited'.

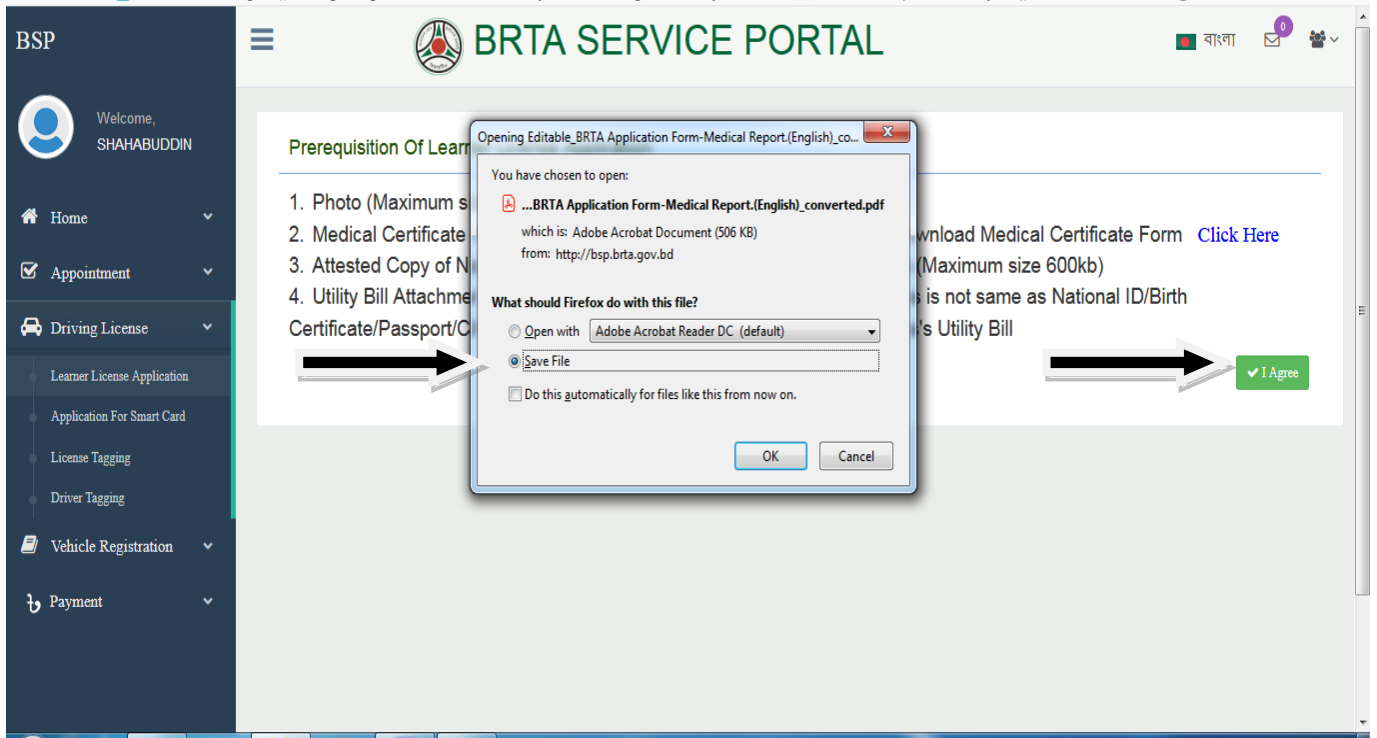
Left Side Menu Bar এর Appointment এ ক্লিক করলে Appointment For Fitness Page টি Open হবে, Page টি যথাযথভাবে পূরণ করে Submit Button এ ক্লিক করুন।

## চিত্র নং ৯



Left Side Menu Bar এর Driving License এ ক্লিকের পর Learner License Application এ ১ , ৩ এবং ৪ নং এর ডকুমেন্ট সংগ্রহে রাখুন এবং ২ নং ডকুমেন্টের জন্য Click Here এ ক্লিক করুন।

## চিত্র নং ১০



১০ নং চিত্রটি ওপেন হবে। Save File এ ক্লিক করলে ডাউনলোড ফোল্ডারে একটি পিডিএফ ফাইল ডাউনলোড হবে। অতঃপর “Agree” Button এ ক্লিক করুন।



## চিত্র নং ১২


BSP  
Welcome, SHAHABUDDIN

Home  
Appointment  
Driving License  
Vehicle Registration  
Payment

BRTA SERVICE PORTAL

Learner License Application

Driving License Type \*  Non-Professional  Professional

  
\*Click on photo to change  
Note : Photo Size Maximum 150 KB (300 x 300 pixels)

SECTION A

National Identity No \*  Numbers Only

Name(English) \*

Father's Name(English) \*

Mother's Name(English) \*

Gender \*  Male  Female  Other

Spouse Name(English)

Occupation

Present Address \*

Village/House \*

Road/Block/Sector \*

Division \*  Please Select

District \*  Please Select

Thana \*  Please Select

Post Code

Date Of Birth \*  DD/MM/YYYY

Name(Bangla)

Father's Name(Bangla)

Mother's Name(Bangla)

Marital Status  Please Select

Spouse Name(Bangla)

Blood Group \*  Please Select

Permanent Address \*

Same as Present Address

Village/House

Road/Block/Sector

Division  Please Select

District  Please Select

Thana  Please Select

Post Code

Nationality \*  BANGLADESHI

Other Citizenship  No  Yes

Applicant Contact Details

Phone Number(Residence)

Mobile No \*  EX: 01XXXXXXXXXX

Phone Number(Office)

Email

Emergency Contact Person's Details

Name \*

Relationship

Mobile No \*  EX: 01XXXXXXXXXX

Email

SECTION B

For Learner License Issue

Instructor's Driving license No

Exam Venue \*  Select Present Thana To Get Exam

Vehicle Class \*  MOTORCYCLE  LIGHT

Attachment

Attach Medical Certificate \*  No file selected. Note :File Size Maximum 600 KB

Attach National Id/Birth Certificate/Passport /Citizen Certificate \*  No file selected. Note :File Size Maximum 600 KB

Attach Utility bill  No file selected. Note :File Size Maximum 600 KB

Implementation By: Bangladesh Road Transport Authority (BRTA)

Financial & Technical Support By: a2i Programme, ICT Division

Development, Maintenance and Services By: Computer Network Systems Limited

সঠিক তথ্য দ্বারা ফরমটি পূরণ করুন। ১নং তীর চিহ্নে ছবি Add করুন, ২নং তীর চিহ্নে Attach Medical Certificate Add করুন, ৩নং তীর চিহ্নে Attach National Id/Birth Certificate/Passport/Citizen Certificate Add করুন। ৪নং তীর চিহ্নে Attach Utility bill Add করুন। এরপর Save Button এ ক্লিক করুন।

## চিত্র নং ১৩

## Smart card Application

**BSP** Welcome, SHAHABUDDIN

**BRTA SERVICE PORTAL**

**Smart card Application**

**Application Type \***  New  Existing  
If you just pass the license exam then Select New or if you are a license holder then select Existing.

**Learner Number \***  **Date Of Birth \***

**SECTION A**

**Smart Card Language \***  English  Bangla

Note : Photo Size Maximum 150 KB (300 x 300 pixels)

**SECTION B**

**Gender \***  Male  Female

**Mother's Name(English) \***

**Marital Status \***

**National Identity No \***

**Occupation \***

**Present Address**

**Village/House \***

**Road/Block/Sector**

**Division \***

**District \***

**Upozila \***

**Union**

**Post Code**

**Nationality \***

**Permanent Address**

Same as Present Address

**Village/House**

**Road/Block/Sector**

**Division**

**District**

**Upozila**

**Union**

**Post Code**

**Other Citizenship**  No  Yes

**Applicant Contact Details**

**Phone Number(Residence)**

**Mobile No \***  EX: 01XXXXXXXXXX

**Phone Number(Office)**

**Email**

**Emergency Contact Person's Details**

**Name \***

**Relationship**

**Mobile No \***  EX: 01XXXXXXXXXX

**Email**

**SECTION C**

**Applicant Type \***  GENERAL  DIPLOMAT  ARMED FORCE

**Appointment Schedule Date \***

**Instructor's Driving License No**

**Instructor's Name**

**Attachment**

**Attach National Id/Birth Certificate/Passport /Citizen Certificate**  No file selected. **Note : File Size Maximum 600 KB**

**Attach Medical Certificate.**  No file selected. **Note : File Size Maximum 600 KB**

Left Side Menu Bar এর Driving License Menu এ ক্লিক করে Application for Smart Card এ ক্লিক করলে Smart Card Application Page টি Open হবে। Application Type- New হলে New এবং Existing হলে Existing Select করে নিতে হবে। ফরমটি যথাযথভাবে পূরণ করে Save Button ক্লিক করুন।

## চিত্র নং ১৪

## License Tagging

The screenshot displays the BRTA Service Portal interface for License Tagging. The left sidebar contains a navigation menu with options like Home, Appointment, Driving License, Vehicle Registration, and Payment. The main content area is titled 'Driving license Tagging' and features a 'Driving License Verification' section with input fields for 'Driving License No' and 'Date Of Birth' (DD/MM/YYYY) and a 'Search' button. Below this is the 'Driving License Information' section, which includes a 'Photo' placeholder and several input fields for 'Driving License No', 'Date Of Birth', 'Name', 'Father's Name', 'Vehicle Class', 'License Type', 'Issuing Authority Name', 'Reference No', 'Issue Date', 'Expiry Date', and 'Address'. At the bottom of the form, there are 'Clear' and 'Tag' buttons. The footer of the page mentions implementation by Bangladesh Road Transport Authority (BRTA) and financial/technical support by a2i Programme, ICT Division, and development/maintenance services by Computer Network Systems Limited (CNSL).

Left Side Menu Bar এর Driving License Menu এ ক্লিক করে License Tagging এ ক্লিক করলে Driving License Tagging Page টি Open হবে। যথাযথ তথ্য দিয়ে ফরমটি পূরণ করুন।

## চিত্র নং ১৫

## Driver Tagging

**BSP** Welcome, Moniruzzaman

**BRTA SERVICE PORTAL**

### Driver Tagging

**Driver Verification**

Driving License No:  Date Of Birth:

Driver's Mobile No:

**Driver Information**

Photo:

Driving License No:

Name:

Vehicle Class:

Issuing Authority Name:

Issue Date:

Address:

Date Of Birth:

Father's Name:

License Type:

Reference No:

Expiry Date:

**Tag Vehicle**

Registration No

- DHAKA METRO-GA-15-6348
- DHAKA METRO-CHA-13-2201
- NARAYANGANJ-BHA-02-0129

Implementation By: Bangladesh Road Transport Authority (BRTA)

Financial & Technical Support By: a2i Programme, ICT Division

Development, Maintenance and Services By: Computer Network Systems Limited

Left Side Menu Bar এর Driving License Menu এ ক্লিক করে Driver Tagging এ ক্লিক করলে উপরের Page টি ওপেন হবে। Driver Verification এর তথ্য দিয়ে Search বাটন এ ক্লিক করলে Driver Information দেখা যাবে। Tag Vehicle এ যে Vehicle টি Tag করবেন Select Box এ ক্লিক করে Save করুন ।



## চিত্র নং ১৬

## Vehicle Tagging

The screenshot displays the BRTA Service Portal interface. On the left is a dark blue sidebar menu with options: Home, Appointment, Driving License, Ride Sharing, Vehicle Registration (highlighted), Vehicle Tagging, and Payment. The main content area is titled 'Vehicle Tagging' and contains a form with the following fields:

Owner Name *	MD WAHEDUZZAMAN		
Registration No *	DHAKA METRO-GA-35-5050	Manufacture Year *	2011
Chassis No *	NZ1260-3107719	Engine No *	1NZ-D980967

At the bottom right of the form, there are two buttons: 'Clear' (blue) and 'Tag' (green). A white arrow points to the 'Tag' button. The footer of the page includes implementation and support information for BRTA, a2i Programme, and Computer Network Systems Limited.

Left Side Menu Bar এর Vehicle Registration Menu এ ক্লিক করে Vehicle Tagging এ ক্লিক করলে Vehicle Tagging Page টি Open হবে। যথাযথ তথ্য দিয়ে ফরমটি পূরণ করে Tag এ ক্লিক করলে Dashboard এ Vehicle Tagging Successfully Message দেখা যাবে। Tag Vehicles Table এ Vehicle Information দেখা যাবে।

## চিত্র নং ১৭

The screenshot displays the BRTA Service Portal interface. On the left, a dark blue sidebar contains the user's name 'SHAHABUDDIN' and a menu with options: Home, Appointment, Driving License, Vehicle Registration, and Payment. The 'Payment' menu is expanded, showing 'Payment History' as the selected option. The main content area is titled 'Service Payment History' and features a search form with 'From Date' and 'To Date' input fields, both containing 'DDMMYYYY'. To the right of these fields are 'Clear' and 'Search' buttons. Below the search form is a table with a purple header containing the following columns: Purpose, Transaction No, Transaction Date, Amount, and Details. The table body is empty, displaying the message 'No Data Found!!!'. A 'Reload' button is positioned below the table. At the bottom of the page, there is a footer with the following text: 'Implementation By: Bangladesh Road Transport Authority (BRTA)', 'Financial & Technical Support By: a2i Programme, ICT Division', and 'Development, Maintenance and Services By: Computer Network Systems Limited'.

Dashbord এর Service Payment History এ ক্লিক করলে উপরের Page টি ওপেন হবে। From Date and To Date পূরণ করে Search Button ‘এ ক্লিক করলে Payment History দেখতে পাবেন।