

## Fuel Pass FAQ (Available in English, Sinhala and Tamil)

1. **Can I continue using my existing QR code since my vehicle and mobile number have not been changed?**

Yes, existing QR codes remain valid. You may **Login** to the website using your registered mobile number to access your QR code.

2. **I have purchased a vehicle that has a registered QR code from the previous owner. How can I obtain the QR code under my new ownership?**

You must **Register** the vehicle on the website to obtain a new QR code.

This will be available from 17<sup>th</sup> March 2026

3. **What should I do if ownership of my vehicle has been transferred to a new owner?**

**Login** using your existing mobile number (OTP verified) and select the “**Delete Profile**” option to remove your old vehicle QR code. This will allow the new owner to obtain a new QR code by re-registering the vehicle on the website.

Afterwards, you may register a new vehicle using the same mobile number to obtain a QR code. This will be available from 17<sup>th</sup> March 2026

4. **What if my mobile number was recycled (not used for long time)?**

You must re-register the vehicle on the website to obtain a new QR code.

This will be available from 17<sup>th</sup> March 2026.

5. **How can I obtain a QR code for a brand-new vehicle that I recently purchased?**

All new vehicles must be registered through the Fuel Pass website. If you encounter any errors, please try registering again on **17 March 2026**.

**6. When registering, What If i get an error stating Chassis number is incorrect?**

Original owner should get the details corrected via DMT. (Department of Motor Traffic)

**7. When registering, what if I get an error stating Vehicle Already Registered?**

Sorry. Please try again on 17<sup>th</sup> March 2026

**8. How to register vehicles under 50cc?**

QR fuel passes can be obtained only for vehicles registered under DMT.  
(Department of Motor Traffic)

**10. The Fuel Pass website is not working. What should I do?**

The Fuel Pass website is currently operational. If you experience temporary technical difficulties, please wait a few minutes and try accessing the website again.

**11. I receive the OTP after the 2-minute expiry window. What should I do?**

If the OTP arrives after it expires, you may request for a new OTP by clicking the resend button.

**12. I am unable to register multiple vehicles under the same NIC. What should I do?**

Currently, only one vehicle can be registered per NIC per mobile number in the Fuel Pass system. To register another vehicle, it will need to be registered using a different NIC and mobile number.

**13. Can I register a fuel QR code for non-vehicle use such as generators?**

At present, the Fuel Pass system is designed for vehicle registrations only. Provision for non-vehicle fuel usage will be introduced depending on future directions from the government of Sri Lanka.

**14. Do I need a smartphone to use the Fuel Pass system?**

A smartphone is not strictly required. You can get assistance from someone with a smartphone or computer to complete the registration. After registering, you can **print out the QR code**, which can then be scanned when required.

**15. Does the Fuel Pass website support multiple languages?**

Yes. The Fuel Pass website supports **Sinhala, Tamil, and English**.

**16. Where can I find my vehicle's chassis number?**

The **chassis number** can be found in your **Vehicle Registration Certificate (CR book)**, on your **vehicle insurance document** or on your vehicle in the relevant location.

**17. Is there a support number if I face issues?**

You can currently call 1919 for assistance regarding the Fuel Pass system. Additional support channels will be introduced in near future.

**18. Tourism and commercial vehicles require more fuel. Will there be a separate quota?**

The **government will review the needs of industries that require higher fuel usage**, including tourism and commercial transport. Appropriate support or adjustments may be introduced accordingly.