

No. CT-12-1(219) HSRP/2011-12/Deptt.- 1022997  
Directorate of Transport  
Himachal Pradesh, Shimla-171004.

To

All Regional Transport Officers,

All Registering & Licensing Authorities at District HQ.

Dated: Shimla-171004, the 12/09/2013

Subject: Implementation of New High Security Registration Plates Scheme.

Sir,

Kindly refer to this office letter of even No. 10028 dated 04.11.2011 on the subject cited above it is intimated that a revised Standard Operating Procedure (SOP) for the implementation of New HSRP Scheme was sent to the Govt. for approval. The Govt. has conveyed the approval of the new SOP vide letter No.TPT-E(2)37/05-VIII dated 04.09.2013. The trial test of software in accordance with new SOP was conducted and found successful & customer friendly for which certificate has been given by the vendor. The copy of revised SOP is enclosed for your ready reference.

You are, therefore, requested to start affixing HSRP in the vehicles in accordance with new SOP along with District Information Officer. Rest of the RLAs shall be taken up for roll out after one month, as phase-II, if there are no issues reported in this phase-I.

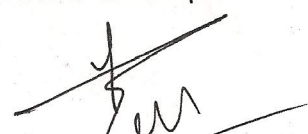
Encl: As above

Yours faithfully,

  
Director Transport  
Himachal Pradesh

Copy to:

1. Principal Secretary (Transport) to the Govt. of HP w.r.t. aforesaid letter for information please.
2. Sh. Ravi Somani, M/s Link Utsav Ventures Pvt.Ltd, B-84, Phase-1, Mayapuri, Industrial Area, New Delhi-110064, for information. He is directed to instruct his higher officials to train the staff deployed in the offices of RTOs/RLAs for necessary action.
3. Sh. Bhupender Pathak, DIO Kangra for information. He is requested to inform all other DIOs through e-mail to roll out the new software at District HQ level and to extend full co-operation to RTOs/RLAs for a successful implementation of new SOP.

  
Director Transport  
Himachal Pradesh

## **Standard Operating Procedure (SOP) for the implementation of New High Security Registration Plates Scheme in Himachal Pradesh.**

To implement the New HSRP Scheme in the State the following Standard Operating Procedure shall be adopted:-

1. The owner of the vehicle(as printed on Registration Certificate) or his authorized representative shall contact the office of M/s Link Utsav Venture Private Limited (henceforth called 'the vendor') situated in each RTO/RLA office along with original Registration Certificate of his vehicle.

### **Explanation:**

- (a) Only a person authorized by the owner of the vehicle as per Form-B, attached to this SOP, shall be deemed to be the authorized representative of the owner of the vehicle.
  - (b) No application on behalf of the original owner of the vehicle (as printed on RC) shall be accepted by the vendor, if it is not accompanied with an Authority Letter on prescribed Form-B duly filled and signed by the owner of the vehicle.
  - (c) For the sake of simplification both the owner of the vehicle and his authorized representative shall henceforth be referred to as 'the applicant' in this document.
2. The vendor shall take an authorization from the applicant in form A to apply electronically to RLA/RTO for seeking an authorization on the applicant's behalf under The Motor Vehicles (New High Security Registration Pates) Order, 2001.
  3. The vendor shall automatically fetch the data of the vehicle from Vahan database of RTO/RLA and shall verify the data with original certificate of the vehicle. If both these datas are found correct and matching only then HSRP fee will be realized by the vendor and computerized receipt be given to the applicant. If, however, any discrepancy is found between the registration certificate and vahan data, the applicant will be directed to get it rectified from the concerned RTO/RLA. After getting the discrepancies rectified the applicant shall contact the vendor again.

### **Explanation:-**

- (i) The act of automatic fetching of data by the vendor from the vahan database shall be presumed to be seeking authorization on behalf of the applicant under provisions of The Motor Vehicles (New High Security Registration Pates) Order,

2001 with the effect that the authorization shall be sought and given 'electronically' only. It is further clarified that if the vendor fails to obtain the authorization as mentioned in step 2 above or fraudulently or by misrepresentation seeks false authorization, he shall be liable to penal action under his concession agreement of HSRP with the Govt. of Himachal Pradesh and otherwise.

- (ii) The date for counting four working days as per the provisions of Para 4 of Schedule-A of concession agreement shall be herein after called Date of Authorization & Receipt (**DOAR**) for simplification. It is further clarified that '**DOAR**' shall be the date of getting the authorization, as detailed above, electronically by the vendor from RTO/RLA or the date of receipt of money as HSRP fee from the vehicle owner, whichever is later.

4. The vendor shall prepare the HSRP and shall intimate the date & Time for affixation to the applicant through a system generated Short Messaging Service message (hereinafter called 'SMS') on or before the fourth working day from the '**DOAR**'. It is clarified that the date & time for affixation intimated through SMS shall not be later than 4 working days from the '**DOAR**'. At the time of sending this SMS simultaneously the vendor shall also push the permanent consecutive identification number of the HSRP to the Vahan database, confirming that HSRP is ready for affixation.

**Explanation:**

The HSRP shall be deemed to be prepared and made ready for affixation only when:

- (a) It is physically made ready for affixation by the vendor by incorporating all necessary security features as per law; and
- (b) When the data regarding permanent consecutive identification number of HSRP is pushed by the vendor to vahan software.

5. If the applicant does not turn-up by such date & time as intimated vide the 1<sup>st</sup> SMS, the vendor shall send a 2<sup>nd</sup> SMS on the 8<sup>th</sup> working day from the '**DOAR**' and if the applicant still does not come the vendor shall send a 3<sup>rd</sup> SMS on 12<sup>th</sup> working day from the '**DOAR**'. These three SMSs shall be treated as three notices to the applicant after which the vendor shall inform the RTO/RLA about the applicant not turning up for affixation. There after the RTO/RLA shall give a written notice to the applicant at its own

cost and vendor shall only be liable to affix the plate as and when the applicant turns up, subsequently.

6. The vendor shall simultaneously push the data about date & time as well as content of the SMSs sent by him to the applicant along with response, (if any), to the RTO/RLA in real time(i.e. as and when he sends three SMSs or receives any response in relation to them)
7. If the applicant comes to the vendor with his vehicle within four days from the '**DOAR**', the vendor shall affix the HSRP on the vehicle in the premises and in the presence of RTO/RLA or his authorized representative. It shall be the duty of the RTO/RLA or his authorized representative to check and ensure that:
  - (a) correct HSRP is being affixed on the vehicle as per entry in the Vahan software.
  - (b) there has been no delay or deficiency in service to the applicant, in any manner which contravenes the provisions of concession agreement or this Standard Operating Procedure (SOP)
  - (c) the applicant gets his refund, if the deficiency of service is established.
8. If the HSRP is not prepared and made ready for affixation by the vendor within four days from the '**DOAR**', and /or he does not intimate the fact about such preparation to the applicant by way of an SMS within four working days from the '**DOAR**', the vendor shall be liable to pay the money to the applicant as penalty for deficiency of service @ Rs.50/-per day for delay of up to 7 working days and @ Rs.75/- per working day thereafter. It is further clarified that:
  - (a) If the applicant does not provide his mobile number to the vendor or provides a false or incorrect mobile number; or
  - (b) If there is any delay in delivery of SMS to the applicant due to issues related to telecom services beyond the control of the vendor; or
  - (c) if the applicant does not come to the vendor after receiving the 1<sup>st</sup> SMS within four days from the '**DOAR**',  
The vendor shall not be liable to pay the above said amount as penalty to the applicant.

9. After affixing the HSRP the Vendor shall push the closure report data preferably in the same or not later than the next day from date of affixation to RTO/RLA database for update.
  
10. The RTO/RLA shall tally the account of HSRP affixed by the vendor on daily basis by taking a report from the software regarding the particulars of HSRP applied for, SMSs sent and HSRP affixed etc.
  
11. The vendor shall display the copy of this SOP at affixation centers for the convenience of all concerned.
  
12. All the words or abbreviations used in this SOP shall carry the same meaning as denoted to them under the HSRP concession agreement signed between M/s Link Utsav Venture Private Limited and Govt. of Himachal Pradesh on 15.11.2011.

**AUTHORITY LETTER FOR GETTING HSRP AFFIXED**

To,

M/s Link Utsav Ventures Pvt. Ltd.

Camp at

I  (Name of the Applicant / Owner) resident of   
  
do hereby authorize you to take authorization (electronically) on my behalf from RTO / RLA   
 for affixing HSRP in my vehicle whose details are given below:

Name of the owner of vehicle

Vehicle number

Type of Vehicle  (mcycle/scooters/car/jeep/bus/truck etc.)

Mobile number  (Please provide compulsory as intimation about HSRP shall be sent by SMS on this number)

E-mail address

Aadhar number of the owner

For verification I hereby submit the Registration Certificate (in original) and as a proof of my identity I hereby enclose a copy of

Signature/ Thumb impression of the Applicant/Owner

Date:

Declaration :

I the above named applicant further declare on solemn affirmation that the above contents of application are true and correct to the best of my knowledge and belief No. part of this applicant is false.

Signature of the Applicant

Note:

1. The applicant /owner shall have to produce Registration Certificate(RC) of the original for verification. Upon verification the RC shall be returned the owner by the staff of the vendor.
2. The applicant/owner shall have to give an attested photocopy of one of the following documents as proof of identity.
  - (a) Aadhar Card
  - (b) Pan Card
  - (c) Passport
  - (d) Voter Identity card
  - (e) Driving License
3. No application on behalf of the original owner of the vehicle (as printed on the RC) shall be accepted by the vendor, if it is not accompanied with an authority letter or prescribed Form-B dully filled and signed by the owner of the vehicle

**AUTHORITY LETTER FOR GETTING HSRP AFFIXED**

To,

M/s Link Utsav Ventures Pvt. Ltd.

Camp at

I  (Name of the Applicant / Owner) resident of

do hereby authorize you to take authorization (electronically) on my behalf from RTO / RLA   for affixing HSRP in my vehicle whose details are given below:

Name of the owner of vehicle

Vehicle number

Type of Vehicle  (mcycle/scooters/car/jeep/bus/truck etc.)

Mobile number  (Please provide compulsory as intimation about HSRP shall be sent by SMS on this number)

E-mail address

Adhar number of the owner

Signature of the AUTHORIZED PERSON

Attested

Signature/ Thumb impression of the Applicant/Owner

Date:

I hereby submit  as my photo identity.

Signature of the owner



Note:

1. Please attach an attested copy of the identity proof of the owner of the vehicle as written of the RC
2. The attested copy of the following documents can be produced as proof of identity
  - (f) Aadhar Card
  - (g) Pan Card
  - (h) Passport
  - (i) Voter Identity card
  - (j) Driving License