

**Registration of Vehicle Location Tracking (VLT)
Devices (AIS-140 Compliant) Manufacturer for
Public Service Vehicles and National Permit
Vehicles, in Himachal Pradesh**

No- CT 12-1-VTS(PMU)/2016-Vol IV-1079757

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By

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Abstract: This document provides the detailed procedure for registration of VLT manufacturer for Vehicle Location Tracking (VLT) Devices for the implementation of AIS-140 standard based Vehicle Location Tracking and Monitoring System for all Public Service Vehicles & National Permit Vehicles registered in Himachal Pradesh. For this AIS-140 certified VLTs from manufacturer will be listed, based on the selection procedures specified in this document.

1	Listing Ref. No.	CT 12-1-VTS(PMU)/2016-Vol IV-1079757
2	Name of the Department	Department of Transport, Himachal Pradesh
3	Non-Refundable Application Cost	₹ 10000/- (Rupees Ten Thousand only)
4	Call for Applications	Soft copy can be downloaded from the website of Department of Transport, Himachal Pradesh http://himachal.nic.in/transport
5	Start date of submission of application along with 2 VLTs with AIS-140 standard certificates by Manufacturers	17/07/2019

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Abbreviations/Acronyms:

ARAI	Automotive Research Association of India
CIRT	Central institute of road transport
ICAT	International centre for automotive technology
VRDE	Vehicle research and development establishment
CFM'TTI	Central farm machinery training and testing institute
IIP	Indian institute of petroleum
GARC	Global automotive research centre
NIC	National Informatics Centre
GSM	Global System for Mobile Communication
ISO	International Organization for Standardization
RTO/R&LA	Regional Transport Office/Registering & Licensing Authority
SIM	Subscriber Identity Module
HPDT	Department of Transport, Himachal Pradesh
VLTD	Vehicle Location Tracking Device
GNSS	Global Navigation Satellite System
RNSS	Regional Navigation Satellite System
MORTH	Ministry of Road Transport and Highways
AIS	Automotive Industry Standard
eSIM	Embedded SIM
RFC	Retro fitment Centre
CCC	Command & Control Centre

Glossary of Terms

The definitions of various terms that have been used in this document are as follows.

"Manufacturer" means a registered firm/company manufacturing AIS-140 (as per the latest amendment) certified Vehicle Location Tracking devices in India.

RFC/Franchisee" means a firm/company who is authorized to support and service AIS-140 certified Vehicle Location Tracking Device of empanelled Manufacturer.

1. Background

1.1 About Regulatory Compliance requirement for VLT devices with Emergency Buttons

Reference:

- 1) MoRTH, Central Government, Notifications dated: 28.11.2016, 18.04.2018, 25.10.2018 and 2.11.2018
- 2) MoRTH, Central Government Letter dated: 31.10.2018
- 3) AIS-140 Standard including amendment 1(December'17) & Amendment 2 (December'18)

In pursuance to the series of notifications and orders issued by the Ministry of Road, Transport & Highways ('MoRTH'), Government of India as referred above wherein all Public Service Vehicle as defined under section 2(35) of the Motor Vehicle Act, 1988 ('MV Act') and Vehicles requiring/having National permit shall mandatorily be equipped with the Vehicle Location Tracking device ('VLT') along with one or more emergency button in compliance with the standard of AIS-140. HPDT has decided to follow MoRTH's AIS-140 standard with few modifications in data protocol and data formats to send data from the VLT units to the Command and Control Centre set up by manufacturer/consortium of manufacturer/State backend system.

Department of Transport, Himachal Pradesh, is the principal agency for the enforcement of the Motor Vehicles Act and Rules in the State. Vehicle Tracking & Monitoring System is a technology used by many countries, companies and individuals to track vehicles using Global Navigation Satellite System (GNSS). Apart from enforcement of public road transport rules, the system can also give other valuable services to HPDT and the general public.

2. About HPDT

The Himachal Pradesh Motor Vehicles Department is a line department of Government of Himachal Pradesh. The Transport Department functions under the provisions of section 213 of the Motor Vehicle Act, 1988. The Transport Department is primarily established for enforcement of the provisions of the Motor Vehicle Act, 1988, Himachal Pradesh Motor Vehicles Taxation Act, 1972 and the rules framed there under. The Department of Transport Himachal Pradesh assists other organizations in the development of transport facilities and endeavors to provide an efficient, adequate and economic transport service for the movement of passengers and goods by road.

In discharging statutory functions, the department has shaped up as one of the major revenue earning departments to the Government in the shape of taxes on motor vehicles.

Vehicles which are required to be fitted with VLT devices along with Panic button are categorized into: -

1. "Public Service Vehicle" means any motor vehicle used or adapted to be used for the carriage of passengers for hire or reward, and includes a maxi cab, motor cab, contract carriage, and stage carriage.
2. National permit vehicles under sub-section (12) of section 88.

Hierarchy

The Transport Department is headed by the Director Transport. He is assisted by 1 Additional Commissioner Transport, 1 Joint Commissioner Transport, 1 Assistant Controller (Finance & Accounts) at directorate. In the field, he is assisted by 12 Regional Transport Officers, 2 Regional Transport officer (Flying Squad) and 12 Assistant Regional Transport Officer. In addition to these there are 72 (seventy-two) Sub Divisional Officer (Civil) working as Registering & Licensing Authority in the State.

3. About "AIS-140 standard based Vehicle Tracking & Monitoring System

Department of Transport Himachal Pradesh envisages to track the public transport vehicles in Himachal Pradesh. The objective of the project is to introduce a tracking system for continuous monitoring of public transport vehicles for better road safety and better support for enforcement services.

Components of AIS-140 based Tracking System

The tracking system is a combination of hardware, software and communication technologies. The major components of tracking system are

- i) **Vehicle Location Tracking Unit (VLT):** VLT is a hardware unit equipped with GNSS/RNSS logger, a GPRS/3G/4G based communication system, power supply and back up mechanism. The entire system is packed into a rigid enclosure with proper indications and power input.
- ii) **Vehicle Tracking Software:** A software system receives the data from VLT, parses it and logs it. This data is further processed for generating automated alerts and messages. The software resides in server(s).
- iii) **Communication facility:** VLT sends the geo-location information to the server in a predefined interval. The most common communication method is using GPRS/3G/4G, made possible through the existing mobile networks using eSIM.
- iv) **Monitoring System:** A map system is integrated to the software for real time plotting of the vehicles on a map. Monitoring centres can view this map displayed on a web browser.

4. **Registration/Empanelment of VLT device Manufacturer**

HPDT intends to invite VLT device manufacturer for registration/empanelment of Vehicle Location Tracking device (VLTs) to be installed in the Public Service Vehicles in the state of Himachal Pradesh for enabling tracking and monitoring of the vehicles. The objective of VLT device registration/empanelment is to standardize the state specific requirements to avail good quality VLT devices and after sales services. Accordingly, the requirements for the manufacturer and the specifications for VLT device details are listed in this document. Application is for registration/empanelment and devices, and as such, multiple devices from the same manufacturer will require separate applications for registration. The HPDT will publish the list of registered manufacturers and the vehicle owners will be advised to procure only the registered VLT models from these manufacturers.

1. All VLT device Manufacturer must ensure that their respective VLT device has been certified as per the AIS-140, by the approved testing agency like ARAI, CIRT, ICAT, CFMTTI, IIP, VRDE, or GARC, referred to in rule 126 of the Central Motor Vehicles Rules, 1989 are eligible to apply.
2. The Manufacturers can apply their VLT device models for registration based on the criteria specified in this document.
3. The Manufacturers can apply their VLT device models for registration based on the criteria specified in this document.
4. If manufacturer wants more than one VLT model to be registered, separate application is to be submitted for each VLT model.
5. The evaluation of application for registration would be carried out based on the evaluation criteria mentioned.
6. Only registered VLT models would be allowed to be used by public service vehicles in Himachal Pradesh.
7. VLT manufacturers cannot sell their models for the public service vehicles in Himachal Pradesh once their authorization/certification issued by the testing agency is suspended, cancelled or not renewed for any reason.

8. Manufacturers must give an undertaking to HPDT that in case their authorization/certification is suspended, cancelled or withdrawn for any reason, they will continue to support the devices already sold for the public service vehicles.
9. Manufacturers must have a Call/Service-centre or similar arrangements to address the queries and any other issues from the end users.
10. Manufacturer must open its own/authorised Service Centers at minimum 4 different districts/places of the State (namely Kangra, Mandi, Shimla and Baddi/Nalagarh) and must be directly responsible for the Service to permit holders and other stake holders Hence the manufactures must submit a declaration and details of Centers for the same along with the application form.
 - a. Centers site inspection and verification of facilities provided by Centers can be done by HPDT officials.
 - b. The manufacturer should facilitate eSIM subscription in VLT devices along with a subscription of two years for new vehicles and one year for old vehicles from service providers on behalf of the Vehicle Owners. And must take necessary steps to ensure the continuity of the service once the eSIM validity period is expired.
 - c. Manufacturers should have sufficient infrastructure like computer, internet service, official phone number, technicians etc. to provide assistance to end users at the fitment/call/service centre.
 - d. HPDT can terminate the approval of the registered manufacturer at any time if it is found violating any of the provisions of the CMVR- 1989, AIS- 140, any other direction issued by the HPDT or any other applicable law.
11. HPDT reserves the right to change the terms and conditions governing the certification and approval at any point of time.
12. Unless the Registration of any VLT model is cancelled by HPDT, the certification of VLT model shall remain valid as long as such model continues to comply with the terms and conditions of AIS-140 standard or for 1 year whichever is less. Before the expiry period manufacturers have to renew the certification in accordance with HPDT regulations.

13. HPDT reserves the right to modify the VLT device specification or add additional features to existing specification. The release of the VLT device specifications will be in a version-controlled fashion.
14. Every VLT models and service of manufacturers selected through registration/empanelment process will be reviewed every 3 months and subsequent actions will be taken against those who violate any of the regulations listed out in this document.
15. HPDT may initiate the registration process, as and when required. Registration shall be a continuous process and only AIS 140 VLTD manufacturers shall be allowed.
16. Interested Manufacturers for the respective VLT models which comply with the HPDT requirements may download the registration document from the website and submit the same duly filled in and supplemented with all relevant documents to HPDT for further processing.

5. Scope of the Project

Department of Transport, Himachal Pradesh is planning to track all public service vehicles and National permit vehicles registered in Himachal Pradesh in phased manner. These vehicles should be tagged with VLT devices. The Owners of the vehicles registered should purchase the VLT devices from selected manufacturers only.

- VLT device Manufacturers/consortium are required to setup at their own expense & cost a “Command and Control Centre” (also called “CCC” or “Backend System”), individually or jointly, and these CCC centres should provide login & monitoring interface to various stakeholders such as state emergency response team, to HPDT, MoRTH and its designated agencies.
- The backend system must provide interface where the HPDT must be able to create Routes with route/Point fencing and receive alerts and reports in case the vehicle deviates from its routes or in case of non-serving of their respective routes. The backend system must also provide interface to HPDT to be able to create stoppages in the routes and also define the allowed stoppage time. Alerts and reports must be created for the Vehicles in violation to the allowed stops and stoppage timings.

- Manufacturers must train the registered agencies/franchisees for installing the VLT devices in vehicles and support the customers whenever required. In compliance to the order, manufacturer must ensure proper fitment of the VLT device in the public service vehicle.
- Manufacturers must provide a “Customer web interface "and” customer mobile app" for the vehicle owner to track his vehicles in real time and also provide various historical & real-time reports to the vehicle owner.
 - Manufacturer must also provide to educational institute, a Separate Parent’s Bus Tracking Mobile App & Web Interface, which would enable the parents to :-
 - Live Track the Buses.
 - Bus route over a map
 - SMS/App Notification, when the bus:-
 - Is about to OR reaches boarding-deboarding locations
 - Reaches institute
 - Similarly, for other Citizens traveling through the Passenger vehicles, Manufacturer must provide Mobile App & Web Interface, which would enable the citizens to:-
 - Live Track the Buses.
 - Get details of the Buses running on different Routes
- Manufacturer shall provide warranty (at least for one year) and AMC for their products. Manufacturers have to supply and support certified VLT models across the State. Any complaint registered through the backend/email/Mobile App/or transport department official should be serviced within stipulated time as specified in general terms & conditions of the document.
- Further in future as per requirement of the department all registered VLT device Manufacturers shall have to facilitate for smooth integration into single web-portal and single mobile app as decided by the Department.
- For redressal of complaints the customer web interface and mobile app must also have a support ticketing system to enable customers to report problem or raise support requests, which should be serviced by the respective manufacturer and monthly MIS reporting to HPDT shall be ensured.

The list of RTO/R&LAs (SDO(C)) is at Annexure-F

6. Pre-Qualification Criteria for VLT Manufacturer

HPDT shall carry out the evaluation process of VLTs. Manufacturers have to meet the following pre-qualification criteria for registration.

Pre-Qualification Criteria

S. No.	Criteria	Required Documents
1	The Manufacturer should be a registered company in India under the Companies Act, 1956/2013.	Certification of incorporation
2	The Manufacturer should not be blacklisted by any Central/ State agencies in India.	Self-declaration by the manufacturer signed by the authorized signatory
3	Only OEMs will be allowed to participate in registration.	Copy of relevant Certificate
4	The VLT device model which Manufacturer intends to submit for registration must be certified according to AIS-140 standard by CMVR Test agency	Copy of relevant Certificate(s)
5	The VLT Device should be integrated Command and Control Centre as per HPDT requirement	Self-declaration by the manufacturer signed by the authorized signatory.
6	The Manufacturer shall agree to open an Office in Himachal Pradesh within one month, once the Manufacturer is registered.	Self-declaration by the manufacturer signed by the authorized signatory
7	3 Year balance sheet and income tax return, and PAN and GST registration number of manufacturers	Copy of relevant Certificate(s)
10	Type of approval from test agencies (ARAI /CIRT/ICAT /VRDE/ CFMTTI /IIP/GARC)	Copy of relevant Certificate(s)
11	COP or authorization from test agencies (ARAI /CIRT/ICAT /VRDE/ CFMTTI /IIP/GARC), as per AIS 140 (if applicable)	Copy of relevant Certificate(s)
12	Manufacturer's affidavit stating 100% right full ownership/ license of the software on which the customer tracking Mobile app/ website are being run, as per the attached format.	Affidavit on non-judicial stamp paper of Rs. 100/-

The Manufacturer must submit all the certified and authenticated documentary proof for meeting the pre-qualification criteria. Such documents may include AIS140 certification for submitted model, company registration certificates and other credentials.

The manufacturer which has been punished for any offence or any representative of that entity is convicted for any offence or against whom any criminal cases is/are pending before competent court, shall not be eligible to submit the proposal. The manufacturer shall have to submit affidavit to this effect.

7. Technical Specification

Any Manufacturer with VLT model Type approved by CMVR test agencies as per AIS-140 will be eligible for application. Applicants has to demonstrate the following to get them to be eligible for registration with HPDT.

- Communication Protocol as Per AIS140 standards and in line with Ministry of Road Transport & Highways (MoRTH) directives and notifications and its conformity with tracking requirement of HPDT.
- Demonstration of VLT device on the test server configuration in the submitted VLT device
- Fitment of the VLT device with Panic Button System as per AIS 140 standard.
- Demonstration of Alert Messages as per AIS-140, when the Panic button is pressed
- Demonstration of accuracy test for the device on backend (as per parameters of AIS-140)
- The primary source of power for the device should be from vehicle's battery. When the device is disconnected from vehicle battery it should start operating on internal battery.
- Device should meet all the features prescribed as per AIS-140.
- Device shall be capable for operating in L and/or S band and include support for NAVIC/IRNSS (Indian Regional Navigation Satellite System).

Any other technical specification's as per AIS-140 standard and as amended in AIS 140 (Annexure-G) from time to time by the competent authority.

In addition to the standard following are the recommended features: -

- a) Hooter
- b) Tilt Alert

- c) Alert on tampering and vehicle battery removal (Mandatory) as per AIS-140
- d) GPS odo distance and Geofence entry/exit alerts
- e) Alert in case of geo fencing violation (Mandatory)

8. Submission for application for Registration

The Manufacturer can apply for registration of one or more models of VLT devices.

9. General Conditions

Manufacturers are advised to study the document carefully. Submission of application will be deemed to have been done after careful study of all instructions, eligibility norms, terms and requirement specifications in this document with full understanding of its implications. Applications not complying with all the given clauses in the document are liable to be rejected. Failure to furnish all information specified in this document or submission of application not substantially responsive to the document in all respects will be liable for rejection.

- (i) Application for registration will be hosted in HPDT official web site (<http://himachal.nic.in/transport>) and can be downloaded and used for submission of application forms. Application fee shall be paid to HPDT along with the submission of application.
- (ii) Un-signed and un-sealed application shall not be accepted.
- (iii) All pages of the application and documents being submitted must be signed and sequentially numbered by the Manufacturer.
- (iv) Ambiguous applications will be out-rightly rejected.
- (v) Applications not submitted as per the format will be rejected straight away.
- (vi) No deviations from the specifications will be accepted.
- (vii) The Manufacturers will bear all costs associated with the preparation and submission of their applications. HPDT will, in no case, be responsible or liable for those costs, regardless of the outcome of the registration process. The evaluation of Application for Registration would be carried out on a “first come first-serve basis” reckoned based on the order of receipt of the duly completed Applications in all respect.

In case of incomplete Applications where HPDT requires the applicants to submit any missing/ incomplete information/documents, the receipt of such clarification/ documents by HPDT shall be deemed to be the date of submission of the application. HPDT may, at its own discretion, can cancel the registration; extend the date for submission of applications or any clause of this document.

10. Registration Fee

The application shall be submitted along with registration fee of Rs. 10000/- (Rupees ten thousand only). It can be submitted through demand draft in favour of "Director Transport Himachal Pradesh" payable at Shimla for each VLT model. For additional VLT models being submitted for registration, the manufacturer shall submit an additional fee of Rs. 10000/- (Rupees ten thousand only) for each model. The registration fees paid to HPDT will not be refundable. An application not accompanied by the aforesaid payment shall be considered as non-responsive and will be rejected.

11. Performance Guarantee Fee

A performance guarantee of Rs 20,00,000/- (Twenty lakhs only) shall be submitted by the manufacturer intending to be registered, within 15 days of intimation of successful demonstration/evaluation, subsequent to which his name will be published in registered VLT manufacturer list. The performance guarantee shall be in the bank guarantee issued from any of the nationalized banks and shall remain valid for two year from the date of publication of list of manufacturers empanelled for the purpose on the website of the Department of Transport.

Forfeiture of Security Deposit:

Security amount in full or part may be forfeited, including interest, if any, in the following cases: -

- i. When any of the circular or direction of MoRTH/HPDT is breached.
- ii. When the manufacturer fails to comply with any applicable law.
- iii. When the manufacturer fails to implement the project satisfactorily.
- iv. When the manufacturer is involved in malpractices.
- v. If the manufacturer breaches any provision of code of integrity.

Notice will be given to the bidder with 14 days' time before Performance Bank Guarantee deposited is forfeited.

No interest shall be payable on the Performance Bank Guarantee.

12. Submission of Application

- a. A Manufacturer can apply for registration of one or more models of VLT devices. Separate application is to be submitted for each model.
- b. The Manufacturer is required to submit statement of compliance of the devices with the specifications as set out in this document.
- c. The Manufacturer is required to submit their application in the prescribed format in this document.
- d. The Manufacturer is also required to submit two VLT devices, eSIM with 1-year data plan validity and all other necessary documentation needed for interfacing and testing. The devices will be retained by HPDT and will not be returned to manufacturer irrespective of the registration outcome.
- e. All communications and proceedings shall be in writing, in Hindi or English language only.

13. Details of the Documents to be Submitted

The Manufacturers are required to submit the following documents.

- a) Table of contents listing documents and other details submitted.
- b) DD towards Registration Cost.
- c) VLT Registration Form.
- d) Type approval certificate.
- e) Compliance Report in terms with Specifications for VLT devices. Both hardcopy and softcopy (in pdf format) of the above documents are required to be submitted. The documents along with registration form need to be submitted in a sealed envelope clearly bearing the following:

"Application for VLT device Registration", Department of Transport –Himachal Pradesh”.

Name and address/email of Vendor with contact number.

The application should reach HPDT at the following address as per the timelines specified for submission in this document: -

**Directorate of Transport, Parivahan Bhawan, Shimla-171004
Himachal Pradesh**

14. Evaluations of Applications

- a) The application found complete in all respect shall be considered for processing and testing of VLT devices for compliance with specifications.
- b) HPDT reserves the right to verify all statements, information and documents submitted by the Applicant. Applicant may be asked to submit more documents, if any clarification required.
- c) If any information or document provided by the manufacturer is found to be false or misleading during the evaluation process, such application would be liable for rejection and if VLT device manufacturer has been registered, its registration would be liable to be cancelled. Further, the Manufacturer may be considered for blacklisting.
- d) Decision of HPDT regarding registration under this process will be final and no correspondence in this regard will be entertained by HPDT.
- e) For registration of manufacture, HPDT will follow evaluation criteria's mentioned in this document. Final selection will be based on evaluation and fulfilment of all conditions mentioned in this document.
- f) Selected manufacture's models will be published on HPDT website after submission of PBG by the shortlisted Manufacturer.
- g) HPDT may conduct site inspection and validate the facilities of registered agencies/franchisees identified by manufacturers as RFC for distributing and fitting the VLT devices to customers.
- h) In case HPDT delist any agency/franchisee due to any dissatisfaction or any agency/franchisee withdrawal, then the corresponding manufacturer shall arrange alternate RFC/franchisee in the same region.

14.1 Operational Evaluation

Compliance against the operational specifications below needs to be submitted by the Applicant. The same should be subjected to demonstration by the Applicant and/or testing by HPDT for validation, as mentioned below: -

Sl. No.	Specification	Validation Process	Confirmation (Yes/No)
1	Communication Protocol as per AIS140 standards in line with Ministry of Road Transport & Highways (MoRTH) directives and notifications.	Device functionalities to be demonstrated by the Applicant at the time of submission	
2	Demonstration of VLT device on test server configuration	Acknowledgement of test command given to device and display of Tracking message to backend system	
3	Fitment of the VLT device with Panic Button System, in a test passenger vehicle	Demonstration and connection, in the test vehicle	
4	Demonstration of Alert Messages as per AIS-140, when the Panic button is pressed.	Demonstration of the alert message at backend system test server and emergency response server (2 messages at two different servers)	
5	The Primary source of power for the device should be from vehicle's battery. When the device is disconnected from vehicle battery it should start operating on internal battery	A demonstration by Applicant together with supporting document as under: AIS-140 Certification.	
6	Alert on tampering and vehicle battery removal.	A demonstration by Applicant together with supporting document as under: AIS-140 Certification	
7	Device should meet all the features prescribed as per AIS-140	A demonstration by Applicant	

Legend:

Yes: Feature is available in the Vehicle Location Tracking Device model submitted.

No: Feature is not available in the Vehicle Location Tracking Device model submitted

- After successful demonstration/
- evaluation intimation will be sent to of successful manufacturers
- A performance guarantee of Rs 20,00,000/- (Rupees twenty lakh only) shall be submitted by the successful manufacturer intending to be registered, within 15 days
- Subsequent to which successful manufacturer name will be published in registered VLT manufacturer list.

15. Guidelines for Implementation

15.1 Guidelines to VLT Manufacturers

a) Operational Process: -

- i. Each VLT device manufacturer shall configure the details of their respective internet protocol address (IP address) and Short Message Service Gateway (SMS gateway) number of their respective emergency response system, where VLT devices will send the data to the details to the backend system.
- ii. The details of each VLT device (VLT device manufacturer code, device serial number, IMEI number, IccID number and other details as notified by the Central Government/State Government) shall be uploaded on the Vahan directly or through backend system by the VLT device manufacturer using its secure authenticated access. In case of any problem in updating Vahan, it will be VLT device manufacturer's responsibility to resolve the same.
- iii. The backend system must provide both Web portal and Mobile App to HPDT or any authorised enforcement officer, which shall provide a facility for on-spot verification the certificate of the vehicle at any time.
- iv. The backend system must provide both Web portal and Mobile App to the distributors, dealers and technicians of the Manufacturer to ensure online real-time installation & fitment of the VLT device in the public service vehicle.
- v. The backend system/ Customer and the entire Data should be hosted on Server physically located within the boundaries of India only and must follow the Government of India guidelines about data security.

- vi. VLT device Manufacturers will have controlled access to the Vahan Portal and VLT Manufacturers shall use backend system for tagging (connecting) and feeding the details of the VLT device in real time.
- vii. In case of press of emergency button. The VLT device manufacture must ensure that the backend system is configurable to forward Emergency alerts & calls to the designated officers, as may be notified by the department from time to time.
- viii. In compliance to the order, manufacturer must ensure proper fitment of the VLT device in the public service vehicle. The VLT manufacturer should also enable the public service vehicle owners to ensure that the VLT devices installed in their vehicles are in working condition and is regularly sending required data to the corresponding backend system through cellular connectivity. The VLT device manufacturer must have a support ticketing system to enable customers to report problem or raise support requests, which should be serviced by the respective manufacturer.
- ix. Authentication of vehicle shall be done through an OTP sent on vehicle owner's registered mobile number from the backend system.
- x. An installation certificate, along with the fitment certificate and warranty certificate must be issued to the vehicle owner as owners copy and Department of Transport copy. After activation of the device on the backend the data will be available on VAHAN VLT maker module, this will enable proper checking of the vehicles for fitness certificate and for compliance of the functional requirements at RTO/R&LA end.
- xi. In compliance to the functional requirements of the order, each VLT device must send health & location data at regular intervals to the established backend system.
- xii. VLT device Manufacturer must ensure that Code of Practice for implementation of Vehicle Tracking (VLTD) Device, Emergency Button(s) and Command and Control Centres as per the clause-8 of the AIS 140 is strictly adhered.
- xiii. Each Manufacturer must provide to State: -
A secure mechanism with API code Code to Pull / Push data and to configure their respective backend systems, as per the requirements of the state from time to time. This configuration includes, but not limited to: configure routes, stops and allowed minimum/maximum stoppage timing of the public service vehicle, etc.

b) Regarding Franchisees/Registered Agencies/RFC for installation and maintenance

- Manufacturers should arrange a minimum of one registered agencies/franchisees/ RFC in all districts of the state
- Manufacturers should have a supervisory control over franchisee's operations and should ensure quality service to customers
- HPDT shall communicate with franchisee through Manufacturers only. Franchisees/RFC should have the following facilities: -
 - An office in the region
 - Trained technicians to fit the VLT device in vehicles
 - A minimum of one person with computer & internet knowledge for tagging device with the application
 - A minimum of one computer with internet connectivity & printer for printing the installation certificate
 - A contact telephone number should be given to customer to call for support
- Quality of service (QOS) –

The VLT device manufacturer will the following QOS as per standards mentioned below:-

 - i. If any complaint is raised against the installed VLT device, then the concerned manufacturer should respond within 8-72 hours.
 - ii. If more time is required, then a standby VLT should be installed temporarily and replaced once the original VLT's issue gets solved.

The complaint and clarifications should be logged into the Web application/Mobile app.

 - The department can an anytime ask for the above reports. In case of gross irregularity suitable penalty will be imposed. For every complaint pending beyond 72 hours, Rs 100/- (Rupees hundred only) per day per complaint shall be paid to the department which will be encashed from the Bank Guarantee.
- Complaint Register

If the VLT device is found to have any complaints, then it should be registered in the complaint register module of the application to avoid false alerts. All the

complaint registered should be rectified within the timeline specified in the above Service Time

- Subscription Renewal

All vendors should ensure that their franchisees provide a subscription renewal certificate to vehicle owners at the time of renewal of the subscription. This certificate should be produced by vehicle owner to HPDT at the time of inspection for Certificate of Fitness (CF)

- Training to Franchises/RFC

All vendors should have master trainers who are well trained and thorough in backend/Web Portal/Mobile application. These master trainers should give training to franchises/RFC technicians for fitment and tagging of VLT device.

c) Regarding Fitment of VLT device and Emergency Buttons in Vehicle

- Position of VLT and Panic Buttons

Physical mounting of VLT device and emergency buttons in vehicle should be as per section 5.3 of AIS 140.

- Wiring of VLT and Panic buttons

VLT devices and panic buttons should be properly wired in the vehicle. Wires to panic buttons and hooter should be provided with proper shielding or outer covering. No wires should be exposed or seen hanging. Wires should be properly coupled and should be fire proof. All safety precautions should be taken in fitment of VLT devices and panic buttons.

- Notice to Passengers & Public

Proper indication to passengers and public should be given in the vehicle. Stickers indicating the fitment of Vehicle Tracking Device (Fitted with AIS140 Vehicle Tracking System) - may be placed at front and back side of the vehicle. Information regarding the panic button should be provided to passengers.

- Hooter

Hooter for emergency condition and over speed alert should be loud enough to be audible to passengers and nearby people outside the vehicle. It should be placed in a convenient position inaccessible by passengers.

Messages indicating the use of Panic button e.g.: Press in case of Emergency Only, Misuse will result in penalty, should be placed above each panic button.

d) NERS

As per the mandate of AIS140, when NERS system of the state become operational, the device should send the emergency alert packet to the server mentioned by NERS team. The data format should be as per the NERS specifications. The manufacturer should ensure that all deployed devices meet this mandate.

e) White listing of IP and SMS mobile number

Backend system will publish the IP/domain to which data should be send. Manufacturer should ensure that the device will send data to the allowed IPs only.

Backend system may publish the SMS gateway short code or mobile number from which the activation key and other configuration parameters may send. Vendor should ensure in the firmware that the device will not respond to any SMS from any unauthorized mobile number.

**Application Form for Registration of Vehicle Location Tracking Device (VLT) for
Public Service Vehicles and National permit Vehicles in Himachal Pradesh**

Format for VLT Application Form
(On the official letter head of manufacturer)

Date:

To,
The Director Transport
Directorate of Transport, Parivahan Bhawan
Shimla-171004
E-mail ID: transport-hp@nic.in

Sub: Registration of VLT device for the Public Service Vehicles in Himachal Pradesh,

Sir,

We have fully understood the requirements of the process "**Registration of Vehicle Location Tracking device (VLT) for Public Service Vehicles and National permit vehicles in Himachal Pradesh**" and are submitting our registration application for the following VLT device(S) being manufactured by us together with the required details, other information as per the registration process and the compliance report for VLT specification and protocols.

RFC name and address	
VLT device model number(s) to be registered	
Manufactured by and Date	
Manufacturer at (address of VLT production centre)	
Contact Person details (If different from undersigned)	

In relation to our application, HPDT may also note the following:

1. Our application is unconditional and all information provided in the application is true and correct.
2. We hereby declare that the VLT device(s) being submitted for registration complies with the specifications as set out in the registration process document and we shall make available any additional information as HPDT may find necessary as required for clarification.

3. We acknowledge the right of HPDT to reject our application without assigning any reason and accept the right of HPDT to cancel the registration process at any time without incurring any liability to the registered Manufacturers.
4. We confirm that we are not blacklisted by any state government or central government/department/ agency in India from participating in bids for last three financial years.
5. We agree to keep the quality of the registered VLT models and support the customers whenever required.
6. We confirm that we will train all the RFCs/ franchisees to distribute the certified VLT models of our products.

Sincerely,

(Signature, name and designation of the authorised signatory) (Contact no. including, phone no., fax, email and contact address)

List of Documents for Submission

List of Submissions

1. Details of the Manufacturer
 - a) Name of the Company
 - b) Place of Incorporation
 - c) Date of Incorporation
 - d) Address of Head Office/ branch offices, if any
 - e) Details of VLT devices manufacturing facilities (also mention whether owned or contracted its capacity, third party etc)
 - f) Certificates of agencies, manufacturing facility (like ISO, CE etc)
 - g) Brief description of the Company including details of its main lines of business.
 - h) Details of production facilities (area, machinery, manpower, production capacity).
 - i) Website details /URL
 - j) Particulars of the authorised signatory of the Company including name designation, address, phone no, mobile no, fax and e-mail

2. Documents in support of compliance of the Manufacturer with regard to criteria mentioned in this document.
 - a) Certificate of Incorporation issued by the competent authority with copy of registration documents.
 - b) Online payment/draft towards the Application fee.
 - c) Statement of Compliance reports.
 - d) Two sample VLT devices with related documents (with device brochures; Do's and Don'ts; user manuals; device protocol(s)/API documents explaining all the messages, fields and their values; other certifications for VLT devices standards compliance and eSIMs and their details)
 - e) Affidavit on Rs 100 stamp paper of for ownership of the software/mobile app

Terms and Conditions Governing Registration

1. Commercial arrangement of VLTs between Manufacturers and registered RFC/ Franchisees and Vehicle Owners - Any commercial or other arrangements/ agreements between the Manufacturer/ registered RFC/ franchisee and the vehicle owners (customers) shall be as mutually agreed between them. The price of the certified VLT device and all other terms and conditions including those related to warranty, AMC, nature of service etc shall be as mutually agreed by and between the Manufacturer/ registered RFC/ franchisee and the vehicle owners. HPDT shall have no role, responsibility and liability in relation to the same.
2. **Response Time** - If any complaint is raised against the installed VLT device, then the concerned manufacturer/registered RFC/ franchisee should resolve the complaint as per guidelines for implementation mentioned in the document.
3. **Monitoring and Audit** - Once the manufacturer/ registered RFC/franchisee is authorised/ approved, HPDT shall have the right to monitor/audit the certified VLT devices installed in the Vehicles and the service and support provided with a view to ascertain their continued compliance with the terms and conditions governing the registration.
4. **Cancellation of Registration** - If any fault is found or any complaint received from end user customers, then HPDT shall take actions against the manufacturer/ registered RFC/ franchisee and have the right to suspend or cancel the registration/registration issued to that particular VLT model.
5. **Liability** - Manufacturer/ registered RFC/ franchisee shall be liable and responsible for performance of the VLT devices supplied to the Vehicle owners.
6. **Jurisdiction** - Any issues related to registration of VLT or licensing of agencies are governed by the laws established in India and competent to deal with disputes, if any, arising out, the court in Shimla alone have jurisdiction to lay any matter relating to this registration.
7. **Dispute** - In case of any dispute related to technical (operational testing), the decision of HPDT shall be final and binding.
8. **Use of Trademark/ Logo of HPDT** - Manufacturer shall not use the HPDT logo or any other trademark, symbol, or icon on or in connection with the registered GPS Devices or any of the manufacturers VLT devices including those on its packaging, manuals,

promotional and/or advertising materials, or for any other purpose without an express written permission from HPDT.

9. **Notice** -Any notice or other communication to be given by a party to the other under, or in connection with the matters contemplated by or under the registration shall be in writing and shall be delivered by hand/ registered post/ courier at the notified address of the party concerned.

Bank Guarantee Format for Performance Security

(After successful demonstration/ evaluation of successful manufacturers)

Beneficiary: Director Transport, Himachal Pradesh.

Date:[Insert date of issue of BG].....

PERFORMANCE BANK GUARANTEE No.: ... [Insert guarantee number] ...

PERFORMANCE BANK GUARANTEE Amount: ... [Insert guarantee amount] ...

Manufacturer: ... [Insert manufacturer Name and Address]

RFC: ... [Insert RFC Name and Address] ...

Guarantor: [Insert name and address of the issuing Bank]

1. The Manufacturer/RFC named above has entered into above referred contract with the Beneficiary, for the supply of VLT and / or Services as defined in the said VLT manufacturer/RFC registration. According to the conditions of the VLT manufacturer/RFC registration, a performance security is required to be furnished by the manufacturer/RFC to the Beneficiary for due performance of the contract.
2. At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount ofonly], upon receipt by us of the Beneficiary's demand stating that the manufacturer/RFC is in breach of its obligation(s) specified in the registration document, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.
3. We do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the Beneficiary / Government. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. only)
4. We undertake to pay the Government any money so demanded notwithstanding any dispute or disputes raised by Manufacturer/RFC(s) in any suit or proceeding pending before any Court or Tribunal relating thereto liability under this present being absolute and unequivocal.
5. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the manufacturer/RFC shall have no claim against us for making such payment.

6. We further agree that the Guarantee here in contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract including Guarantee/ Warrantee period and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Contract have been fully paid and its claims satisfied or discharged.
7. We further agree with Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and condition of the said Contract or to extend time of performance by the said Manufacturer from time to time or to postpone any time or from time to time powers exercisable by the Government against the said manufacturer and to forbear or enforce any of the terms and condition relating to the said Contract and we shall not be relieved from our liability by reason of any such variation, or only extension being granted to the said manufacturer or for any forbearance, act or omission on the part of the Government or any indulgence by the Government to the said manufacturer or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
8. Notwithstanding anything contained herein above our liability under the Guarantee is restricted to Rs.and shall remain in force until
9. This Guarantee will not be discharge due to be change in the constitution of the Bank or the manufacturer/RFC.
10. We lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Government in writing.

Dated.....

For.....

(Indicate the name of the Bank)

Signature.....

Name of the Officer

Designation of the officer.....

Code no.....

Name of the Bank and Branch.....

Affidavit for ownership of Software/Mobile App

SPECIMEN AFFIDAVIT (To be submitted on a Rs. 100 non-Judicial Stamp paper)

I, _____ son/daughter of _____ resident of _____ do solemnly declare and affirm as follows.

1. That I am the Owner/Partner of the firm operating in the name and style as _____ having its Headquarters at _____.
2. That I am competent to sign this affidavit on behalf of the company mentioned at serial one above.
3. That we are OEM of AIS 140 approved VLT systems with panic button, for fitment in all Public Service Vehicles of Himachal Pradesh. As per Ministry of Road Transport & Highways, (MoRTH) Govt. of India, notification No. S.O 5454 (E) dated 25.10.2018 and its addendum.
4. That we are having 100% right full ownership/ License of the software on which the tracking and backend applications are being in implementation of VLTD in the state of Himachal Pradesh by our company.
5. Above has been within the framework or rules of Government of India as prescribed in its any law, rule or notification in force by any competent authority of Govt. of India.
6. That we affirm and declare that we shall be responsible for any dispute arising out of Technology mentioned above and shall bear the cost of any litigation and loss/damage caused to HPDT.

(Signature)

(Name, Title, Address and Date)

Witness 1.

2.

VERIFICATION Verified this _____ day of _____ year 200_ that the contents of my above affidavit are true to the best of my knowledge and belief and nothing untrue has been stated not any facts has been concealed.

Sl.No.	RTO Code	Office
1	HP-24	R&LA, Bilaspur
2	HP-23	R&LA, Ghumarwin
3	HP-89	R&LA, Jhandutta
4	HP-91	R&LA, Naina Devi ji at Swarghat
5	HP-69	RTO Bilaspur
6	HP-46	R&LA, Bharmaur
7	HP-57	R&LA,Chowari (Bhattiyat)
8	HP-44	R&LA,Churah (Tissa)
9	HP-48	R&LA,Chamba
10	HP-47	R&LA,Dalhousie
11	HP-45	R&LA,Pangi
12	HP-81	R&LA, Salooni
13	HP-73	RTO Chamba
14	HP-21	R&LA,Barsar
15	HP-74	R&LA,Bhoranj
16	HP-22	R&LA,Hamirpur
17	HP-55	R&LA,Nadaun
18	HP-84	R&LA,Sujanpur
19	HP-67	RTO Hamirpur
20	HP-53	R&LA,Baijnath
21	HP-39	R&LA,Dharamshala
22	HP-36	R&LA,Dehra
23	HP-54	R&LA,Jawali
24	HP-56	R&LA Jaisinghpur
25	HP-40	R&LA,Kangra
26	HP-38	R&LA,Nurpur
27	HP-37	R&LA,Palampur
28	HP-83	R&LA,Jawalaji
29	HP-88	R&LA Fatehpur
30	HP-90	R&LA, Shahpur
31	HP-94	R&LA ,Nagrota Bagwan
32	HP-68	RTO Kangra
33	HP-96	R&LA,Dheera
34	HP-97	R&LA, Indora
35	HP-26	R&LA,Nichar
36	HP-25	R&LA,Kalpa
37	HP-27	R&LA,Pooh
38	HP-35	R&LA,Anni
39	HP-49	R&LA,Banjar

40	HP-34	R&LA,Kullu
41	HP-58	R&LA,Manali
42	HP-66	RTO Kullu
43	HP-42	R&LA,Keylong
44	HP-41	R&LA,Kaza
45	HP-43	R&LA,Udaipur
46	HP-32	R&LA,Gohar
47	HP-29	R&LA,Jogindernagar
48	HP-30	R&LA,Karsog
49	HP-33	R&LA,Mandi Sadar
50	HP-76	R&LA,Padhar
51	HP-28	R&LA,Sarkaghat
52	HP-31	R&LA,Sundernagar
53	HP-86	R&LA, Dharampur
54	HP-82	R&LA, Balh
55	HP-87	R&LA, Thunag
56	HP-65	RTO Mandi
57	HP-08	R&LA,Chopal
58	HP-77	R&LA,Dodra Kawar
59	HP-06	R&LA,Rampur
60	HP-10	R&LA,Rohru
61	HP-03	R&LA,Shimla Urban
62	HP-51	R&LA,Shimla Rural
63	HP-09	R&LA,Theog
64	HP-95	R&LA Kumarsain
65	HP-63	RTO Shimla
66	HP-92	RTO Rampur
67	HP-62	STA, Shimla
68	HP-18	R&LA,Nahan
69	HP-17	R&LA,Paonta Sahib
70	HP-16	R&LA,Rajgarh
71	HP-79	R&LA , Sangrah
72	HP-85	R&LA Shillai
73	HP-71	RTO Sirmaur
74	HP-11	R&LA,Arki
75	HP-13	R&LA,Kandaghat
76	HP-12	R&LA,Nalagarh
77	HP-14	R&LA,Solan
78	HP-15	R&LA, Parwanoo
79	HP-64	RTO Solan
80	HP-93	RTO Nalagarh
81	HP-19	R&LA,Amb

82	HP-20	R&LA,Una
83	HP-78	R&LA, Bangana
84	HP-80	R&LA,Haroli
85	HP-72	RTO Una

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