On line registration at dealer point

e –Governance initiative of Transport Department, Andhra Pradesh

A case of process re-engineering of registration of a vehicle

G.C. RAJA RATNAM, M.A, LL.M
Deputy Transport Commissioner
Guntur
Vision

• To Provide speedy, friendly, accountable, efficient and prompt delivery of services to citizens
objectives

• To register the vehicles on line at a single point i.e. at the dealer point
• To replace the existing semi-automated process with a fully automated on line process.
• To eliminate the physical visit of customer to RTA offices for registration
• To reduce time delay in registration of vehicle
• To eliminate the role of middle men/touts in registration process.
• To re-engineer the entire process of registration by removing non-value adding items.
Stake holders

• **Internal stake holders**
  - Officers of transport dept
  - Employees
  - Staff of OTSi- IT Service provider

• **External stake holders**
  - Government
  - Dealers
  - Insurance agencies
  - Citizen
  - Banks
  - Vendors of thumb scanners
Present state/ As - is state

• Semi automated process

• Customer goes to dealer with Identity & address proofs.

• Dealer feeds information relating to the customer, vehicle, insurance, collects tax and generates Temporary registration and other documents.

• Customer goes to RTA offices, produces signed Application (Form 20), TR, Invoice (Form 21), roadworthiness certificate (Form 22), his aadhar/ identity proof, address proof, pays to CCO/ clerk.

• CCO collects fee and issues receipt.

• Customer goes to MVI, produces documents and vehicle for inspection. MVI, after inspection submits the documents to AO.

• AO, after being satisfied approves and registers the vehicle.

• Data is stored in server located in HOD’s office.
Present state/ As - is state
Present state/ As - is state
**Present state/ As - is state**

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**M/S. VARUN MOTORS PRIVATE LIMITED**  
48-17-4/1, OPP: MEDICAL COLLEGE, RING ROAD, VIJAYAWADA URBAN, KRISHNA

**FORM - 21**  
(See Rule 47 (a) & D)  
**SALE CERTIFICATE**

Certified that MARUTHI VITARA BREZZA ZDI BSIV has been delivered on 14-04-2017 by us to

<table>
<thead>
<tr>
<th>1. Name of the Buyer</th>
<th>NALLURI VENKATESWARA RAO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Permanent Address</td>
<td>Temporary Address</td>
</tr>
<tr>
<td>HNO: F-1, PARADISE APARTS, MANGALAGIRI, GUNTUR(D)</td>
<td>HNO: F-1, PARADISE APARTS, MANGALAGIRI, GUNTUR(D)</td>
</tr>
<tr>
<td>GANAPATHI NAGAR, MANGALAGIRI, GUNTUR(D)</td>
<td>GANAPATHI NAGAR, MANGALAGIRI, GUNTUR(D)</td>
</tr>
<tr>
<td>MANGALAGIRI (M)</td>
<td>MANGALAGIRI (M)</td>
</tr>
<tr>
<td>GUNTUR (DT)</td>
<td>GUNTUR (DT)</td>
</tr>
</tbody>
</table>

AP  
AP

The vehicle is held under agreement of Hire Purchase/Lease/Hypothecation with, **STATE BANK OF INDIA**

**Details of the vehicle are given below:**

<table>
<thead>
<tr>
<th>1. Class of Vehicle</th>
<th>MOTOR CAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Maker's Name</td>
<td>MARUTI SUZUKI INDIA LTD.,</td>
</tr>
<tr>
<td>3. Chasis No.</td>
<td>MA3NYB1SHC210097</td>
</tr>
<tr>
<td>4. Engine No.</td>
<td>D13A5405498</td>
</tr>
<tr>
<td>5. Horse Power / Cubic Capacity</td>
<td>88.51/1248.00</td>
</tr>
<tr>
<td>6. Fuel Used</td>
<td>DIESEL</td>
</tr>
<tr>
<td>7. No. of Cylinders</td>
<td>4</td>
</tr>
<tr>
<td>8. Month &amp; Year of manufacture</td>
<td>03-2017</td>
</tr>
<tr>
<td>9. Seating Capacity (including driver)</td>
<td>5</td>
</tr>
<tr>
<td>10. Unladen Weight</td>
<td>1190.00</td>
</tr>
<tr>
<td>11. Maximum axle weight &amp; number &amp; Description of tyres (In case of Transport vehicle)</td>
<td></td>
</tr>
<tr>
<td>a) Front Axle= 215/60 R16 95H</td>
<td>b) Rear Axle=</td>
</tr>
<tr>
<td>c) Any Other Axle= 215/60 R16 95H</td>
<td>d) Tandem Axle=</td>
</tr>
<tr>
<td>12. Colour of Body</td>
<td>BLAZING RED</td>
</tr>
<tr>
<td>13. Gross Vehicle Weight</td>
<td>1680.00</td>
</tr>
<tr>
<td>14. Type of Body</td>
<td>Sedan</td>
</tr>
<tr>
<td>15. Blinkers / Indicators Fitted</td>
<td></td>
</tr>
</tbody>
</table>

**Authorized Signature**  
(M/S. VARUN MOTORS PRIVATE LIMITED)
Present state/ As - is state
Present state/As-is state
• Fully automated process.
• Verification of data through Aadhar & Vahan databases
• Registration of the vehicle, on line, at a single point i.e. at the dealer point
• Elimination of the physical visit of customer to RTA offices for registration
• Reduction of time delay in registration of vehicle
• Elimination of the role of middle men/touts in registration process.
• To re-engineer the entire process of registration by removing non value adding items.
• Storage of data in cloud at four different geographical locations, within the country.
Implementation Strategy

• Customer goes to dealer with Aadhar & address proofs.
• Dealer accesses the application through user name & password.
• Dealer feeds Aadhar number of customer and takes his LTH.
• Customer data is pulled from Aadhar data base.
• Dealer feeds engine no and chassis number of the vehicle.
• Application fetches data of vehicle from Vahan data base.
• Customer takes online insurance from the companies integrated with the dept’s application.
• Dealer feeds information relating to address (if it is different from the address mentioned in Aadhar), collects tax & fees for registration (through SBI Gateway) and generates Temporary registration and other documents and transmits the data to the RTO office, concerned.
Implementation Strategy
Implementation Strategy
Implementation Strategy
## Implementation Strategy

### Government of Andhra Pradesh
Transport Department

**FORM C.R. Temp**

**Temporary Certificate of Registration**
(Rules 86 and 87 of the Andhra Pradesh Motor Vehicle Act, 1989)

<table>
<thead>
<tr>
<th>Temporary Registration Mark</th>
<th>AP31VZ T/R 9963</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Owner</td>
<td>Dinesh Kumar</td>
</tr>
<tr>
<td>Display Name on RC Card</td>
<td>Dinesh Kumar</td>
</tr>
<tr>
<td>Date Of Birth</td>
<td>24-03-1986</td>
</tr>
<tr>
<td>D/o or S/o or H/o</td>
<td>S/O: Muni Ram Sharma</td>
</tr>
<tr>
<td>Nationality</td>
<td>Indian</td>
</tr>
<tr>
<td>Address</td>
<td>546/6363, Down Street, Vlzag, Visakhapatnam (Urban), VISHAKAPATNAM, Andhra Pradesh</td>
</tr>
<tr>
<td>Description of Vehicle</td>
<td></td>
</tr>
<tr>
<td>Class of Vehicle</td>
<td>M1</td>
</tr>
<tr>
<td>Maker's Name</td>
<td>Maruti Suzuki India Ltd</td>
</tr>
<tr>
<td>Colour</td>
<td>GRANITE GREY</td>
</tr>
<tr>
<td>Engine No</td>
<td>7737006</td>
</tr>
<tr>
<td>Chassis No</td>
<td>MA3EZDE1S00272593</td>
</tr>
<tr>
<td>MFG Year/Month</td>
<td>2016-07</td>
</tr>
<tr>
<td>Maker's Class</td>
<td>MARUTI ALTO K10 GREEN LXI</td>
</tr>
<tr>
<td>Fuel Used</td>
<td>PETROL/CNG</td>
</tr>
<tr>
<td>Vehicle to be Registered at</td>
<td>Visakhapatnam (Urban) - 315</td>
</tr>
</tbody>
</table>

Under the provisions of the Section 43 of the Motor Vehicles Act, 1988 the vehicle described above has been registered by me and the Temporary Registration number is AP31VZ T/R 9963.
• CCO would login into application through his user id & password, verifies the documents and approves at his level. The application would then escalate to MVI level.
• MVI would login into application through his user id & password.
• MVI verifies vehicle data - compares vahan data with the data in TR/Form 22 and approves the application. The application would escalate to AO level.
• AO, after being satisfied approves and registers the vehicle.
Implementation Strategy

Registration of Vehicle - Process Flow (After SPP)

Customer visits show room to purchase of vehicle

→ produces aadhar

→ Dealer feeds aadhar & takes LTH of customer

→ Application fetches customers data from aadhar database

Dealer generates TR & transmits it online to RTA office

→ Dealer collects tax & fee from customer & pays to dept. through SBI gateway

→ Customer takes online insurance from company, integrated

→ Dealer feeds engine no., chasis no. & submits. Application fetches data from vehicle database

CCO verifies documents online & approves. Transmits to MVI

→ MVI verifies documents online & approves. Transmits to AO

→ AO verifies documents online & approves

Registration number is allotted and PDF version of RC will be sent to customer’s mail. SMS alert to customer.
Risks/ challenges

• Integration of aadhar database with department database.
• Integration of vahan database with department database.
• Bandwidth issues at dealer points.
• Replacement of hardware with new compatible hardware.
• Up gradation of software.
• resistance from stake holders
• Resistance from employees & employee unions
• Resistance from RTA agents/touts – filed a WP before the Hon’ble High court for AP & TS, for issue of stay order
• Resistance from dealers- argued that they are forced to take burden
Change management strategies adopted

- Action taken for countering resistance from external stakeholders
- Dealers were counseled several times and they were convinced to procure thumb scanners, other compatible hardware & software.
- Staff of the dealers were trained throughout the state by conducting special workshops.
- Touts had made propaganda that the new system is against the interest of common/illiterate people and argued the same in the court. The hon’ble court was convinced about the utility of the new system, evolved through GPR.
Change management strategies adopted

• Action taken for countering resistance from internal stakeholders
  • Employees were of the fear that they have no role in the new system, which may lead to loss of jobs in future.
  • Employee unions had vehemently opposed the new system.
  • Employees and their unions were convinced through appropriate communication, about the benefits of the new system, evolved through GPR.
  • The employees were informed that their burden would be reduced. However, they were informed that their role in registration would continue, as it is a statutory mandate. Their apprehensions about their jobs were removed through motivation.
Impact and outcome

• Shift from semi automated to Fully automated process.
• data accuracy, as the data is pulled from Aadhar & Vahan databases
• Registration of the vehicle, on line, at a single point i.e. at the dealer point
• Elimination of the physical visit of customer / no. of trips to RTA offices for registration
• Reduction of time delay in registration of vehicle
• Elimination of the role of middle men/touts in registration process.
• Simplification of process by removing non value adding items.
• Storage of data in cloud, at four different geographical locations, has secured data.
• Upfront costs for establishing and server, have been reduced, with cloud.
• Monitoring of the performance of employees through business analytics has improved efficiency in the department.
Thank you

Raja Ratnam