



**Enlistment of Vehicle Location Tracking (VLT)
Devices (AIS-140 Compliant) Manufacturers with
Emergency system, in Punjab**

No:VLTD/7474

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By

**Office of State Transport Commissioner, Punjab
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Document Control

Document Title: Enlistment of Vehicle Location Tracking Device (AIS 140) Manufacturers in Punjab

Name of Organization: Department of Transport Punjab

Abstract: This document provides the detailed procedure for enlisting VLT units for the implementation of AIS-140 standard based Vehicle Tracking and Monitoring System for all Public Transport Vehicles, Commercial Vehicles & Public Utility Vehicles registered in Punjab. The AIS-140 certified VLTDs from manufacturers will be enlisted based on the selection procedures specified in this **document**.

1	Ref. No.	DTPB/AIS-140 VLTD/2021/13197
2	Name of the Department	Department of Transport, Government of Punjab/State Transport Commissioner Punjab
3	Non Refundable Application Cost for OEM and their AIS 140 device	10000/- (Rupees ten thousand only)in favour of Punjab State Transport Society
4	Call for Applications	Soft copy can be downloaded from the website of Transport Department Punjab www.punjabtransport.org
5	Submission of application along with 2 VLTs with AIS-140 standard certificates by Manufacturers	Office of The State Transport Commissioner, Punjab, SCO 177-178, Sector 17 C Chandigarh -160017

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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
CFMTTI	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
RTA/R&LA	Regional Transport Authority/ Registering & Licensing Authority
SIM	Subscriber Identity Module
DTPB	Department of Transport, Punjab/ State Transport Commissioner, Punjab, Punjab State Transport Society
VLT	Vehicle Location Tracking Unit
GNSS	Global Navigation Satellite System
IRNSS	Indian 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
GAGAN	GPS-aided GEO augmented navigation
OEM	Original Equipment Manufacturer

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 units in India.

"**Retro Fitment Centre**" means a firm/company who is authorised to sell, install, support and service AIS-140 certified Vehicle Location Tracking Unit of 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) AIS-140 Standard including amendment 1(December'17) & Amendment 2 (December'18)
- 3) & any other amendments issued from time to time.

In pursuance to the series of notifications and orders issued by the Ministry of Road, Transport & Highways ('MoRTH'), Government of India as referred above where in all Public Service Vehicle as defined under section 2(35) of the Motor Vehicle Act, 1988 ('MV Act') and Commercial Vehicles requiring/having permit, Public utility vehicles i.e Ambulances, Garbage Vehicles, Disaster Management Vehicles etc., shall mandatorily be equipped with the Vehicle Location Tracking device ('VLTD') along with one or more emergency button in compliance with the standard of AIS-140. In order to ensure passenger public safety & road safety DTPB has decided to enlist manufacturers who can meet the specifications of AIS-140 standard and the specific requirements of the State. The AIS 140 approved VLTD manufacturers will be selected through an enlisting process, as defined in this document and DTPB will approve the selected Manufacturers to sell their devices in Punjab.

Department of Transport, Punjab, under the Ministry of Transport, Government of Punjab 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/Indian Regional Navigation Satellite System (GNSS/IRNSS). Apart from enforcement of public road transport rules, the system can also give other valuable services to DTPB and the general public.

2. About Department of Transport Punjab

The Non Commercial Wing of Transport Department, Punjab (hereinafter referred to as “Transport Department”) functions under the provisions of section 213 of Motor Vehicles Act, 1988. The Transport Department is primarily established for enforcement of the provisions of Motor Vehicles Act, 1988, Punjab Motor Vehicles Taxation Act, 1924 (Amended 1993) and the rules framed under these two acts from time to time.

The Transport Department is headed by the State Transport Commissioner (STC). STC is assisted by two Additional State Transport Commissioner, one Joint State Transport Commissioner, Deputy Controller (F&A), Deputy State Transport Commissioner, Service Engineer, Automobile Engineer, Assistant Transport Commissioner (Tech) in the Head office.

The Transport department has 11 RTAs, 1 STA, 82 SDMs as registering authorities and 32 ADTTs offices across the State of Punjab. The offices including the STC, RTA, ADTT and SDM offices are collectively referred to as the “Transport Department Offices”.

Vehicles which are required to be fitted with AIS 140 VLT devices along with Panic button are categorized into:

- Public Service Vehicles defined under rule 125H Central Motor Vehicles Rules 1989
- National Permit Vehicles defined under Rule 90 of Central Motor Vehicles Rules 1989 defined in MoRTH notification no G.S.R(1080) E dated 02-11-2018.
- All vehicles carrying oxygen, not on national permit but carrying oxygen (oxygen tankers and Argon and Nitrogen tankers converted to carry Liquid Medical Oxygen) shall also be fitted with Vehicle Location Tracking Device as per AIS 140 .
- Public Utility Vehicles i.e. Ambulances, Garbage Trucks and Disaster Management Vehicles etc.

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

Department of Transport Punjab envisages to track the public service vehicles & national permit vehicles in Punjab. The objective of the project is to introduce a

tracking system for continuous monitoring of public transport & commercial vehicles for better road safety, passenger 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

- 1. Vehicle Location Tracking Unit(VLT):** VLT is a hardware unit equipped with GNSS/IRNSS 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.
- 2. Vehicle Location Tracking Software:** A software system receives the data from VLT, passes it and logs it. This data is further processed for generating automated alerts and messages. The software resides in server(s).
- 3. 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.
- 4. 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

3. Enlisting of VLTD manufacturer and their devices

As per Motor Vehicle Act 1988 of Section 136 (A) 'Electronic Monitoring and enforcement of road safety' and their rule 125(H) of Central Motor Vehicles Rules 1989, State Transport Commissioner Punjab, Chandigarh in exercise of the powers conferred under Rule 130 of The Punjab Motor Vehicle Rules, 1989 the provisions contained in Chapter V of the Central Motor Vehicles Rules 1989, intends to enlist Vehicle Location Tracking units (VLTs), which can be used in the public transport vehicles, for enabling tracking and monitoring of the vehicles. **The objective of VLTD enlisting is to ensure passenger safety, road safety and to standardise the VLTD data protocol and data format specification to meet the state specific requirements and to support the customers to avail good quality VLTD devices and after sales services.** Accordingly, the pre-qualification requirements for the

manufacturer and the specifications for vehicle tracking unit firmware details are listed in this document. Enlisting is for the devices, and as such, multiple devices from the same manufacturer will require separate applications for enlisting. The DTPB will publish the list of enlisted VLT models and the vehicle owners will be advised to procure only the enlisted VLT models from enlisted original equipment manufacturers and/or their RFCs.

MoRTH, Govt. of India vide letter no. RT-1601/17/2020-T has issued Standard Operating Procedure for vehicle location Tracking (VLT), Registration and activation in VAHAN, the same shall be implemented in the State.

With an intent for effective implementation of Rule 125 H of Central Motor Vehicle Rules 1989, being a matter of passenger & road safety, it is decided to enforce the operational procedure, pre-requisites, and other details for compliance as per AIS 140 Standard for Vehicle Location Tracking Registration and activation in VAHAN/State Command Control Centre

1. All AIS 140 VLT device Manufacturer whose 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 free to apply for enlistment in the State, subject to terms & conditions for effective implementation of the rules and monitoring of the VLT devices.
2. The manufacturers can apply their VLT device models for enlisting based on the criteria specified in this document.
3. If manufacturer wants more than one VLT model to be enlisted, separate application is to be submitted for each VLT model.
4. The evaluation of application for enlisting would be carried out based on the pre-qualification criteria and technical evaluation done on State Command Control Centre.
5. Only enlisted VLT models are to be used by public service vehicles, national permit and other covered vehicles as per notifications issued from time to time.
6. VLT manufacturers cannot sell their models in the Punjab once their authorisation/certification/COP is suspended, cancelled or not renewed for any reason.

7. Manufacturers must give an undertaking to DTPB that in case their authorisation/certification/COP is suspended, cancelled or withdrawn for any reason, they will continue to support the devices already sold for the public transport & commercial vehicles.
8. All AIS 140 VLT device manufacturers enlisted by Department of Transport, Punjab (O/o State Transport Commissioner, Punjab) will ensure to have at least two offices in State at any of the District HQs , each manned by their own staff within 3 weeks of enlistment.
9. Enlisted AIS 140 VLT device manufacturers are required to open their own or authorized Retro fitment & Service Centres with at least 1 in each Subdivision in the State , at least 1 at each District Head Quarter of the State and additionally at least 1 each at all District Level Bus Stands, within 30 days of enlistment, in order to ensure hassle free service to PSVs owners.
10. In addition to above Enlisted AIS 140 VLT device OEMs can open additional retro fitment centres/mobile retro fitment centres to provide onsite VLT device fitment/repair services.
11. A dedicated Call/Service-centre or a 24/7 toll free number must be established by enlisted AIS 140 VLT device manufacturers within 30 days, for customer support to address the queries and any other issues from the end users. The toll free number should be widely publicized through press and social media.
 - a. DTPB has its own discretion to inspect & verify facilities provided by OEM of VLTD at any site/sites of RFC Centres.
 - b. The VLT device manufacturers will ensure that the VLTD has an active cellular plan with minimum two years validity for any public service vehicle less than 8 years old and one year validity for any public service vehicle older than 8 years
 - c. 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. The prior alerts should be sent to permit holders before expiry of the validity.

- d. Manufacturers should have sufficient infrastructure like computer, internet service, official phone number, and technicians etc. to provide assistance to end users at the fitment/call/service centre.
 - e. Manufacturers must ensure to follow Standard Operating Procedures Issued By MoRTH Govt. Of India and Standard Operating Procedures Issued by State Transport Commissioner, Punjab.
 - f. DTPB can terminate the approval of the enlisted manufacturer at any time if it is found violating any of the provisions of the CMVR- 1989, AIS- 140 Standards, any other direction issued by the DTPB or any other applicable law.
12. DTPB reserves the right to change the terms and conditions, governing the certification and approval at any point of time.
 13. Unless the enlistment of any VLT model is cancelled by DTPB, 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 DTPB regulations and Notifications/guidelines issued by MoRTH Govt . Of India.
 14. DTPB 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.
 15. Every VLT models and service of manufacturers selected through enlisting process can be reviewed by DTPB and subsequent actions will be taken against those who violate any of the regulations listed out in this document.
 16. DTPB may initiate the enlisting process, as and when required. Enlisting shall be a continuous process and only AIS 140 VLTD manufacturers shall be allowed.
 17. Interested Manufacturers for the respective VLT models which comply with the DTPB requirements may download the enlisting document from the website and submit the same duly filled in and supplemented with all relevant documents to DTPB for further processing.

3.1. VLT Device registration and Activation in case of New Vehicles

The vehicle manufacture or its authorized agency will ensure registration and activation of VLT device with emergency button in all PSVs registered in the State as per Govt. notification no.: 10/166/2009-1T2/1416 dated 11-11-2021 & order no.: 10/32/2021-1T2/1428 dated 12-11-2021 and its amendments from time to time.

3.2. VLT Device registration and Activation in case of Old Vehicles(Retro fitment) registered before 1st January 2019

In case of retro fitment in vehicles, the notification no.: 10/166/2009-1T2/1416 dated 11-11-2021 & order no.: 10/32/2021-1T2/1428 dated 12-11-2021 and its amendment from time to time shall be applicable.

4.Scope of the Project

Department of Transport Punjab want to track all Public service vehicles as per Rule 125 H of CMVR 1989 and National Permit Vehicles in phased manner. These vehicles should be tagged with VLT devices. The owners of the vehicles registered should purchase the VLT devices from enlisted AIS 140 VLTD manufacturers or their RFC only.

VLTD Manufacturers/ enlisted RFC will be given controlled access to the Vahan Portal/State Command Control Centre /backend for tagging (connecting) and feeding the details of the VLTs to the backend application in real time.

Manufacturers should train the RFCs for installing the VLT devices in vehicles and support the customers whenever required. Manufacturer shall provide warranty (at least for two year)and AMC for their products. Enlisted manufacturers and their RFC have to supply and support certified VLT models across the State. Any complaint registered through the DTPB website/email or transport department official should be serviced within 48 hours of complaint raised by the customer. For redressal of complaints a suitable escalation matrix shall be defined and monthly reporting to DTPB shall be ensured with 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 their RFC and monthly MIS reporting to DTPB shall be ensured

- In addition to above, It will also ensure regular updation in Vahan through State Command Control Centre for enlisting, activation, health check and alert updates of VLT devices. Such DTPB/NIC Common layer application/backend shall be setup as per discretion of the state
- State Command Control Centre/backend will be used for activation, registration, updation, health checks and/or alert updations as required by DTPB.
- State Command Control Centre will provide interface where the DTPB will 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 VLTD manufacturer must ensure Alerts on geo fence, route violations and reports should be created for the Vehicles in violation to the allowed stops and stoppage timings.

- VLT device manufacturer must ensure all required type of alerts by DTPB ,once VLT device installed and active in Public Service vehicles and National permit vehicles .
- Enlisted manufacturers should train the RFC for installing the VLT devices in vehicles and support the customers whenever required. In compliance to the order, enlisted manufacturer must ensure proper fitment of the VLT device in the vehicle.

5.Pre-Qualification Criteria for VLT Manufacturer

DTPB 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/MSME/Firm with certified AIS 140 product and valid TAC & COP	Certification of incorporation/UAN in case of MSME
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 enlistment as VLTD manufacturer.	Self Declaration by the VLT manufacturer signed by the authorized signatory
4	The VLT model which Manufacturer intends to submit for enlistment must be certified according to AIS-140 standard by CMVR test agency. Device must support IRNSS,GAGAN	Copy of relevant Certificate(s) Specific Certificate for IRNSS Support.

5	Quality certification valid ISO 9001:2015 certificate	Certificate Copy
6	The VLT device should have feature to customized integration with Manufacturer's Backend / Command and Control Centre /State Data Centre, as per DTPB requirement	Self-declaration by the manufacturer signed by the authorized signatory.
7	The Manufacturer shall agree to open three Offices in (Company owned and company operated)) Punjab within one month, once the Manufacturer is registered.	Self-declaration by the manufacturer signed by the authorized signatory
8	(2018-19,2019-2020,2020-2021)3 Year balance sheet with positive net worth , income tax return, PAN and GST registration number of manufacturer	Copy of relevant Certificate(s)certified by appointed statutory auditor
9	Type of approval from test agencies (ARAI /CIRT/ICAT /VRDE/ CFMTTI /IIP/GARC)	Copy of relevant Certificate(s)
10	Manufacturer must possess Valid COP from testing agency (ARAI/CIRT/ ICAT/ VRDE/CFMTTI/IIP/GARC), as per AIS 140	Copy of valid COP(s)
11	The manufacturer shall submit an affidavit for privacy of the data/information stored related to VLTD/Vehicle/vehicle owner	Affidavit on Stamp paper by the manufacturer signed by the authorized signatory

The Manufacturer must submit all the certified and authenticated documentary proof for meeting the pre-qualification criteria. Such documents include AIS-140 certification for submitted model, company registration certificates and other credentials. Any entity (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.**

In addition to the standard AIS 140 specified alerts, Transport Department Punjab(DTPB) recommends below features.

- a) Hooter
- b) Tilt Alert (Optional)
- c) Impact Alert (optional)
- d) Alert on tampering and vehicle battery removal (Mandatory)
- e) Alert in case of geo- fencing violation (Mandatory)
- f) Any other alert/MIS report required by DTPB
- g) Minimum 2 emergency buttons in all passenger cars; one for passenger seat and one for driver (Mandatory). Details are in 'Guidelines for implementation'.
- h) Minimum 5-7 emergency buttons in all other public transport vehicles (Mandatory). Details are in 'Guidelines for implementation'.
- i) The emergency buttons should be fitted in location easily accessible to the person (driver/passenger) intended to use it. In public transport vehicles like buses the emergency buttons should preferably be fitted on the vertical pillar above the window rail below the luggage rack. Refer pic 2 and 3 in 'Guidelines for implementation'.

6. State Command Control Centre

State Command Control Centre / backend application will be as per the code of practice guidelines of AIS140. The following mandatory provisions will have to be made in the State Command Control Centre/ backend application:

- 1) Registration and activation of the device(s) fitted date of fitment& activation on the vehicle, including the details of vehicle registration number, engine number, chassis number, vehicle make and model, device make and model, and telecom service provider's name.
- 2) Re-registration/re-activation of the device(s) fitted on the vehicle in case of any change in device or telecom service provider, etc.
- 3) Regular health check of the device(s) fitted on the vehicle, as per the parameters and frequency defined in Sub-section 3.1.4 of AIS 140 document

- 4) Administration/configuration of devices for any changes in the parameters as decided by the state from time to time.
- 5) Notification of alerts in case of press of an Alert Button fitted on the vehicle, in the protocol defined in Section 4 of AIS 140 document and Standard operating procedure defined by State.
- 6) Notification of alerts in case of defined deviations by vehicle such as over-speeding, deviation from defined route/geographic area, time of operation, etc.
- 7) Location tracking of the vehicle including real-time as well as history tracking for up to last 90 days.
- 8) Notification to the permit-holder through SMS in case any device(s) stops functioning/sending data to the Backend Control Centre.
- 9) Reports of the vehicles with devices not working/sending data beyond defined number of days (1 day, 3 days, 7 days, 30 days or configurable by DTPB).
- 10) Ensure that the security and privacy of the data is maintained in accordance with applicable laws/guidelines of various government authorities.

7. 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) The document for enlistment will be available on DTPB official website (www.punjabtransport.org) and can be downloaded and used for submission of application forms. Application fee shall be paid to DTPB along with the submission of application.

- (ii) It is mandatory for the applicant to submit all required documents or any other desired by DTPB ,otherwise his application will not be accepted
- (iii) Un-signed and un-sealed application shall not be accepted.
- (iv) All pages of the application and documents being submitted must be signed and sequentially numbered by the Manufacturer.
- (v) Ambiguous applications will be out-rightly rejected.
- (vi) Applications not submitted as per the format will be rejected straight away.
- (vii) No deviations from the specifications will be accepted.
- (viii) The Manufacturers will bear all costs associated with the preparation and submission of their applications. DTPB will, in no case, be responsible or liable for those costs, regardless of the outcome of the registration process. In case of incomplete applications where DTPB requires the Applicants to submit any missing/incomplete information/documents, **the receipt of such clarification/documents by DTPB shall be deemed to be the date of submission of the Application.** DTPB may, at its own discretion, can add or delete any clause of this document.

8. Enlisting fee for VLTD Manufacturer

The application shall be submitted along with enlisting fee of Rs. 10000/- (Rupees ten thousand only). It can be submitted through demand draft in favour of **“Punjab State Transport Society” payable at Chandigarh** .The enlisting fees paid to DTPB will not be refundable. An application not accompanied by the aforesaid payment shall be considered as non-responsive and will be rejected.

9. Performance Bank Guarantee Fee

- i. A performance bank guarantee of Rs 20,00,000/- (Rupees twenty lakh only) shall be submitted by eligible successful VLTD manufacturer (as per rule 125 H of CMVR 1989) intending to be enlisted, within 15 days. The performance guarantee shall be in the

form of bank guarantee issued from any of the nationalized banks and shall remain valid for three years from date of issuance of enlistment letter along with credentials.

Forfeiture of Performance Bank Guarantee:

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

- (i) When any of the below circular/notifications breached by the manufacturer
 - (1) AIS-140 Standard including amendment 1 (December'17) & Amendment 2 (December'18) and any other amendments from time to time.
 - (2) When manufacturer fails to comply with any other circular/notifications/orders issued by MoRTH/Central Government/State Government /DTPB from time to time.
- (ii) When the manufacturer fails to comply with any applicable terms & conditions of this document
- (iii) When Manufacturer fails to comply with Standard Operating Procedure issued by MoRTH Govt. Of India .
- (iv) When manufacturer fails to comply with the Guidelines for implementation
- (v) When manufacturer fails to provide integration with Vahan data base on real time basis and to State Command Control Centre/backend application of the State as per requirement.
- (vi) When manufacturer fails to comply with the order/notification issued by the DTPB
- (vii) When the manufacturer or RFC is involved in malpractices.

The above conditions are to be fulfilled in all eventually and in case of any default in the terms, individually or collectively, the Performance Bank Guarantee submitted by the applicant shall stand forfeited to the State with no further recourse to any opportunity ,once the notice with regard to the above terms is issued and despite opportunity, the said default is not rectified with in a time provided in the notice.

No interest shall be payable on the Performance Bank Guarantee.

10. Submission of Application for Enlistment

- a. A Manufacturer can apply for enlisting of one or more models of VLT devices.
- 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 2 year data plan validity and all other necessary documentation needed for interfacing and testing. The department may call registered VLT devices for inspection any time.
- e. All communications and proceedings shall be in writing, in Punjabi or English language only.

11. Details of Document to be submitted

The Manufacturers are required to submit the following documents.

- a) Documents required as per all clauses, and other details submitted.
- b) DD towards enlisting cost.
- c) Manufacturer enlisting form.
- d) Type approval certificate.
- e) Authorization for RFC.
- f) All affidavits, self-declaration and relevant documents mentioned in this document shall be submitted along with application .

g) Compliance report in terms with specifications for VLT devices and emergency button for AIS 140 Standards .

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 enlisting of AIS-140 VLTD Manufacturer", Department of Transport, State Transport Commissioner -Punjab**". Name and address/email of manufacturer with contact number. The application should reach DTPB at the :

**Office of State Transport Commissioner Punjab,
SCO -177-178, Sector 17 C, Chandigarh E-mail ID -stc.punjab@punjab.gov.in
contact no: 0172-2702575**

12. Evaluation 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) DTPB 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) Decision of DTPB regarding enlisting/ rejection of the VLT devices under this process will be final and no correspondence in this regard will be entertained by DTPB.
- d) Selected manufacturer models will be published on DTPB website after submission of PBG and all relevant documents by the shortlisted VLT manufacturers.
- e) DTPB may conduct manufacturing site inspections to validate manufacturing of VLT devices.
- f) DTPB may conduct site inspections and validate the facilities of RFC identified by manufacturers as RFC for distributing and fitting the VLT device to customers.

g) In case DTPB delist any RFC due to any dissatisfaction or RFC withdrawal, then the corresponding manufacturer shall arrange alternate RFC in the same region.

A. 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 DTPB 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 VLTD device on test server configuration	Acknowledgement of test command given to device and display of Tracking message to the 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 live tracking & Alert Messages as per AIS-140,	Demonstration of the live tracking & alert message at	

	when the Panic button is pressed.	DTPB/NIC Common Layer application/Backend 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 Standards	Report by applicant	

8	Device shall be capable for operating in L and/or S band and include support for NAVIC/IRNSS (Indian Regional Navigation Satellite System)	Certification Copy should be attached by applicant	
9	Device should meet all the features prescribed as per AIS-140 i.e. Emergency Alert Emergency button wire disconnect/wire-cut Vehicle Battery Disconnect/ Main power removal VLT device opened Over speed Harsh Breaking/Acceleration Rash Turning Impact GEO Fencing entry/exit Vehicle battery reconnect/Low	A demonstration by the 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 AIS-140 VLTD manufacturers
- A performance guarantee shall be submitted by the successful AIS-140 VLTD manufacturer intending to be enlisted, within 15 days.

- Subsequent to which successful AIS-140 VLTD manufacturer name will be published in enlisted VLT manufacturer list and required credentials of the VAHAN will be issued to the manufacturer.

B. Final Enlistment of AIS 140 VLTD and its Manufacturer:

- a) The final selection of AIS 140 VLTD and its manufacturer will be done on the basis of fulfilling pre-qualification criteria as well as and operational evaluations done by the DTPB.
- b) VLT Manufacturer must publish price list of enlisted AIS 140 VLT devices enlisted in the State on its website and share link with DTPB.

C. Blacklisting:

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 the VLT device has been enlisted, its enlistment would be liable to be cancelled. Further, the Manufacturer may be considered for blacklisting.

13. Guidelines for implementation

Guidelines for the Implementation

1. Guidelines to VLT Manufacturers/RFC

- i. Standard Operating Procedure issued by MoRTH ,Govt of India vide letter no RT-16011/7/2020-T dated 22-02-2021 for Vehicle Location Tracking (VLT) registration and activation in VAHAN shall be followed
- ii. In case of any problem in updating in Vahan 4.0, it will be VLT device manufacturer's responsibility to resolve the same.

- iii. Regional Transport offices/Motor Vehicle Inspectors shall be able to verify the registration/activation/functional status of VLT device in the Vahan 4.0 /State Command Control Centre/backend application (both in web & mobile App) at the time of fitness testing.
 - iv. Publish VLT device details in the Vahan 4.0/ any other State/UT system used for registration of vehicles and/or issuance of permits
 - v. Publish alerts and health check as per AIS-140 specifications or as specified by State, received from VLT device in the Vahan 4.0 and any other State system used for registration of vehicles and/or issuance of permits.
 - vi. State Command Control Centre application/backend entire data will hosted on servers physically located/cloud servers at the State Data Centre of Punjab/NIC cloud server and no data or its copies should be hosted outside India.
 - vii. VLT device Manufacturer/RFC should ensure alerts to State Command Control Centre application/backend must be in strict compliance to the clause 8 - code of practice (for implementation of VLT device, emergency button(s) and CCC) of the AIS 140.
 - viii. Each Manufacturer must provide to State, a secure mechanism & SMS command set of their device to update, query and configure the device parameters, as defined in AIS 140, using the State Command Control Centre application / backend application.
- a) Regarding RFC for installation and maintenance
- Enlisted OEM should arrange their RFC, as defined in document, in the state
 - Enlisted OEM should have a supervisory control over RFC operations and should ensure quality service to customers

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 DTPB application & printer for printing the installation certificate
- A contact telephone number should be given to customer to call for support.

b) Quality of service (QOS) -

The VLT manufacturer will provide directly or through RFC the following QOS as per standards mentioned below-:

- UP time of the device and tracking upto 97% calculated in the month.
 - i. If any complaint is raised against the installed VLT device, then the concerned manufacturer/registered agency/ franchisee/RFC should respond within 8 hours .
 - ii. For complaint classified as high, resolve within 24 hrs of reporting the complaint.
 - iii. For complaint classified as **medium**, resolve within 48 hrs of reporting the complaint.
 - iv. For complaint classified as **low**, resolve within 72 hrs of reporting the complaint.
 - v. If more time is required, then a standby VLT should be installed temporarily and replaced once the original VLTs issue gets solved. The complaint and clarifications should be logged into the Website/Mobile App integrated with DTPB/ Common layer application/backend.

- The department can anytime ask for the above i to v reports. In case of gross irregularity i.e. if manufacturer/RFC unable to resolve minimum 40% of complaints in time than notice of cancellation to be issued within 15 days to concerned VLTD manufacturer/RFC.
- **Classification of High, Medium & Low Complaints**
 - High** - Any physical damage or hardware issue which completely stops or effects the normal working of VLT/ Error in normal & emergency data sending/ Missing or unwanted generation of critical alerts / Issues related to Emergency buttons etc.
 - Medium** - any condition which makes the device partially working like wrong update frequency, missing or unwanted generation of Non critical alerts, issues related to hooter/buzzer etc.
 - Low** - Any condition which limits certain features of the device without effecting the normal working of the VLT like Issues related to full packet, health packets etc.
- **Note: AIS 140 VLT device not functional /not sending data to Command Control Centre/State /NIC Backend continuously for a period of 6 hours PAN India is liable for penal action as per law.**
- **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 AIS-140 VLTD enlisted manufacturers should ensure that they / their RFCs 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 MVI at the time of inspection for Certificate of Fitness (CF) in printed or electronic format (in Mobile App)

- **Training to RFC**

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

- **The Master Trainers should be MCA/B Teach in Electronics with at least 5 year of experience .**

c) Regarding Fitment of VLT device in Vehicle

- **Position of VLT and Panic Buttons**

Physical mounting of VLT device in vehicle should be as per AIS140 section 5.3. It is mentioned as *'The VLT system shall be mounted in a suitable location such a way that it is not easily accessible/ exposed to passengers'*. **The IMEI Number of VLT device should be clearly indicated above the device in such a way that it can be easily identified.**

It has been recommended to fit a minimum of 1+1 (1 for passengers and 1 for driver) and a maximum of 4+1 (4 for passengers and 1 for driver) panic buttons based on the seating capacity of the vehicles. Panic buttons for passengers may be fitted suitably in the vertical pillars on both sides of the vehicle. Additional panic buttons for ladies rows to be fitted as per the AIS140 section 5.3. Panic buttons should be easily and equally accessible to all passengers and students in the vehicle. The minimum recommended fitment may be as follows

- ❖ Up to 7 seat : 1+1(1 for driver and 1 in back of 2nd row seat).
- ❖ 8 seat to 13 seat : 1+2(1 for driver and 1 each in 2 sides).
- ❖ 14 seat to 23 seat : 1+3 (1 for driver and 1 in right side 2nd row , 2nd in right side 2nd last row and 3rd in left side middle row).

❖ 24 seat and above : 1+ 4(As shown in Figure 2)

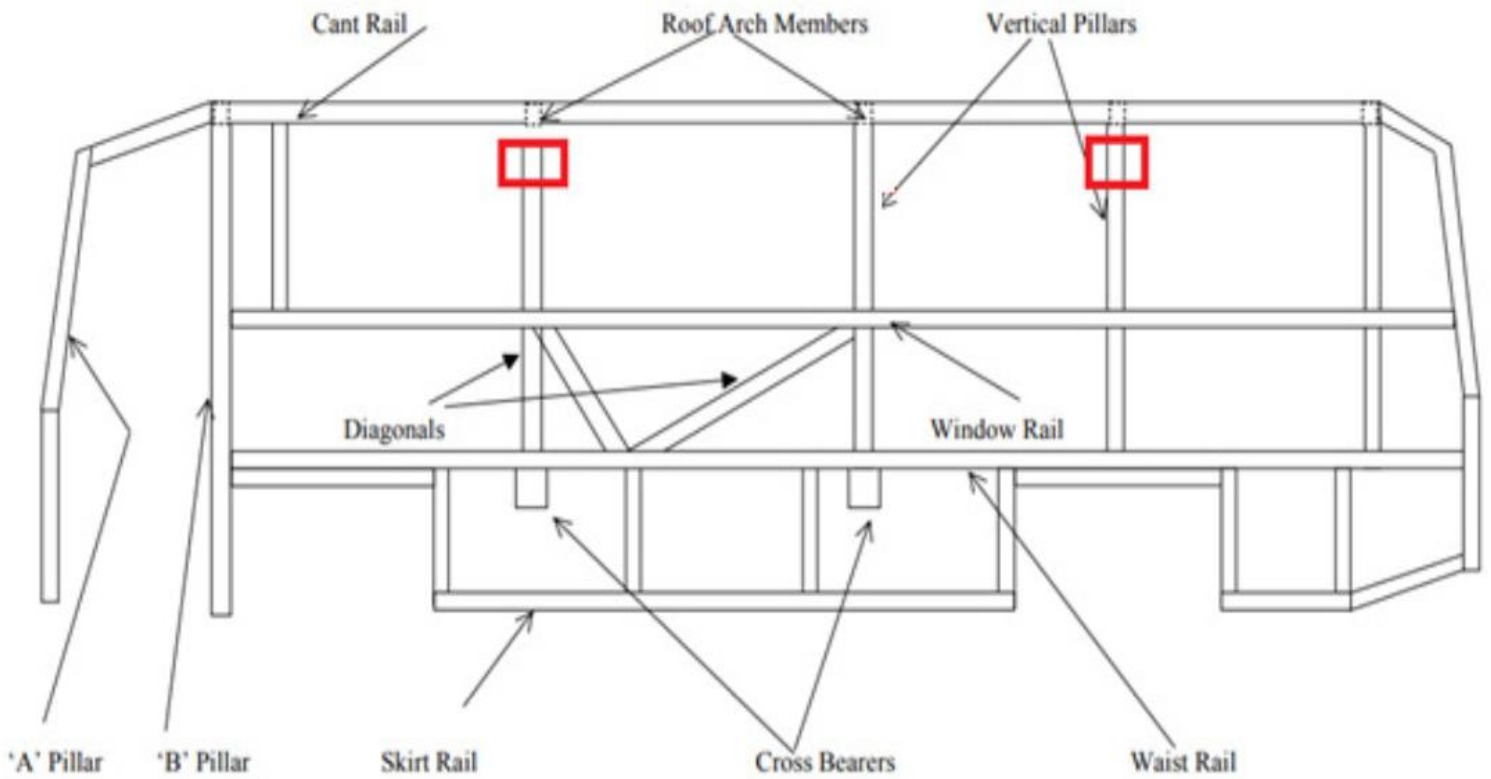


Figure 1: Panic Button position in vertical pillars

❖ Additional panic buttons as per the AIS140 section 5.3

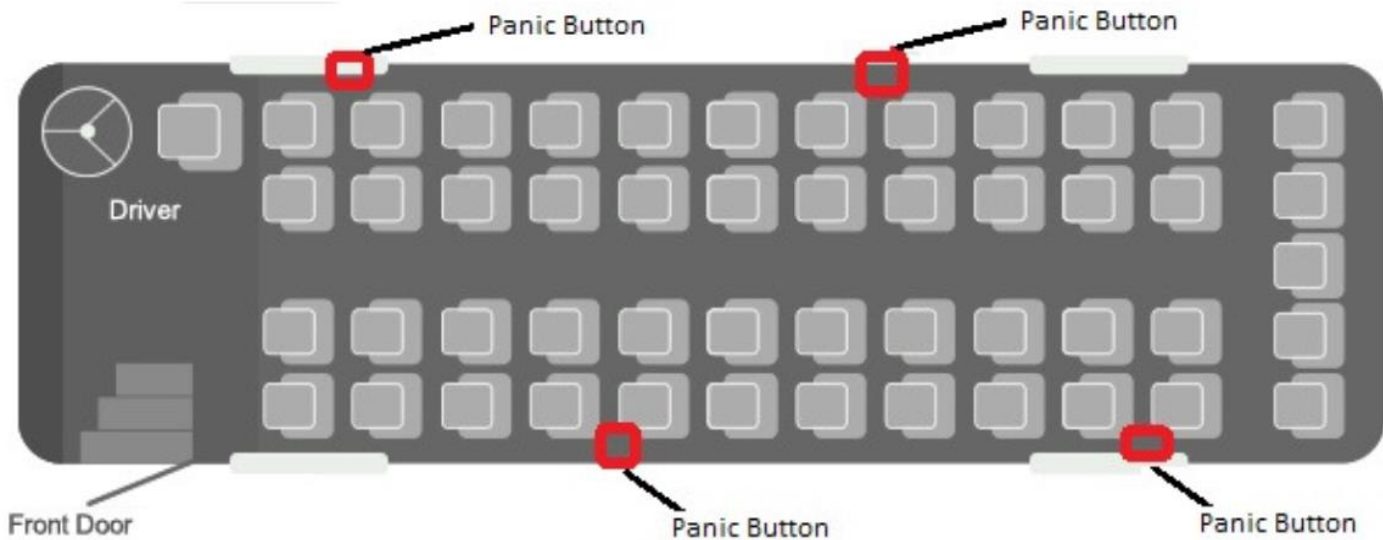


Figure 2: Indicative Panic Button positions for 49 seater

Note: The images shown are indicative. Fitment technicians should identify best positions for panic buttons based on the seating layout and body type of the vehicle. Primary consideration should be given to accessibility and safety of passengers.

- **Wiring of VLT and Panic buttons**

VLT devices and panic buttons should be properly wired in the vehicle. The wires to panic buttons and hooter/ buzzer 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.

- **Hooter / buzzer**

Hooter/buzzer for emergency condition 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.

- **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.

Messages indicating the use of Panic button eg: **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 vendor should ensure that all deployed devices meet this mandate.

e) White listing of IP and SMS mobile number

DTPB/NIC Common layer application/backend will share the IP / Domain to which data should be send. Manufacturers should ensure that the device will send data to the allowed IPs only.

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

f) Customer Support

Vendor should set up a call centre or a 24/7 toll free number for customer support within 30 days of enlistment. Any queries regarding the VLT, service or complaints should be properly addressed.

Annexure - A. Application Form for Enlisting of OEM & their VLT device

**Application Form for enlisting of OEM & their VLT Device
Format for VLT Application Form
(on the official letter head of manufacturer)**

Date :

To,
State Transport Commissioner, Punjab,
SCO-177-178, Sector 17 C,
Chandigarh.
E-mail ID: stc.punjab@punjab.gov.in

Sub: Enlisting of AIS-140 VLTD OEM for the Public Service Vehicles in Punjab,

Sir,

We have fully understood the requirements of the process " Enlisting of OEM & their Vehicle Location Tracking Unit (VLT) with emergency button for Public Vehicles, in Punjab" and are submitting our enlisting application for the following VLT device(S)being manufactured by us with the required details, other information as per the registration process and the compliance report for VLT specification and protocols

OEM name and address	
Address	
VLT device model details	
Address of VLT production center	
Contact Person details (If different from undersigned)	

In relation to our application, DTPB 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 enlisting process document and we shall make available any additional information as DTPB may find necessary as required for clarification.
3. We acknowledge the right of DTPB to reject our application without assigning any reason and accept the right of DTPB to cancel the enlistment 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 to distribute the certified VLT models of our products.
7. We confirm that we will share all details the RFCs i.e. Name, Address, email, Helpline no, technicians etc. with DTPB as and when appointed.
8. We confirm that we will maintain privacy of all data related to VLT device/owner/vehicle.
9. We hereby declare that VLT device(s) with emergency button being manufactured by our company are compliance with AIS 140 standards.

Sincerely,

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

Annexure - B. List of Submissions/documents

List of Submissions for Manufacturer

1. Details of the VLTD 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. Affidavits, Self Declaration, Compliance, Certificates & required documents as mentioned in terms & conditions and guidelines of this document.
- g. Certificates of agencies, manufacturing facility (like ISO, CE etc)
- h. Brief description of the Company including details of its main lines of business.
- i. Details of production facilities (area, machinery, manpower, production capacity).
- j. Website details /URL
- k. 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) Address of manufacturing unit.
- c) Demand Draft towards the Application fee.
- d) Demand Draft towards Performance Bank Guarantee (when enlisted)
- e) Statement of Compliance reports.

- f) 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 standard's compliance and eSIMs and their details)
- g) Any other document required by the DTPB other than mentioned in this document.

Annexure - C. Terms and Conditions Governing Enlistment

Terms and Conditions Governing Enlisting

- 1. Commercial arrangement of VLTs between Manufacturers and Vehicle Owners** - Any commercial or other arrangements/agreements between the enlisted manufacturer 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 and the vehicle owners. DTPB have no role, responsibility and liability in relation to the same. DTPB may ask Manufacturers to share List of their enlisted devices and their MRP for publishing on the website of the Department.
- 2. Response Time** - If any complaint is raised against the installed VLT device, then the concerned enlisted manufacturer/ RFC should resolve the complaint as per guidelines for implementation mentioned in the document.
- 3. Monitoring and Audit** - Once the enlisted manufacturer/ RFC is authorised/ approved, DTPB shall have the right to monitor/audit the certified VLT devices installed in the Vehicles and manufacturing/RFC/office facility used by the enlisted manufacturer 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 enlistment** - If any fault is found or any complaint received from end user customers, then DTPB shall take actions against the enlisted manufacturer and their RFC and have the right to suspend or cancel the enlistment/enlisting issued to that particular VLT model.
- 5. Liability** - Enlisted AIS-140 VLTD manufacturer and their RFC shall be liable and responsible for performance of the VLT devices supplied to the Vehicle owners.
- 6. Jurisdiction** - Any issues related to enlistment 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 Hon'ble High Court of Punjab in Chandigarh 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 DTPB shall be final and binding.
8. **Use of Trademark/ Logo of DTPB** - Manufacturer shall not use the DTPB logo or any other trademark, symbol, or icon on or in connection with the enlisted VLTD 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 DTPB.
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 enlistment shall be in writing and shall be delivered by hand/ registered post/ courier at the notified address of the party concerned.

Annexure - D. Bank Guarantee Format for Performance Security

Bank Guarantee Format for Performance Security Beneficiary: State Transport Commissioner, Punjab

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

1. The Manufacturer 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 enlistment. According to the conditions of the VLT manufacturer enlistment, a performance security is required to be furnished by the manufacturer 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 of Rs _____/- (Rupees in words), upon receipt by us of the Beneficiary's demand stating that the manufacturer is in breach of its obligation(s) specified in the enlisting 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 _____/- (Rupees in words)

4. We undertake to pay the Government any money so demanded not withstanding any dispute or disputes raised by manufacturer 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 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 for bear 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.

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.....

Annexure - E. Sample format for certificate



FITMENT CERTIFICATE/DEPARTMENT COPY

To,
The Regional Transport Authority,
PB02

Fitment Certificate No: 64666au
Fitment Date: 17/04/2019
Next Calibration Date : 16/05/2020

This is to certify that the Electronics VTS device/ VTS fitted with approved GRL Vehicle Location Tracker (VLT) as per the details given below. It is checked, sealed and is functioning in all manners, unless the device is tampered, having not proper GSM/GPS signals or the seal is broken by unauthorized technician or individual.

Vehicle Details :-

Vehicle No	: XXXXXXXX	Registration Date	: YYYYYYY	Date of mfg. Year	: AAAAA
Chassis No	: XXXXXXXX	Vehicle(Make)	: YYYYYYY	Last Fitness Date	: AAAAAAAA
Engine No	: XXXXXXXX	Vehicle(Model)	: YYYYYYY		

Dealer Details :-

Dealer Name & Trade No.	: XXXXXXXXXXXX 111111111	Dealer Address	: BBBB BBBB
Tech. Name	: BBBB BBBB	Tech. Info	: XYZ

VLT Details :-

VLT Serial No	: 865205035131	VLT Type	: Electronic	VLT Model	: A/S140 Sample
Fitment Certificate No	: 17CTZ9A104198652050351375	Seal No	:	Testing Agency	: ICAT
Fitment Date	: DDMMYY	TAC No	: TAC1	Test Report No	: 67549
Invoice No	: NIL	Invoice Date	: XXXXX	Test Report date	: 01/01/1970
Serial No	: 000000011	Cop Date	: XXXXXX	Manufactured	: GRL
		UniqueID	: ABC789		

Fitment Images:-



RC



Vehicle



Device Installation



Certificate Details

RTO Sign & Seal

PRODUCT SATISFACTION REPORT

I, XYZ certify that my vehicle, PBXX1234 has been fitted with Electronic VLT bearing serial number and I'm satisfied with the working performance of VLT. I have verified that all the sealing points of the VLT has been verified by me.

Date	: XXXXX	Name of the Customer	: XXXXX
Time	: XXXXX	Driving License No/Passport No	: XXXXXX
Place	: XXXX	Mobile Number	: XXXXX

-----End of Document-----