

**GOVERNMENT OF KERALA****Abstract**

Transport Department-Revised guidelines for VLTD manufacturers & dealers in the State of Kerala-Approved-Orders issued.

TRANSPORT (B) DEPARTMENT

G.O.(Rt)No.111/2023/TRANS Dated,Thiruvananthapuram, 18-03-2023

Read 1) S.O.No.5453(E) dated 25/10/2018 of Ministry of Road Transport & Highways

2) Letter No.MIT5/31/2022-TC dated 19/10/2022 from the Transport Commissioner.

ORDER

Ministry of Road Transport & Highways have notified standards in respect of equipping or fitting of vehicle location tracking device and emergency button in all public service vehicles and directives for manufacturers of VLTD as per the notification read as 1st paper above.

Based on that Motor Vehicles Department had issued a guideline for the VLTD Manufacturers at the beginning of the project GPS during the period 2018-2020.

As per the letter read as 2nd paper above, Transport Commissioner has informed that the Motor Vehicle department is forced to introduce a revised guidelines as manufacturers of VLTD are denying service to the vehicle owners. There is a tendency of winding up their business after selling the devices.

Government have examined the matter in detail, and are pleased to

approve the revised guidelines appended herewith for the functioning of manufacturers of VLTD and dealers in the State by making the Bank Guarantee mandatory .

(By order of the Governor)
BIJU PRABHAKAR
SECRETARY

To:
Transport Commissioner, Thiruvananthapuram
The Principal Accountant General (Audit), Kerala, Thiruvananthapuram
Stock File/Office Copy

Forwarded /By order

Section Officer

Guidelines for VLTD Manufacturers, Franchisees & others

A. VLTD Manufacturers

1. Only VLT models with IRNSS based AIS140 certificates are allowed to participate in the enlisting process.
2. If manufacturer wants more than one VLT model to be enlisted, separate application is to be submitted for each VLT model.
3. The evaluation of application for enlisting would be carried out based on the pre-qualification criteria and technical evaluation.
4. Only enlisted VLT models are to be used by public vehicles in Kerala.
5. VLT manufacturers cannot sell their models for the Public vehicles in Kerala once their authorization/ certification is suspended, cancelled or not renewed for any reason.
6. Manufacturers must give an undertaking to Kerala Motor Vehicles Department that in case their authorization/ certification is suspended, cancelled or withdrawn for any reason, they will continue to support the devices already sold for the public transport vehicles.
7. Manufacturers must have a call-center or similar arrangements to address the queries and any other issues from the end users.
8. Manufacturers must arrange a registered agency or franchisee that is authorized to sell, install, support and service the VLTs in 4 zonal regions of Motor Vehicles Department in Kerala. Kerala Motor Vehicles Department may issue a notification later to extend the support and service availability of VLTs to RTO and sub-RTO wise. Hence the manufactures must submit a declaration for the same along with the application form.

(a) Approval to agency/ franchisee is provided based on the site inspection and verification of facilities provided by agency/franchisee by KMVD officials.

(b) The manufacturer/agency/ franchisee should facilitate eSIM in VLTs along with 1 year/ 2 years subscription based on permit validity 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) Agency/ franchisee of corresponding manufacturers should have sufficient infrastructure like computer, internet service, official phone number, technicians etc to provide assistance to end users.

(d) KMVD can terminate the approval of the registered agency/ franchisee at any time.

9. KMVD reserves the right to change the terms and conditions governing the certification and approval at any point of time.

10. Unless the Certification of any VLT model is cancelled by KMVD, the certification of VLT model shall remain valid as long as such model continues to comply with the AIS-140 standard or for 3 years whichever is less. Before the expiry period manufacturers have to renew the certification in accordance with KMVD regulations.

11. KMVD reserves the right to modify the VLT firmware specification or add additional features to existing specification. The release of the VLT specifications will be in a version controlled fashion.

12. Every VLT models and service of manufacturers selected through enlistment 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.

13. KMVD may initiate the enlistment process, as and when required.

14. A performance bank guarantee of INR 50 lakhs should be remitted

by every VLTD manufacturer for enlistment in Kerala.

15. The existing enlisted VLTD manufacturers should also remit a performance bank guarantee of INR 50 lakhs on or before the date specified by the Transport Commissioner.

16. The enlisted VLTD manufacturers will be restricted from tagging vehicles if the performance bank guarantee is not remitted within the mentioned time period.

17. Periodical performance evaluation of all VLTD manufacturers and their devices shall be conducted by the department under the following categories

(a) Technical Evaluation of deployed VLTDs

i. AIS 140 compliance

ii. Data parameter evaluation

iii. Device performance and live data

iv. Random check in vehicles for fitment & functionality of panic buttons & VLTD

v. ERSS Integration

(b) Service level Evaluation of Manufacturer

i. Number of dealers / sales & service centers

ii. Performance of dealers / sales & service centers (Based on complaints received)

iii. Evaluation of complaint resolution mechanism provided by manufacturer

1. Complaints Received

2. Complaints Resolved/Pending

iv. Adherence to undertakings and service conditions agreed by manufacturer

18. Performance Conditions

(a) The manufactures should maintain minimum 80% of their device in

working status at any point of time.

(b) The manufactures should not have more than 20% of pending complaints at any point of time.

19. If the manufacturer fails to meet the minimum performance conditions, the account of the manufacturer in the application shall be suspended till all the performance parameters are met.

20. Exit Plan for Manufactures to terminate sales in the state

If any manufacturer decides to terminate his operations in Kerala, then the manufacturer has two options for terminating the sales in Kerala

Option 1

The manufacturer should agree to provide the services to the entire device sold in Kerala till the end of life of the device. The performance bank guarantee shall be retained by the department until devices are operational / fitted in vehicles.

Option 2

The manufacturer can arrange any other VLTD manufacturer who is operating in Kerala, to take over all the devices fitted by the device manufacturer on mutually agreed terms. The proposal for takeover should be submitted by both the parties to the department and should get an approval from the department before proceeding. The manufacturer should ensure that the takeover process have very minimal overhead on vehicle owners. Any manufacturer failing to meet the agreed conditions shall be liable for legal actions and blacklisting by KMVD.

B. VLTD Dealers / Franchisees

1. Dealers / Franchisees should have proper GST registration and should have all the required facilities mentioned in the guidelines document.
2. A performance bank guarantee of INR 7 lakhs should be remitted by every VLTD dealer/franchisee for operations in Kerala.

3. The existing Dealer / Franchisee should also remit a performance bank guarantee of INR 7 lakhs on or before the date specified by the Transport Commissioner.
4. The Dealers / Franchisees will be restricted from tagging vehicles if the performance bank guarantee is not remitted within the mentioned time period.
5. Periodical performance evaluation of Dealers / Franchisees shall be conducted by the department.
6. Performance conditions
 - (a) The dealer should maintain minimum 80% of the device installed by them, in working status at any point of time.
 - (b) The dealer should not have more than 20% of pending complaints at any point of time.
7. If any dealers / franchisees fails to meet the minimum performance conditions, the account of the dealers / franchisees in the application shall be suspended till all the performance parameters are met.
8. The dealer/franchisee will not be permitted to tag new vehicles if more than 5 vehicles are in 'Installed' status at any point of time.
9. Dealers / Franchisees should submit an affidavit assuring the services to the vehicle owners for the VLTDs fitted by them.
10. Any dealer / franchisee failing to meet the agreed conditions shall be liable for legal actions and blacklisting by KMVD
11. Exit plan for dealer / franchisees to terminate service in the state
 - (a) The termination of operations should be intimated to KMVD through respective manufacturer and should obtain prior approval from respective RTO/ SRTO.
 - (b) The manufacturer should transfer the VLTD installed by the terminating franchisee / dealer to an operational dealer / franchisee.
 - (c) The dealer / franchisees to whom the VLTDs are transferred should

submit an affidavit assuring the services of the transferred devices.

(d) The performance bank guarantee of the terminating dealer / franchisee shall be retained by the department until all VLTDs are migrated to the new franchisee / dealer.

(e) The manufacturer should ensure that the migration process have no overhead on vehicle owners.

C. New Criteria added for VLT Device

1. The VLTD Device should have an audio warning system for giving audio message alerts in instances of violations by the vehicle.

I/137870/2023

MIT5/4/2020-TCDated: **20-07-2023**

Transport Commissionerate, 2nd Floor, Trans Towers, Vazhuthacaud,
Thycaud P.O, Thiruvananthapuram - 695 014

e-mail:tcoffice.mvd@kerala.gov.in|web: www.mvd.kerala.gov.in| ☎0471-2333317

From

Transport Commissioner,
Motor Vehicles Department, GoK

To

1.All DTC's , Rto's & Jt.Rto's

2.Associate Director & Group Head CDAC,
Centre for Development of Advanced Computing,
Thiruvananthapuram

Sir,

Sub:- MVD- Implementation of New Guidelines for VLTD
Manufacturers and Dealers – Fixing of responsibilities -reg.

Ref:- G.O (Rt) No.111/2023/Trans dated 18.03.2023.

Reference may be seen, Government have approved the revised guidelines for the functioning of manufacturers of VLTD ,dealers and franchisees in the State by making the Bank Guarantee mandatory. It aims at ensuring better services to vehicle owners , fitted VLTD in their vehicles and curbing the malpractices among the VLTD manufacturers and Dealers in the State of Kerala. This direction is issued in fixing certain responsibilities for the maintenance of bank guarantee before the implementation of the new guidelines. Bank Guarantee is mandatory for the existing manufacturers and Dealers from 20.07.2023 and the date for submitting Bank Guarantee for the new manufacturers and Dealers is fixed from the date of government Order issued as on 18.03.2023. Responsibilities for each sections are fixed as follows:

I. Responsibility of Rto's & Jt.Rto.s:

They should implement the new guidelines and ensure the following.

(a) Site inspection and verification of facilities and infrastructure provided by VLTD Manufacturer, dealer and franchisee under their jurisdiction like ample space, computer, internet service, official

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phone number, technicians, facilitation to public etc and ensuring that they are providing proper assistance to end users. The same should be reported to CDAC with all details.

(b) A performance bank guarantee of INR 7 lakhs should be remitted by every VLTD dealer and franchisee for operations in Kerala and the documents of bank guarantee of agency and franchisee under their jurisdiction should be collected, recorded, maintained and re validated as per Store Purchase manual .The details of the same should be reported to CDAC.

(c) Taking action like Suspension/Cancellation against Manufacturer, dealer or franchisee under their jurisdiction on detection of any malpractices.

(d) Random check in vehicles for fitment and functionality of Panic buttons and VLTD and reporting. It should also be ensured that only enlisted VLT models are fitted in vehicles.

(e) The Dealers and Franchisees should be restricted from tagging vehicles if the performance bank guarantee is not remitted within the mentioned time period (20/07/2023).

(f) Periodical performance evaluation of Manufactures, Dealers and Franchisees under their jurisdiction shall be conducted .

(g) An affidavit assuring the services to the vehicle owners for the VLTD fitted by them should be collected from Dealers and Franchisees under their jurisdiction and actions like Suspension/Cancellation should be taken against any dealer or franchisee failing to meet the agreed conditions .

(h) Should ensure that VLTD Manufacturer, dealer or franchisee under their jurisdiction are not selling the equipment to public once their authorization/certification is suspended, Cancelled or not renewed for any reason.

II. Responsibility of C-DAC:

M/s. C-DAC shall implement the revised guidelines and ensure the following .

(a) Only VLT models with IRNSS based AIS140 certificates should be

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allowed to participate in the enlisting process. If manufacturer wants more than one VLT model to be enlisted, separate application is to be submitted for each VLT model. The evaluation of application for enlisting would be carried out based on the pre qualification criteria and technical evaluation.

(b) To ensure that manufactures have a call center or similar arrangements to address the quarries and any other issued from the end users.

(c) To ensure that manufacturers are arranging a registered agency or franchisee that is authorized to sell, install, support and service the VLTs in 4 zonal regions of Motor Vehicles Department in Kerala and extend the support and service availability of VLTs to RTO and sub-RTO wise. Hence a declaration for the same may be collected from manufactures along with the application form.

(d) Every VLT models and service of manufacturers selected through enlistment process has to be reviewed every 3 months and subsequent actions will be taken against those who violate any of the regulations listed out in this document.

(e) A performance bank guarantee of INR 50 lakhs should be remitted by every VLTD manufacturer for enlistment in Kerala and the documents of bank guarantee should be collected, recorded, maintained and re validated as per Store Purchase manual until the termination of contract.

(f) The enlisted VLTD manufacturers will be restricted from tagging vehicles if the performance bank guarantee is not remitted within the mentioned time period (20/07/2023)

(g) Periodical performance evaluation of all VLTD manufacturers and their devices shall be conducted as per the 17th & 18Th points in the revised Guidelines and If the manufacturer fails to meet the minimum performance conditions, the account of the manufacturer in the application shall be suspended till all the performance parameters are met prior intimation to the department formally.

(h) Ensure that Dealers / Franchisees should have proper GST

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registration and should have all the required facilities mentioned in the guidelines document.

(i). If any dealers / franchisees fails to meet the minimum performance conditions as per the guidelines, the account of the dealers / franchisees in the application shall be suspended till all the performance parameters are met.

(j). The dealer/franchisee shall not be permitted to tag new vehicles if more than 5 vehicles are in 'Installed' status at any point of time.

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Yours Faithfully

S SREEJITH I P S
TRANSPORT COMMISSIONER

Copy to:- Rto (enf), State Nodal Officer , VLTD - for information & necessary action.

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