



सत्यमेव जयते

A Joint Publication
by NIC & MoRTH

PARIVAHAN
NextMile

Quarterly Newsletter on Computerization in the Transport Sector

Volume 1 No. 2 APRIL 2013



Puducherry A compact, high-efficiency Model

Odisha Dealer Point Registration - Big Savings in time ...



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Editors's Note

This second issue of *Parivahan NextMile* features the small Union Territory of Puducherry which takes its own place of pride in the success of the National Transport Computerization Project. It is a perfect case study of how new features such as facilitation of High Security License Plates (HSRP) have been incorporated into the gamut of transport computerization.

Parivahan NextMile features the implementation of Dealer Point Registration from the state of Odisha which has always been one of the flag bearers of the Project. It yet again exemplifies the expanding scope of the Project and its capabilities for use as an inbuilt regulatory mechanism for extra-Department agencies.

The Technology Drive column presents the *NextGen Sarathi* which reflects the very dynamic nature of the Project.

We have had to put together this issue *Parivahan NextMile* in a bit of a hurry. It has only been possible because all the people associated with it took it upon themselves to meet much-compressed deadlines. Thank you.



Rubaiyat-ul Ali



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April 2013

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सत्यमेव जयते

Dr Mahesh Chandra
Deputy Director General
National Informatics Centre
& National Project Head



Staying Ahead

Vahan and *Sarathi* were the creations of the Tenth Five Year Plan. In the next five year plan we created the State Registers (SRs) and the National Register (NR) for *Vahan* and *Sarathi*. What next?

The next plan, i.e. the Twelfth, is knocking at the door. The overall plan size of the Ministry of Road Transport and Highways has already been decided. I expect that the current projects will continue during this plan as well. I am sure that the Ministry will ask us for a fresh proposal. What do we include? Of course, maintenance of existing projects will be a key component.

Time and again I have been sharing my experiences with you. When I compare this project with other Mission Mode Projects it appears we are ahead of others. Now, the biggest challenge is to stay that way. Obviously, we need to pool ideas on how to define our *NextMile*.

Please do write to PMU on how we define our next targets. At the outset, it is also important for me to share certain initiatives at the Ministry, in which NIC will be involved.

Digitizing Legacy Data

Vahan and *Sarathi* have been implemented at all RTOs/DTOs across the country and State Registers and the National Register for DLs/RCs have been established at NIC State Centres and the National Data Centre. However, digitization of all legacy data related to RC and DLs as per *Vahan* and *Sarathi* data structures needs to be done at all RTOs/DTOs across the Country. Digitization of legacy data is essential in order to provide G2G, G2C and G2B services to all the stakeholders from RTO offices and SRs/NR.

We need to have the data of all the vehicles plying on the road and DLs issued across the Country in the SRs/NR. There are about 11 crore (5.2 crore for RC and 5.8 crore for DL) of legacy data related to RCs and DLs across the country which are proposed to be digitized in order to make 100% usage of the State Registers and National Register by police departments, departments of transport, MoRTH, SCRB/NCRB, etc., and to enable launch of more citizen-centric services.

For smooth implementation of law and order, reduction of pilferages, early detection of fraud for DLs, easy tracing of stolen vehicles etc., legacy data related to vehicles and Driving Licence holders need to be digitized so that all these data may also become available in the records of *Vahan* and *Sarathi* database, and further in the State Registers/National Register.

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The entered data will be validated by software developed by National Informatics Centre. Proper mechanism such as 'Approval of entered data by the Transport Department' will be devised to ensure the authenticity and correctness of data. Transport Departments will have to facilitate the connectivity of Data Server of ARTO/RTO office to the computers on which data entry would be performed.

The Ministry has just notified a scheme for Legacy data digitisation, states have been asked to initiate projects for completing the State and the National Registers. For each record from backlog data, the states will be reimbursed an amount of Rs 5 (Rs 7 for the Northeastern states).

Cashless Treatment of Accident Victims

Deaths and injuries resulting from road accidents are among the principal problems confronting public health in the world – not in India alone. In India it is estimated that about 1.35 lakh people die (about 1 death every 4 minutes) every year, as a result of road accidents (as per 2010 statistics), which is classified as the greatest cause of death.

Road accident fatalities impose a huge economic burden on developing economies, as well as social cost. About half of the road accident victims are in the age group of 25-65 years – the relevant wage earning and child raising group.

The quality of treatment given to the victims of road accidents immediately after an accident (during the Golden Hours) is not up to the mark, and is not available immediately as financial assurance is not given to the hospitals. The golden hour refers to a time period lasting from a few minutes to several hours following traumatic injury being sustained by a casualty, during which there is the highest likelihood that prompt medical treatment will prevent death. It is well established that the patient's chances of survival are greatest if they receive care within a short period of time after a severe injury. The Ministry of Road Transport & Highways (MoRTH) has envisaged design, development and implementation of the **Cashless Insurance System for Road Accident Victims on National Highways** in consultation with NIC. The Delhi-Jaipur highway has been identified as the pilot for the project.

It is envisaged to have ICT-based state-of-the-art, comprehensive Cashless Insurance System which would collect accident related information and generate MIS reports with accurate information for preparing effective policies on road accident prevention. It is also envisaged to use GIS for plotting accident prone area and hospitals available in those areas for better information dissemination and analysis.

Below are the brief features of Cashless Insurance System:

-  State-of-the-art GI- based, SMS-enabled web-based application that would facilitate end-to-end Road Accident data information and reporting
-  First-level information about any accident may be provided from the mobile phone itself
-  Accident data may be keyed in by police, respective hospitals and other agencies identified by MoRTH
-  GIS engine would support plotting of accident spot on digital map and would support accident data analysis
-  Automated system generated alerts, accident locations and service diagnosis
-  Dashboard for quick view of information regarding accidents will be made available to the control centre (call centre) and hospitals, etc.
-  A sum of up to Rs 30,000 will be paid to the hospital for treating the victim for the first 48 hours. The rate of treatment

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- ☀ It may provide various online reports viz. accidents based on severity, accidents in a particular area, time, road condition, vehicle type, causality, amount paid for cashless treatment, etc., required by Road Safety Council, MoRTH or other stakeholders
- ☀ The Cashless Insurance System will be a GUI-based platform independent application

Hand-held Terminal-based Enforcement System

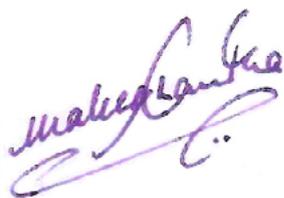
Integrated Enforcement Modules in *Vahan* and *Sarathi* have been developed in order to automate and streamline enforcement related activities at Transport Departments. These have been implemented in most of the states.

As of now, the data related to cases booked by the enforcement officers for violations of traffic rules are not recorded directly in the backend database. The process of issuing *challan* and recording offences is not uniform across the states. Also, records of previous offences committed are not available with the enforcement officer at the time of booking the vehicles or drivers.

There is a need to computerize the process of enforcement at the field level. The process of booking cases will be standardized through use of **Hand-Held Terminal-based Enforcement System** by the enforcement wings of the respective Transport Departments. While using this system, when an individual is caught committing a violation of CMV Act/Rules, the Policeman/Endorsement Authority will book the case using the Hand Held Terminal (HHT). HHT will be used to record/store the offences details into the DL/RC card as well as Enforcement Authority Card. The Hand Held Terminal (HHT) will be capable of transmitting the data related to booked cases in real time using GSM/GPRS connectivity to the backend database. The Enforcement Officer will also be able to physically update the backend database using his/her Enforcement Authority Card. The violation data thus collected is being used to generate different types of MIS reports such as, Number of Traffic Violations, Types of Violations, Location of Violations, etc. Also, analysis of this data helps to pin-point the black spots where maximum violations are taking place. This helps the respective state administrations (as well as enforcement wings) to take corrective measures so that violations can be controlled effectively.

NIC has developed and tested the Hand Held Terminal (HHT)-based System which will be integrated with the *Vahan* and *Sarathi* enforcement modules. Using this tool, enforcement officials on the road will be able to book any vehicle for traffic violation. The Hand Held Terminal-based Enforcement System will help enforcement officers to book the vehicles/offenders and send the data immediately to the backend database. The handheld-based system has the facility to record the violation details in the smartcard-based RC/DL of the offender and generate *challan* receipt.

The Ministry is initiating a scheme to provide hand held devices to the states as an incentive to introduce enforcement activities in the state.



Dr Mahesh Chandra

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Puducherry: A compact, high-efficiency Model



From our Correspondent
P Sridharan in consultation with **R Sivakumar**



The Union Territory of Puducherry was the country to move Vahan data successfully the days of Vahan and Sarathi, in FoxPlus to initiate computerization in the coming of the comprehensive and sophisticated Puducherry has leapfrogged to being one



territories in implementation of the National Transport Computerization Project. We bring you a profile of the work achieved in this compact and effective Union Territory, weaving into it a photo-feature of activities at its RTOs including the most important one at Puducherry.

first amongst all states and UTs in the to the National Register. Even before Puducherry had developed a system Regional Transport Offices. With the ticated Vahan and Sarathi software, of the most successful states/union

“The Transport Department, Puducherry is one of the forerunners of modernized services to the public. It started issuing Smart cards for Driving license and Registration Certificates since November 21, 2011 and fixing High Security Registration Plates (HSRP) since April 04, 2012. Efforts are also on for online payment of taxes and license fees. Further, SMS facility is also to be introduced shortly for the benefit of permit holders. NIC, Puducherry which plays a crucial role deserves appreciation for their yeoman service.”

... **Shri. S.D. SUNDARESAN, Transport Commissioner, Puducherry**

The Union Territory of Puducherry comprises four coastal regions – Puducherry, Karaikal, Mahe and Yanam. Puducherry and Karaikal are situated on the East Coast along Tamil Nadu, Yanam along Andhra Pradesh and Mahe on the West Coast along Kerala. Puducherry region has two Regional Transport Offices each at Puducherry and Karaikal and two Unit Offices each at Mahe and Yanam.

Phase I (1990 – 2002)

In Puducherry, computerization of Regional Transport offices started way back in 1990. NIC Puducherry developed a full-fledged software module in Foxplus for the computerization of licenses and vehicle registration, and all services such as issue of Driving Licenses (DLs) and Registration Certificates (RCs) were delivered using the software.

Phase II (2003 – 2010)

With committed support provided by NIC Puducherry, the Transport Department decided to go in for the introduction of Sarathi at RTO Puducherry during the year 2003. Vahan was introduced at RTO Puducherry in 2005. After carrying out all the required customization, Sarathi and Vahan were rolled out in RTO Karaikal in 2008. The Permit module was implemented during 2011 at RTO Puducherry. As adequate hardware infrastructure was not available at the other two Unit Offices at Mahe and Yanam, a proposal was sent to the Ministry of Road Transport & Highways (MoRTH), Government of India, requesting for necessary hardware items. With funds from the Government of India, the two RTO unit offices at the remote locations were provided with



Honourable Transport Minister inaugurating the biometrics capturing feature of Sarathi at RTO Puducherry in 2005



Transport Commissioner handing over Smart-card-based RC to the owner of a vehicle at RTO Puducherry

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adequate computer systems by 2009. Once the necessary infrastructure was in place, *Sarathi* and *Vahan* were rolled out in Mahe and Yanam during 2010.

Porting of legacy data

Around **3,10,000 records** of legacy data from before the introduction of *Vahan* were ported into the *Vahan* database at RTO Puducherry. At present, all the vehicles registered so far at RTO Puducherry are being serviced through *Vahan*. **RTO Puducherry has achieved 100% digitization of vehicle data.**

Establishment of State and National Register

In order to establish the State Register (SR) and National Register (NR), VPN over Broadband (VPNBB) connectivity was provided at all the four RTOs. Using ODI tool, the data is replicated to the State Consolidated Register at the NIC Data Centre from all the four RTOs.

The Puducherry State Wide Area Network (PSWAN) connectivity, provided subsequently, has facilitated smooth data replication. Every day, data replication takes place twice from the RTOs to the SCR.

In order to ensure continuous and stable data replication, NIC Puducherry has come up with a simple solution of automatically switching the network connectivity between VPNBB connectivity and PSWAN in case of any failure. This mechanism has conspicuously improved the ODI replication at Puducherry.

The solution has also been shared with the Head of the National ODI team.



User taking print out of Smartcard-based DL/RC at RTO Puducherry

The Union Territory of Puducherry was the first amongst all states and UTs in the Country to move VAHAN data successfully to the National Register (NR), thanks to the guidance given by ODI team, NIC, New Delhi, and the sincere efforts of NIC Puducherry in cleaning the data by virtue of removing duplicate and inconsistent records. In 2010 we were able to make available the information of about 3 lakh vehicles in the NR with the ardent support of the National ODI team.



User recording biometrics of an applicant at RTO Mahe

Establishment of State Register and National Register has added a new dimension to providing value-added services.

1. In Puducherry, all the police stations have been given access to the State Register which helps them in tracking vehicles involved in crime, accidents, etc.
2. The National portal is used extensively by various officials of the Transport Department such as

TC/RTO/MVI/AMVI for checking the authenticity of NOC/CC, viewing vehicle details, and statistical reports on revenue collected, number of vehicles registered, etc. Now the Other State Vehicles are cleared for Re-Registration then and there by referring to the NOC details available in the National Register.

3. The Office of the Deputy Commissioner (Excise) conducts regular inspections to prevent illicit transportation/ possession of rectified spirit, etc. The vehicles involved in illicit transportation are seized and this office registers FIR in Excise Police Stations. The particulars of such vehicles and the owners' detail are needed to expedite the process of investigation. The NR Portal helps the Department in tracking such vehicles instantly.



CIPA user accessing the State Register from a Police Station

Phase III (2011 – 2012): A PPP Model Success Story

To provide effective services to the general public in the Union Territory of Puducherry, the Government of Puducherry, through its Transport Department, had decided to introduce Transport Customer services and Smartcard-based integrated systems on a public-private-partnership basis.

As a follow up, the Transport Department, Puducherry rolled out the project of

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computerization of transport department on **Build Own Operate and Transfer (BOOT)** basis for a period of five years. A vendor was identified and was entrusted with the task.

The key objective of the project is to shift the processes, systems and approach from Government-centric to Citizen-centric by leveraging the effective usages of ICT, and thereby enabling:

- ⊙ Prompt and single-window services.
- ⊙ Transparency in the delivery mechanism.
- ⊙ Introduction of Smartcard - based Driving Licenses and Registration Certificates.

Basic Smartcard-based infrastructure such as Smartcard readers, Smartcard printers, lockers for keeping SKMA and IA cards securely and necessary software support has been provided by the vendor. A demonstration on Smartcard technology and KMS was given by the Smartcard Technologies Division from NIC, New Delhi to all the officials of the Transport Department. Subsequently, RTO Puducherry started issuing Smartcard-based Driving Licenses and Registration Certificates from November 21, 2011.

Necessary training programmes were organized by NIC to enable all MVIs/AM-VIs to handle and comprehend the new technology for a smooth take off. After successful implementation at RTO Puducherry, smartcard-based DLs and RCs were rolled out at RTO Karaikal from January 11, 2012.

With robust support provided by the Transport Department and the private Vendor, NIC was able to introduce smartcard-based DL and RC at RTOs Mahe and Yanam within a short period of one month.

This success story is a fine example of how a government agency can work successfully in tandem with the private sector to deliver citizen-centric services effectively.

Web Portal of Transport Department

The web portal of the Transport Department, Puducherry contains motor vehicles acts and rules, G.O Notifications, details of NOC and temporarily registered vehicles, various forms, intimation about e-auction of fancy numbers etc. Running Vehicle registration number is also updated daily and displayed on the portal. The URL is <http://transport.puducherry.gov.in/>

High Security Registration Plates (HSRP)

As in the rest of the Country, the Transport Department, Puducherry has made it mandatory for all new vehicles registered at RTO Puducherry to fix HSRP as per the direction of the Supreme Court of India. The necessary infrastructure for carrying out this task has been provided by the vendor at the premises of the RTO. Now the old vehicles are also being fixed with HSRP on demand. The workflow in *Vahan* ensures that further services are not allowed unless a new vehicle has fixed the HSRP. Till today, HSRPs have been fitted on around one lakh vehicles at RTO Puducherry.



High Security Registration Plates being fixed to a new Vehicle by the Vendor at RTO Puducherry. RTO, Shri Satchidanandam & RTO Shri Ragounath along with Shri R Sivakumar, TD, NIC watching on.

Road map for 2013

1. Demonstrations on various online services such as Dealer point Registration and Online Payment of Road Tax developed by NIC, New Delhi were provided to the Transport Commissioner, and he has given his consent for implementation.
2. The Transport Department has decided to move the Transport Servers with SAN storage backup to the State Data Centre as a co-location model. Efforts are being made in this direction and are likely to be accomplished very shortly.
3. With PSWAN connectivity provided to check-posts, the Department is planning to introduce the *Vahan* permit module for issuing temporary and special permits from check-posts.
4. A demonstration on the Uttar Pradesh model of online payment of Road taxes for other state vehicles entering Puducherry was given, and is planned to be introduced soon.
5. The enforcement modules of *Vahan* and *Sarathi* for both licensees and vehicles are going to be introduced once the private vendor provides the **Hand Held Terminals**.



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Online Dealer Point Registration Big Savings in Time, Trouble and Money

From our Correspondent **Bimal Kanta Panda**



Odisha has successfully implemented an online application to receive the application for Registration along with online payment of requisite fees and road tax for registration of vehicles. **Shri Bimal Kanta Panda**, Technical Director and Coordinator, Odisha, presents an overview of the entire gamut of the application – right from drawing out what necessitated the application to the strategy adopted for implementation.

3

The Central Motor Vehicle Rule-42 says, every Trade Certificate Holder (or Dealer) shall not deliver the vehicle to the purchaser/vehicle owner without registration of the vehicle whether it is permanent or temporary registration. Accordingly, on sale of a vehicle, the dealer collects motor vehicle registration fees and road taxes from the purchaser/ owner and deposits to the (Regional Transport Office (RTO) for permanent registration or temporary registration. But taking advantage of very less amount of fine imposed for delay in application for registration in the Odisha Motor Vehicle Taxation Rule, dealers intentionally delay the submission of documents along with government revenue by three to four weeks, thereby blocking huge amounts of government revenue collected from vehicle owners, and use the same as their liquid capital.

After successful implementation of *Vahan*, NIC's national-level application for vehicle registration, the need for online application for registration through Dealer's point was felt because of the following drawbacks in the manual system:

- The trade certificate holder is supposed to stock a fixed number of vehicles (chassis) as specified in the trade certificate issued to him. But there is no mechanism to track the stock position, except physical verification by enforcement officers which is not always possible, and results in loss of government revenue.
- Dealer submits accumulated documents and huge amount of physical cash relating to the sales of the previous three to four weeks leading to blockage of high amount of government money by dealer, and use of this government revenue as liquid capital for themselves.
- Similarly, the dealer takes the advantage of paying a negligible amount of fine for late Registration (Rs 25 after 7 days, Rs 50 after 30 days and Rs 100 after 90 days of delay of deposit) RTOs are compelled to handle huge amount of cash at cash counters, and data entry of accumulated documents, often leading to delays and mistakes
- The customer/owner is dissatisfied because of delay in registration and blames the RTO/ Government for the delay whereas, in reality, the dealer is the actual culprit,
- Above all, such un-registered vehicles ply on roads violating the law.

Online Dealer Point Registration

Online Application for Registration of Vehicle from Dealer Point (Dealer Point Registration) is a foolproof value addition-based application that takes care of the above drawbacks. The Dealer (Trade Certificate Holder) enters the data that is required in Form-20 for registration of a vehicle and submits the documents to the RTO for physical verification and final registration. Only a valid Trade Certificate holder (Dealer) can be a registered user of the system. The dealer enters chassis numbers of all newly arrived vehicles. The chassis numbers need to be approved online by the RTO/IMV (Inspector of Motor Vehicles) to comply with Section 44 of the CMV Rule. The Chassis approval may be accorded after

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physical verification by the IMV/Junior IMV. Once the chassis is approved, then only the dealer can enter the details of the vehicle sold. In Odisha it has been decided that dealers have to enter the application for registration in Form-20 by 'T' + 1 day where 'T' is the date of sale. Thereafter, the same entry is approved by the approving authority of the dealer thereby checking the data along with fee and tax. Fees and taxes are calculated by the system as per the Odisha Motor Vehicle Taxation Rule. By default, the registration is submitted to the registering authority with whom the dealer is a certificate holder, but the option to apply to other registering authority in the state of Odisha is also available. If the registration is done in any other than the parent registering authority then an additional Temporary Registration fee is added to the total fee for registration.

To complete the registration process, the dealer has to pay online the fees and road taxes including the temporary registration fee, hypothecation fee (if any) within 'T' + 1 day. The Odisha Treasury acts as a gateway for payment that provides the facility to make payment using

any bank account out of around 40 banks integrated to it. Once the payment process is complete, the data gets replicated in the respective RTO through leased line connections which is the big backbone of the system. Data cannot be downloaded to any RTO unless the payment ID is matched by system. As per Section 146 of the MV Act 1988, Insurance certificate is mandatory before a vehicle comes on the road; hence the date of transaction and insurance date need to be validated.

The dealer or the vehicle owner submits the documents for registration at the respective registering authority along with the receipt of online payment.

The data and receipt number is tagged with an INWARD NUMBER that helps in importing the data from the online system to Vahan 2.0 database. The data is verified with the physical documents and approved for assignment of registration number and further process of smartcard printing and Key Management System (KMS).

SERVICES AVAILABLE

• Administration-level Services

- Create New User (at Dealer Level or RTO Level)
- Edit User Profile
- Compliance of Section 44
- Block/Unblock Users
 - List of Approved Transactions
 - Re-activate Chassis for Payment (if unsuccessful)
 - Reports on Collection of Revenue
 - Reports on Daily Cash Collection
 - Audit Logs and Admin Reports

• RTO-level Services

- Section 44 Compliance
- Daily Cash Collection Report
- List of Approved Transactions

• Dealer-level Services

- Create New Data Entry User/ Edit Profile
- Edit Data Entry User
- New Vehicle Chassis Entry
- New Vehicle Detail Entry
- Vehicle Entry Approval
- Fee and Tax Payment
- Print Receipt by Transaction Number
- Print Receipt by Chassis Number
- List of Approved Applications
- Treasury Report
- Reactivate Chassis for Payment (if unsuccessful)

[Print Payment Receipt](#)

(Online money receipt)

Odisha Motor Vehicle Department				
FORM-RECEIPT OF FEES AND TAX				
Reg No/Chassis No	MA1XX2GRKC2M95633	Transaction No	130200288963	
Owner Name	MR. UMESH KUMAR PANDA	Transaction Date	28 Feb, 2013	
Receipt No.	13020025515	Bank Ref. No.	8549670	
Inward No.	1302026417			
SNo.	Description	Amount	Fine	Total
1	Registration Fees	233	0	233
2	Hypothecation Fees	100	0	100
3	Temp. Registration Fees (TO BHUBANESWAR)	100	0	100
4	Road Tax	36943	0	36943
Total:				37376
Total Amount(In Word) : THIRTY SEVEN THOUSAND THREE HUNDRED SEVENTY SIX ONLY				
Generated By: UTKAL AUTOMOBILES, CUTTACK				
<small>Note: This is computer generated receipt and doesn't require signature/stamp.</small>				

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Technical Description of the Application

The application is a Java-based frontend application, and has been developed by the Vahan team of NICHQ and customized as per requirements of the state of Odisha. The backend used is PostgreSQL and is installed in the State Register (SR) Server of Odisha. The application is available at <https://form20online.ori.nic.in/vahaninweb>.

There is leased connectivity from the SR Server to the RTO Server through the NIC District Centre STM1 connectivity supporting the system for data transfer using Oracle Data Interface (ODI). A set of temporary tables available in Vahan 2.0 replicates data from the SR database to the RTO database. Statistics show that around 98 per cent of data is replicated within two hours of data availability in the SR.

Achievements

- Blocking of government revenue by dealers has been restricted to only ONE day
- The main headache of detail data entry of vehicle for registration is avoided
- Cash collection and detail data entry or registration at RTO office is eluded
- Vehicle details data entered at dealer point reduces the error that occurred at RTO offices
- Has minimized the plying of un-registered vehicles on road as registration process can be completed by same or next day,
- Stock of Trade Certificate Holders

is recorded and penalty can be imposed for over stock

- Vehicles not authorized by the RTO cannot be sold or registered
- Blocks the dealer login when its validity of trade certificate expires

Strategy for implementation

It was a challenging task to implement the application as the dealers were reluctant at the beginning, while the departmental officers accepted the idea gladly. The implementation strategy comprised the following activities:

- ◆ Conducting demonstrations of the application in a RTO conference to all RTOs, IMVs and other state-level officers,
- ◆ The application was demonstrated to senior officers of the Department including the Principal Secretary, Commerce and Transport and Principal Secretary, Finance.
- ◆ As 86% of the vehicles registered in Odisha are one-time (lifetime) tax paid vehicles it was decided to go for One-Time Tax (OTT) vehicles only in the first phase,
- ◆ Meetings and demonstrations were also conducted for the manufacturers which were attended by representatives of leading manufacturing companies.
- ◆ Conducted workshops for dealers for the pilot project in Bhubaneswar for various levels such as owners/MDs, data entry and account personnel of dealers, in different phases

◆ The Department applied and obtained approval for implementation from the Government

◆ Initially implemented as a pilot project, taking 5 dealers each in RTO Cuttack and RTO Bhubaneswar from June 6, 2012,

◆ The Transport Commissioner ordered stopping of manual receiving of applications for registration, and made the use of the new computerized system mandatory for RTOs Cuttack and Bhubaneswar from August 16, 2012.

◆ Extended to RTOs of Central Zone, North Zone and south zone,

◆ Conducted workshops and training programmes for dealers in each RTO of these Zones

◆ Stopped manual processing of registration in all zones from October 1, 2012.

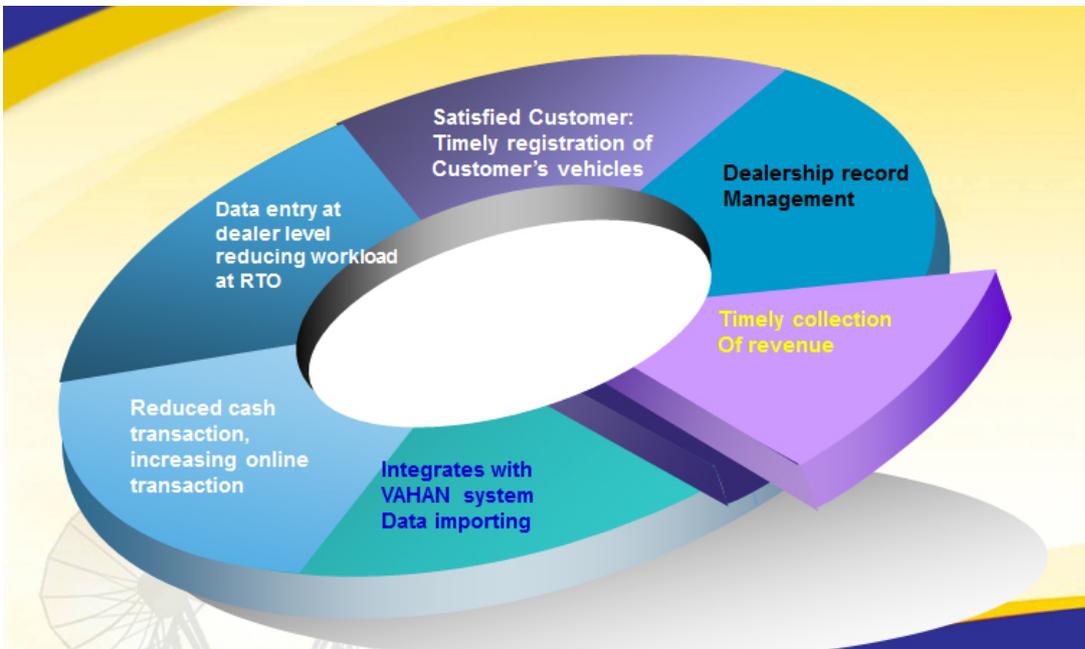
◆ Opened a help line to help the dealers over phone and e-mail.

Processes

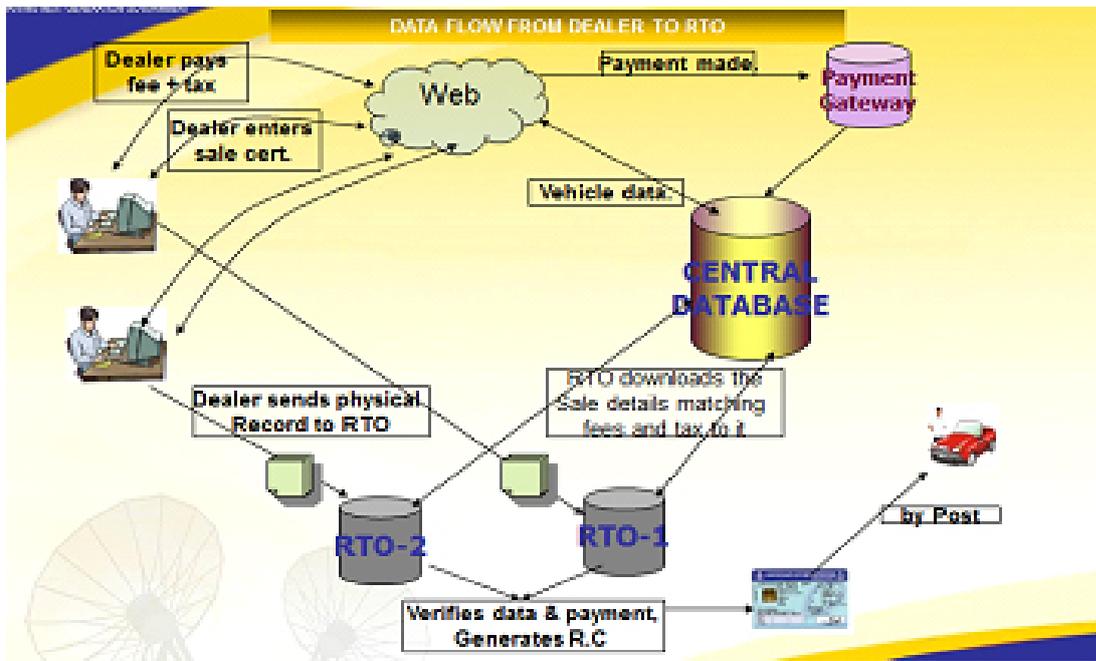
- Per day average applications received for registration – 1300 to 1500.
- Average revenue collected per day – 50 to 75 lakhs
- Total dealers registered in the system till April 18, 2013 – 458
- Average dealers accessing the system in a day – 350 (last 7 days)

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Achievements sought



Data Flow Diagram



State-level Transport Conference on Vahan and Sarathi at Shimla

From our Shimla Correspondent **Shri BP Pathak**

Shimla, March 2013: A two-day state-level Transport Conference on *Vahan* and *Sarathi* was held at Shimla on March 4 & 5, 2013. Around 70 officers from the Department of Transport, State Administration, NIC District Centres and Police participated in the Conference. The Conference was held in the Himachal Pradesh Institute of Public Administration, Fairlawns, Shimla

Dr. Mahesh Chandra, DDG NIC participated in the inaugural session through Video Conferencing and assured full support to the State Transport Department in providing suitable eGovernance solutions.



Dr. Mahesh Chandra, DDG, NIC delivering his address through Video Conferencing

Shri Ajay Mittal IAS, Additional Chief Secretary (Transport) to the Government of Himachal Pradesh presided over the Conference and encouraged the Transport Department officials to make use of technology in providing better services to citizens and transporters of the State. He praised the efforts of NIC at the national and state levels in providing eGovernance solutions to the Transport sector. Shri Ritesh Chauhan, IAS, Director Transport was actively involved in organizing the Conference and raised a number of issues related to the existing software.

Two teams of 10 NIC officers led by Dr A Mohan Rao, DDG, NIC and Dr Gautam Ghosh, DD, NIC gave presentations on the current software solutions being added to the Transport Department applications with the objective of increasing the utilization of existing databases, and to provide citizens and transporters with online interfaces.

These online interfaces will enable the citizens and transporters to conduct transactions with the Transport Department through the Internet.

Dr Saurabh Gupta, SIO NIC Himachal Pradesh welcomed the participants and participated in the deliberations on making best utilization of the existing software solutions, with the Departmental officials.

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Smartcard-based RCs and Vahan Enforcement Module started in STA Office

From our Chandigarh Correspondent **Shri Vivek Verma**



Mr Anil Kumar IAS Secretary Transport, UT
Chandigarh inaugurating the services

Chandigarh, February 2013: Shri Anil Kumar, IAS, Secretary, Transport, UT Chandigarh, inaugurated various services at the office of Secretary, State Transport Authority, Sector 18 Chandigarh on February 08, 2013. Smartcard-based printing of Registration Certificates of Commercial Vehicles has commenced from the office of STA, which would benefit the applicants to a great extent.

Till now printing of RCs was being done at the RLA office, which caused undue harassment to the public. The printing of Registration Certificates of taxis series (CH02, CH02AA) and Radio Taxis series (CH01TR) will now be undertaken at the office of the Secretary, State Transport Authority.

Another facility that has been started is the enforcement module of the Vahan Software. The compounding fee for various offences under the Motor Vehicle Act would be collected through this module, and manual receipts will be done away with. It will also remove any indiscretion on the part of the dealing officials.

A generator set of 62.3 KVA rating has also been installed to reduce the difficulty faced by the general public during power failures/cuts.

Training Programme on PostgreSQL for the Northeast

From our Assam Correspondent **Shri Bibhujjal Bhattacharjya**

Guwahati, March 2013: A three-day training programme on PostgreSQL was held from March 19-21, 2013 for north-eastern States. PostgreSQL is being extensively used for the National Transport Computerization Project, and the training programme was one of a series organized all over the Country to acquaint all working with the project with the latest features of PostgreSQL. The training was inaugurated by Shri Deepak Goswami, STD and SIO, NIC, Assam State Centre. Shri Ashish Nauriyal was the faculty from EnterpriseDB Corporation. Topics covered were - introduction to PostgreSQL, Systems Architecture, Installation, Configuration, Creating and Managing Databases, Introduction to PSQL, pgAdmin III, Security basics, Backup and Recovery, etc.

Around 30 NIC officials and project support personnel from the eight states of the Northeast attended the programme.



The Valedictory Session of the 3-day training programme on PostgreSQL for the Northeast

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Rajasthan gets seven new RTOs with Vahan & Sarathi

From our Rajasthan Correspondent
Shri Prashant Kumar Mittal

Rajasthan, March 2013: The state of Rajasthan saw the opening of seven new RTOs during February-March 2013. *Vahan* and *Sarathi* have been commissioned in all the seven new RTOs. We present a news clipping from the *Rajasthan Patrika* of February 19, 2013 detailing biometrics capturing of applicants through *Sarathi* for first time in Jaipur at its newly started RTO Jaipur (North).



News on Sarathi Biometrics captured in the Rajasthan Patrika February 19, 2013

More Citizen-centric Services in Meghalaya

From our Meghalaya Correspondent
Smt Indrani Swer

Shillong, January 2013: In an attempt to bring governance closer to the people of the State, the Transport Department, Government of Meghalaya, has introduced the scheme for Online Payment of Vehicle Registration Fees, Road Tax and other Fees as part of its citizen-centric services. Transport Minister Shri AT Mondal formally launched the site for online registration of vehicles and payment of road taxes in the presence of the Chief Secretary, the Principal Secretary (Transport) and the SIO (Meghalaya) amongst others. The Transport Minister appealed to car dealers in the city to make use of the online service to speed up and improve efficiency in the matter of registration of new vehicles and payment of road taxes. He also impressed upon the car dealers that online registration of vehicles would bring about faster and more efficient delivery of service to the citizen. This would in turn boost the sale and service of the car dealer.



At the Launch of Payment Gateway.
Left to Right: Chief Secretary Shri WMS Pariat, Transport Minister Shri AT Mondal and Principal Secretary Shri JP Prakash

The e-Services released under this scheme are the Dealer Point Registration for online registration of vehicles by car dealers and Online Payment of Road Tax. Now all new vehicles, private, commercial and government, are being registered through the car dealers. As one of the activities related to the Citizen-centric Services of the Transport Department, this scheme aims to facilitate vehicle buyers (citizens) in the process of vehicle registration thereby improving the service delivery time to the citizen. Being an online application, the coverage will extend across all geographical boundaries to the seven districts transport offices in Meghalaya. Currently, this scheme has been implemented in the pilot site of Shillong, and will eventually be extended to the other DTOs in the state.

This new initiative, made mandatory from January 01, 2013 by the Transport Department, has reduced the sufferings of people who had to wait for hours at the DTO to process their registration papers.

User Convenience: Implementation of this scheme has brought about convenience both to the car buyer and the car dealer. It has also reduced the work load at the Transport office which has resulted in better delivery of service.

High Security Registration Plates launched in the Union Territory of Chandigarh

From our Chandigarh Correspondent **Shri Vivek Verma**

Chandigarh, February 2013: Shri Anil Kumar, IAS, Home Secretary-cum-Transport Secretary Chandigarh Administration inaugurated the affixation work of High Security Registration Plate (HSRP) on February 28, 2013, in the premises of Registering and Licensing Authority, Sector 17, Chandigarh. Also present on the occasion were Shri Kavle V. Parshuram, IAS Additional Deputy Commissioner, Ms Amandeep Kaur, SDM South, Shri Balbir Singh Dhol, Secretary STA and Shri Mahavir Kaushik, RLA. This was in pursuance of provisions made under section 41(6) of the Motor Vehicle Act, 1988 read with Rule 50 of the Central Motor Vehicle Rules, 1989 as notified by the Government of India, Ministry of Road Transport and Highways to introduce High Security Registration Plate (HSRP) System in India,



Shri Anil Kumar, IAS Home Secretary-cum-Transport Secretary UT Chandigarh launching HSRP at RLA office

The scheme came into force for new vehicles in the UT of Chandigarh from February 28, 2013. For already registered old vehicles, the task of implementation of the scheme will have to be completed by the vehicle owners within two years from March 1, 2013. The High Security Registration Plates shall be fastened on the front and rear of the vehicle.

In case of three and four wheelers, a Third Registration Plate in the form of a self destructive sticker shall be affixed on the windshield of the vehicle. M/s Real Mazon India Limited, New Delhi is the only authorized firm for the installation of High Security Registration Plates on the vehicle Registered with the Registering and Licensing Authority, Chandigarh.

Affixing of the High Security Registration Plates on vehicles shall be done within the premises of the Registration and Licensing Authority, Sector 17 U.T., Chandigarh or at the office of SDM (East) Industrial Area, Phase I, Chandigarh or SDM (South), Sector 42, Chandigarh or State Transport Authority, Sector 18, Chandigarh in the presence of the Registration and Licensing Authority or his authorized representative.

NIC Chandigarh has integrated HSRP with *Vahan*, through a common workflow application, so that the data is automatically incorporated in the HSRP module. The HSRP Vendor also accesses the same application to update the details of the HSRPs fixed.

An Invitation to Lunch

From the Editor **Rubaiyat-ul Ali**

Guwahati, March 2013: The official letter carried a lunch invitation. The District Transport Officer of Kamrup (Metro), Shri Gautam Das was hosting lunch to celebrate a record annual revenue collection of over Rs 100 crore. Apart from his own Department and office staff, NIC Assam personnel associated with the National Transport Computerization Project and members of the local media were also invited. DTO Kamrup (Metro) alone handles more than 40 per cent of the total vehicular volume of the state. Therefore a record revenue collection for DTO Kamrup (Metro) assumes added significance. In his formal address to the media, Shri Das took cognizance of the role *Vahan* and *Sarathi* has played in the achievement.

Parivahan NextMile presents the 'Invitation Letter', a small interview with the DTO along with a cursory statistical study which brings out the impact of computerization.

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The Interview



DTO Shri Gautam Das

Q1. You have recently announced that the revenue collection of DTO, Kamrup (Metro) has crossed Rs 100 crore this year. Does computerisation have any role to play in this achievement?

Ans: The office of the DTO (R&L), Kamrup (Metro) has collected revenue amounting to Rs 102.07 crores this year fiscal (2012-13) which is a record in our Department. Computerisation has certainly helped us in achieving such a huge amount of revenue. After the computerisation, the tax and fee collection mechanism become more transparent and speedy in our Department for which collection of higher amount of revenue become possible in a short period of time. Further, it has helped us as a counter measure against tax evasion.

Q2. How have Vahan and Sarathi helped you specifically in collection of higher amount of revenue?

Ans: As stated earlier, in post computerisation period, we are collecting more amount of revenue in less period of time. Earlier manual tax collection system was more time consuming and full of hassles. Now, through Vahan and Sarathi, we can collect revenue with less manpower and the system become transparent and hassle free.

Q3. How do you think Vahan and Sarathi will be able to help you even more in your work?

Ans: Although Vahan and Sarathi have helped us in a very different manner, yet there are some modifications which may be done. These are stated below for your advice and future course of action.

- (i) TO/ DRC/HPA Cancellation/ Endorsement fee etc should be displayed in complete information of vehicle.
- (ii) In case of transfer of MVs transfer date not displayed in RC.
- (iii) Field of Address in Vahan should be enhanced.
- (iv) There is no space for entering LPG Kit no in case of vehicle having LPG fuel.
- (v) Fresh Registration certificate cannot be done as provided u/s 51(5) of Motor Vehicle Act without payment of Transfer of ownership fee. Only Rs 100/- is required as FRC fee.
- (vi) In Sarathi, previous record/information of Driving Licence is not displayed in the application software.

INVITATION

Dated Guwahati 25th March, 2013

Dear Sir,

We cordially solicit your gracious presence at the lunch party organised on the occasion of achieving a record amount of revenue amounting to Rs 100 Crores by the office of the District Transport Officer (R&L), Kamrup metro in this financial year 2012-13 on 30th March, 2013 (Saturday) at 3 PM.

Your presence will inspire us for better achievement in near future.

Yours faithfully,


District Transport Officer (R&L), Kamrup metro
&
All staff

Venue: Office of the District Transport Office (R&L),
Kamrup Metro, Belkuchi, Guwahati-34

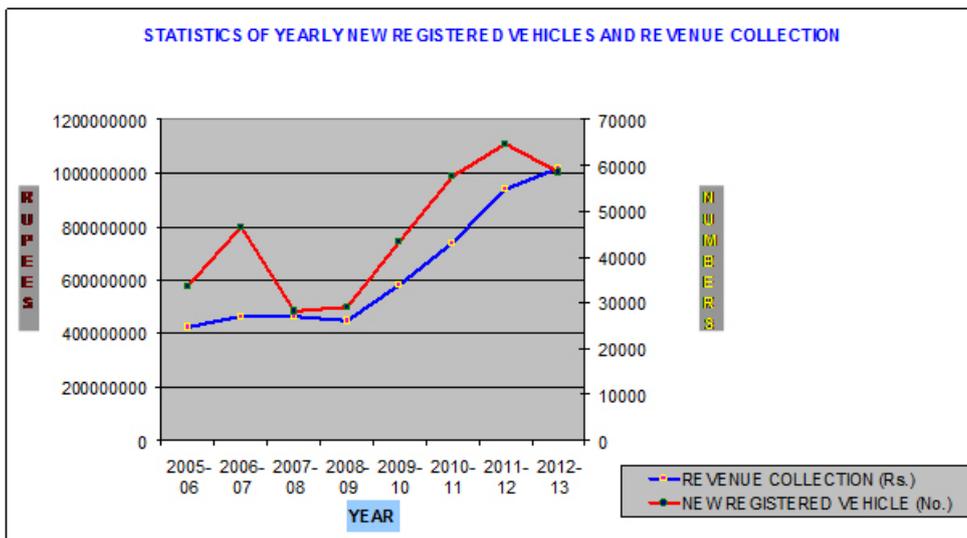
Time: 3 PM



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What the Figures say

Vahan was first commissioned in DTO Kamrup (Metro) in July 2008. By March 2009 both *Vahan* and *Sarathi* were fully functional in the DTO. A comparative study of the revenue collected during each fiscal year and the total number of annual newly registered vehicles from 2005-06 to 2012-13 shows a very interesting trend. In spite of fall or decline in newly registered vehicles, the graph for revenue collection shows almost an exponential increase after the implementation of *Vahan* and *Sarathi*. There is no doubt that other factors such as increase in tax rates account for the trend, but the contribution of *Vahan* and *Sarathi* also cannot be denied. The steady growth from 2009-09 is obvious.



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- ⊗ **In Andhra Pradesh**, data is being ported from the Andhra Pradesh Transport Department servers into the National Register.
- ⊗ **In Manipur**, Vahan and Sarathi are going to be implemented very soon in the two newly-opened RLA offices of Ukhrul and Senapati districts. MoRTH has already provided the necessary hardware.
- ⊗ **In Meghalaya**, preparations are on for implementation of the Vahan Permit module in all the RTA offices, Temporary Registration of vehicles, Renewal of Trade certificate for the car dealers, submission of online forms for Learner Licence and Driving Licence, and booking of appointments for Driving Test are also in the pipeline.
- ⊗ **In Nagaland**, The Check Post Portal-based Online application is presently being tested for collection of goods and road tax for goods vehicles, as a one-stop solution.
- ⊗ **In Punjab**, Learner's Licenses are being issued through both Government and Private Colleges. The Principal concerned is the signing authority in Government Colleges. In private colleges the fees is accepted and all steps prior to approval are completed. Approval is accorded at the DTO end.

Also, all new registrations for private vehicles are being done at dealer point. The data is captured at dealer point and sent to DTO end for approval.
- ⊗ **In Rajasthan**, *Sarathi* to be commissioned in the remaining 19 RTOs by the end of April 2013.

The Transport Department has finalized National Informatics Centre Services Incorporated (NICSI) as a partner for implementing Smartcard-based driving licenses in the State.
- ⊗ **In Tamil Nadu**, online payment of fees and taxes related to transport vehicles, temporary registration and online filling of refund request are being launched shortly. This is in follow up of inauguration of online fees and taxes for non-transport vehicles by the Chief Minister on June 19, 2012.
- ⊗ **In Tripura**, all the District Transport Offices will start online tax payment by May 2013.

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SOW - Sarathi On Web Next Generation Sarathi

By **Dr A Rama Mohan Rao DDG**



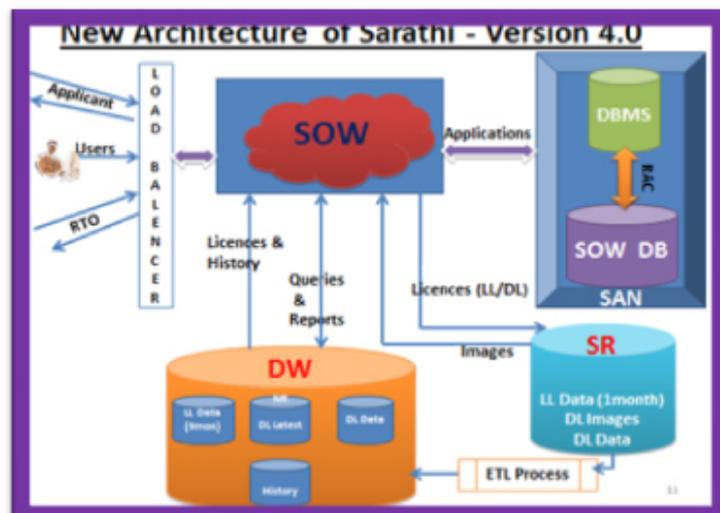
The *Sarathi* single-point portal christened **Sarathi On Web** would be a portal of the Ministry of Road Transport and Highways (MoRTH), Government of India. This would act as a single window system for obtaining any information / services related to Driving Licenses (DLs). This portal would not only cater to the needs of the Transport Department Officials, but also simplify the job of the citizen in obtaining a license. This would enable other agencies also to access the data with ease.

Sarathi on Web has been initiated by Dr A Rama Mohan Rao DDG and will take a shape with the seamless support of all the *Sarathi* Team Members and State Coordinators located geographically at different locations, under the guidance of DDG Dr Mahesh Chandra.

The *Technology Drive* column presents a curtain raiser from **Dr A Rama Mohan Rao**, DDG, NIC:

G2C operations Re-engineered

- Paperless office
- Anytime and Anywhere operation of public/ AAs
- Digitally signed online transactions
- Capture Biometrics made online
- Integration with Automated Driving Track Systems
- Scrutiny of documents submitted online with original
- Delegation of LA roles to Agencies or delivery of services
- Removal of redundant operations like Record Full Details, No Objection Certificate (NOC), etc.
- Smart operations on DL including Smart Card
- Reduced Environment Pollution by Reprocessing the DL in Smart Card
- Standardized Master data for uniform implementation of software in the country



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Provide Anywhere - Anytime services for Citizen-to-Government (C2G) Operations

- ▶ Apply online for 24 different service
- ▶ Payment of Fees Online
- ▶ Candidate can enter his / her own personal details
- ▶ Schedule for DL/LL tests online
- ▶ Take LL Test online from any AA
- ▶ Appear for LL mock tests online
- ▶ Query the system on any set of parameters
- ▶ Obtain information on mail / mobile
- ▶ Upload scanned images of documents
- ▶ Submit biometrics online

Highly Scalable / Available / Performance Oriented Architecture

Designed to take one lakh transactions processing per second. This is achieved using:

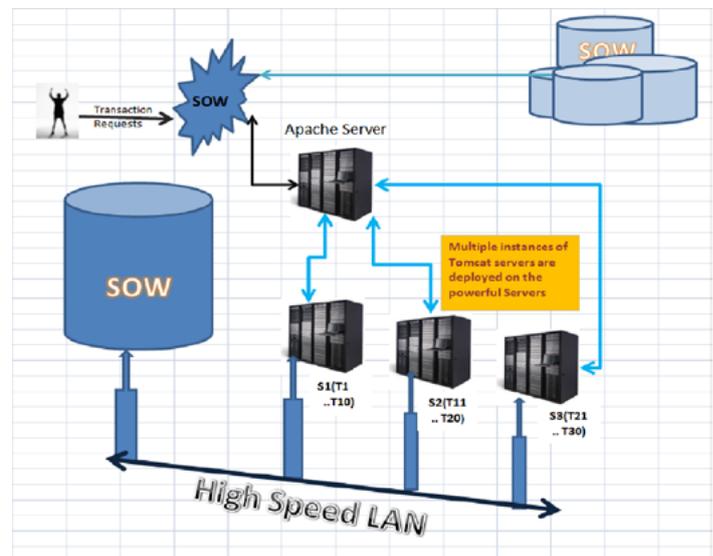
- ⊗ RHEL Clustering Technology
- ⊗ Load Balancing using Apache Server
- ⊗ Replication of Databases
- ⊗ Disaster Recovery
- ⊗ Data ware house implementation

Seamless data sharing among other Government / NGOs

- NeSD
- National Crime Records Bureau (NCRB) / State Crime Records Bureau (SCRB)
- Legal Authorities
- Enforcement Agencies like Police, BSF etc
- Forensic Labs
- Insurance Agencies
- Banks
- Government Treasuries

State-of-Art architecture

- ☑ E-Payment Gateway Integration
- ☑ Digital Signatures for data security, integrity and non-repudiation
- ☑ Hibernate for Database independence
- ☑ J2ME Implementation
- ☑ Hand Held Terminals and Mobile interfaces
- ☑ Completely on Open Source Technology
- ☑ Deployment on Apache Tomcat Server



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- Development in Java / JSP / Ajax / Hibernate
- Postgre SQL as Back-end Database
- Intensive testing using IBM RFT / RPT
- SCOSTA based Smart Card for DL
- Open Stack for Cloud Implementation

Centralized Architecture for uniform Central Motor Vehicle Rules (CMVR) implementation

- # Online Approval cycle for delivery of Citizen Centric Services
- # Eliminate the necessity of local maintenance of Databases at the RTO level

CMMI Level II Quality Management

- ◆ Software development process will be adhering atleast to CMMI Level II
- ◆ Software documentation and Project Management methodologies
- ◆ Developmental Metrics will be achieved

Other Countries who have shown interest in our software

- Kenya
- Indonesia
- Philippines

Design, development, testing, deployment, training, customization and implementation shall be the responsibility of Centre of Excellence for Driving License and Registration Certificate, NIC.





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Know the Individual



P Sridharan

Principal Systems Analyst, NIC Puducherry

P Sridharan, our Puducherry Project Co-ordinator-cum-Correspondent hails from Madurai in TamilNadu. He did his MSc in Physics from Madurai Kamraj University and PGDCA from the Pondicherry Engineering College, Puducherry.

P Sridharan defines his wife **Sheela** as the Home Maker. Quite the animal lover, he keeps 'a few charming love birds at home', has a good aquarium, and loves to spend time with his pet dog Ricky.

He draws inspiration and encouragement from the Holy Bible – the Word of God, and attributes the achievements in Puducherry to team effort by saying, *'I thank God for whatever little we have achieved as a team.'*

He remembers Dr Mahesh Chandra once commenting with reference to the Project – *"We are all passing through a historic moment in our career, and the Country is looking forward to unique contributions from each of us."* In these words he finds the essence and the energy to shun complacency and work tirelessly for the National Transport Computerization Project.

Parivahan NextMile pays tribute to P Sridharan – the man in love with nature and his work.



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