



Vahan & Sarathi in the Himalayan foothills



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EDITOR'S NOTE

Emphasis on Online Services

As *Vahan 4.0* and *Sarathi 4.0* slowly make their presence felt across the Country, we have more and more news coming in on online services that are now possible. A conference of Transport Commissioners of States and Union Territories, MoRTH and NIC officials at MoRTH premises in New Delhi on September 01, 2016, took stock of the status of the roll out. Many problem areas were highlighted and appropriate measures have been adopted to seek solutions to these problems. We bring you a detailed report on this important Conference in our *Turning Wheel* section.

In the *State on the Move* section, we bring to you **Assam** which has been surely and steadily moving from one milestone to another in implementation of the National Transport Computerization Project. The *Services Profile* section brings to you a report on the UT of Chandigarh's new online services. Plus our other regular features - *The Turning Wheel* and *Know the Individual*.



Rubaiyat-ul Ali



Volume 1 No. 16 October 2016

PATRON

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Assam: A Steady Drive

From our Assam Correspondent **Shri Rubaiyat ul Ali**

The road transport system is of very high importance not only for Assam but for all the other states of the Northeast. In fact, roads of Assam constitute the lifeline for Assam and all the other north-eastern states. The Transport Computerization Project in Assam has made steady headway since it was started in 2007. Assam is amongst those states which have gone for simultaneous implementation of *Vahan* and *Sarathi* since the very beginning.

The state of Assam in the Northeast is a land of undulating geographical terrain. Vast plains and valleys are interspersed with chains of mountain ranges. Assam is one of what is known as the Seven Sister states, and its geographical location is such that it acts as the gateway to its other six sisters – Arunachal, Manipur, Meghalaya, Mizoram, Nagaland and Tripura. The capital city of Guwahati is a valley flanked on all sides by low hills and is considered to be the commercial hub of

the entire Northeast. Although the Mighty Brahmaputra runs through the state, the road transport system is dominant, and the river is very sparingly used for meeting the transportation needs of the State. The road transport system therefore assumes very high importance not only for Assam but for all the other states of the Northeast. In fact roads through Assam constitute the lifeline for Assam and all the other north-eastern states. More so, in view of the limited development of air transport in the region.

The Transport Structure

The Transport Department of the Government of Assam is one of

the major revenue earning departments. This Department yields handsome revenue to the Govern-



DTO Kamrup (Metro) – biggest DTO of Assam having a vehicular load of 40% of the state's total



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ment exchequer every year.

Originally, the Transport Department was under the care and control of the Home Department of the Government of Assam till the last part of 1950. The affairs of the Transport Department were looked after by an officer of the rank of Inspector General of Police at that time. With the passage of time, to cope with the necessities of changing times, a separate department under the name and style “Transport Department, Government of Assam” was introduced at the beginning of 1951. It was headed by a Secretary of the Government of Assam. Thereafter, the position of Administrative Head was occupied by a Commissioner & Secretary, and at present by a Principal Secretary. The functional head of the Department under the Government of Assam is the “Commissioner of Transport, Assam”. The

Transport Department functions at the Government level for regulation of administrative and policy matters pertaining to the Transport Department. The Minister, Transport, Assam is the Head at the legislative level.

The primary function of the Transport Department is the enforcement and implementation of the Motor Vehicle Act, 1988; Assam Motor Vehicle Rules, 2003; The Assam Motor Vehicle Taxation Act., 1936; Assam Motor Vehicle Taxation Rules, 1940; The Assam Passengers and Goods Taxation Act; and the Bengal Public Demand Recovery Act. It controls all matters relating to registration of vehicles, issue of driving licenses and enforcement activities, grant of permits, maintenance of road safety and pollution norms.

The State Transport Authority



Applicants taking the computerized learner license test

(STA) of Assam was constituted by the Government of Assam within the Transport Department under Section 68 of The Motor Vehicle Act, 1988. The Commissioner of Transport, Assam, also functions as the Secretary of the State Transport Authority of Assam. The vital functions of the state Transport Authority are to issue and renew the various road permits for transport/commercial vehicles and to fix fares of autorickshaws, tax-

is, buses and other types of public vehicles. Similarly, the District Transport Officers at the district level function as the Secretary & Regional Transport Authority. As the Secretary of Regional Transport Authority, they issue permits for transport/commercial vehicles and renew the same.

At present the Transport Department has 27 functional District Transport Offices (DTOs) to cater to the transport requirements at the district level.



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The coming of Computerization

Assam was taken up for implementation of *Vahan* and *Sarathi* – the two national standard software application for computerization of all process flows in the transport sector – as early as in 2002 under the National Transport Computerization Project. However, the project had failed to take off appreciable till 2007. An intensive study of the situation revealed that core departmental actors were apprehensive



The queue outside the cash counter

of the changeover to a computerized system as they were not properly acquainted with the envisaged system and therefore unsure of the practical impact of computerization. To overcome the information gap, a two-day workshop of District Transport Officers (DTOs), NIC District Informatics Officers (DIOs), NIC State Project Officers and senior officials of the Transport Department was organized on May 10 - 11, 2007. Extensive demos on all aspects of *Vahan* and *Sarathi* were provided to the participants,



A busy cash counter where the applicants come initially

and they were encouraged to clear any doubt that they could possibly have. That the workshop was able to break the ice became clear when an action plan was drawn up for implementation of the Project, and the DTOs of two very important districts – Kamrup and Cachar – came forward to have *Vahan* and *Sarathi* implemented in their districts. On July 18, 2007, the core modules of *Vahan* and *Sarathi* were simultaneously commissioned at DTO Cachar in Silchar.

On February 23, 2008, *Vahan* and *Sarathi* were simultaneously launched in DTO Kamrup, the biggest DTO in Assam having a vehicular load of 40 per cent of the State's total. DTO Jorhat and DTO Shivasagar were the next to follow on September 17 and September 18, 2008, respectively.

On a roll

There was no looking back after that. In 2009, thirteen more DTOs saw the commissioning of *Vahan* and *Sarathi*. In the same year, Registration Certificates (RCs) and Driving Licenses (DLs) were issued in the form of smart cards in DTO Kamrup and DTO Cachar. Work was also initiated for replication of district data to the State Register (SR), and from thereon to the National Register (NR). A Virtual Private Network over Broad Band (VPNobB) was set up for



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the flow of data from the district servers to the SR and NR.

Assam also hosted the Northeast Review Meeting for the Transport Project on February 2, 2009 where stock was taken of the progress of the Project in all the eight states of the Northeast including Sikkim. The review meeting also chalked out the future course of action to be taken up in each of the states.

Landmark 2010

2010 was a landmark year for the Transport Project in Assam. *Vahan* and *Sarathi* commissioning was completed in all the 26 functional DTOs of Assam at that time. The second big achievement of the year was the completion of the process of creation of the SR and the NR with data being replicated on a regular basis. It was again in

2010 that online issue of National Permit was started from the office of the State Transport Authority (STA) in Guwahati enabling vehicle owners to avoid much of the hassles involved in the earlier manual process, and also helping the State to register a jump in revenue earnings. Last but not the least, the launching of the computerized learner license test, STALL (Screen Test Aid for Learner License), at DTO Kamrup not only made the process of testing for Learner Licenses more transparent and reliable, but also proved to be of great utility because of its local language support in Assamese.

So far, so good, but there was still a long way to go. Even as *Vahan* and *Sarathi* were being run in new DTOs, a process of consolidation and stabilization was going on simultaneously in the DTOs already



Vahan & Sarathi inauguration at DTO Nagaon

commissioned. Each DTO started with the core modules of *Vahan* and *Sarathi*, and then went on to add other modules and extensions for bringing commercial RC, issue of smart cards, LL STALL, permits, etc. into the ambit of computerization. Keeping 26 DTOs up and running is hectic work. All the stakeholders – the State Transport Department, NIC, and the

Assam Electronics Development Corporation Limited (AMTRON), a Government of Assam undertaking responsible for printing of smartcards, worked in tandem to achieve a practical working computerized system which covered the entire workflow in the district transport offices, right from the submission of application stage to the issue of the required document



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such as vehicle registration card, driving license and permit, including renewals and issue of duplicates. There were a few stumbles. A couple of commissioned DTOs had to go back to manual systems due to electrical power, site or administrative problems. But these were also tackled and ultimately put back on the track. A Transport Control Centre was set up in NIC Assam for day-to-day monitoring of all the DTOs and any trouble shooting required. NIC Project personnel travelled extensively throughout the State of Assam whenever the situation demanded personal onsite attention. All new tax and fees revisions were being promptly updated in the computerized system. NIC Delhi and NIC Hyderabad, which are primarily responsible for all software development work related to *Vahan* and *Sarathi*, played very crucial roles

to make the endeavour successful.

Managing the Change

Change Management played a big role in successful Project roll out. The transition from physical file work to the computer was made after the breaking down of many initial psychological and familiarity-related blocks. It was decided early in the Project that all training programmes would be conducted in situ in the actual working environment. NIC Transport Project personnel travelled to all DTOs to conduct week-long training sessions at the end of which all DTO staff went through evaluation programmes. The importance of vital housekeeping activities such as taking regular backups, ensuring that the VPNoBB line is functioning for data replication, that the antivirus has the latest update and

taking proper care of ICT infrastructure had to be ingrained into all persons associated with the system. Senior officials of the Transport Department closely monitored every aspect, and issued the necessary directives to bring in the changes as smoothly as possible. With time, there was visible improvement in confidence. People started refusing to work without computers. The Department decided to complement the initial ICT infrastructure which was provided by MoRTH with more of their own. New ICT infrastructure was provided by the Assam Transport Department to all DTOs during 2010-11. The Department also put the old hardware under annual maintenance contract.

In the year 2011, High Security Registration Plates were introduced. DTO Kamrup Metro was the first to implement HSRP after

successful integration with *Vahan*. Thereafter, by 2013, HSRP was rolled out in almost all the districts of Assam. In 2013, NIC completed the third update training programme for all DTO personnel. Augmentation of the basic *Vahan* and *Sarathi* modules with other available modules and features such as LL STALL, commercial RC, permit, etc. went on in all the DTOs. Assam has achieved commissioning of LL STALL in all its DTOs.

Shift to Centralized Server on Cloud

In 2015, in keeping with the decision to shift from a distributed local server system to a centralized sever on cloud, three Assam DTOs – Kamrup (metro), Barpeta and Dima Hasao – were migrated to the intermediate *Vahan 2.0* Applet version. The other DTOs could not



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be migrated due to connectivity issues. However, recent provision of last mile RF link by BSNL to 18 DTOs has enabled them to be hooked up with the NIC NKN backbone, and opened up the avenue to migrate these DTOs to the centralized system. Work is now on to migrate all the DTOs of Assam directly to *Vahan* 4.0 and *Sarathi* 4.0 in a phased manner.

At the same time, all processes have been completed to imple-

ment Online Dealer Point Registration in DTO Kamrup (Metro) using SBI ePay gateway. A very important development in the current year is the work for updating the legacy data. Legacy data updating is in progress in DTO Kamrup (Metro), and will be taken up in the other DTOs progressively. Meanwhile, *Vahan* and *Sarathi* have been implemented in the newly set up DTO Kamrup (Rural). Apart from *Vahan* and *Sar-*

athi, a web-based revenue monitoring system has been developed under the guidance of SIO Assam as per the requirements projected by the present Commissioner Transport of Assam. The application is undergoing testing and is to be implemented very soon. This will be able to provide decision makers with important up-to-date data on revenue collection till *Vahan* 4.0 is in place in all the DTOs

of the State.

Thus the Wheel of time keeps spinning and transports the Project from one milestone to another. There is a long way to go still, but the implementation of the *Vahan* 4.0 and *Sarathi* 4.0 promises to make more online services available to the citizen, and further simplify the work flow and maintenance processes for the Department.



Chandigarh UT offers eAuction and online LL Application submission

From our Chandigarh Correspondent **Shri Vivek Verma**

The Chandigarh Transport Department, in pace with the Digital India Program, has marched further ahead by achieving new milestones in implementation of new services under *Sarathi* and *Vahan* in coordination with the National Informatics Centre(NIC).

Services under *Sarathi*

Sarathi 4.0 was launched in September 2015 at Chandigarh UT. After starting few services under *Sarathi* 4.0, now all the Driving License transactions (Learners as well as DLs) have been shifted, completely from *Sarathi* 2.0 to *Sarathi* Version 4.0. In May 2016, Chandigarh UT had started using

a Cloud-based application along with other leading states. Chandigarh RTO data is also available online at the Central repository of the Government of India for facilitating many stake holders.

The Department, in coordination with NIC, has provided citizens with the facility to submit their applications online for Learning License. It has helped citizens as well as the Department not only to cut down the rush at the RLA Office, but also to ensure more accuracy in data as it is directly entered by the applicant himself/herself. Applicants visit the transport office for STALL – Computerized Learners License test – and fee

payment, only after online submission. Efforts are on for providing ePayment facility for fee payment. It is also to be mentioned that users can submit the applications through Citizen Service Centres known as Sampark Centres running in Chandigarh Administration area.

Services under *Vahan*

Adding another feather to its cap, the Chandigarh Administration has stopped manual booking of fancy vehicle numbers and has implemented the eAuction facility enabling citizens to choose fancy registration numbers through the online auction system. The Chan-

digarh Transport Department has started online eAuction of fancy registration numbers of the series “CH01BG” using *Vahan* through the National Portal <http://parivahan.gov.in> . The citizen-centric online system provides applicants with the freedom of submitting their choice of fancy numbers from within a range notified by the Department for registration of their vehicles.

The module, developed by NIC, ensures smooth and successful handling of the activity by the Department bring in transparency and ease of use for the applicants. The Department issued a public notice for starting the service from April, 26, 2016 and the auction results

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were declared on May 05, 2016 at 5 PM. A total number of 420 applicants had applied, and 360 fancy numbers were issued through this system. A detailed report is available at the portal.

Website of Chandigarh Transport Department

The Chandigarh Transport Department Website/Portal <http://chdtransport.gov.in>, developed and maintained by NIC, is a great help for citizens to obtain complete information on services, procedures and guidelines from the Transport

Department, Chandigarh. There is detailed information about the Department and its activities on the website.

Regular updating of services, administrative changes, hyperlinks to related websites make the website a great information resource for the public, and enables it users to learn about all new initiatives and services so that they can take advantage of the same. Recent implementation of online services for Learners Licence and eAuction of fancy registration numbers were also notified through the website along with the requisite steps to be followed to avail these services.



The screenshot shows the Sarathi website interface for the Ministry of Road Transport & Highways, Government of India. The header includes the Sarathi logo, the ministry name in Hindi and English, a search bar, a language dropdown set to English, and a date/time display (15-05-2016 11:00:26 AM). A 'Login' button is visible in the top right. The main content area features a large image of a highway and a 'Welcome to Ministry of Road Transport & Highways' message. Below this, there is a 'Driving Licence' menu with options: Apply Online, Upload Documents, Appointments (Slot Booking), Fee Payments, Modify Applications, Enquiry on Slot Availability, Cancel Appointments, Licence Details, Download Forms, LLTEST (STALL), and Other Links. A 'Vahan direct' logo is also present. The footer contains the NIC National Informatics Centre logo and the text 'Designed, developed and hosted by National Informatics Centre' and 'india.gov.in The National Portal of India'.

Website of the Transport Department of Chandigarh

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 **MINISTRY OF ROAD TRANSPORT AND HIGHWAYS**
Government of India

English

Home User Other Services Public Login

VAHAN is the flagship e-Governance application under National Transport Project

SHOW FINAL RESULT

Registration Mark Of Choice:	Unique Acknowledgement Number(UAN):	Applicant Name:	Reserve Price:	Final Auction Price:
0001	FNCH160400001894	M/S CLOUDSTEER TECHNOLOGY PVT LTD	50000	554000
0007	FNCH160400002204	AMARPREET KAUR	30000	305000
0008	FNCH160400003517	SHAVETA SINGLA	30000	215000
0009	FNCH160400003638	DEEPAK SHARMA	30000	215000
0011	FNCH160400004214	AMRITPAL SINGH	30000	86000
0012	FNCH160400004131	AMANDEEP SINGHLA	20000	69000
0013	FNCH160400000860	PARDEEP SINGH	20000	41000
0014	FNCH160500000462	KRISHAN LAL CHOPRA	20000	36000
0015	FNCH160500000125	JITIN KALRA	20000	34000
0016	FNCH160500000310	MANGESH SONI	20000	21000
0018	FNCH160500000551	NARSINGH DASS ACHINT	20000	21000
0019	FNCH160500000629	M/S BALJWA DEVELOPERS LTD	20000	74000
0020	FNCH160400001239	TORQUE MASTER TOOLS PRIVATE LIMITED	20000	44000
0022	FNCH160400002477	SHAMS LEGAL LLP	30000	35000
0023	FNCH160400004299	VIRINDER BHARDWAJ	20000	32000
0024	FNCH160400000578	SATYA PAL JAIN	20000	68000
0025	FNCH160500000847	DIVYA SINGLA	20000	67000
0026	FNCH160400003197	G.G.S POULTRY FARM'S	20000	21000
0027	FNCH160400003038	M/S SHARP ENGINEERS	20000	40000
0028	FNCH160400001943	OM RATTAN	20000	51000
0029	FNCH160500000492	VIRENDER PAHWA	20000	20000
0030	FNCH160400002991	RAVINDER KAUR	20000	41000
0032	FNCH160400004069	M/S PLUTO SOFTWARE PVT. LTD.	20000	29000
0033	FNCH160400003468	MOHIT MINERALS PVT LTD	30000	47000
0036	FNCH160400000846	M/S E C BLADES & TOOLS PVT LTD	20000	26000
0037	FNCH160400002017	ASHISH GARG	20000	28000
0040	FNCH160500000177	DR ANAND JINDAL	20000	20000
0043	FNCH160400003958	ASHA KIRAN	20000	50000
0045	FNCH160500000223	JAISWAL TRADERS	20000	26000
0047	FNCH160400000514	SHAM LAL	20000	21000
0050	FNCH160400003294	AMAN SECURITY & DETECTIVES	20000	35000
0052	FNCH160400000398	MANCHANDA STEEL INDUSTRIES	20000	21000
0054	FNCH160400000894	VIJAY KUMARI	20000	42000
0055	FNCH160500000036	BIKRAMJIT SINGH	30000	32000
0060	FNCH160500000094	SAROOP SINGH	20000	21000
0072	FNCH160400004220	MRM INFOTECH PRIVATE LIMITED	20000	23000

<http://parivahan.gov.in>

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The screenshot shows the website interface for the Chandigarh Administration Transport Department. The page is titled "e-Auction" and provides information about the online auction process for fancy registration numbers. It includes a navigation menu, a sidebar with a tree view, and a main content area with a table of important dates and a table of minimum reserve prices for various registration marks.

Transport Department Chandigarh Administration

Navigation: HOME | ABOUT US | SERVICES | PROCEDURES & FORMS | ACTS & RULES | FEES & TAXES | FAQs | RTI | CONTACT US

Left Sidebar: eAuction > eAuction of Fancy Registration Number

Main Content: e-Auction

The procedure of online auction will be available on National Transport website: <https://parivahan.gov.in/fancy> and the link of the same will be available on the Chandigarh Administration, Transport Department website: <http://chdtransport.gov.in/>.

Important Dates

Registration Start Date for participating in e-Auction	Registration Close Date for participating e-Auction
26.04.2016	02.05.2016
Auction Start Date	Auction Close Date
03.05.2016 (10.00 AM)	05.05.2016 (05.00 PM)

The reserve price for Non-Transport Vehicles which has been fixed by the Chandigarh Administration against each special number is as follow:

S.No.	Registration Marks/numbers	Minimum reserve price
1.	0001	Rs. 50,000/- (Rs. Fifty Thousand)
2.	a) 0002 to 0011	Rs. 30,000/- (Rs. Thirty Thousand)
	b) 0022, 0033, 0044, 0055, 0066	
	c) 0077, 0088, 0099, 0100, 0101	
3.	a) 0012 to 0021	Rs. 20,000/- (Rs. Twenty Thousand)
	b) 0023 to 0032	
	c) 0034 to 0043	
	d) 0045 to 0054	
	e) 0056 to 0065	
	f) 0067 to 0076	
	g) 0078 to 0087	
h) 0089 to 0098		

eAuction of fancy registration numbers



National Conference-cum-Workshop on implementation of new Transport Applications

From Joydeep Shome, HoD, Transport Informatics, NIC

New Delhi, September 01, 2016: A one-day national conference-cum-workshop on the implementation of new transport applications was held for transport commissioners of states and union territories on September 01, 2016, in the media hall of the Ministry of Road Transport and Highways (MoRTH), Parivahan Bhawan, New Delhi. The conference-cum-workshop was also attended by senior officials of MoRTH and the National Informatics Centre (NIC).

The workshop exposed the participants to new transport applications such as *Vahan 4.0*, *Sarathi 4.0*, *eChallan* and *mParivahan* which are being rolled out all over the

Country. *Vahan 4.0* and *Sarathi 4.0* are web-based centralized applications for vehicle registration and driving licensing respectively; while *eChallan* and *mParivahan* are mobile applications relating to enforcement and digital documents and services delivery through mobile phones and other communication gadgets.

Shri Priyank Bharti, Director MoRTH, welcomed all the participants to the conference-cum-workshop. Delivering the keynote address, Smt



DDG NIC Shri Sanjay Singh Gahlout addressing the conference. On the dais from right: Smt Neeta Verma, DG, NIC, Shri Abhay Damle, Joint Secretary, MoRTH, Shri Priyank Bharti, Director, MoRTH

Neeta Verma, Director General, NIC, dwelt on the availability and adoption of latest technologies in government projects. She urged all

officials to adapt to the paradigm shift in technology application that is taking place in India and all over the world. She emphasized on the

Turning Wheel

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commitment of NIC in providing the best services and technical support to enable the Transport Project to meet the requirements of all concerned.

Joint Secretary MoRTH, Shri Abhay Damle gave a brief introduction to the National Transport Project and outlined the objectives of the conference. He explained the necessity and advantage of adopting the new applications, and also briefly dwelt on the new initiatives, changes and policies that the Ministry is working on for improving the whole transport eco-system. He exhorted all the states to adopt and implement the new centralized applications at the earliest in view of their many useful benefits and merits.

Shri Sanjay Singh Gahlout, Deputy Director General, NIC, who is the national head of the Trans-



A view of the participants

port Computerization Project, emphasized on the proper balance of roles and responsibilities between the user department and the technology provider for success of any ICT project. He gave an account of the achievement of the National Transport project and the future roadmap for implementation of *Vahan* 4.0 and *Sarathi* 4.0 across the Country. He also elaborated on the new mobile initiatives – *eChallan*

and *mParivahan* and their transformative potential.

The first session of the workshop started off with a presentation by NIC which provided information on the background of the Transport Project, its status and achievements, details of *Vahan* 4.0 and *Sarathi* 4.0, mobile initiatives that were being rolled out, the roadmap envisaged, issues and challenges being faced, etc. The participants

were informed that the new *Vahan* 4.0 had already been rolled out in 41 RTOs across 8 states; *Sarathi* 4.0 in 147 RTOs across 14 states; and *eChallan* in one pilot RTO in Lucknow. The detailed implementation status, issues and challenges in implementation and roadmap envisaged were reviewed for each state and union territory. There were discussions on online citizen-centric applications which are part of the *Vahan* 4.0 and *Sarathi* 4.0 applications.

The afternoon session of the conference dwelt on specific problems related to implementation of the new applications. Detailed presentations were made by NIC *Vahan* and *Sarathi* development teams presenting various issues and challenges being faced in the implementation process. The state transport officials joined in the interactive discussions that accom-

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panied each of these issue points and gave their views and suggestions. They also raised pertinent queries and urged MoRTH to take necessary action on the issues.

State Variations

One of the main challenges in implementation that was discussed threadbare was the inter-state variations in processes, formats and workflow that were proving to be a stumbling block. Variations with respect to the registration process, number allocation, effective date of MV Tax, fine/penalty calculation policy, fancy number allocation process, retention and swapping of numbers and many other points needed to be addressed separately for each state within the common software.

It was agreed that though states have independent jurisdiction in many areas such as tax structure, permits, enforcement, etc., a uniform process, uniform forms, receipts and system outputs should be adopted for all common functionalities. It was suggested by the officials present that MoRTH should set up a small committee/ group comprising representatives from different states who would look into the various practical as well as legal issues involved in such cases and bring out a uniform process/ policy for various issues of concern for adoption by all states.

Variations in Classes of Vehicles

Another important issue deliberated on was the adoption of common classes of vehicles across all states and union territories. The difference with respect of Class of

Vehicle (CoV) for the purpose of Learner/Driving License as adopted in different states poses a major issue in implementing *Sarathi* 4.0 in many states. At present, the CMVR specifies 9 CoVs, but different states have adopted different sub-classifications leading to a to-



Vahan Team Head, Shri Joydeep Shome, STD, NIC making his presentation

tal of up to 36 CoVs, thus causing major inter-state inconsistency and enforcement problems. It was decided that a sub-committee would look into the matter on an urgent basis and suggest its recommendations to MoRTH. Accordingly, a committee was formed by JS(T) with the verbal acceptance of the transport commissioners/ senior officials of a few states, and it was decided that the committee would deliberate on the following day (September 2, 2016) and submit its recommendations.

Alternatives for Smart Cards

The inability of smartcards to provide the expected enforcement solution was also raised in the workshop. Despite many implementation complexities and high cost to citizen, on ground imple-

mentation of smartcards as an enforcement medium has lagged behind due to lack of deployment of on-the-spot hand-held terminals for immediate access to the data inside them as well as the lack of an online updating mechanism for the database. The participants discussed the viability of alternative options such as paper-based cards, or plain plastic cards (low or no cost options), or polycarbonate cards (costly, but durable and with many security features) or virtual DL/RC (latest option, but needs legal validity). The Joint Secretary, Transport, desired that DL/ RC, in whatever format, should have uniform design features across the Country. He requested NIC to submit a proposal providing a proper common design for the same.

Biometrics Capturing

NIC apprised the participants that the concept of capturing and storing biometrics at local level needs to be reviewed as it is not likely to provide any pertinent benefit in the context of the license issuing process. The storage of biometrics at the national level using the current specifications is of no use and adds to the complexity of the process. This requirement is not defined in the CMVR also. Rather, Aadhaar-based bio-metric authentication could provide a simple, practical and efficient alternative. MoRTH agreed to look into the matter.

Data Replication Issues

The issue on irregular data transfer from states to the State and National Registers was highlighted, and it was informed that many RTOs are lagging by months and even years,

due to which the Transport National Register is showing no data or very old data for these RTOs. All states were requested to ensure upkeep of the connectivity for data replication. In case of long-term downtime, states were requested to provide manual data dumps from these RTOs through local NIC units.

Problems in Data Quality

Data quality issues in the National Register was highlighted, and it was mentioned that various issues such as duplicate records, inconsistent, junk, blank fields/records etc. needed to be addressed. NIC also informed that a detailed analysis/audit on the data quality issue was made in 2015, and the detailed record-wise report had been submitted to each state for further action. The identified problems need

to be addressed as far as possible at the root (RTO) level itself by the states concerned. NIC would provide necessary technical support in this regard.

Need for Process Re-engineering

A number of transport commissioners/senior officers from different states and union territories pointed out difficulties in adopting certain newly developed/ proposed

services due to the prevalent acts, rules and policies not being in sync with present day requirements. As for instance, online service for citizens is restricted by the need to (a) submit original documents, (b) submit signed requests etc., which limit the scope of online service delivery. It was agreed that there was need for process re-engineering to take advantage of the new technological options for better

delivery of service to citizens. MoRTH agreed to look into the matter. It was also intimated that a committee formed to reduce and optimize the various forms has already given its recommendations. More such action would be considered.

Robust Network Requirement

The biggest issue in the implementation of online, web-based *Vahan*

4.0 and *Sarathi* 4.0 is attributed to the non-availability of proper network infrastructure in many states. The ensuing discussion revealed that some states have already taken the lead in creating robust network connectivity for all their RTOs, while others are still in the process. Many states also requested for financial assistance in creating a proper network infrastructure.



Puducherry RTO switches over to Online Application submission

From our Puducherry Correspondent **Shri P Shridharan**

Puducherry July 27, 2016- On-line submission of Learner License (LLR) and Driving License (DL) applications at the Regional Transport Office, Puducherry (PY01) was inaugurated on July 27, 2016.

The new LLR/DL applications can now be accepted online through driving schools, educational institutions and Common Service Centers, from the applicant's own Internet access or any internet browsing centre. Applications for various services on DL such as renewal, additional endorsements, etc., can also be submitted online. The Transport Department is planning to allow the applicants to

book slots for their LLR test in advance and allow the candidates to take the computer-aided screening test viz. STALL (Screening Test Aid for Learning Licence) subsequently in a phased manner. Integration of e-payment which enables the applicant to pay the fees online through the State Bank of India (SBI) for services on LLR/DL is also planned to be introduced soon.

To begin with, all new LLR applications were accepted through the new web-enabled version of *Sarathi*, and LLR was delivered to the public. Data migration work was taken up subsequently and the legacy data was migrated to *Sarathi*

4.0. Now all the services on DL are rendered through *Sarathi* 4.0.

The new *Sarathi* 4.0 is definitely a value addition to the existing system. It is yet another significant



MVI handing over Learner licence generated through new Sarathi 4.0 at Puducherry (PY01)

Turning Wheel

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milestone in the journey of NIC Puducherry in ushering in Information and Communication Technology (ICT) in Transport sector with their robust technical team.



Newspaper clipping about the introduction of online application for LLR/ Puducherry (PY01) DL, published in Dhinakaran, a Tamil daily news paper



Vahan 4.0 inaugurated in West Bengal pilot ARTO

From our West Bengal Correspondent **Dr Tapash Kumar Das**

Kasba, West Bengal, September 28, 2016: Hon'ble Minister for Transport, Sri Suwendu Adhikari, West Bengal inaugurated the *Vahan* 4.0, online web-based software developed by NIC at the pilot site at ARTO, Kasba (Public Vehicles Department, Kasba Unit) on

September 28, 2016. The Inaugural function was also attended by the Shri Alapan Bandyopadhyay, Principal Secretary (Transport), and other senior officers from the Transport Department. Shri Kamal Kumar Poddar, DDG & SIO,

West Bengal and Shri Joydeep Shome, Senior Technical Director and HoD, Transport Informatics Division were also present on the occasion.

The State Informatics Officer, NIC, West Bengal gave a brief



Dignitaries on the dais during the inauguration

presentation on the technologies and best practices adopted and assured continuous support to the Department. The Principal Secretary Shri Alapan Bandyopadhyay, IAS, expounded the advantages of the *Vahan* 4.0 system. The

Hon'ble Minister appreciated the work done by NIC. He stressed on the need to implement the system across the State. The Hon'ble Minister also distributed tax receipts generated by the new *Vahan* 4.0 software.



Hon'ble Minister delivering his speech

What is Happening Where

In Puducherry, with the successful launch of *Sarathi 4.0* at Puducherry main office (PY01), efforts are now on for integration of e-payment with *Sarathi 4.0* which will pave way for the applicant to pay the fees online pertaining to the services on LLR/DL through SBI payment gateway. Work is in progress for the introduction of Computer aided test for LLR(STALL)

In Nagaland, data cleaning for the District Transport Office, Dimapur is on the anvil and it is envisaged to roll out the online applications of *Vahan 4.0* and *Sarathi 4.0* during the month of October 2016, at the District Transport Office, Dimapur as the pilot site.

In Assam, a plan has been drawn up for roll out *Vahan 4.0* and *Sarathi 4.0* across 18 District Transport Offices (DTOs) by March 2017. *Vahan 4.0* will be commissioned in DTO Goapara, which is the pilot site, by November 10, 2016.





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Rubaiyat-ul Ali
Technical Director,
NIC Assam

Rubaiyat-ul Ali is the Assam co-ordinator of the National Transport Computerization Project. He is a Civil Engineer who joined NIC Assam as the District Informatics Officer for North Cachar Hills (present Dima Hasao) in January 1990, after an initial foray in career journalism. In early 1991, he was transferred to NIC Delhi, and entrusted with the responsibility of bringing out a national newsletter for the Organization by its founder Dr N Seshagiri. The first issue of the newsletter – *Informatics* – was released in 1992, and Rubaiyat-ul Ali worked as its editor for the next five years till he was transferred back to Assam in 1996. He was one of the first members of the NIC Multimedia Applications and Presentation Division (MMAPD), and worked for the Division during his tenure in Delhi. He has also worked for the NIC affiliates – National Information & Technology Promotion Unit (NITPU) and National Informatics Centre Services Incorporated (NICSI), in Assam. He is currently posted at the NIC Assam State Centre.

Rubaiyat-ul Ali has been associated with the National Transport Project in Assam since its initial days. His dream is to see a fully digital Transport Sector in Assam where citizens are able to avail most services online, and the Department is able to render these services effortlessly.

Rubaiyat Ali's wife, **Smt Naina Begum**, is an Electronics & Communication Engineer, and works as a Technical Director in NIC. They have a son **Masnavi-ul Ali** who is in the third year of his MBBS course, and a daughter **Rubaiyana Taskin** who is in Class XI.

Rubaiyat Ali's passion is writing, and he writes on a variety of topics for a number of publications, including newspapers and magazines. He is an avid reader, and enjoys playing the violin as a mode of relaxation.





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:: **Project Coordinators** ::

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