Citizen Centric e-Government
State Consultation Workshop
February 19, 2013
A line department of the Transport Department, Government of Kerala

Formed in 1st June 1958 as per Section 133-A of Motor Vehicles Act, 1939.

MVD family:

1 Head Office – Transport Commissionerate
4 Zonal Offices
18 Regional Transport Offices
55 Sub Regional Transport Offices
19 Motor Vehicle Check Posts

MVD services:

Citizen services – Licences, Registration, Permits
Enforcement activities
Revenue Collection
<table>
<thead>
<tr>
<th>Registration</th>
<th>Licences</th>
<th>Permits</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Temporary registration</td>
<td>1. Issue of Learners Licence</td>
<td>1. Temporary permit</td>
<td>1. Grant of licence to Pollution Testing Centres</td>
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<td>2. New registration</td>
<td>2. Issue of Fresh Licence</td>
<td>2. Fresh Permit</td>
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<td>3. Re-assignment of registration mark (RMA) for other State vehicles</td>
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<tr>
<td>12. Reservation of registration number</td>
<td>12. International Driving Permit</td>
<td>12. Recommendation letter for extension of permit in other States</td>
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<td>15. Issue of Fitness Certificate to Transport Vehicles</td>
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<td>15. Vehicle replacement</td>
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<td>16. Issue of Trade certificate to vehicle dealers</td>
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<td>16. Change of Address</td>
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Implementation of Motor Vehicles Acts and Rules
Control of automobile pollution
Implementation of road safety measures
Enforcement work at border check posts
Revenue collection Services

- Collection of vehicle tax
- Collection of one time CESS for vehicles
- Collection of fees for various services
- Collection of compounding fee / penalties
<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Vehicles</th>
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<td>2004-05</td>
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<td>2010-11</td>
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<td>2011-12</td>
<td>68,93,314</td>
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<td>Missing data</td>
<td>7 lakhs approx.</td>
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Fully Automated Services of the Transport Department

Introduction:
- Implemented as Build Operate Maintain Transfer (BOMT) scheme.
- Service Provider selected by tender process.
- Project declared ‘Go-Live’ from 2007 onwards.
- Present Service Provider: M/s C-DIT w.e.f. 01.07.2010.

Objectives:
- Total computerization of all the offices of the department.
- Provide efficient, transparent, faster and quality services to the citizens.
- Better facilities and ambiances to the citizens in the offices.
- Better working conditions to the staff.
- Digitization of manual records of licences and registration books.
- Total network connectivity through KSWAN between all the offices of the department.
A comprehensive and user-friendly software developed by the National Informatics Centre, Kerala to automate all the citizen services of the department.

**Salient features:**

- Customized ‘Vahan-Sarathi’ software.
- Developed in the year 2003.
- Automation of all works related to licences, registration, permit & enforcement.
- Digital workflow.
- Tracking of applications.
- Biometric login for security.
- Ease of use.

The latest version, SMART Move 7.2 introduced in all offices.
Automation of services was envisaged with a view by keeping in mind the citizen as the owner and participant in the creation of public services.

**Characteristics:**
- User oriented public services through the use of modern technology.
- Increased transparency.
- Increased accessibility.
- Improved quality of the documents.
- Improved trust in Government and Democracy.

**Advantages to Government:**
- Achieve essential efficiency gains.
- Improvement in service delivery.
- Increase in usage of online services and improve sustainability.
- Encourage investment in e-Governance.
- Improved satisfaction of citizen with the Government.
Challenges faced:

- Full-fledged back-end computerization achieved through SMART Move software and FAST Project.
- Intranet connectivity among all the offices through KSWAN. The connectivity has to be stabilized and bandwidth to be improved for providing uninterrupted services.
- All employees have been trained in using the modern technologies for providing services to the citizens.
- Provision of modern infrastructures and facilities to the employees and citizens.
The Motor Vehicles Department is providing the citizen services through various media. A citizen can use any of these media to get his service.

- **E-kiosk:** Kiosks have been placed in all RTO/SRTO to avail various information services to the citizens.

- **World Wide Web:** Online services through department website www.keralamvd.gov.in.

- **Mobile phones:** Information services made available through SMS via mobile phone technology under the M-Governance platform.

- **E-mail:** Citizen can send complaints and their feedbacks to the mail id of the Nodal Officer, Smart Support Group, nossg@keralamvd.gov.in or tcoffice@keralamvd.gov.in and immediately reply will be sent to the citizen.

- **Common Service Centres:** Collection of fees and non-transport vehicle tax through FRIENDS Jenasevakendrams and submission of online applications through Akshaya Kendras.
Citizen Centric Services through Kiosk
Practice for Learner’s test.
Information on licences and vehicles
Calculate tax dues of a vehicle.
Change driving test date.
View allotted registration number of a newly registered vehicle.
Information on reserved numbers.
Touch screen facility
Citizen Centric Services through Online
Citizen Centric Services through Online

http://www.keralamvd.gov.in

- Official website of the Motor Vehicles Department.
- Launched in the year 2008.
- Envisaged to provide information and services anytime anywhere.
- Developed using JOOMLA – an open source content management system.
- Web server hosted at the State Data Centre.
- Data & Information from all offices are available.
- Facility to view details of licences and vehicles.
- Facility to know the status of applications.
- Facility for online applications through dynamic interactive web pages.
- Software for online applications developed in PHP5 open source.
- Central database developed in open source Postgre SQL.
- Licence & Vehicle data synchronized with National Register.
Government as per G.O. (Rt) No. 06/2012/Trans dated 04.01.2012 have accorded Administrative Sanction for the implementation of e-payment facility in the Motor Vehicles Department. At present, only the customers of State Bank of Travancore and State Bank of India can use e-payment for remitting fees and tax.

For guidelines click here
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<th>G2B</th>
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<td>Enforcement Automation</td>
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<td>Addition of Class</td>
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<td>Duplicate License</td>
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<td>RMA</td>
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<td>Certificate of Fitness</td>
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<td>Application Status</td>
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<td>Mock test - LL</td>
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Licences

✓ Learner’s licence
✓ Licence particulars
✓ Change of Address
✓ Additional Endorsement
✓ Duplicate
✓ Renewal
✓ Change of Address (outside state)

Permits

✓ Fresh Permit
✓ Permit Renewal
✓ Authorization Renewal
✓ Permit Transfer
✓ Permit Cancel

Vehicles

✓ RC particulars
✓ Duplicate RC
✓ Change of Address in RC
✓ Registration Renewal
✓ Endorse Hypothecation
✓ Cancel Hypothecation
✓ Transfer of Ownership
✓ No Objection Certificate
✓ Re-assignment
✓ Booking CF test date
✓ Complaint Registration
Online G2C Services

E-applications features

- Forms in HTML format.
- Easy to fill in the information.
- Automatically filled forms in PDF format delivered to the citizen with unique application ID.
- Data provided are automatically forwarded to the central data server of the MVD every 10 minutes and can be accessed by the particular office.
- Automatic retrieval of data from the central server when providing the application ID.
- Services to the citizen can be disposed efficiently and quickly.
- Service available to the citizen anytime and anywhere.
**Licence Details:** Details of licence holder with photo

**Vehicle Details:** Essential details of vehicles registered in the State.

**Allotted Numbers:** Registration numbers of newly registered vehicle.

**Temporary Registration:** Details of temporary registered vehicles in all the offices of the department

**RTO File Status:** Status of applications submitted in all the offices.

**CALLS-Mock Test:** Practice test for Learner’s licence test.

**Enforcement Login:** Provided to the enforcement agencies like Police, Excise etc to view vehicle and licence details of suspected drivers.

**Number Booking Status:** Status and availability of reserved numbers.

**Number Booking History:** Status of previously reserved numbers.

**Identify Vehicle:** Identify a vehicle by providing chassis number or engine number.

**Tax Calculator:** Calculate the tax amount due to a vehicle by providing the registration number.

**STA File Status:** Status of permit applications of All India Tourist Taxi and other national/inter state permit vehicles can be tracked.
E-payment for fees for all services and tax for non-transport vehicle introduced in Thiruvananthapuram district. This facility will be shortly implemented in all the offices of the State.

Benefits:
• The customer has the ease of payment from home/office.
• Reduced queue at office counters of the MVD.
• Reduction in handling of financial instruments like cheques, drafts, and currency.
• Anytime anywhere payments offering relief for outstation customers.
• The amounts collected are credited to the Government Account at the same day, i.e. faster than the present method.
Citizen Centric Services through Mobile
MVD officers using online facility to view details through mobile phones.
Citizen Centric Services through Mobile

As part of M-Governance, the department is providing selected information services through mobile using SMS technology to the citizens. Messages in specific format can be send to the short code 53725 / 537252 for availing the services.

Launching of Mobile Services was done by the Secretary to Government, Transport on 26.05.2010.

**Advantage of Mobile Services**

- Service available 24 x 7 x 365 hours.
- Instant service available at the fingertips of the citizen.
- Geographic and demographic coverage is maximum.
- Anytime Anywhere Mobile service.
- No technical concept need to be known.
Citizen Centric Services through Mobile

Vehicle Details:

MVD V <vehicle no.>

Eg:- MVD V KL 01 AX 6759

Essential details of vehicles

Details Known: Vehicle no., Office, Owner name & w.e.f, Class of vehicle, Maker’s name, Colour, Tax Paid, Hypothecation details.

STA Permit Application Status:

MVD P <vehicle no.>

MVD P KL 01 AD 6799

Status of permit applications in STA

Details Known: Vehicle no., Office, Status, Date

Application Status:

MVD A <inward no.>

Eg: MVD A 1/112/2010

Status of applications in RTO/SRTO

Details Known: Vehicle no., Office, Service, Status, Date

Allotted Number:

MVD N <inward no.>

MVD N 1/33718/2010

Registration number of newly registered vehicles.

Details Known: Vehicle no., Office, Owner, Chassis no, Class of vehicle
Citizen Centric Services through Mobile

Vehicle Tax:

*MVD T <vehicle no.>*

_Eg:- MVD T KL 01 AQ 9378_

Tax amount due to a vehicle.

_Details Known:_ Vehicle no., Office, Tax period, Tax amount due

Vehicle Number Booking Range:

*MVD F <office code>*

_Eg: MVD F 01_

Current range and series of numbers that can be booked in advance.

_Details Known:_ Office, Status as on <date>, Booking range, Booking series, Booking time.

Vehicle Number Booking Status:

*MVD F <booked no.>*

_MVD F KL 01 AY 2722_

Status of a reserved number

_Details Known:_ Office, Status, Number of applicants

Help:

*MVD HELP_

List and formats of all services available through SMS.
The Department has started a new innovative venture called ‘FAST TRACK’ which envisages to provide instant services to the citizens through a single visit.

**Characteristics:**

Service available only if the applicant comes in person.

Service delivery within 30 minutes of the submission of application.

Two counters at RTO level and one counter at SRTO level.

Working time: 10 am to 5 pm.

Facility to take photos of the applicant in the counter.

Available to selected citizen centric services.

Submission of fees and application at the same counter itself.

Application forms provided from the counter itself.

Documents are delivered by hand to the applicant after service the same day itself.

Facility to apply online.
FAST TRACK COUNTERS: Services

• Driving License:
  a. Renewal
  b. Change of Address
  c. License Particulars
  d. Duplicate (on surrender of original)

• Conductor License:
  a. Renewal
  b. Change of Address
  c. License Particulars
  d. Duplicate (on surrender of original)

• Vehicles:
  a. Transfer of ownership (NTV)
  b. Change of Address
  c. Hypothecation Noting
  d. Duplicate (on surrender of original)
  e. Registration Certificate particulars

• Permit:
  a. Motor Cab Permit Renewal
  b. Autorickshaw Permit Renewal
**E-District Project:** 25 citizen services including payment of fees and tax have been proposed for delivering through Akshaya kendras. The facility will enable access of the services to the citizen at the root level of administration.

**State Service Delivery Gateway:** 11 Services of MVD to be provided through this common portal.

**FREES:** Friends Re-engineered & Enterprise Enabled software enables online updation of data at FRIENDS every 10 minutes automatically to the MVD central server. Facility for correction of MVD data has also been provided in the MVD module. It has been implemented at Thiruvananthapuram and soon will be implemented in other districts.

**IDEAS:** Online file tracking system for general applications has been implemented in Transport Commissionerate. Implementation in rest of the offices is in progress.

**SPARK:** A G2G service for processing of employee salary implemented in all the offices by January 2009 itself. Disbursement of salary through bank has been started in Transport Commissionerate and RTO, Thiruvananthapuram and will soon be completed in other offices.

**Form vending machine** has been provided at RTO, Thiruvananthapuram as a pilot scheme to provide application forms for various services.

**Fee payment kiosks** are being conceptualized to be established at various citizen concentric locations and common service centres to facilitate payment of fees for various services.

**Aasthi:** An online web application under G2G service is planned to be installed at all the offices for effective monitoring and maintenance of ICT equipments so that hampering of citizen services can be avoided to a minimum.
Our Partners

SMART Move software & Website : National Informatics Centre
FAST Project : M/s ECIL – 2007-2010
                M/s CDIT – 2010 onwards
KSWAN : Kerala State IT Mission
Mobile hosting services : M/s MobME Wireless Solution
Thank You