

**GOVERNMENT OF TRIPURA
TRANSPORT DEPARTMENT
AGARTALA, TRIPURA**

Approved date

Expression of Interest

The Transport Department, Government of Tripura, invites applications from certified Manufacturers / OEMs who are empanelled by the Ministry of Road Transport and Highways (MoRTH), Govt. of India for sale, installation and maintenance of AIS-140 certified Vehicle Location Tracking (VLT) devices with emergency systems for public service vehicles. This EOI is called in accordance with the Central Motor Vehicle Rules and Guidelines issued by the Ministry of Road Transport and Highways (MoRTH).

The SOP documents can be directly procured from the office of the Joint Transport Commissioner, Paribahan Bhawan, Agartala or downloaded from Government of Tripura Websites: <https://transport.tripura.gov.in> and www.tripura.gov.in

The last date of receipt of hard copy of application is 20th February, 2025 (20/02/2025).

Signed by Richard J.

Lalnunkima

Date: 05-02-2025 11:45:22

Joint transport Commissioner

Transport Department
Government of Tripura

REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Registration of Manufacturer for Vehicle Location Tracking (VLT)

Devices (AIS-140 Certified) with Emergency System for Public Service Vehicles and National Permit Vehicles, in State of Tripura



স্বাধীনতা
ত্রিপুরা সরকার

SOP No.: 1/2025 Tripura

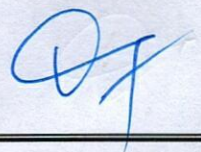
Dated: 05-02-2025



Issued by: Transport Department
Govt. of Tripura, Agartala, Tripura
E-mail ID – jtc.agt-tr@gov.in

REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

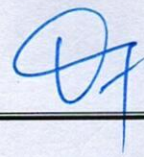
1.	Listing Ref. No.	
2.	Name of the Department	Transport Department, Government of Tripura
3.	Non-Refundable Application Cost	<p>The application shall be submitted along with registration fee of Rs. 10,000/- (Rupees ten thousand only). It can be submitted through demand draft in favour of "The Transport Commissioner, Tripura" payable at Agartala for each VLT model.</p> <p>Note: For additional VLT models being submitted for registration, the manufacturer shall submit an additional fee of Rs. 10,000/- (Rupees Ten thousand only) for each model.</p>
4.	Call for Applications	<p>Soft copy can be downloaded from the website of Transport Department, Tripura https://transport.tripura.gov.in</p> <p>Hardcopy can be bought from the Transport Department, Paribahan Bhavan, Agartala, Tripura</p>
5.	Start date of submission of application along with 2 VLTs of certified AIS-140 devices by Manufacturers	07/02/2025 onwards
6.	Performance Guarantee	<p>A performance guarantees (in Form of Bank Guarantee or DD) for VLT Manufacturer registered 5,00,000/- (Rupees Five Lakhs only) to be submitted with the application form. Performance Guarantee not submitted with the application form shall not be considered.</p> <p>Note: For additional VLT models being submitted for registration, the manufacturer shall submit an additional fee of 1,00,000/- (Rupees One Lakhs only)/- for each model.</p>



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1. Background

1.1. Regulatory Compliance requirement for VLT devices with Emergency Buttons

Reference:

- 1) MoRTH, Central Government, Notifications dated: 28.11.2016 (GSR-1095 E), 25.10.2018 (S.O. 5453 E and 5454 E) and 2.11.2018 (GSR 1081 E)
- 2) MoRTH, Central Government Notification dated: 15.01.2020 (Scheme for Implementation of "Development, Customization, Deployment and Management of State-wise vehicle tracking platform for Safety & Enforcement as per AIS-140 Specifications", in States / UTs under Nirbhaya Framework)
- 3) MoRTH letter no. RT-23018/37/2021-T dated 24th April 2021 regarding Fixing of VLT Devices on Vehicles Carrying Oxygen (Oxygen tankers and Argon and Nitrogen tankers converted to carry Liquid Medical Oxygen),
- 4) AIS-140 Standard including amendment 1 (11th December' 2017) & Amendment 2 (5th December' 2018)

2. Scope of the Project

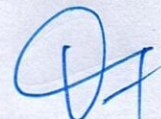
2.1 As per CMVR Rule 125 H. Provision of vehicle location tracking device and emergency button.

All public service vehicles, as defined under clause (35) of section 2 of the Act, shall be equipped with or fitted with vehicle location tracking device and one or more emergency buttons:

Provided that this rule shall not apply to the following category of vehicles, namely:

- A. Two wheelers
- B. E-rickshaw
- C. Three wheelers; and
- D. Any Transport vehicle for which no permit is required under the Act.

2.2 Transport Department plans to track all public service vehicles as defined under section 2(35) of the Motor Vehicle Act, 1988 (MV Act) means any motor vehicle used or adapted to be used for the carriage of passengers for hire or reward, and includes a maxi cab, a motor cab, contract carriage, and stage carriage, shall mandatorily be equipped with the Vehicle Location Tracking Device (VLTD) along with one or more emergency button in compliance with the standard of AIS-140 in State of Tripura, in phased manner. These vehicles should be tagged with VLT devices in State



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Registration & Fitness application. The owners of the vehicles should purchase the VLT devices from registered VLTD manufacturers.

2.3 VLT Manufacturers will be given controlled access to the State Registration (For VAHAN VLT Device Maker) & Fitness (VAHAN) application Portal and Transport Department, State Backend application for tagging (connecting) and feeding the details of the VLTs to the State backend application for Transport Department, in real time. State backend application for Transport Department, Tripura will be used to provide login & monitoring interface to various stakeholder such as state emergency response team, the Transport Department or Regional Transport Offices, Police and any other agency defined by State as per requirement, Ministry of Road Transport and Highways and its designated agencies. In addition to above it will also ensure regular updating in State Registration & Fitness application for the registration, activation, health check and alerts updates of VLT devices.

2.4 Manufacturer shall provide warranty (at least for one year) comprehensive warranty/ maintenance support (for a minimum period for of two years for new public service vehicles and one year for other vehicles) and AMC for their products. Manufacturers have to supply and support certified VLT models across the State. Any complaint registered through the Transport Department, Govt. of Tripura(website)/ State backend application / email/ Mobile App/or Transport Department official should be serviced within stipulated time as specified in general terms & conditions of the documents.

3. Fitment of VLT Devices in Specified Vehicles

3.1 Position of VLT Devices and Panic Buttons

Physical mounting of VLT device in vehicle should be as per AIS-140. It is mentioned as 'The VLT system shall be mounted in a suitable location such a way that it is not easily accessible/exposed to passengers'. VLT device may be fitted over/under the dashboard for heavy vehicles and under the dashboard for light vehicles.

The permanent power Supply (12/24V) of the VLTD device must be connected to the vehicle battery (+V bat) and not to the ignition (IGN). However, the non-permanent power line (12/24V) may be connected to the battery after ignition (IGN).

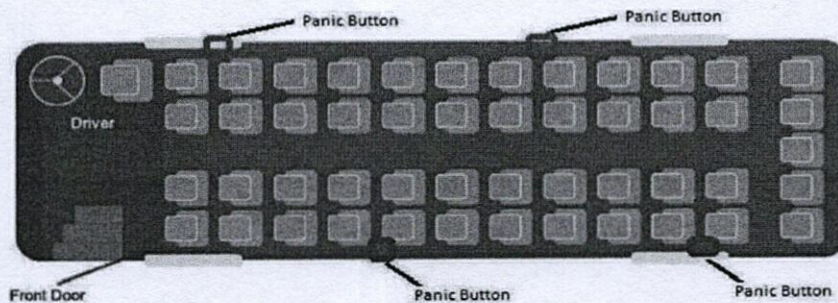
It has been recommended to fit a minimum of 1 (for driver), and in case of passenger vehicle, 1+1 (1 for passengers and 1 for driver) to a maximum of 6+1 (6 for passengers and 1 for driver) panic buttons based on the seating capacity of the vehicles. Panic buttons for passengers may be fitted suitably in the vertical pillars on both sides of the vehicle. Additional panic buttons for lady's rows to be fitted as per the AIS140.



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Panic buttons should be easily and equally accessible to all passengers and students in the vehicle. The minimum recommended fitment may be as follows:

- Up to 7 seat: 1+1 (1 for driver and 1 in back of 2nd row seat).
- 8 seat to 13 seat: 1+2 (1 for driver and 1 each in 2 sides).
- 14 seat to 23 seat: 1+3 (1 for driver and 1 in right side 2nd row, 2nd in right side 2nd last row and 3rd in left side middle row).
- 24 seat and above: 1+ 4 (As shown in Figure below)



Indicative Panic Buttons for BUS

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

VLTD manufacturer /fitment centre shall deliver, as applicable, for fitment of the VLT devices such as wires/ cables, emergency / panic buttons and others in the fitment centre requiring for device installation in the prescribed vehicles.

3.2 Wiring of VLT and Panic buttons

VLT devices and panic buttons should be properly wired in the vehicle. Wires to panic buttons and hooter/ buzzer should be provided with proper shielding or outer covering. No wires should be exposed or seen hanging. Wires should be properly coupled and should be fire proof. All safety precautions should be taken in fitment of VLT devices and panic buttons.

Notice to Passengers & Public

Proper indication to passengers and public should be given in the vehicle. Stickers indicating the fitment of Vehicle Tracking Device (Fitted with AIS-140 Vehicle Tracking System) - may be placed at front and back side of the vehicle. Information regarding the panic button should be provided to passengers.

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Messages indicating the use of Panic button e.g.: "**Press in case of Emergency. Misuse will result in penalty**", should be placed above/below of each panic button.

The Label must be Square or Rectangular shaped having Green (Shade 221 bright green) background (Safety Color), with White Coloured Text (Contrast Color) and White Graphical Symbol Color, following ANSI/ISO or equivalent Indian standard & code of practice for Safety Color & Safety Signs.

Text "Press in case of Emergency. Misuse will result in penalty" must be available in following languages & order: Bengali & English.

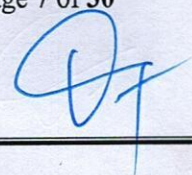
CUSTOMER/VEHICLE OWNER SUPPORT VLTD manufacturer should have/set up a call centre with 24/7 toll free number for vehicle owner support. Any queries regarding the VLT device or services complaints should be properly addressed and resolve. Call Center representative must be able to speak English, Hindi and Bengali

4. Application details for VLT Manufacturers

The objective of VLT Manufacturers registration is to avail good quality VLT devices with proper fitment in vehicles and after sales services from VLTD manufacturers and its authorised channel for Sales /after sales services from any type approved VLT device manufacturers as per AIS-140 from CMVR listed test agency with valid COP. Transport Department, Govt. of Tripura will publish the list of registered VLTD manufacturers. Transport Department, Govt. of Tripura will evaluate the application on the following criteria for New Vehicle and Old vehicle.

Submissions / Evaluation Criteria

S. No.	Criteria	Required Documents
Company Profile		
1.	The Manufacturer should be a registered company in India under the Companies Act, 1956/2013.	Certification of incorporation
2.	The Manufacturer should not be blacklisted by any Central/ State agencies in Indian last 5 years.	Self-declaration (On Letter Head) by the manufacturer signed by the authorized signatory
3.	The VLT model which Manufacturer intends to submit for registration must be certified according to AIS-140 standard by CMVR Test agency	Copy of relevant certificate (s)
4.	Type approval from test agencies (ARAI / CIRT/ ICAT / VRDE/ CFMTTI / IIP/ GARC)	Copy of relevant Certificate (s)



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S. No.	Criteria	Required Documents
5.	COP or authorization from test agencies (ARAI /CIRT/ICAT /VRDE/ CFMTTI /IIP/GARC), as per AIS 140	Copy of relevant Certificate (s)
6.	Last 3 Year balance sheet and income tax return, and PAN and GST registration number of manufacturer	Copy of relevant Certificate (s)
7.	PAN and GST registration number of Manufacturer	Copy of relevant Certificate(s)
8.	The Applicant shall be in existence for a period of not less than 3 years (From the date of application).	Certificate of Incorporation / Certificate for Commencement of Business.
9.	Quality certification <ul style="list-style-type: none"> • Valid ISO 9001:2015 certificate 	Certificate Copy
Technical Aspect		
10.	In-house hardware design and device software with own/outsourced manufacturing facilities for on – board VTD in India (Make in India) for at least 12 months prior to the Proposal Due Date.	Affidavit on non-judicial stamp paper of Rs. 100/- And Technical Documentation for the same.
11.	Local Support office in all RTOs of Transport Department	The applicant should have dealer/service centre at all Divisions HQ of Transport Department and should provide complete address (verification of address may be done by the competent authority).
12.	Documentation for the following: <ul style="list-style-type: none"> • VLT Device Support, Services & Uptime • Technical approach & methodology to meet key AIS-140, MoRTH guidelines & any SOP issued by State Government • Device management/ configurations for VLT Devices • Other Support: <ul style="list-style-type: none"> ○ Service Support, AMC, Warranty, etc. ○ Application & Value Added Services; ○ Mechanism to meet Tripura Transport 	Detailed documentation



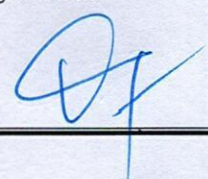
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S. No.	Criteria	Required Documents
	Department requirements	
13.	Other documentation	As per clause of SOP.
14.	Performance Bank Guarantee (To be submitted with the application form)	A performance guarantees (in Form of Bank Guarantee or DD) of Rs. 5,00,000/- (Five lakhs only) for VLT Device manufacturer registered shall be submitted as security for 1000 VLTD for its due and satisfactory fulfilment of the terms and conditions prescribed in the Terms and Conditions Governing Certification and the Certification Process document ("Security Deposit"). The Empanelled vendor will submit an additional security deposit of (Rs. 1,00,000/- (Rupees One Lakhs only) for every additional 1000 VLTD Sold

5. Compliance Evaluation

Compliance against the operational specifications below needs to be submitted by the Applicant. The same should be subjected to conformance demonstration of the VLTD model by the Applicant and/or testing by Transport Department, Govt. of Tripura or the PMC agency authorised by them, as per points mentioned below: -

Sl. No.	Description	Demonstrations
1.	Communication Protocol as per AIS140 standards and in line with Ministry of Road Transport & Highways (MoRTH) directives and notifications	<i>Live Demonstration to be done by the Applicant</i>
2.	Demonstration on test server and configuration on the Transport Department,	<i>Live Demonstration to be done by the Applicant/ Testing @ State</i>

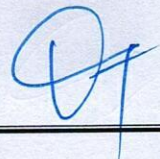


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Sl. No.	Description	Demonstrations
	Govt. of Tripura State backend application. (All key functionality as per AIS-140)	Backend
3.	Fitment of the VLT device with Panic Button System, in a test passenger vehicle	Live Demonstration and connection, in the test vehicle to be done by the applicant
4.	Demonstration of Alert Messages and other parameters as per AIS-140	Live Demonstration of the alert message to be done by the applicant. State backend system test server and emergency response server (2 messages at two different servers)
5.	Alert on tampering and vehicle battery removal.	Live demonstration to be done by Applicant together with supporting document as under: AIS-140 Certification
6.	Device should meet all the features and Specifications prescribed as per AIS-140	Documentation to Support all key specifications and demonstration by Applicant/ Testing @ State Backend
7.	Alert in case of geo-fencing violation	Live demonstration by Applicant/ Testing @ State Backend
8.	Over-Speed Alerts as per MoRTH notification	Live demonstration by Applicant/ Testing @ State Backend
9.	Location Accuracy Test, Dynamic Location Accuracy Test, as per AIS-140 parameters	Live demonstration by Applicant/ Testing @ State Backend
10.	Over The Air (OTA) firmware upgrade	Documentation and demonstration from the Applicant

Note:

- After successful testing manufacturer name will be published in registered VLT manufacturer list and required credentials of Transport Department, Govt. of Tripura State Backend portal will be issued to the manufacturer.
- The VLT Device Manufacturer must submit all the certified and authenticated documentary proof for meeting the evaluation criteria. Such documents may include AIS-140 certification for the submitted model and other credentials.



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6. General Conditions

VLT Device Manufacturers are advised to study the document carefully. Submission of application will be deemed to have been done after careful study of all instructions, eligibility norms, terms and requirement specifications in this document with full understanding of its implications. Applications not complying with all the given clauses in the document are liable to be rejected. Failure to furnish all information specified in this document or submission of application not substantially responsive to the document in all respects will be liable for rejection.

- (i) All documents should be sealed and signed. Un-signed and un-sealed application shall not be accepted.
- (ii) All pages of the application and documents being submitted must be signed and sequentially numbered by the manufacturer.
- (iii) Ambiguous applications will be out-rightly rejected.
- (iv) Applications not submitted as per the format will be rejected straight away.
- (v) No deviations from the specifications will be accepted.
- (vi) The Manufacturers will bear all costs associated with the preparation and submission of their applications. Transport Department, Govt. of Tripura will, in no case, be responsible or liable for those costs, regardless of the outcome of the registration process. The evaluation of Application for Registration would be carried out on a "first-come first-serve basis" reckoned based on the order of receipt of the duly completed Applications in all respect.
- (vii) In case of incomplete applications where Transport Department, Govt. of Tripura requires the applicants to submit any missing/ incomplete information/documents, the receipt of such clarification/documents by Transport Department, Govt. of Tripura shall be deemed to be the date of submission of the application. Transport Department, Govt. of Tripura may, at its own discretion, can cancel the registration; extend the date for submission of applications or any clause of this document.
- (viii) All VLT device type with Valid Type Approval Certificate approved from CMVR test agencies as per AIS 140 are eligible to apply
- (ix) The Manufacturers can apply their VLT models for registration based on the criteria specified in this document.

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- (x) The manufacturer can register more than one AIS 140 certified VLT model for installation in the vehicles in State.
- (xi) Transport Department can terminate the approval of the registered Manufacturer at any time if it is found violating any of the provisions of the CMVR- 1989, AIS- 140, any other direction issued by the Transport Department, Govt. of Tripura or any other applicable law.
- (xii) VLT manufacturers cannot sell their models for the public service vehicles in Tripura once their authorization/ certification issued by the testing agency is suspended, cancelled or not renewed for any reason.
- (xiii) Manufacturers must give an undertaking to Transport Department that in case their authorization/certification is suspended, cancelled or withdrawn for any reason, they will continue to support the devices already sold for the public service vehicles.
- (xiv) Manufacturers must have a Call/Service-centre or similar arrangements to address the queries and any other issues from the end users. Service centre should be open at all RTO office of Transport Department of Tripura.
- (xv) Transport Department reserves the right to change the terms and conditions governing the certification and approval at any point of time.
- (xvi) Unless the Registration of any VLT model is cancelled by Transport Department, Govt. of Tripura, the certification of VLT model shall remain valid as long as such model continues to comply with the terms and conditions in AIS-140 standard or for 1 year whichever is less. Before the expiry period manufacturers have to renew the certification in accordance with Transport Department, Govt. of Tripura regulations.
- (xvii) Transport Department reserves the right to modify the VLT specification or add additional features to existing specification. The release of the VLT specifications will be in a version controlled fashion.
- (xviii) Every VLT models and service of manufacturers selected through registration process will be reviewed every 6 months and subsequent actions will be taken against those who violate any of the regulations listed out in this document.
- (xix) Interested manufacturers for the respective VLT models which comply with the Transport Department requirements may download the registration document from the website and submit the same duly filled in and supplemented with all relevant documents to Transport Department, Govt. of Tripura for further processing.

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(xx) **Complaint Register:** The manufacturers are required to manage a complaint register. If the VLT device is found to have any complaints, then it should be registered in the complaint register module of the application to avoid false alerts. All the complaint registered should be rectified within the timeline specified as per agreement between VLT device vendor and permit holder.

(xxi) **State / National ERS:** As per the mandate of AIS140, when NERS system of the state become operational, the device should send the emergency alert packet to the server mentioned by S/NERS team (or any mechanism as specified by State Govt.). The data format should be as per the NERS specifications. The vendor should ensure that all deployed devices meet this mandate.

(xxii) **White listing of IP and SMS mobile number**

Transport Department, Govt. of Tripura/ State backend System will publish the IP / Domain to which data should be send. Vendors should ensure that the device will send data to the allowed IPs only, using a secured and authenticated channel as per AIS-140. The IP whitelisting from telecom/ m2m provider must be provided by VLTD vendor for integration to Tripura State backend system.

Transport Department, Govt. of Tripura, State backend may publish the SMS gateway short code or mobile number from which the activation key and other configuration parameters may send. Manufacturer should ensure in the firmware that the device will not respond to any SMS from any unauthorized mobile number. An undertaking from telecom/ M2M service providers will need to be provided by applicant.

(xxiii) **Customer Support:** Manufacturer should set up a call centre or a 24/7 toll free number for customer support. Any queries regarding the VLT, service or complaints should be properly addressed.

7. Forfeiture of Performance Security

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

- a When any of the circular/notifications not breached by the manufacturer.
 - i AIS-140 Standard including Amendment 1 (December 2017) & Amendment 2 (December 2018) and any other Amendments from time to time.
 - ii When manufacturer fails to comply with any other circular/notifications issued by MoRTH Central Government/ Transport Department from time to time.
- b When the manufacturer fails to comply with any applicable terms & conditions of this document.



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- c When the manufacturer is involved in malpractices.
- d Notice will be given to the Manufacturer with 14 days' time before Performance Bank Guarantee deposited is forfeited.
- e No interest shall be payable on the Performance Bank Guarantee.

8. Submission of Application

- a. A Manufacturer can apply for registration of one or more models of VLT devices.
- b. The Manufacturer is required to submit statement of compliance of the devices with the specifications as set out in this document (Section 5 & Section 6)
- c. The Manufacturer is required to submit their application in the prescribed format in this document.
- d. The Manufacturer is also required to submit two VLT devices with active data plan validity and all other necessary documentation needed for interfacing and testing. The Department may call registered VLT devices for inspection any time.
- e. All communications and proceedings shall be in writing, in English or local language only.

9. Evaluation of Applications

- a) The application found complete in all respect shall be considered for processing and testing of VLT devices for compliance with specifications.
- b) Transport Department, Govt. of Tripura reserves the right to verify all statements, information and documents submitted by the applicant. applicant may be asked to submit more documents, if any clarification required.
- c) Decision of Transport Department, Govt. of Tripura regarding registration/rejection of the VLT devices under this process will be final and no correspondence in this regard will be entertained by Transport Department, Govt. of Tripura.
- d) Selected manufacture models will be published on Transport Department, Govt. of Tripura website after submission of PBG by the shortlisted manufacturers.
- e) Transport Department, Govt. of Tripura may conduct site inspection and validate the facilities identified by manufacturer for distributing and fitting the VLT devices to customers.

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Annexure - A. Application Form

Application Form for Registration of VLT for Public Service Vehicles and National Permit Vehicles in State of Tripura

Format for VLT Application Form
(On the official letter head of manufacturer)

Date:

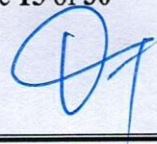
To,
Transport Commissioner,
Transport Department,
Agartala, Tripura-799001
E-mail ID – jtc.agt-tr@gov.in

Sub: Registration of VLT device for the Public Vehicles and National Permit Vehicles in State of Tripura

Sir,

We have fully understood the requirements of the process "**Registration of Vehicle Location Tracking device (VLT) for Public Service Vehicles and National permit vehicles in State of Tripura**" and are submitting our registration application for the following VLT device(S) being manufactured by us together with the required details, other information as per the registration process and the compliance report for VLT specification and protocols.

VLT Device Manufacturer name and address	
VLT device model number(s) to be registered	
Manufactured by and Date	
Manufacturer at (address of VLT production centre)	



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Contact Person details (If different from undersigned)

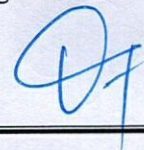
In relation to our application, Transport Department, Govt. of Tripura may also note the following:

1. Our application is unconditional and all information provided in the application is true and correct.
2. We hereby declare that the VLT device(s) being submitted for registration complies with the specifications as set out in the registration process document and we shall make available any additional information as Transport Department, Govt. of Tripura may find necessary as required for clarification.
3. We acknowledge the right of Transport Department, Govt. of Tripura to reject our application without assigning any reason and accept the right of Transport Department to cancel the registration process at any time without incurring any liability to the registered manufacturers.
4. We confirm that we are not blacklisted by any State Government or central government/Department/ agency in India from participating in bids for last three financial years.
5. We agree to keep the quality of the registered VLT models and support the customers whenever required.

Sincerely,

(Signature, name and designation of the authorised signatory)

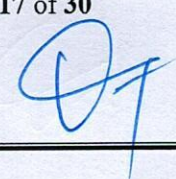
(Contact no. including, phone no., fax, email and contact address)



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Annexure - B. Service Centres

Sl. No.	Description	Remark
1	Name of the Firm / Company	
2	<ul style="list-style-type: none">E-Mail Id:	
	<ul style="list-style-type: none">Contact Detail:	
	<ul style="list-style-type: none">Address	
	<ul style="list-style-type: none">District Name	
3	Details about infrastructure available at Service Centre	
4	Details about trained manpower appointed	
5	PAN and GST number of Service Centre(s) (If applicable)	
6	Particulars of the authorised signatory of the firm including name, designation, address, phone no., mobile no., fax no. and e-mail.	



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Annexure - C: Guidelines for VLTD manufacturers

(i) Operational Process: - (The process as Mandated by MoRTH guidelines issued from time to time will be followed)

- A. For ensuring proper fitment of VLT Device in vehicles, the VLT Device manufacturers shall upload the Unique Identification numbers and other devices details in the State Backend (VLTD inventory upload). The State PMC will verify random samples (3-5) from each inventory upload (eg. 100 devices) before upload into Transport Department State Backend.
- B. For ensuring proper fitment of VLT Device in vehicles, the VLT manufacturer shall enter the Unique Identification number in VAHAN/ State registration database or Transport Department State backend for the purposes of linking the VLT device to the specific public service vehicle, in case of retro-fitment in old vehicles.
- C. Each VLT device manufacturer shall configure the details of their respective internet protocol address (IP address) and Short Message Service Gateway (SMS gateway) number of their respective emergency response system, where VLT devices will send the data to the details to the State backend system.
- D. The vehicles with factory fitted VLT devices, will need to be activated by the Vehicle Manufacturer/ VLT devices manufacturer on the State backend of Tripura. The list will need to be updated by the Vehicle manufacturers on the State Backend along with Unique ID of VLT device, Vehicle Chasis and Engine number etc.
- E. An installation/activation certificate for the VLT Device from State backend, along with the fitment certificate and warranty certificate must be issued to the vehicle owner as owners copy and Department of Transport copy. After activation of the device as per MoRTH guidelines and AIS-140 on the backend the data will be available on RTO/ARTO login and enable proper checking of the vehicles for fitness certificate and for compliance of the functional requirements at RTOs end.
- F. The VLTD manufacturers must comply with all the functional requirements of the AIS140 and MoRTH guidelines, each VLT device must send health & location data at regular intervals to the established backend system.
- G. VLT device Manufacturer must ensure that Code of Practice for implementation of Vehicle Location Tracking Device (VLTD), Emergency Button(s) and Command and Control Centres as per the Section-8 of the AIS 140 is strictly adhered.
- H. Each Manufacturer must provide to State the commands and other information required to configure their respective devices from the State Backend system, as per the requirements of the state from time to time. This configuration includes, but not limited to configure parameters, as per AIS-140 and MoRTH guidelines like over-speed etc.

REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

- I. The VLT Device manufacturers shall comply with operational process as updated from time to time based on State backend or process updates by State Transport Department.

1. Service Level Agreement/SLA

The VLT Device manufacturer will provide directly or through the fitment center the following services as per the standards mentioned below:

- A. The VLT manufacturer will need to comply with uptime requirements as set out by Transport Department Govt. of Tripura from time to time.
- B. If any complaint is raised by the permit holders in the system at service station, then the concerned manufacturer/ Fitment Centre should respond within 2 days.
- C. For complaints classified as high, resolve within 2 days of reporting the complaint.
- D. For complaints classified as medium, resolve within 4 days of reporting the complaint.
- E. For complaints classified as low, resolve within 5 days of reporting the complaint.
- F. If more time is required, then a standby VLT should be installed and integrated temporarily and replaced once the original VLT Device issues get resolved.
- G. The Department can ask for the above A to F reports.

2. Classification of High, Medium & Low Complaints

- A. **High** - Any physical damage or hardware issue which completely stops or affects the normal working of VLTD/ Error in normal & and emergency data sending/ Missing or unwanted generation of Critical alerts / issues related to emergency buttons etc.
- B. **Medium** - any condition that makes the device partially work like wrong update frequency, missing or unwanted generation of non-critical alerts.
- C. **Low** - any condition that limits certain features of the device without affecting the normal working of the VLTD like issues related to full packets, health packets, etc.

3. EXCLUSION

- A. If the ticket is raised by the user (Vehicle Owner or its representative) or system (if the user doesn't raise the ticket within 7 days for the faulty device or not functioning) against the installed VLT device and permit holder/ Vehicle Owner not produce the vehicle at the nearest fitment center in prescribed time by Transport Department, Govt. of Tripura, depending upon on the condition of vehicles and same shall be updated in the ticket/ nearest RTO/Support center by the vehicle owner.

REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

B. Any force Majeure occurs.

4. COMPLAINT REGISTER

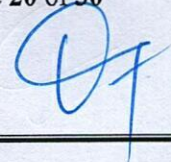
A. If the VLT device is found to have any complaints, then it should be registered in the complaint register module of the State Backend Application to avoid false alerts. All the complaints registered should be rectified within the timeline specified in the mentioned Service Time.

5. SUBSCRIPTION RENEWAL

A. All manufacturers should ensure that they / their fitment center provide a subscription renewal certificate to vehicle owners at the time of renewal of the subscription. This certificate should be produced by the vehicle owner at the time of inspection for the issue of a Certificate of Fitness (CoF) in printed or electronic format.

6. TRAINING TO FITMENT CENTER MANPOWER

A. All VLT Device manufacturers should have master trainers who are well-trained and thorough in State Backend Applications. These master trainers should give training to fitment centre manpower for fitment and tagging of VLT device.



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Annexure - D: Blacklisting Certificate (On Letter Head)

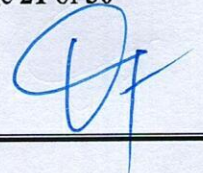
To,
Transport Commissioner
Transport Department,
Agartala, Tripura-799001
E-mail ID – jtc.agt-tr@gov.in

Date: ---/---/2025

UNDERTAKING

I/We, hereby undertake that, M/shas not been blacklisted / banned by any Government Department (Central or State or Agency) /Public Sector undertaking/Autonomous body for participating in the registration from last Five years.

Signature of the Authorized Signatory of the firm
/company/organisation with Official Stamp/Seal.



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Annexure - E: Opening Service Centres (On Letter Head)

To,

Date: ---/---/2025

Transport Commissioner
Transport Department,
Agartala, Tripura-799001
E-mail ID – jtc.agt-tr@gov.in

SELF-DECLARATION

I _____, Son / Daughter of Shri _____ age _____ years, resident of _____ in the District of _____, (State Name), employed/self-employed in M/s _____ at the capacity of _____ do hereby declare that I will open service centre in the **State of Tripura** within 1 (One) month from the date of registration/empanelment.

I am well aware of the fact that in case of default from my side in this regard, the registration/empanelment of my company and any other benefits provided by the Transport Department, Govt. of Tripura by virtue of registration/empanelment shall be summarily cancelled.

Signature of the Authorized Signatory of the firm /company/organisation with Official Stamp/Seal.



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Annexure - F: Affidavit for Manufacturing Facility

(On the Non-Judicial Stamp Paper of INR-100/-)

To,
Transport Commissioner
Transport Department,
Agartala, Tripura-799001
E-mail ID – jtc.agt-tr@gov.in

Date: ---/---/2025

AFFIDAVIT

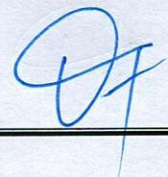
I _____, Son / Daughter of Shri _____ age _____ years, resident of _____ in the District of _____, (State Name), employed/self-employed in M/S _____ at the capacity of _____ do hereby solemnly affirm and declare as under:-

I have in-house hardware design and device software with _____ (own)/ _____ (outsourced) manufacturing facilities for VLT Device in India (Make in India) for at least 12 months prior to the Proposal Due Date, as per details attached.

I _____, solemnly swear that the contents of this document are true and correct, to the best of my knowledge & belief and that I agree to abide by the terms in this affidavit.

I am well aware of the fact that in case of default from my side in this regard, the registration/empanelment of my company and any other benefits provided by the Transport Department, Govt. of Tripura shall be summarily cancelled.

Signature of the Authorized Signatory of the firm
/company/organisation with Official Stamp/Seal.



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Annexure - G: Letter of Undertaking

Authorization/Certification will get Suspended, Cancelled or Withdrawn.

To,

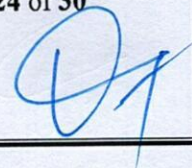
Date: ---/---/2025

Transport Commissioner
Transport Department,
Agartala, Tripura-799001
E-mail ID – jtc.agt-tr@gov.in

UNDERTAKING

I/We, hereby undertake that, M/S in case of our authorization/certification will get suspended, cancelled, or withdrawn for any reason, we will continue to support the devices already sold for the public service vehicles and national permit vehicles in the State of Tripura.

Signature of the Authorized Signatory of the firm
/company/organisation with Official Stamp/Seal.



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Annexure - H: Performance Bank Guarantee Format for Security

(Beneficiary: Secretary, Transport Department, Govt. of Tripura.)

Date:[Insert date of issue of BG]

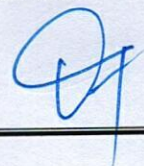
PERFORMANCE BANK GUARANTEE No.: ... [Insert guarantee number] ...

PERFORMANCE BANK GUARANTEE Amount: ... [Insert guarantee amount]

...Manufacturer: ... [Insert manufacturer Name and Address]

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

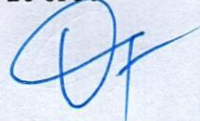
1. The Manufacturer named above has entered into the above-referred contract with the Beneficiary, for the supply of VLT device and/or Services as defined in the said VLT device manufacturer registration. According to the conditions of the VLT device manufacturer registration, performance security is required to be furnished by the manufacturer to the Beneficiary for the due performance of the contract.
2. At the request of the applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of 5,00,000/- (Five Lacs Only) for VLT device manufacturer intending to be registered upon receipt by us of the Beneficiary's demand stating that the manufacturer is in breach of its obligation(s) specified in the registration document, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein. We do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the Beneficiary / Government. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. 5,00,000/- (Rupees Five Lakh only).
3. We undertake to pay the Government any money so demanded notwithstanding any dispute or disputes raised by Manufacturer in any suit or proceeding pending before



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

any Court or Tribunal relating thereto liability under this present being absolute and unequivocal.

4. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the manufacturer shall have no claim against us for making such payment.
5. We further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract including Guarantee/ Warrantee period and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Contract have been fully paid and its claims satisfied or discharged.
6. We further agree that the Guarantee herein contained shall remain in full force and effect during the period of 5 years from the date of the issue i.e. till __/__/____.
7. We further agree with Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and condition of the said contract or to extend the time of performance by the said Manufacturer/manufacturer (s) from time to time or to postpone any time or from time to time powers exercisable by the Government against the said manufacturer/manufacturer and to forbear or enforce any of the terms and condition relating to the said Contract and we shall not be relieved from our liability by reason of any such variation, or the only extension is granted to the said manufacturer or for any forbearance, act or omission on the part of the Government or any indulgence by the Government to the said manufacturer or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving us.
8. Notwithstanding anything contained herein above our liability under the guarantee is restricted to Rs.and shall remain in force until
9. This Guarantee will not be discharged due to being changed in the constitution of the Bank or the manufacture.



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

10. We lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Government in writing.

Dated.....

For.....

(Indicate the name of the Bank)

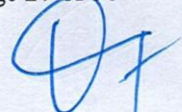
Signature.....

Name of the Officer.....

Designation of the officer.....

Code no.....

Name of the Bank and Branch.....



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

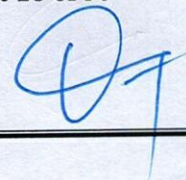
Annexure - I: Application for Registration

Application for Registration of Manufacturer for Vehicle Location Tracking (VLT) Devices (AIS-140 Certified) with Emergency System for Public Service Vehicles and National Permit Vehicles, in Tripura

1. Name of the Manufacturer: : -----
2. Web Site Address :-----
3. Email id :-----
4. Address for Communication: -----
5. Telephone Nos : -----
6. Authorised Person: : -----
 - Name: -----
 - Designation: -----
 - Mobile No: -----
 - Email ID: -----
7. Company PAN No :-----
8. Company GST Registration No with address: : -----
9. Company Quality Certification: ISO 9001: 2015 :----- :
10. Details of VLT Model as per AIS 140 standard certified by test agency
 - Test Agency Name: ----
 - Details of VLT Make & Model: -----
 - Details of Type Approval:-----
 - Details of COP: -----
11. Manufacturer Local Support Office details:

S. No	RTO	Address	City, code	Pin-	Contact No, Email id
1	Agartala				
2	Dharmanagar				
3	Udaipur				
4	Bishramganj				
5	Teliamura				
6	Ambassa				
7	Kumarghat				
8	Santirbazaar				

12. Details of Affidavit on in-house hardware design and device software with own manufacturing facilities for on board VLTD in India: -----
13. Self-declaration of Manufacturer not blacklisted by any central / state agencies of India - ---
14. Details of performance guarantee (in Form of Bank Guarantee or DD):



REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT) DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA

Amount : Rs. _____
Mode of Payment(DD/BG) :---
DD/BG No. :---
Date :
Name of the Bank :
Address of the Bank :
Validity of BG :

15. Are you a MSME Unit. If yes, please furnish Registration Details, Name of the DIC/State. _____

16. Following Documents are submitted to substantiate other eligibility criteria.

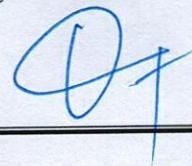
- a. ----
- b. -----
- c. -----

DECLARATION

- a) We have read and understood the terms & conditions of the above-mentioned and comply to all Terms & Conditions of the application. (In case of any deviation, the applicant must attach a separate sheet clearly mentioning the Clause No. of the registration and Deviation thereto)
- b) We certify that the information mentioned above are true and correct to best of our knowledge

Place
Date

(Name of firm with stamp)
Authorised Signatory Name:
Designation



**REGISTRATION OF MANUFACTURER FOR VEHICLE LOCATION TRACKING (VLT)
DEVICES (AIS-140 CERTIFIED) WITH EMERGENCY SYSTEM FOR PUBLIC SERVICE
VEHICLES AND NATIONAL PERMIT VEHICLES, IN STATE OF TRIPURA**

-----End of Report-----

