

Vahan & Sarathi
E-Governance at Regional Transport Offices in Tamil Nadu



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1. Introduction

Vahan and Sarathi are application Software developed for State Transport Authority, Tamil Nadu. The software developed by National Informatics Centre (NIC) for use at Regional Transport Offices is a workflow system to carry out the activities using Computers.

Vahan is for processing all transactions related to Vehicles and **Sarathi** is for processing Driving Licence and related activities. Vahan can be used to issue Registration Certificate, Fitness certificate and Permits. Sarathi can be used to issue a Learner's Licence, Permanent Driving Licence and Conductor Licence to the applicant.

The system was implemented on pilot basis in RTO Chennai (North). The system was then approved for implementation in all RTOs in Tamil Nadu. Vahan & Sarathi Systems have been implemented in 71 offices . The offices covered are shown in the **Annexure I**.

2. Modules of Vahan

The following transactions can be processed using Vahan:

- Registration of New Vehicle/Other State Vehicle / Temporarily Registered Vehicle / Consulate Vehicle
- Addition / Removal / Continuation of Hypothecation in RC
- Change of Address in RC
- Transfer of Owner in RC
- Vehicle Alteration
- Renewal of Registration for Pvt. Vehicle
- Issue of NOC
- Surrender / Cancellation of RC
- Temporary Registration
- Issue of Fresh Permit
- Renewal of permit
- Replacement of Permit
- Replacement of Vehicle in Permit
- Change of Address in Permit
- Surrender / Cancellation of Permit
- Temporary Permit
- Transfer of Permit
- Recording Theft Vehicle
- Entry for Black listed Vehicle

3. Modules of Sarathi

The following transactions can be processed using Sarathi

- Issue of fresh Learner's Licence
- Renewal of Learner's Licence
- Duplicate Learner's Licence
- Issue of fresh Driving Licence
- Renewal of Driving Licence
- Change of Address in Driving Licence
- Additional Endorsement in Driving Licence
- Change of name in Driving Licence
- Duplicate Driving Licence

Issue of Badge

- Issue of fresh Conductor Licence
- Renewal of Conductor Licence
- Change of Address in Conductor Licence
- Duplicate Conductor Licence

In addition to the above, User administration, Maintenance of Master Tables are other modules of Vahan & Sarathi

4. User Levels

The following user levels are defined in Vahan. The user levels are only to categorize various activities under each level of officers for operational purposes.

- Cashier
- Entry Clerk
- Backlog Operator
- Print Operator
- Officer
- Administrator

The following user levels are defined in Sarathi

- Operator
- Cashier
- Entry / Printing Authority
- Testing Authority
- Licencing Authority
- Verification Authority
- Administrator

User Roles in Vahan

- **Cashier Roles**
 - Collection of Fee for Advance Registration No. Allotment
 - Fitness Test Fee
 - Fee for Registered Vehicle
 - Fee for Permits
 - Labour Welfare Tax Collection
 - Manual Fee Collection
 - Fee and Tax for New-Registration
 - Reset Running Receipt Number
 - Road tax Collection
 - Tax Installment Collection
 - Registration of Trailers

- **Entry Clerk Roles**

- Change of Address
- Addition of Hypothecation
- Authorization for Permit
- Record of Challan
- Commercial Fitness Test Entry
- Draft / Cheque reconciliation
- Duplicate Registration Certificate
- Goods Permit Details
- Updation of Insurance
- Issue of NOC
- Owner Details
- Passenger Permit details
- All permit Transactions
- Draft details of National Permit
- Private vehicle Fitness entry
- Renewal of Registration
- Removal of Hypothecation
- Restoration of Permit
- Surrender / Cancellation of Permit
- Surrender of RC
- Enter theft cases
- Temporary Permit details
- Temporary Registration
- Transfer of Ownership
- Alteration of Vehicle

- **Backlog Operator Roles**

- Goods Permit Backlog
- Passenger Permit Backlog
- Fitness Backlog
- Registration Backlog

- **Print Operator Roles**

- Print Account Statement
- Print Cancelled Receipts
- Query all challans of a Vehicle
- Print NOC Slip
- Print Passenger / Goods Permit
- Print Fitness Certificate
- Print RC / Form 24 / Tax card / Slips
- Screen report
- Print Tax Schedule
- View Tax Statement

- **User Roles in Sarathi**

- Scrutiny
- Driving Licence Fee
- Workflow / Process Application
- LL Backlog
- LL Edit
- LL reports
- LL Test Result
- LL Approval
- Printing LL
- Renewal details of LL
- DL Backlog
- DL Test Result
- DL Edit
- DL Approval
- DL Reports
- Record complete details of DL
- Printing DL
- Record Renewal of DL
- Record Change of Address (COA) of DL
- Record AEDL details

- Record change of Name in DL
- Record Badge details
- Record Biometrics
- D/E for DL – IDP
- Record details for Duplicate DL
- Record for NOC details
- Record for DL Extract
- Print NOC
- Print DL Extract
- Conductor Licence Backlog
- Conductor Licence edit
- Recording Test Result
- Record Change of Address in CL
- Record full details of CL
- Print CL
- Record Reasons for Duplicate CL
- Print Duplicate CL
- Record renewal of CL
- Change of Name in CL
- CL Approval

5. Master Directories

The following are some of the Masters used by Vahan & Sarathi:

- List of all Dealers
- Driving Schools
- Banks
- Regional Transport Offices
- Makers & Models
- Insurance Companies
- Reasons for failing
- Officers authorized to do FC
- Qualifications
- Reasons for Black listed Vehicle
- Jurisdiction

The other masters which are already created at the STA level are the following:

- Vehicle Class
- OLA (Original Licencing Authority) Directory
- Reasons for failure in Test
- Document Master
- Document per Transaction

6. Collection of Fee and Tax

Collection of Fee and Tax can be done for the following transactions:

- Fee and Tax for New Vehicle registration
- Fee for Registered Vehicle
- Tax for Registered Vehicle
- Licence fee for LL/DL/CL/DSL
- Labour Tax
- Fee for Advance number booking
- Fitness fee

7. List of Reports available in Vahan & Sarathi

- Printing of Learner's Licence
- Printing of Driving Licence
- Printing of Conductor Licence
- Account Statements showing with receipt-wise all fees/taxes collected
- Learner's Licence Register
- Learner's Licence Re-newal register
- Learner's Licence Test Result
- Learner's Licence Statistics report on Number of LL issued, LL test conducted, User-wise LL processed for a particular Day/Period/month
- DL Register
- DL Change of Address Register
- DL Renewal Register
- DL NOC issued Register
- Endorsement DL Register
- DL Extract Register
- Duplicate DL issued Register
- DL Test result
- Class-wise summary of DL Test result
- List of DL processed
- Summary of DL Processed for a day/Period
- Number of DL issued for a Day/Period
- International Driving Permit Register
- Hazardous Register
- DL Badge Register
- Conductor Licence register
- CL Renewal register
- CL Duplicate register
- CL Change of Address Register
- Printing of Registration Certificate
- Printing of B-Register

- Endorsement slip for Addition of Hypothecation/Cancellation/Continuation
- Endorsement slip for fitness Check
- Endorsement slip for Renewal of Registration
- Endorsement slip for Transfer of Owner
- Printing of Tax Card
- Printing of Cash receipts
- Endorsement slip for alteration of Vehicle
- Printing of Permits for Goods carriage/National Permit/Contract Carriage/Stage Carriage/Educational Institution Bus/Private Service Vehicle/Spare Bus/All India Tourist Permit/Temporary Permit
- All counters collection statement
- Day-wise Collection Statement
- List of Cancelled Receipts
- List of NOC issued Vehicles
- List of Theft vehicles
- List of Duplicate RC issued Vehicles
- Day-wise and counter-wise collection of Tax
- Day-wise and counter-wise collection of Compounding fee
- Day-wise and counter-wise collection of Non-transport Tax
- Day-wise and counter-wise collection of Transport Tax
- Green Tax Vehicle Class-wise summary
- Green tax and Tax paid Non-transport Vehicles
- Green Tax not paid but Tax paid non-transport vehicles
- Day-wise and counter-wise collection of ELCOT-fee
- Day-wise and counter-wise collection of Advance Number Fee
- Day-wise and counter-wise collection of Green Tax
- Day-wise and counter-wise collection of Labour Welfare tax
- Printing of Tax token
- Non-Transport tax Annual ULW Based
- Non-Transport Tax Annual CC based
- Non-Transport Tax Lifetime ULW based

- Non-Transport Tax Lifetime CC based
- Receipt-wise Transport Tax collected
- List of Goods Vehicle paid Transport Tax
- List of Maxi Cab paid Transport Tax
- List of Autorickshaw paid Transport Tax
- Number of Motor cycles registered with CC below 50
CC/between 50 to 75 CC/ between 75 to 170 CC / above 170
CC
- Number of LMV Car registered with less than 700
ULW/between 700 to 1500/ between 1500 to 2000 ULW
- Newly allotted Registration Numbers
- List of un-allotted Government Numbers
- List of Unregistered numbers but booked in advance
- Black listed Vehicles
- Current and Previous Owners of a vehicle
- Vehicle details based on Chassis Number
- List of Vehicles failed in Fitness Test
- Printing certificate for refusal of fitness
- List of Autorickshaw Permit Holders
- Printing endorsement slip for Renewal/Change of
Address/Transfer /Replacement of Vehicle in Permits
- Vehicle Register
- Fitness register
- Temporary registration certificate
- Query to view the list of Vehicle based on the Vehicle
Class/Registration-type/Body-type/Fuel type/Owner-ship
type/Maker /Model/Registration date
- Query to view Tax paid of a particular Vehicle
- Query to view Vehicle particulars
- Display of Application Status of all applications
- Query to check the details of a Receipt
- List of badge issued to Licence Holder for a given year
- Refusal of Fitness certificate

- Vehicles with Maker & Model
- List of Transport Vehicles which are due for fitness Test
- List of Non-Transport Vehicles which are due for re-newal of Registration
- Printing of Permit Authorization

8. Monitoring of Vehicles checked at PUCC Centres

A System has been developed to capture the data relating to vehicles checked in more than 160 PUCC Centres across the State. The data collected by PUCC Centres are getting uploaded to a central Server at Chennai. The web based system generates the following reports :

- Number of vehicles checked in a Centre
- Number of Vehicles checked for a Period
- Zone-wise Vehicles checked for PUCC
- Centre-wise number of vehicles failed in PUCC check, etc

9. Helpline for Public Grievances

A web based facility is provided to enable Public to register their grievances or feedback and to know the status of action taken on their grievances. The site Address is <http://STAhelpline.tn.nic.in>.

ANNEXURE I

List of Offices where Vahan & Sarathi Systems are implemented as on 19/02/2007

1. RTO, Tiruvallur
2. RTO, Gobichettipalayam
3. RTO, Kancheepuram
4. RTO, Coimbatore (South)
5. RTO, Nagercoil
6. RTO, Erode
7. RTO, Perambalur
8. RTO, Srirangam
9. RTO, Udhagamandalam
10. RTO, Thiruchencode
11. RTO, Thoothukudi
12. RTO, Krishnagiri
13. RTO, Sivaganga
14. RTO, Tenkasi
15. RTO, Ramanathapuram
16. RTO, Pudukkottai
17. RTO, Thanjavur
18. RTO, Karur
19. RTO, Tiruvarur
20. RTO, Nagapatinam
21. RTO, Periyakulam
22. RTO, Cuddalore
23. RTO, Tiruvanamalai
24. RTO, Mettupalayam
25. RTO, Virudhunagar
26. RTO, Madurai (South)
27. RTO, Pollachi
28. RTO, Dindigul
29. RTO, Vellore
30. RTO, Namakkal
31. RTO, Salem
32. RTO, Tirupur

33. UO, Avinashi
34. UO, Marthandam
35. UO, Tindivanam
36. UO, Tiruchendur
37. UO, Rasipuram
38. UO, Valliyoor
39. UO, Chengalpattu
40. UO, Redhills
41. UO, Gudalur
42. UO, Battalakundu
43. UO, Palani
44. UO, Karaikudi
45. UO, Sathiyamangalam
46. UO, Srivilliputhur
47. UO, Aranai
48. UO, Sivakasi
49. UO, Uttamapalayam
50. UO, Udumalpet
51. UO, Melur
52. UO, Ulundurpet
53. UO, Ranipet
54. UO, Kangayam
55. UO, Perundurai
56. UO, Dharapuram
57. UO, Chidambaram
58. UO, Neyveli
59. UO, Mettur
60. UO, Kovilpatti
61. UO, Vanniyampadi
62. UO, Gudiyatham
63. UO, Sankarankoil
64. UO, Mannarkudi
65. UO, Sankagiri
66. UO, Myladuthurai
67. UO, Attur

68. UO, Kumbakonam
69. UO, Harur
70. UO, Tambaram
71. UO, Poonthamallee