

## FAQs (Frequently Asked Questions)

### 1. USER CREATION FLOW

#### (a) NIC will create the following

- 1- Manufacture Admin and national level RFC for particular manufacture.
- 2- Approval Agency Admin
- 3- State Admin.

#### (b) State admin will create the following user

- 1-RTO
- 2-RFC (or Distributor who is going to fit the device in the vehicle) of state

\* State has to provide the master list of RFC to NIC with certain parameters (see page 4 for more Info).

### 2. Process Flow of VLTD System

1. VLTD maker have to Admin login from NIC for this he has to apply online using below link <https://vahan.parivahan.gov.in/vltdmaker/vahan/application.xhtml>
2. VLTD maker have to create two different login master and inventory by using admin login
3. Manufacture has to logged in with master user and upload type approval certificate (TAC) and digitize its technical parameters in master form of the VLTD model.
4. Approval agency will approve TAC and master details which is uploaded by VLTD manufacturer by using master user (**For Type approval agency user**).
5. After approval given by type approval agency in step 4 VLTD Manufacturer have to logged in with Inventory user and upload the inventory as text file with following parameters :
  - a. [Unique Device Code](#)
  - b. [Device Serial No](#)
  - c. [IMEI Number](#)
  - d. [ICCID](#)
  - e. [Manufacturer Month/Year](#)
  - f. [RFC Code\(code will reflect in inventory help\)](#)  
[\\*code will only generate after getting RFC login\\*](#)
6. Now RFC have to log in the system and use the device serial number which is given by the manufacturer while uploading the inventory and fit VLT device to a particular vehicle.
7. After fitment needs to activate the device for which please contact **Backend Service Provider**, after activation backend will give the activation details to NIC.
8. After receiving the activation data RFC will print the Fitment letter from print receipt form and upload the letter using upload letter form.
9. After uploading the letter RTO have to verify it

### 3. What is the URL of VLTD maker Project?

Ans. URL is <https://vahan.parivahan.gov.in/vltdmaker/vahan/application.xhtml>

### 4. How to get the user name and password?

Ans. Upload required documents (on how to apply link) after verifying them we will create your user credentials.

### 5. Where you will get your user name and Password?

Ans. User name and password will be sent to your registered Mobile no. and Email ID.

### 6. If you forget your password or wants to reset your Password?

Ans. Use below link:

<https://vahan.parivahan.gov.in/vltdmaker/vahan/commonui/forgotPassword.xhtml>

### 7. Uploaded TAC and Model are showing pending. What to do?

Ans. Kindly contact your Type Approval Agency to get the TAC and Model approved.

### 8. If you have an extension for a particular model. What to do?

Ans:

**Step: 1.** you have to upload extension certificate from TAC (type approval certificate) and have to choose previous Base certificate and enter extension certificate number and then upload.

**Step: 2.** once extension certificate uploaded now go to the master form and choose the extension certificate (Tac Number) from drop down, and you will get the corresponding base model details automatically on selecting that extension certificate number.

For e.g.: if your previous model code is **CODE1** and model name is **MODEL1** then it will be automatically updated as **CODE1-E1** and **MODEL1-E1**.

**Step: 3.** then respective agencies will approve your Extension Master Details and Certificate.

### 9. If you are getting below message:

**“You are not allowed to print fitment letter because activation of device is still pending”.** What to do?

Ans. You have to contact your backend service providers (BSNL, DIMS etc)., They only responsible for the activation of your device.

### 10. What is the Format of Device Serial Number?

Ans:

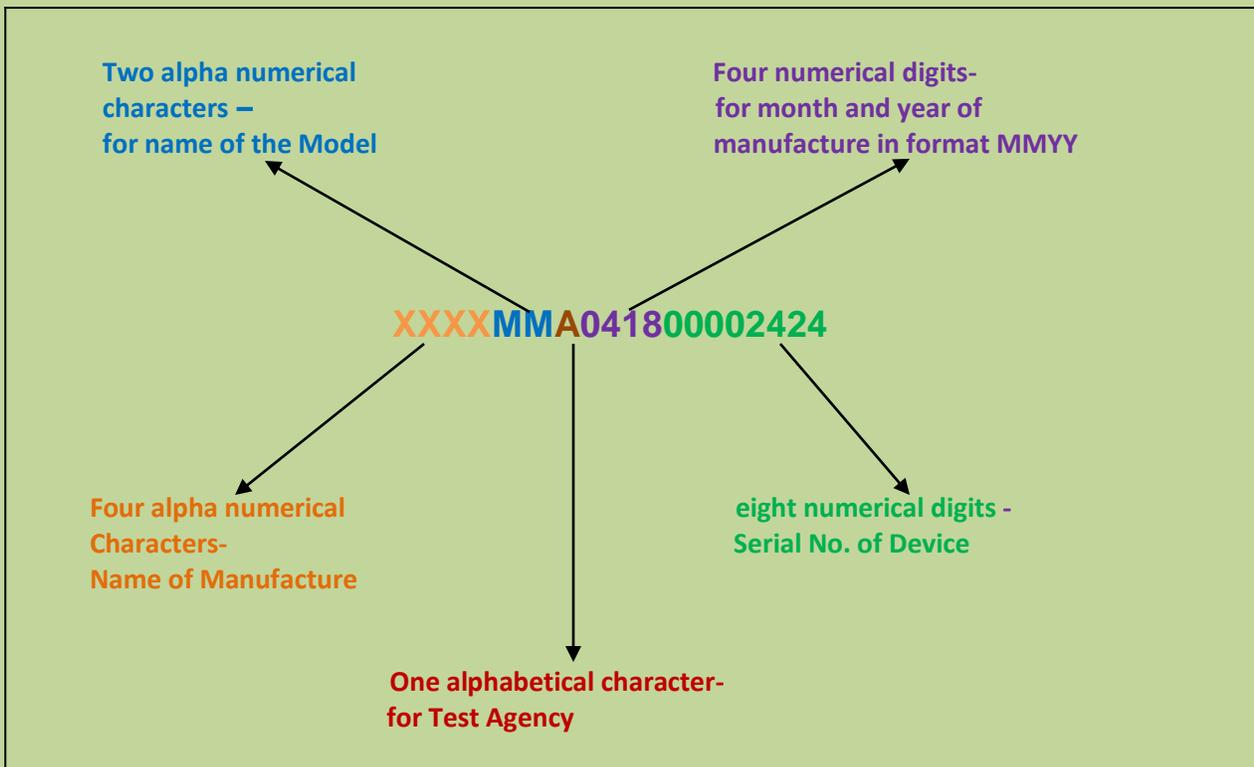
**Four alpha numerical characters** - for name of Manufacture

**Two alpha numerical characters** – for name of the Model

**One alphabetical character for Test Agency** – e.g.; [A] - Automotive research Association of India  
[C]- Central Institute of Road Transport  
[I]- International Centre for Automotive Technology  
[V]-Vehicle Research & Development Establishment  
[F]- Central Farm Machinery Training & Testing Institute  
[P]- Indian Institute of Petroleum  
[G]-Global Automotive Research Centre, Chennai

**Four numerical digits**-for month and year of manufacture in format MMY

**Eight numerical digits** - for production Sr. No.



### **11. How to get RFC login and RFC code?**

**Ans:**

1. If your dealer is going to fit the device then your respective dealer will have to contact state Transport authority for RFC login.
2. If you are going to fit device then you have to take national level login and this login belongs to you ,In Fitment letter your name is going to print and you are responsible for fitment. Provide these details.
  1. name of RFC
  2. contact person
  3. associated manufacturer
  4. email id
  5. Mobile no.
  6. address
  7. Four Alphanumerical Characters (for name of Manufacturer which is used to create serial number of device)

### **12. Role of RFC admin?**

**Ans:** RFC admin will create multiple fitment users.

RFC admin will give permission to fitment users to fit VLTD device for multiple manufacturers.

### **13. RFC (Retro Fitment Center) Master details required from state?**

**Ans: Required Master details parameter:**

1. RTO Name
2. RFC Name
3. State Name
4. Associated Manufacturer list
5. License No. / Approval No.
6. Address

Once RFC (Retro Fitment Center) master details added successfully. RFC description will be shown In organization list and state will create the user only after master data added.

### **14. What is the unique VLTD code?**

**Ans:** This unique VLTD code is for system only, your model will be recognize by this code in VLTD system.