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4 DEC 2024**Standard Operating Procedure for Implementation of High Security Registration Plate (HSRP) on motor vehicles registered prior to 01.04.2019 in Maharashtra State**

Rule 50 of Central Motor Vehicle Rules (CMVR), 1989 prescribes for affixation of High Security Registration Plate (HSRP) and third registration mark on motor vehicles. In this regard with reference to the Central Government amendment Rule 50 of CMVR and Notifications/ Statutory Orders from Ministry of Road Transport and Highways (MoRTH) vide G.S.R. 1162 (E) dated 04.12.2018 and Order S.O. 6052 (E) dated 06.12.2018 for affixation of HSRP on vehicles manufactured prior to 01.04.2019 and follow such other Notifications, Circulars and Guidelines issued by the MoRTH and the State from time to time.

The High Security Registration Plate (HSRP) scheme is imperative to the national security, aiding in reduction in vehicular borne crime, identification of all vehicles plying on roads and in prevention of tampering and counterfeiting. Supreme Court of India has also issued multiple directives regarding HSRP affixation on all vehicles. Considering the significant role of HSRP from enforcement and security standpoint, the Government of Maharashtra (GoM) decided to initiate the process of affixing HSRP for vehicles manufactured prior to 01.04.2019. GoM has published an RFP for selection of Implementing Agencies for Manufacturing, Supply and Fitment of HSRP to the motor vehicles manufactured prior to 01.04.2019 on Build, Own and Operate (BOO) model in three zones in the State of Maharashtra. The details of selected implementing agencies as per their respective zones are given below:

Sr.	Zone	Implementing Agency Name
1	Zone - 1	M/s Rosmerta Safety Systems Ltd
2	Zone - 2	M/s Real Mazon India Ltd.
3	Zone - 3	M/s FTA HSRP Solutions Pvt. Ltd.

List of zone-wise distribution of Regional Transport Offices (RTOs) is attached herewith in Annexure A and zone-wise authorized Retro Fitment Centers (RFC) of each selected Implementing Agency will be published on the official website of Maharashtra Motor Vehicles Department, GoM (<https://transport.maharashtra.gov.in/>) in due course.

**Following guidelines are to be adhered to regarding affixation of HSRP on vehicles manufactured prior to 01.04.2019:**

**a. Guidelines to be adhered by Authorized HSRP Manufacturers**

The Authorised HSRP manufacturers selected in three zones in State of Maharashtra shall be required to strictly comply with the terms of agreement and any other directives issued by the Maharashtra Motor Vehicles Department (MMVD), Government of Maharashtra from time to time.



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- i. Authorised HSRP manufacturers shall develop a portal to facilitate citizens in HSRP appointment booking, tracking status, payment and invoices for the same as mentioned in the agreement. The software should also provide facilities of online payment, SMS and Email confirmation, rescheduling of the appointments, etc.
- ii. HSRP manufacturers shall get the Application Form and process flow of the software approved by MMVD before making the software available for vehicle owners. The details filled by the vehicle owners in the Application form shall be verified from the VAHAN Portal.
- iii. Facility shall be given to the citizens to locate their nearest Affixation Centre by use of Pin code Mapping, Geo Mapping, etc. to facilitate easy access to citizens.
- iv. Upon paying the fees, the applicant should receive confirmation regarding the appointment and a unique receipt number should be generated and SMS shall be sent on applicant's mobile number mentioning the appointment details (receipt number, date, time, location link for navigation, etc.)
- v. The HSRP shall be kept ready, prior to the date of appointment or any other time described by the MMVD. All the affixation centres under each zone should get inspected and approved from MMVD prior to start of operations in their respective zone.
- vi. Authorised HSRP Manufacturer should strictly comply with the HSRP affixation timeline and only collect applicable charges as mentioned in the section "d" of this document.
- vii. On the day of affixation, all the details of the applicant shall be verified by Authorised HSRP manufacturer.
- viii. At the time of HSRP affixation appointment, the affixation shall start by applicant providing the same receipt number to the authorised HSRP manufacturer's affixation centre team for verifying the appointment.
- ix. For affixation of the new HSRPs, old Registration plates will have to be surrendered and destroyed at each such affixation centres, as per guidelines received by MoRTH (No. RT - 11036 /56/2019-MVL), dated 21<sup>st</sup> October 2020. These destroyed plates then may be given to owner of the vehicle. If the owner refuses to collect the destroyed plate, it shall be the responsibility of the Successful Bidders to dispose the same.
- x. Vehicle details such as vehicle registration number, last 5 (five) characters of chassis number and last 5 (five) characters engine number along with the details filled by applicant in the application form should be verified. After Successful verification, affixation of HSRPs and 3<sup>rd</sup> registration sticker (if required) should begin. After affixation of HSRPs and 3<sup>rd</sup> registration sticker (if required), uploading photos of the affixed HSRP vehicle (from front, back and third registration mark) on the portal at the time of fitment of HSRP on the vehicle.

- xi. If the details of the vehicle in the SMS/email are not matching with the actual vehicle brought by the applicant, the HSRP affixation for such



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vehicle shall be rejected by the HSRP manufacturer and the amount so paid by the applicant shall be forfeited completely. Intimation of such rejection should flow from the software to the applicant by SMS, e-mail, website and/or by other means. Proof and reason of such rejection shall be maintained in the software with time stamp. The same shall be made available to MMVD through backend software.

- xii. Post affixation, staff deployed by the authorised HSRP manufacturers shall update affixation of HSRP on the vehicle and the unique laser numbers (of minimum 10 digits) of each plate to VAHAN portal along with Vehicle's registration number, and photos of vehicle through a mobile app.
- xiii. No High Security Registration Plates, 3<sup>rd</sup> Registration Mark Sticker or Snap Locks shall be issued/affixed to any vehicle prior to receipt of online application. No walk-ins shall be allowed at any of the affixation center.
- xiv. The Authorised HSRP manufacturers shall provide Grievance redressal mechanism to applicants to submit complaints regarding dissatisfaction/ issues faced regarding the HSRP affixation. Access of this portal shall also be given to MMVD officials along with escalation matrix for grievance resolution and monitoring purposes.
- xv. Authorised HSRP manufacturers shall also provide a mobile application to applicant/ citizen for status of the affixation application/ reschedule and track the HSRP booking status. This will also help prevent counterfeiting of HSRPs.
- xvi. MMVD reserves right to change the timelines and modify the process, proposed above, to suit the requirement in the larger public interest.
- xvii. The Authorised HSRP manufacturers shall destroy the unfitted HSRPs if the applicant does not arrive for affixation on 3<sup>rd</sup> appointment or up to 90 days after the first appointment. Photographs of the embossed, but unfitted HSRP plates, post destruction shall be maintained in the backend software for the entire contract period. The amount deposited for the destroyed HSRPs shall stand forfeited for applicant.
- xviii. Any deviation from above mentioned guidelines and terms and conditions of the agreement would lead to necessary penal actions by MMVD.

#### **b. Guidelines to the Vehicle Owners:**

Maharashtra Motor Vehicles Department has selected 3 implementing agencies in order to implement Manufacturing, Supply and Fitment of High Security Registration Plates to Motor Vehicles registered before 01.04.2019 in three zones in State of Maharashtra mentioned below:

Zone	Implementing Agency	HSRP Booking Portal Link
<b>Zone 1</b>	M/s Rosmert Safety Systems Ltd.	Booking Portal link/ URL of respective Implementing Agencies will be published on
<b>Zone 2</b>	M/s Real Mazon India Ltd.	



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**Zone 3**

M/s FTA HSRP Solutions Pvt. Ltd.

website of MMVD in due course.

Details of Regional offices under each zone is mentioned in the Annexure A attached herewith.

- i. The vehicle owner before applying for HSRP has to ensure that his/ her vehicle is not restricted by the Maharashtra Motor Vehicles Department (MMVD) on any court orders, de-registration or for any other reasons as deemed appropriate by the MMVD or any applicable proviso.
- ii. The vehicle owner should also ensure that his/ her mobile number is updated on VAHAN for their respective vehicle(s) before applying for HSRP affixation. If the vehicle owner's mobile number is not updated for respective vehicle(s) on VAHAN, applicant can update the same via availing Aadhar based contactless service namely "Mobile Number Update" through Parivahan website.
- iii. The vehicle owner should ensure the selection of appropriate HSRP manufacturer according to their respective RTO and Zone for HSRP affixation as mentioned in Annexure A.
- iv. An application for fitment of HSRP shall be submitted online along with all required proofs and details by the vehicle owners (applicant/ citizens).
- v. If the details of the vehicle in the SMS/email are not matching with the actual vehicle brought by the applicant, the HSRP affixation for such vehicle shall be rejected by the HSRP manufacturer and the amount so paid by the applicant shall be forfeited completely. Intimation of such rejection should flow from the software to the applicant by SMS, e-mail, website and/or by other means.
- vi. Vehicle Owner/ applicant must bring necessary proofs like Registration Certificate (RC) for verification purpose at the affixation centre on time of affixation appointment.
- vii. Vehicle Owner/ applicant must comply with the HSRP affixation timeline and shall pay the applicable charges as mentioned in the section "d" of this document.
- viii. Vehicle Owner/ applicant can raise their complaints regarding dissatisfaction/ any issues faced regarding the HSRP affixation through Grievance redressal mechanism provided by Authorised HSRP Manufacturers on their respective portals.
- ix. Vehicle Owner/ applicant can track status of the affixation application/ reschedule and track the HSRP booking status through a mobile application of respective Authorised HSRP manufacturers.
- x. It is responsibility of the vehicle owner to get the vehicle fitted with HSRP and 3<sup>rd</sup> Registration Mark Sticker by 31.03.2025.
- xi. In order to avoid last minute rush for HSRP affixation, all the vehicle owners are advised to book their HSRP affixation appointment at least one month before the last date of HSRP affixation date.



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- xii. If the vehicle owner does not comply with the directions issued by Maharashtra Motor Vehicles Department within stipulated time mentioned above in point (vi) of section b of this document, fine shall be imposed on the vehicles as per the provision of Motor Vehicle Act & Rules.
- xiii. If the vehicle owner/ applicant does not arrive for affixation on 3rd appointment or up to 90 days after the first appointment Authorised HSRP manufacturers shall destroy the unfitted HSRPs. The amount deposited for the destroyed HSRPs shall stand forfeited for applicant.
- xiv. Vehicle plying on the road fitted with imitation HSRP/ look alike plates/ smart number plates such as hologram/ IND mark/ "INDIA" inscription etc. shall mandatorily replace their registration plates with High Security Registration Plates conforming to Rule 50 of CMVR, 1989 to avoid penalty under provisions of the Motor Vehicles Act, 1988.
- xv. It may be noted that HSRP affixed from above mentioned authorized HSRP manufacturers for motor vehicles registered prior to 01.04.2019 will only be considered valid and will be updated on VAHAN portal. Any other lookalike HSRP affixed from any other HSRP manufacturer/ supplier shall be liable for fine as per provisions of Motor Vehicle Act and Rules.

**c. Directions to Regional Transport Offices/ Authorities:**

- i. Publicize the fitment of HSRP and 3<sup>rd</sup> registration mark sticker on all existing vehicles registered in Maharashtra State prior to 01.04.2019 through print and electronic media to ensure public awareness and timely implementation of the project.
- ii. Vehicle owners should be encouraged/ sensitized to affix HSRP on their vehicles immediately.
- iii. Police authorities in all Districts of Maharashtra State be instructed to take suitable action as per law against sale of fake and counterfeit HSRPs and against those persons who are involved in sale of fake and counterfeit HSRPs.
- iv. Activities in Regional Transport Offices in the State, related to transfer of ownership, change of address in RC, Hypothecation addition, duplicate RC, insurance update will be permitted only after validation of fitment of HSRP through validation of unique HSRP Laser codes from VAHAN portal as directed by MoRTH.
- v. No e-challans/ challans by respective Enforcement Authorities shall be issued and fine shall be collected or no penal action shall be taken against any old vehicle registered prior to 01.04.2019 for plying vehicles without HSRP till 31.03.2025. Post this date, enforcement authorities shall take legal action and book HSRP violation by issuing challan under Section 177 of Motor Vehicles Act, 1988.
- vi. All registering authorities and Inspecting Authorities are instructed to comply with the above order to ensure that HSRP are fitted on all motor vehicles registered prior to 01.04.2019 in a seamless and timely manner.



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**d. HSRP affixation timeline and Vehicle Category-wise HSRP Set Rates applicable to both HSRP manufacturers and Vehicle owners:**

i. Process of HSRP affixation shall strictly follow below mentioned timeline:

Sr.	Event	Timeline
1	HSRP Appointment Booked by Applicant	Day 0
2	Blank HSRP to be embossed	2 days prior to Appointment Date
3	Applicant to be able to reschedule appointment, if HSRP not affixed in the first appointment	Any date, up to 90 days after first appointment date
4	Embossed HSRP to be maintained at Affixation Centre	Up to 90 days after first appointment
5	Embossed HSRP to be destroyed	After 90 days from first appointment date (if not fitted to respective vehicle)

ii. HSRP Set rates applicable to Vehicle Owners inclusive of fitment charges and excluding taxes:

Sr.	Vehicle Category	HSRP Set Rates including fitment charges excluding GST (in INR)
1	Two-Wheelers and Tractors	450.00
2	Three-Wheelers	500.00
3	Light Motor Vehicles/ Passenger Cars/ Medium Commercial Vehicles/ Heavy Commercial Vehicles and Trailer/Combination	745.00

iii. The HSRP manufacturers may offer the services to the vehicle owner for affixation of HSRPs at the place of residence or place of business of the vehicle owner or may conduct camps at Resident Welfare Associations (RWA)/societies. Such a facility shall remain **optional** at the choice of the vehicle owner and Authorized HSRP Manufacturers may charge over and above the HSRP Set rates prescribed in section d of this document. **However, in no case, the service to the vehicle owner at the designated centre shall be denied.**



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# ANNEXURE A

Zone 1		
Sr.	RTO Name	RTO Code
1	BORIVALI	MH47
2	THANE	MH04
3	PANVEL	MH46
4	KOLHAPUR	MH09
5	PUNE	MH12
6	NANDED	MH26
7	AMRAVATI	MH27
8	WASHIM	MH37
9	YAWATMAL	MH29
10	NAGPUR (EAST)	MH49
11	NAGPUR (U)	MH31
12	ICHALKARANJII	MH51

Zone 2		
Sr.	RTO Name	RTO Code
1	MUMBAI CENTRAL	MH01
2	MUMBAI (EAST)	MH03
3	VASAI	MH48
4	KALYAN	MH05
5	PEN (RAIGAD)	MH06
6	RATNAGIRI	MH08
7	MALEGAON	MH41
8	NANDURBAR	MH39
9	SATARA	MH11
10	PHALTAN	MH53
11	PIMPRI CHINCHWAD	MH14
12	SOLAPUR	MH13
13	CHHATRAPATI SAMBHAJINAGAR	MH20
14	VAIJAPUR	MH57
15	WARDHA	MH32
16	NAGPUR (RURAL)	MH40
17	GONDIA	MH35
18	GADCHIROLI	MH33

Zone 3		
Sr.	RTO Name	RTO Code
1	MUMBAI (WEST)	MH02
2	VASHI (NEW MUMBAI)	MH43
3	SINDHUDURG	MH07
4	AHILYANAGAR	MH16
5	NASHIK	MH15
6	SRIRAMPUR	MH17
7	DHULE	MH18
8	JALGAON	MH19
9	BHADGAON	MH54
10	CHALISGAON	MH52
11	SANGLI	MH10
12	KARAD	MH50
13	AKLUJ	MH45
14	BARAMATI	MH42
15	BEED	MH23
16	JALANA	MH21
17	AMBEJOGAI	MH44
18	LATUR	MH24
19	UDGIR	MH55
20	DHARASHIV	MH25
21	PARBHANI	MH22
22	HINGOLI	MH38
23	AKOLA	MH30
24	BULDHANA	MH28
25	KHAMGAON	MH56
26	BHANDARA	MH36
27	CHANDRAPUR	MH34



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