

**GUIDELINES FOR EMPANELMENT
AND REGULATION OF
MANUFACTURERS / DEALERS OF
SURVEILLANCE CAMERA SYSTEMS
FOR MOTOR VEHICLES
REGISTERED IN KERALA**

ABOUT

The State Transport Authority (STA), Kerala, considering the importance of passenger safety, security monitoring and incident recording, has decided that all stage carriages, contract carriages, educational institution buses and school buses shall be fitted with surveillance camera systems capable of capturing front, rear and inside along with two footboards view of the vehicle. To ensure quality of equipment, service reliability, and accountability, the Motor Vehicles Department (MVD), Kerala hereby issues these Guidelines for Enlistment, Empanelment, Performance Bank Guarantee, Responsibilities, and Minimum Specifications for camera manufacturers and their authorized dealers operating within the State of Kerala.

1. Objectives of the Guideline

1. Enhance safety, security, and monitoring in public transport vehicles.
2. Ensure uniform quality standards for surveillance systems.
3. Prevent installation of substandard and un-certified cameras.
4. Ensure proper service, warranty, and accountability of manufacturers and dealers.
5. Enable easy verification, video retrieval, and compliance for enforcement authorities.
6. Protect passengers, particularly children in school buses, by ensuring real-time documentation of driver behavior, rash driving, and incidents.

2. Definitions

1. Manufacturer – A company engaged in designing, developing and manufacturing surveillance cameras having type approval certificate issued by any agency notified in Central Motor Vehicle Rule 126

2. Authorized Dealer – A person/firm authorized by an empanelled manufacturer to sell, install, service or maintain camera systems.
3. Camera System – Includes cameras, DVR, memory storage, cables and associated components.
4. Type Approval Certificate (TAC) – Certification issued by any testing agency notified under Rule 126 of the Central Motor Vehicles Rules (CMVR).

3. MINIMUM TECHNICAL SPECIFICATIONS OF CAMERA

SYSTEM

All camera systems fitted in vehicles must comply with the following minimum specifications:

3.1 Certification

1. Camera and DVR system shall have Type Approval Certificate (TAC) issued by any test agency approved under Rule 126 of CMVR.

3.2 Camera Specification

1. Resolution: **1080p (Full HD)**
2. Minimum Input Resolution: **2 Megapixels**
3. Night Vision: **Mandatory IR night vision**
4. Water & Dust Protection: **Minimum IP68 rating**
5. Operating Voltage Range: 9-36V
6. Minimum Field of View: **120° horizontal** (inside cameras shall be wide angle)

3.3 DVR / Storage Requirement

1. Built-in DVR is mandatory. (The storage capacity shall be sufficient to store recordings for the last 30 days).
2. Storage: **Minimum 256 GB TF/SD card** (support for higher capacity desirable).
3. The DVR shall support an overwrite function
4. The DVR shall provide date- and time-stamped recording
5. Must support retrieval of footage in standard formats (MP4, AVI etc.).

3.4 DISPLAY

1. Screen type: TFT-LCD/LED
2. Screen size: 7 inch.(Minimum)
3. screen resolution: 1024 pixels
5. Function: 4 Split Display for front and rear and inside camera.

3.5 System Performance

1. Continuous loop recording.
2. Tamper-resistant casing and mounting.
3. Image clarity shall be sufficient to clearly identify passengers and the surrounding road environment.
4. The system shall be capable of withstanding vibration and temperature variations prevalent in the Kerala climate

3.6 Installation Requirements

1. Installation must be carried out by trained technicians of empanelled dealers.
2. Cameras shall be placed at strategic positions ensuring no blind spots
3. Wiring shall be concealed and protected using proper casing.
4. Installation shall not obstruct driver's view or movement.
5. DVR must be placed in a lockable, sealed compartment accessible to enforcement officers.
6. After installation, the dealer shall issue Fitment Certificate, Warranty details, Product serial numbers and TAC copy
7. .System must function when ignition is ON.

4. Eligibility Criteria for Empanelment

4.1. ELIGIBILITY CRITERIA FOR MANUFACTURERS

4.1.1 Basic Eligibility

1. Manufacturer shall Possess valid Type Approval Certificate for each camera model proposed and produces valid conformity of production certificate (COP) in every year
2. Manufacturer shall minimum 2 years experience in manufacturing camera systems or similar electronic surveillance equipment.
3. Manufacturer shall have minimum annual turnover of ₹50 lakhs in surveillance or electronics sector.
4. Manufacturer shall have ISO 9001 certification (quality management) or such other.

5. Manufacturer shall have Valid GST registration and PAN.
6. Every manufacturer should have an online complaint registration portal with a complaint management system.

4.1.2 Performance Bank Guarantee

1. Manufacturer shall submit a **PBG of ₹10,00,000 (Ten Lakhs)**

4.1.3 Authorized Dealer Network

1. Manufacturer must appoint dealers in all districts to ensure timely service.
2. Manufacturer shall provide to nodal officer to the Transport Commissionerate with an updated list of all authorized dealers, with contact persons whenever required.
3. RTO's should be informed in a timely manner of the addition and removal of dealers within two weeks of such appointment before appointing the dealers.

4.1.4 Obligations After Enlistment

1. Ensure uninterrupted supply of approved camera models.
2. Provide warranty and after-sales support for a minimum of **2 years**.
3. Provide training to all authorized dealers/technicians.
4. Maintain spare parts availability in Kerala for at least **5 years**.
5. Continue service support even after suspension/cancellation until all existing customers' claims are settled
6. Service calls should be included online call registering mechanism and it should be resolved within 48 hours.
7. In the event of any delay in closing service calls within the stipulated time, the manufacturer shall inform the concerned authority within 15 days

4.2. ELIGIBILITY CRITERIA FOR DEALER/ FRANCHISEES

4.2.1 : Infrastructure Requirements

1. Every dealer must have Valid GST registration.
2. Every dealer must have a registered office in Kerala
3. Every dealer must have trained technicians to handle installation and maintenance.
4. Every dealer must have tools and equipment required for professional fitment.
5. Every dealer must have at least one person with computer knowledge

for configuration/record retrieval.

6. Every dealer must have a dedicated customer support with phone number.

4.2.2. Performance Bank Guarantee

1. Each dealer must submit a **PBG of ₹3,00,000 (Three Lakhs)**

4.2.3 Service Responsibilities

1. Every dealer must attend customer complaints within 2 working days.
2. Every dealer must use only approved / empanelled camera models.
3. Every dealer must provide installation certificate to vehicle owners.

5. Empanelment Procedure

1. The manufacturer shall submit an application to the Transport Commissioner along with all relevant supporting documents.
2. The application shall be scrutinized by the Transport Commissioner through an expert evaluation committee to verify compliance with the prescribed specifications, digital certification requirements, and PBG standards.
3. The manufacturer shall, if required, produce the camera system for demonstration, inspection, or field testing before authority.
4. The expert evaluation committee may seek additional documents, clarifications, or technical details from the applicant during the evaluation process.
5. Manufacturers and dealers found to be technically and administratively eligible and approved shall be included in the Motor Vehicles Department (MVD) Empanelment List.
6. Empanelment shall be valid for a period of three (3) years from the date of approval and may be renewed upon review of performance and continued compliance with applicable rules and guidelines.

7. Empanelled manufacturers and dealers shall comply with all statutory provisions, CMVR rules, and directions issued by the Government from time to time.
8. Empanelment does not confer any exclusive right or guarantee of business to the manufacturer or dealer.
9. Any modification in specifications, empanelment conditions, or procedure shall be applicable to all empanelled entities as notified by the Transport Commissioner.
10. The empanelment list shall be published on the MVD website
11. The Standard Operating Procedure (SOP) shall also be published on the MVD website

6. Responsibilities of Manufacturers

1. The manufacturers shall possess valid Type Approval Certificates and Conformity of Production (CoP) Certificates for the camera units, as required from time to time.
2. The Manufacturers shall Provide training to dealers/fitters.
3. The Manufacturers shall maintain service centres and ensure timely repair / replacement.
4. The Manufacturers shall Provide 2-year minimum warranty on camera systems.
5. The Manufacturers shall Provide firmware updates and technical support.
6. The Manufacturers shall Maintain installation database for traceability.
7. The Manufacturers shall Submit annual compliance report before the authority
8. Shall maintain online CMS portal registering complaints and access to reports shall be provided to MVD
9. Manufacturer shall produce valid confirmity of production certificate in

every year before the authority

7. Responsibilities of Dealers/Fitment Agencies

1. The dealers shall install systems as per approved standards.
2. The dealers shall Provide fitment certificate and test report to vehicle owners.
3. The dealers shall maintain installation and service logs for minimum 2 **years**.
4. The dealers shall replace defective components within warranty.
5. The dealers shall facilitate inspections by MVD officials.
6. The dealers shall ensure no equipment tampering during service.
7. The dealers shall update respective RTO's with installation data whenever required
8. The dealers shall Maintain service centers and ensure timely repair/replacement.

8. Responsibilities of Vehicle Owners

1. The vehicle owner shall install only empanelled manufacturers camera systems in the vehicle, as approved by the Motor Vehicles Department.
2. The vehicle owner shall ensure that the camera system is functional and operational at all times, including proper recording and storage of footage.
3. The vehicle owner shall permit inspection and verification of live /stored feed and /or DVR footage by authorized enforcement officers whenever required.
4. The vehicle owner shall maintain the camera system strictly in accordance with the instructions and guidelines issued by the manufacturer/dealer and the Motor Vehicles Department.
5. The vehicle owner shall immediately report any malfunction, damage, or tampering of the camera system to the authorized dealer or manufacturer and ensure rectification without delay.
6. The vehicle owner shall ensure that the camera lenses, wiring, DVR, power supply, and storage devices are kept in proper working condition.
7. The vehicle owner shall not tamper with, disable, or alter the camera

system or recorded data in any manner.

8. The vehicle owner shall retain recorded footage for the minimum period of 30 days.
9. The vehicle owner shall be responsible for timely repair, replacement, or calibration of defective components to ensure uninterrupted operation.

9. RESPONSIBILITIES OF MVD OFFICIALS

1. Conduct inspections of fitted camera systems.
2. Random checks in vehicles to assess quality and performance.
3. Maintain PBG records and initiate renewal verification.
4. Issue notices, impose suspension or cancellation.
5. Ensure only empanelled entities operate in their jurisdiction.
6. Update Transport Commissioner's office with inspection reports

10. PENAL PROVISIONS

10.1 Types of Penalties

1. **Suspension** of operations up to 15 days
2. **Revocation** of approval if violation not rectified within 15 days
3. **Forfeiture of PBG**
4. **Blacklisting** for a minimum of 3 years in case of severe negligence

10.2 Violations

The manufacturer or dealer shall be punished with penalties of any or all of above, if they ,

1. Supplies cameras without TAC/ COP certification or substandard, counterfeit or non-certified products
2. Installation of all components and processes shall be carried out without compliance with applicable statutory provision
3. Submits false documents or manipulated data
4. Delays complaint resolution by 2 working days

5. Sells cameras after suspension or blacklisting
6. Violates data privacy or tampers with recordings
7. Shows fraudulent practices or misrepresentation
8. Repeatedly installs cameras that fail quality tests
9. Failure to honor the warranty obligations or non-availability of service support.
10. Repeated complaints from vehicle owners regarding malfunction not rectified within the prescribed time.
11. Violation of any conditions of empanelment or failure to comply with MVD instructions.
12. Misrepresentation, fraud or submission of false documents at the time of empanelment
13. Installation of non-approved models or tampering of TAC-certified components.
14. Failure to maintain service centers or provide spare parts for the required period.
15. Withdrawal from responsibilities without prior notice or approval.
16. Any act that compromises public safety or integrity of surveillance footage.

10.3 Procedure for Penalty

10.3.1. Notice and Hearing: Before suspension, blacklisting, revocation or forfeiture of performance bank guarantee , the concerned manufacturer or dealer shall be issued a show cause notice and granted an opportunity of being heard.

10.3.2 Authority to Act: The Transport Commissioner is authorized to impose penal provisions mentioned in clause 10.1, against the manufacturers, and the Regional Transport Officer is also authorized to impose it against dealers.

10.3.3 Procedure for suspension and revocation

1. The Transport Commissioner shall issue the show cause notice of violation to manufacturers/Dealers.

2. The respective RTO/Joint RTO shall issue the notice of violation to dealers

3. The manufacturers / dealers shall be granted a minimum period of seven days for an opportunity being heard
4. A suspension period of 15 days shall apply for rectification of the violation.
5. If the default is not cured within this suspension period, it shall automatically lead to revocation of approval.

10.3.4 Forfeiture of PBG:

The PBG amount may be forfeited , including interest, upon fulfillment of any of the above commitment of violations individually or collectively, with due notice in following manner

1. For the first 15-day period of non-compliance, 10% of the PBG shall be forfeited.
2. If non-compliance continues, an additional 10% shall be forfeited for every successive 15-day period (i.e., 10%, 20%, 30%, and so on).
3. If compliance is restored within first 30 days, the forfeited PBG amount may be replenished , subject to satisfactory departmental review.

11. PERFORMANCE EVALUATION

11.1 Quarterly Review

The Transport Commissioner's office may conduct quarterly reviews based on:

1. Complaint resolution rate
2. Quality of installation
3. Working status of cameras fitted
4. Feedback from vehicle owners
5. Field inspections by MVD officers

11.2 Performance Benchmarks

1. Non-compliance will attract penalties as per Clause 10.

12. Validity and Renewal of Empanelment

1. Empanelment is valid for **3 years**.
2. Renewal is subject to submission of COP (conformity of production certificate)and Review of service quality
3. Application to renew of empanelment shall be submitted before Transport Commissioner one month before the expiry of empanelment.

13. Appeal Authority

1. For Manufactures- Transport Secretary, Transport Department, Government Secretariat, Thiruvananthapuram
2. For Dealers- Transport Commissioner, Trans Towers, Vazhuthacaud, Thiruvananthapuram