

Question-1	What Agents need from us?								
	1. Region wise valid Documents-Checklist prepared and shared for reference as per current regulations. A Central Document we can build for Client's reference to avoid any miss in communication to the customer at the Delivery/task request day (D0)								
Answer-1	2. Predefined Payment cycle for smooth flow of funds.								
Question-2	What Updates are we going to get from Agents?								
	1. Document receiving acknowledgement. 2. Document verification acknowledgement. 3. Case wise RTO Transfer E-receipts (24-48 hrs) 4. Delay reason- RTO Transfer E-receipts  (Aging wise followup with agents from Docs Handover Date)  5. Party Peshi status- Seller/Buyer-vehicle ( Region specific ) 6. Case wise Transfer Status- Within15 days. 7. Delay reason- RTO Transfers  (Aging wise followup with agents from E receipt/Party peshi Date)  8. Physical Document Post RC Transfer ( Original RC/NOC )  (Aging wise followup with agents from Transfer Date)								
Answer-2									
Question-3	The Agent Interface?								
Answer-3	Need to be discussed								
				1	RC Trasnfer				
		P+			LK		1	2	3
		Order placed			What all Service	RTO Services	Challians		
						RC transfer/TO			
						HPT			
						HPA			
						DL			
						CNG endorcement			
						NOC (State)			
						Duplicate RC			
						HSRP			
					RC/TO	NCR			

Documentation checklist-Delhi NCR				
Individual Transfer Case		No. of Copy Required		
S.no.	Required Buyer side Docs	DL	UP	HR
1	Form 30 with signature on part-2	2	2	2
2	e-Downloaded Aadhar card	1	1	1
3	Pan Card	1	1	1
4	Chassis Tracing on Blank A4 sheet (Only NOC cases)	4	4	4
5	Passport size photo ( Soft Copy )	0	2	0
6	Buyer Photo with Car with Vehicle number visible	0	1	1
7	Aadhar OTP for Transfer process	Yes	No	No
8	2nd Address Proof	No	Yes	Yes
9	Insurance Copy ( Updated on Vahan )	1	1	1
10	Valid PUC Copy ( Updated on Vahan )	1	1	1
11	Care off's KYC ( if Applicable )	1	1	1

Documentation checklist-Delhi NCR				
Company Transfer Case		No. of Copy Required		
S.no.	Required Buyer side Docs	DL	UP	HR
1	Form 30 with signature/Company stamp on part-2	2	2	2
2	e-Downloaded Aadhar card ( Authorized Person's )	1	1	1
3	Pan Card ( Authorized Person's )	1	1	1
4	Chassis Tracing on Blank A4 sheet (Only NOC cases)	4	4	4
5	Passport size photo ( Soft Copy-Authorized Person's )	0	2	0
6	Authorized Person's Photo with Car with Vehicle number visible	0	1	1
7	Aadhar OTP for Transfer process	No	No	No
8	Company's GST certificate / MOA	Yes	Yes	Yes
9	Company's Pan Card	Yes	Yes	Yes
10	Company's Blank Letter Head with Stamp	1	1	1
11	2nd Address Proof	No	No	No
12	Insurance Copy ( Updated on Vahan )	1	1	1
13	Valid PUC Copy ( Updated on Vahan )	1	1	1

<b>Documentation checklist-Delhi NCR</b>				
	<b>Individual Transfer Case ( if Seller is an Individual )</b>	<b>No. of Copy Required</b>		
<b>S.no.</b>	<b>Required Seller side Docs</b>	<b>DL</b>	<b>UP</b>	<b>HR</b>
1	Form 29/30 (Part 1) with signature	2	2	2
2	e-Downloaded Aadhar card	1	1	1
3	Pan Card	1	1	1
4	Passport size photo ( Soft Copy )	0	2	0
5	Aadhar OTP for Transfer process	Yes	Yes	No
6	2nd Address Proof	No	No	No
7	Valid & Original Bank NOC ( If Applicable )	Yes	Yes	Yes
8	Original RC	Yes	Yes	Yes
9	Seller Party Peshi	Conditional	Mandatory	Conditional
<b>Documentation checklist-Delhi NCR</b>				
	<b>Company Transfer Case ( if Seller is a company )</b>	<b>No. of Copy Required</b>		
<b>S.no.</b>	<b>Required Seller side Docs</b>	<b>DL</b>	<b>UP</b>	<b>HR</b>
1	Form 29/30 (Part 1) with signature/Company stamp	2	2	2
2	e-Downloaded Aadhar card ( Authorized Person's )	1	1	1
3	Pan Card ( Authorized Person's )	1	1	1
4	Passport size photo ( Soft Copy-Authorized Person's )	0	2	0
5	Aadhar OTP for Transfer process	No	No	No
6	Company's GST certificate / MOA	Yes	Yes	Yes
7	Company's Pan Card	Yes	Yes	Yes
8	Company's Blank Letter Head with Stamp	Yes	Yes	Yes
9	Valid & Original Bank NOC ( If Applicable )	Yes	Yes	Yes
10	Original RC	Yes	Yes	Yes
11	Seller Party Peshi	Not Required	Not Required	Not Required

Delhi RTOs Transfer Possibilities Based on Aadhar OTP-TO case			
No. of Conditions	OTP status		Transfer Possibility
S.No	Buyer	Seller	
Condition 1	Available	Available	All RTOs
Condition 2	Available	Not Available	All RTOs
Condition 3	Not Available	Available	All RTOs except DL4/DL10 father name at Address column
Condition 4	Not Available	Not Available	All RTOs except DL4/DL10
Delhi RTOs Transfer Possibilities Based on Aadhar OTP- Careoff/NAP case			
No. of Conditions	OTP status		Transfer Possibility
S.No	Buyer	Seller	
Condition 1	Not Applicable	Available	All RTOs except DL13/DL14 (DL4/DL10 father name at Address column)
Condition 2	Not Applicable	Not Available	All RTOs except DL4/DL10/DL13/DL14