

1. What is HSRP?

HSRP or High Security Registration Plate is a new form of number plate that is tamper proof and has non reusable locks. This means once a number plate is fixed, it can only be removed by breaking the lock, which is not easy to replace. All the HSRP plates will have similar font and design, having a Chakra on the left side in blue colour. The rest of the plate colour is decided basis the vehicle type, for example white background with black numbers if for private vehicles. There's also "INDIA" hot stamped on the number plate.

2. What is the benefit of high security registration plate?

The regular number plates are made by pasting stickers on the plate, which can be easily tampered and were used for getting away after committing a traffic offense. The HSRP, on the other hand, is fixed using non-removable snap-on locks and has the number hot stamped on the plate itself, making it difficult to tamper. Also, HSRPs are fixed by automobile dealers and private vendors approved by the state authorities and can only be issued after vehicle owner provides information like engine number, chassis number, name and other pertinent details.

Another problem is that in many states, people like to fix number plates with numbers and letters written in regional languages, which is against the law. The fonts and number plate size also varies from person to person. The HSRP will bring uniformity to the numbering system.

3. Is it mandatory to get a High Security Registration Plate fitted to my vehicle?

Yes, as per the provisions of the CMVR 1989 Rule 50, it is mandatory to have HSRP on all vehicles.

4. How many Class of vehicle are there as per CMVR, 1989

Following is the Class of Vehicle

Sl No.	Vehicles Class	Alpha Numeric Colour	Background Colour
1	Non-Transport Vehicles	Black	White
2	Transport Vehicle	Black	Yellow
3	Transport Vehicle under rent-a-cab	Yellow	Black
4	Transport Vehicle under rent-a-cab (Battery Operated)	Black	Green
5	Battery Operated Vehicle Non-Transport	White	Green
6	Battery Operated Vehicle Transport	Yellow	Green

5. Which type of details are there on Colour Coded Third Registration Plate Stickers.?

The Third Registration Plate colour coded sticker bears following details

- Name of the Registering Authority
- Registration Number of the Vehicle
- Laser Branded Permanent Identification Number; and
- Date of First Registration of the vehicle

6. What documents are required for booking of HSRP ?

Registration Number, Chassis number, Engine number which are available at your Registration Certificate

7. Why Mobile No. and Mail ID is required to be updated at the time of booking?

To provide update on Cash Receipt, HSRP at Dealer point, and OTP affixation updates. A mechanism has been created wherein SMS and Mail updates are being shared from time to time related to your order It must be ensured that correct mobile no be provided.

8. What is the procedure for getting an HSRP fitted on my vehicle?

There are two process for getting HSRP affixed

- a. New Vehicle – manufactured/registered after 01/04/2019 at Dealer / Vehicle M/frr. stage.
 - b. Old Vehicle – manufactured/registered prior to 01/04/2019 at Dealer / Vehicle M/frr. Stage.
- Kindly approach your Dealer (from where you have purchased the vehicle) for fitment of HSRP.

For Vehicle manufactured/registered prior to 01/04/2019 i.e. Old Vehicle

Step 1: Visit <https://transport.karnataka.gov.in> OR www.siam.in and click book HSRP

Step 2: Select Affixation Location (Home/ office / Dealer)

Step 3: Select Vehicle Class (Private Vehicle / Commercial Vehicle)

Step 4: Select Fuel Type (Petrol, Diesel, EV, CNG, CNG + Petrol, Hybrid +Petrol etc.,)

Step 5: Select Vehicle Type (2W/3W/4W, Heavy/ Other Vehicle/ private (Nontransport)/ Transport

Step 6: Select Vehicle Make

Step 7: Choose Your State : Karnataka

Step 8: Select Dealer/Home Affixation (Dealer location where you want to affix your HSRP or Home address where you want to get HSRP installed) Ex: Maruti / Hyundai / Tata / Honda / Mahindra etc.,

Step 9: Fill information – Ensure correct

Step 10: Confirm the OTP received on your mobile number

Step 11: Select Date & Time slot

Step 12: Enter your GST number if registered with GST

Step 13: Make online payment.

Step 14: Provide GST No. if you are registered under GST

Step 15: Order confirmation details will be confirmed through SMS/E-mail.

9. What is the Price of HSRP & Affixation?

It depends upon your vehicle make and vehicle class. The same will be displayed while selecting the fitment location

10. Can I have Option to select my convenient appointment time and location for fitment of HSRP on vehicle?

Yes.

11. If I missed my appointment date, can I re-schedule it?

Yes, you can, Re-schedule the next available date of appointment.

12. I have booked my order; can I have option to change the affixation location?

No.

13. Is it possible that I can collect the HSRP and will get it fitted through my own?

No.

14. Is vehicle owner required to be present with the vehicle at the time of fitment or not?

No. Vehicle is required for affixation of HSRP and 3rd Registration Mark.

15. Any documents required while visiting for affixation of HSRP?

Yes, following are required to be presented while affixation of HSRP .

a. Payment confirmation receipt

b. Registration certificate of vehicle.

16. I can't find my vehicle brand (OEM) for ordering HSRP?

You can only book for those vehicles whose brand names are displayed in the web screen. For other brands which are not displayed, we are not authorised to process the HSRP order. Please get in touch with your dealer.

17. I am facing issue in making payment?

Might be some "popups" are blocking your screen in your browser and are not allow you to open the payment gateway window. Enable the popup browser, and try again.

18. What is the process to cancel/edit my order?

There is an option at the web screen "Cancel Order".

19. Is there any option that I can cancel/edit my order?

The HSRP is a customized and specifically manufactured as per your order. It is advisable to confirm twice, the vehicle details before confirmation of order.

You can't edit your order, you may cancel the same within 4 hrs. from the booking of order. We will not be able to cancel the order after 4 hrs from the time of placing of order, since the HSRP/sticker would have manufactured by then.

On successful cancellation the amount will be refunded within six-eight working days.

20. I have got the refund of the transaction, whereas I have not cancelled my transaction?

This transaction has been refused by Payment gateway, please process the new order.

21. I have cancelled my order, when will I get the refund?

Refund process will start within 2 hours and should reflect in your account if transacted through UPI, within 3 to 4 working days; if transacted through Private bank 4-5 working days and if transacted nationalized banks in 7 to 8 working days.

22. I have update wrong details, what will I do?

Please cancel the order within 4 hrs. of ordering and place the new Order. The Company will not be held responsible, if the order got processed and HSRP is prepared. You have to bear cost or any enforcement issues from the authorities.

23. What will happen to my payment, if I cancel my order?

The company will immediately process the refund and a confirmation will be provided.

24. What is the process/procedure if any dispute/issue is being raised?

A screen is displayed on the website, contact us to access email id and contact details for Grievance related to fitment at dealer point/home service.

25. I am not able to download the payment receipt?

Visit <https://bookmyhsrp.com/trackyourorder.aspx>, update the details as asked and click on "Track your Order". The receipt will be e-mailed to you at your registered e-mail id.

26. What are Warranty terms and conditions for HSRP?

HSRP Plate bears five years' warranty only for Reflective sheeting as defined in Rule 50 of CMVR, 1989 Following are the Exclusions: The Warranty will not be valid in case if the HSRP Plate is :-

- a) wiped/rubbed/scratched with harsh abrasive material, petrol /diesel /grease, detergents, acid, alkaline solutions, chemicals, solvent, abrasive cleaners, caustic cleaners, carbon or soot removers, degreasers, descales, deoxidizers, desmutters, detergents, disinfectants, sanitizers, biocides, germicides, sporicides, strippers (removers for paint, coatings, photoresists, adhesives, sealants or other resin materials) or any other removers.
- b) Accidental damages
- c) Any additional drills made/screws fitted plates
- d) Damage during fitment by dealer
- e) Mishandled cases – Bent/Warp Plates