



MINISTRY OF TRANSPORT

Minister's Innovation Awards 2003

MOT

VITAS: the gateway for vehicle approvals at your doorstep



Launched in August 2003, the Vehicle Inspection and Type Approval System (VITAS) is a web-based system which utilises imaging and workflow technologies to facilitate end-to-end management of vehicle approval applications and inspection processes from the point they are received until they are approved. This online submission of vehicle approval applications has brought about greater convenience and flexibility for our customers.

Since its launch, more than 150 users have registered for accounts in VITAS and this represents about 90% of the total number of motor dealers currently importing vehicles for sale in Singapore. Together they have submitted more than 1500 vehicle approval applications.

VITAS has changed the way vehicle approval applications are submitted and processed as it has literally brought the convenience of vehicle approval applications to our customer's doorstep. Applications for vehicle approval can now be made 24 hours a day, 7 days a week and it has led to a dramatic reduction in the number of visits made to LTA for this purpose. In addition, all the 9 Authorised Inspection Centres have been Intranet-linked to VITAS to enable quick retrieval of technical specifications when vehicles are presented for inspection. This has given our customers more flexibility in terms of having inspection services available at more locations island-wide when compared to when this was performed only at LTA.

VITAS complements LTA's commitment towards the I.T. drive in integrating our processes electronically. Besides providing a seamless working environment with our working partners, VITAS is designed with a view for future integration with other electronic services within LTA. The project team led by Manager of Vehicle Engineering, Mr Long Say Jee, involved officers from various LTA departments.

