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CIRCULAR No.7/98

Sub: Motor Vehicles Department – Minimizing the difficulties experienced by the public in remitting the vehicle tax and to ensure the efficiency of the offices of the Dept. – further instructions issued.

- Ref:**
1. This Office Circular Nos.6/72, 7/87, 8/87 & 35/87.
 2. This Office Circular Nos.13/87, 26/87, 28/88 & 13/90.

Attention of the officers is once again invited to the Circular Numbers 6/72, 7/87, 8/87 and 35/87, wherein all the Deputy Transport Commissioners, Regional Transport Officers and Joint Regional Transport Officers were requested to maintain vigil on the activities of the self-styled agents, touts and also to take steps to eliminate them from the premises of the offices of our Department.

But noticing that these unauthorised persons make embarrassing situations in the offices as well as make themselves nuisance to the public even after the issue of the above Circulars, the former Transport Commissioner had issued further directions to all the Deputy Transport Commissioners, Regional Transport Officers and Joint Regional Transport Officers by D.O. letters dated 26.09.95 and 03.07.96. In his D.O. letters the Transport Commissioner, had instructed the officers to ensure complete elimination of agents / touts from the office premises and requested wholehearted co-operation of the officers in this regard.

Being aggrieved by the above directions the All Kerala Auto Consultants Association and three others filed petition before the Honourable High Court of Kerala during 1995. After due examination of the matter and hearing the learned counsel for the petitioners and the Advocate General on behalf of the respondents, the Hon'ble High Court had agreed with the directions issued by Transport Commissioner vide D.O. letter dated 25-09-1995, (Judgment dated 28.10.1995 and 31.10.1995 in O.P. No.15870/95). The Honourable High Court had made it clear that the authorised representatives made mention in Rule 128 of the Kerala Motor Vehicles Rules, shall also strictly comply with the directions contained in the above Circular (D.O. letter dated 25.09.1995) and they shall not be permitted to meddle with the proper functioning of the Regional Transport Office or Sub-Regional Transport Office, in any manner. But under the pretext of any such authorisation, if any agent/ representative interferes with the administration or functioning of the said offices, detrimental to the spirit of the circular issued by the Transport Commissioner, the matter should be reported immediately to the Police and on such report the City Police Commissioner/ Superintendent of Police and their subordinate officers should take appropriate action against those who commit any criminal offences, in accordance with law.

Even though all the above directions are in force, instances have been noticed that the vehicle owners are experiencing much difficulties in getting various services done like paying tax etc., from the offices of our Department and also from the self styled agents, touts crowded in the office premises. Therefore the Government have instructed this office to issue further directions in order to avoid hardships to the vehicle owners and also to increase the efficiency and workability of the offices.

In accordance with the orders of the Government of Kerala, and in continuation to the above mentioned Circulars, the following further directions are hereby issued for strict compliance.

1. More effective steps should be taken to eliminate the agents/touts from the office premises.

2. Receipts should be issued then and there for all official documents and applications, which are presented to the office.
3. In all offices there shall be a Notice Board, fixed in proper place and style so as to inform the public about the details of services rendered from that office, time of functioning of the counter, time for payment of tax etc.
4. The tax counters shall function strictly in accordance with the pre-determined time, which is exhibited in the Notice Board.
5. All the applications received in the office shall be processed and the services should be rendered within the time limit. In case of delay for more than ten days the reasons for delay for each case shall be reported to the Regional Transport Officers/Joint Regional Transport Officers concerned then and there. The Regional Transport Officers shall obtain a report in this regard specifying each such case and shall submit his report to the Zonal Deputy Transport Commissioners. In this report, the details of cases which are delayed without sufficient reasons shall be specially mentioned.

The concerned Zonal Deputy Transport Commissioners are requested to examine these reports and submit a review report to this office with his comments and recommendations. Regional Transport Officers shall submit their report twice in a month to the Dy Transport Commissioners and Deputy Transport Commissioners shall submit their review reports once in a month to the Transport Commissioner.

6. The Zonal Dy. Transport Commissioners shall arrange surprise inspections at the Regional Transport Offices and Sub-Regional Transport Offices under their control at frequent intervals. In case any inordinate delay is found in any file without sufficient reason or if any other irregularity is noticed on the part of any Officer, they shall immediately report the matter to this office for initiating departmental action against the erring officers. The senior officers of the Transport Commissioner's office will also organise frequent surprise inspections in the Sub-Offices.
7. The Public Relation Officers should invariably keep in mind the directions issued from this office vide. circular numbers 13/87, 26/87, 28/88 and 13/90. While interacting with the public, they are expected to listen to their problems with patience and understanding, and show a helpful attitude, so that the image of the Department may improve in the eye of the public and complaints from them will be reduced to the maximum extent possible. The Regional Transport Officers should keep a close watch on the performances of the Public Relation Officer and they should not give scope for any complaints thereafter.

Receipt of the Circular should be acknowledged by return. A compliance report shall be furnished to this office by each office within a month.

(Sd/-)
Transport Commissioner.