

No. G3/12621/TC/2015

Transport Commissionerate, Kerala,
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Dated, 02/07/2015

From

The Transport Commissioner,
Thiruvananthapuram.

To

All Deputy Transport Commissioners/
All Regional Transport officers/
All Joint Regional Transport officers.

Sir,

Sub:- **Motor Vehicles Department – Surprise check conducted by the VACB of
SRTO, Nedumangadu-direction -reg.**

Ref:- Govt.Letter No.6717/C1/2015/Trans dtd 9/6/2015

The Director, Vigilance & Anti Corruption Bureau has reported that during the surprise check conducted in various office functioning under the Motor Vehicle Department, the presence of Agents/Middle men is not a rare seen. They are supposed to be a part and parcel factor of the offices. But the interference of such unauthorized persons cause hindrances and inconvenience to the public and as well as for the proper functioning of the office. The interest shown to entertain the agent is not seen expressed towards the general public. In brief a 'customer friendly attitude is not seen maintained by most of the staff members ignoring the fact that our office is a typical public office and the public is the master of the Government servant.


In the circumstances all the Deputy Transport Commissioners/Regional Transport Officers/Joint Regional Transport Officers are directed to conduct regular inspection in the functioning of all the offices under their respective jurisdiction and report compliance.

Yours faithfully,

Sd/-
Transport Commissioner

copy to CA to TC/Secy.STA/&JTC[E]and Sr.Dy.TC[T]

Approved for issue,


Senior Superintendent.
14/7/15