

**PROCEEDINGS OF THE TRANSPORT COMMISSIONER, KERALA
THIRUVANANTHAPURAM**

(Present : Shri.Rishi Raj Singh, I.P.S.)

Sub:- MVD-Redressal of Public Grievances – Formation of Enquiry Counter
and Help Desk in the various offices of the Department of Motor
Vehicles – Orders Issued.

Read:- Government Circular No.10880/E2/89/P&ARD dated 16/02/1990

ORDER NO.A5/14048/2013/TC Dated : 29/06/2013

Government in the Circular read above had issued detailed guidelines for opening Enquiry Counters in all government offices for speedy redressal of public grievances. The counter will be opened in each offices frequented by the public and should function throughout the office hours on all working days. The counter will be under the direct control of the Head of Offices concerned and manned by a team of officials. They should give necessary information to the public if necessary after consultation with the office staff.

In view of the above said instructions and guidelines an Enquiry Counter and Help Desk will be functioned in the Transport Commissionerate and all the Regional Transport Offices to redress the public grievances w.e.f. 01/07/2013 with the following objectives:

1. The Enquiry Counter and Help Desk so formed in the above said offices is intended to serve the general public, who come to the office for redress of grievances or for seeking information on some problems, or for some other services.
2. The official at the Enquiry Counter and Help Desk will ascertain the problems from the visitor and after consulting the section/official concerned, convey information regarding the exact position of the matter.
3. Whenever it is possible to redress grievances or sanction a request immediately it should be done then and there without asking the petitioner to come again later.
4. When it is not possible to sanction a request immediately a definite date and time should be indicated so that repeated futile and expensive visits by a petitioner can be avoided.
5. The petitions to be dealt with by the subordinate officers will be endorsed to the parties after making necessary entries in the Register kept in the counter.

In order to achieve the above said objectives the following steps are to be initiated by the Head of Offices concerned:

1. The Enquiry Counter and Help Desks shall function in the Transport Commissionerate and all the Regional Transport Offices throughout the office hours as prescribed on all working days.
2. The Public Relations Officer of the respective offices shall be the official on duty in the Enquiry Counter and Help Desk.
3. The Regional Transport Officers concerned will deploy additional staff, i.e. one Clerk/Typist/Data Entry Operator having computer knowledge, Peon etc, if necessary for the proper functioning of the Enquiry Counter and Help Desk from the sanctioned strength of officials available at the Regional Transport Offices concerned.

4. A board written in 'Malayalam' and 'English' language will be put in front of the Enquiry Counter and Help Desk.
5. The official on duty in the Enquiry Counter and Help Desk should ensure that as far as possible agents, trout or other outsiders should not be allowed to interfere in any of the departmental activities or services being extended to the public. In order curb these illegal activities the official in charge of the counter should extend all possible advice, help and extend support to the public, who come in to the office for various service, and to redress their grievances/extend service as is to be functioned by the department.

The above said orders and instructions should scrupulously be implemented w.e.f. 01/07/2013. The Head of Offices concerned will be held personally responsible for any lapse in the matter.

Sd/-

RISHI RAJ SINGH, I.P.S.
TRANSPORT COMMISSIONER

To

1. All Deputy Transport Commissioners
2. All Regional Transport Officers
3. The Joint Regional Transport Officers of all Sub Regional Transport Offices
4. A2 Section, TC (For deploying officials in the Enquiry Counter and Help Desk at the Transport Commissionerate)
5. The Director, Information and Public Relations Department, Thiruvananthapuram (with C.L.)
6. Stock File and Office Copy

Copy to: 1. The C.A. to the Transport Commissioner

2. All Officers and Sections in the Transport Commissionerate

Forwarded/By Order

[Signature]
29/6/13
Senior Superintendent

[Signature]
29/6/13