

CIRCULAR No.15/2008

- Sub: Motor Vehicles Dept. – Dealing with problems arising due to non availability of history of Licenses – Instructions issued – Reg.
- Ref: Note dated 28.05.2008 from Additional Transport Commissioner.

It is brought to the notice that Regional Transport Officers/Joint Regional Transport Officers/Motor Vehicles Inspectors are insisting to apply for driving licence afresh when licence holders approach our offices for getting their driving licence renewed on the ground that data relating to the driving licence is not available in the data base. It is also reported that when data is not available, the processing of applications are badly delayed and very often the applicants are driven to approach different officials repeatedly without any solutions to their problems.

Instances have also been noticed of omitting one or two classes while renewing the licence on the ground that those classes are not available in the database, as also instances of rejecting the application for duplicate driving licence on the ground that the history of the licence is not available in the data base.

It is hereby brought to the notice of all the Licencing Authorities and staff members that our Department is responsible to maintain the records of the Driving Licences; It is not fair to drive the applicants from pillar to post on the ground of non-availability of data with the Department. Therefore all Licencing / Additional Licencing / Assistant Licencing Authorities are hereby instructed that undue delay and harassment to public on mere reason of non-availability of history in the database should be avoided hence forth.

Following directions are issued to mitigate the hardship to the citizens in this regard.

1. If the application is accompanied by original licence, the data in the licence shall be fed into the data base and shall be renewed as in the normal case.
2. If there is difference in particulars in the licence and the data base, the details in the Licence produced shall be accepted if there is no reason to suspect the entries.
3. If the application is for a Duplicate Licence surrendering the original licence, the details in the licence can be accepted. The data base shall be fed or corrected accordingly.
4. If the original licence is lost or destroyed, and the history is not available in the data base, duplicate licence can be issued based on photocopy of the licence

accompanied by proof of complaint received by the concerned Police Station and affidavit endorsed by a Notary Public or any other reliable document.

5. Procedure for fresh licence shall be resorted to only if there is no data available with the Department and the holder. This shall be done only after the consideration by Regional Transport Officers/Joint Regional Transport Officers.

The Licencing Authorities shall use their discretion in favour of the applicant to avoid hardships to the public and allegations in this regard. The Regional Transport Officers/Joint Regional Transport Officers / Motor Vehicles Inspectors are directed to accomplish the spirit of the above direction and see that the citizens are not put to hardship on account of non availability of details in our database.

Sd/-
Transport Commissioner

To

All Deputy Transport Commissioners,
All Regional Transport Officers and
Joint Regional Transport Officers of Sub RT Offices

Copy to:

CAs to TC, Addl. TC, Senior DTC & Secretary, STA, Senior AO, Senior FO,
Accounts Officer, SS (G), All SSs, JSs, HA, S/F and Spare

Approved for issue,

Senior Superintendent.
RR.