

MOST URGENT/FOR STRICT COMPLAINE

No.MIT-5/19497/TC/2013

Transport Commissionerate, Kerala,
Trans Towers, Thiruvananthapuram,
e-mail:tcoffice@keralamvd.gov.in
Dated : 30/08/2013

From

The Transport Commissioner,
Thiruvananthapuram

To

All Deputy Transport Commissioners,
All Regional Transport Officers,
Joint Regional Transport Officers.

Sir,

Sub:- Motor Vehicles Department --error in data entry-SMART MOVE-
Reg.

Ref:- Various complaints received in this office for error correction

Several instances have been noticed in that, the majority of correction request received in this office are of mistakes occurred in "Smart-Move" are Fancy number Reservation, number allotment and error in tax Collection. It is noticed that these errors were occurred, due to careless in data entry. Instruction has been given to Registering Authorities in this regard to avoid such incidents which lead to complaints from the public. Any error due to wrong data entry will be viewed seriously

In the case of reservation of fancy number reservation, several instances of wrong inward number input were reported. For reservation of fancy number, application for reservation shall be made mandatory and ensure that the Inward number, the number to be reserved and amount to be collected are recorded properly. The officer who makes the error shall be responsible and liability for any loss will be fixed upon the officer concerned.

After granting the reserved number, proceedings should be given to the applicant. Registering Authorities should insist the applicant to attach the "Reserve Number granted proceedings" and "Check list" for registration of vehicle with the Registration file, which will be help to ascertain whether the a number has been reserved by the applicant. Application without the same shall not be entertained by the Registering Authorities. Matter may be displayed in office Notice Board. Requests for fancy correction without complying with the procedures already issued from this office will not be considered and responsibility will be fixed on the officer concerned.

Several instances of acceptance of tax for wrong vehicles and wrong tax period is noticed and such requests will be entertained here after. The tax accepting

officer and controlling officer shall be vigilant in this case and the officers concerned shall be held liable for any loss and responsible for any inconvenience to the public.

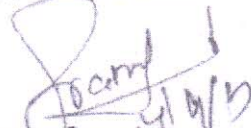
It was instructed that, utmost care should be taken while making data entry and any delay and inconvenience to the public occurring due to the error in wrong data entry will be responsibility of the officer concerned.

Yours faithfully,

Sd/-

Joint Transport Commissioner
For Transport Commissioner

Approved for issue


Senior Superintendent
4/9/19