

No.MIT-5/22526/TC/2014

**URGENT**

Transport Commissionerate, Kerala,  
Trans Towers, Thiruvananthapuram,  
Dated :31/10/2014  
tcoffice@keralamvd.gov.in.

From

The Transport Commissioner,  
Thiruvananthapuram

To

All Deputy Transport Commissioners  
All Regional Transport Officers  
All Sub Regional Transport Officers

Sir,

Sub:- Motor Vehicles Department – Complaint log in-Monitoring of complaint  
received online - Reg

Ref:- Complaint published in Malayala Manorama Daily dated 25/10/2014

Instances have come to the notice to the Transport Commissioner that the complaints filed online by the citizens are not properly attended by certain offices of the department. This is a serious lapse from the side of the officers of the Department .

There is a provision "Complaint Registration" has been made in department website for the use of the public to file complaints. The Head of Offices can view the complaint filed online through the 'View Complaint' menu available at Enforcement Log in facility provided in department web site

In this circumstance all Head of Offices are hereby directed to verify the complaints filed online daily and take necessary action to redress the grievances of the petitioners and furnish reply through this facility. The Head office shall keep a register to record such complaints and action taken here on. The register shall be verified and counter signed by the DTC in the Zonal conference.

Strict action will be initiated against the officers who failed to attend complaints filed online and initiate timely action on the same.

Yours faithfully,

  
Joint Transport Commissioner  
For Transport Commissioner

Copy to:- JTC(E), Sr. A. O, Sr. F. O, DTC(Tax), ATC, Asst Secretary STA, Sr.L .O