

No. G1/9437/TC/2015

Transport Commissionerate, Kerala,
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Dated, 04/06/2015.

From

The Transport Commissioner,
Thiruvananthapuram.

To

All Regional Transport Officers,
All Joint Regional Transport Officers.

Sir,

Sub:- **Motor Vehicles Department – Scrutiny of applications received from the public – avoidance of the omissions etc – instructions issued of – Reg.**

Ref:- Government Letter No. 1641/C3/2015/Trans dated 29/04/2015.

Surprise check are being conducted by the Vigilance and Anti Corruption Bureau frequently in the offices functioning under the Motor Vehicle Department. Among various lapses and irregularities pointed out by the Vigilance and Anti Corruption Bureau, the accumulation of the undisposed applications in the offices was pointed out specifically. A scrutiny of the pending applications revealed that most of them were kept pending due to trivial reasons. Such applications were seems devoid of certain supporting documents such as Insurance, Pucc, Address Proof, Self addressed envelope etc. It evidences that the applications were received in the offices without proper verifications. This sort of lapses create inconveniences to the public. It normally causes delay in extending service to the applicants and the applications were summoned later (one or more) to rectify the mistakes.

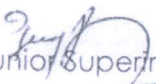
The carelessness / laziness shown by the staff members while receiving the applications all the counters are the exclusive reason for the pendency of undisposed applications.

In the circumstances all the Regional Transport Officers / Joint Regional Transport Officers are directed to ensure that when the applications are received at the counter, it should be verify thoroughly and all the defects noticed should be intimated to the applicants on the spot or in writing. So that the applicant can rectify the defects immediately. In this connection it is also informed that the person who receives defective applications (without proper scrutiny) will be held responsible for the lapses and disciplinary action will be initiated against them.

The receipt of letter should be acknowledged.

Yours Faithfully,
Sd/-
Senior Administrative Officer
For Transport Commissioner

Approved for issue,


Junior Superintendent
Sd/-
05/06/15