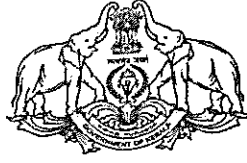


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4/6/16



GOVERNMENT OF KERALA

Abstract

Transport Department-Setting up e-Seva centres in the Regional Transport Offices at Thiruvananthapuram, Ernakulum and Kozhikode – Judgment dated 08/03/2016 in WP(C) No.4618/2016- complied with- - Orders issued.

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TRANSPORT (B) DEPARTMENT

G.O(Rt) No.230/2016/Tran Dated,Thiruvananthapuram, 31.05.2016.

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Read: - Judgment dated 08/03/2016 in WP(C) No.4618/2016 filed by All Kerala Akshaya Entrepreneurs Confederation.

ORDER

1. The Motor Vehicles Department set up e – Seva Centres in the Regional Transport Offices of Thiruvananthapuram, Ernakulam and Kozhikode on a pilot basis with the assistance of Kudumbasree with a view to help the public in e – Governance activities such as filing online applications for various services.
2. Aggrieved by the decision of the Transport Commissioner to set up e – Seva Centres through Kudumbashree, the Secretary, All Kerala Akshaya Entrepreneurs Confederation filed Writ Petition No. WP(c) 4618/2016 before the Hon'ble High Court arguing that since there is no difficulty to extend the services of Akshaya Centres at RT and Sub RT Offices, the new e - Seva Centres are unnecessary.
3. The Hon'ble High Court as per the judgment read as 1st paper above directed the Chief Secretary to take a decision in the matter in consultation with Secretary to Government, IT Department, Principal Secretary to Government, Motor Vehicles Department, Director, IT Mission, Transport Commissioner and the representatives of the petitioner.

4. Accordingly Chief Secretary held a meeting on 28/04/2016 with all concerned.
5. The Transport Commissioner during the course of the meeting has reported that at present application for a large number of services in Motor Vehicles Department are accepted online and for certain services the public has to visit the concerned RT office for physical verification of documents. In the present scenario, if a citizen needs to apply for any services they have to visit the nearest Akshaya Kendras for filing online submission/ application and after getting a printout/receipt they have to physically approach the concerned office of Motor Vehicles Department for completing the procedure wherever a physical verification is required. The Transport Commissioner has further stated that the hardships of the public in filing e – applications is being exploited by the middlemen(agents) who indirectly interfere in the matter promising a helping hand to them by accepting monetary benefits.
6. With a view to co-ordinating the different procedures in filing an e-application within a single window and to avoid middlemen/agents, the Transport Commissioner has proposed to set up e- Seva Kendra facilitation centres at the front office of RT /Sub RT Offices. The Transport Commissioner briefed that the e- Seva kendras can assist the public in filing e – applications, providing a receipt/printout with which they can walk inside the office for subsequent verifications on a single visit itself.
7. The Transport Commissioner has also stated that Kudumbasree has been providing their service to Motor Vehicles Department in data entry operations and other areas in e - Governance activities for the past decade and has proven as a competent service provider.
8. During discussions the following points came out -
 - (i) Akshaya Kendras are one among the mechanisms for delivering e-Governance services related to various Government Departments.
 - (ii) Motor Vehicles Department needs to facilitate citizens to access services without hassle, particularly by avoiding middlemen, for corruption -free delivery. Hence the Motor Vehicles Department has chosen e-services of Kudumbasree in Sub Regional Transport Offices / Regional Transport Offices.

9. In this context, Government have examined the matter in detail. Kudumbasree is a networked organization of women mostly belonging to poor families and they carry out different activities including running of e-Seva kendras. This serves the dual purpose of providing employment to the needy even while making available the e-services to this people.
10. Since it is not feasible to have two service providers in the same office, the Motor Vehicles Department is free to entrust its e-Seva Kendras in Sub Regional Transport Offices / Regional Transport Offices to Kudumbashree units. However, Akshaya Centres can continue to provide other services of the Motor Vehicles Department to the public.

By Order of the Governor,
S.M. VIJAYANAND.
Chief Secretary to Government.

To,

The Transport Commissioner, Thiruvananthapuram
The Accountant General(A&E/AUDIT/DB Cell). Kerala, Thiruvananthapuram
The Director, Kudumbashree Mission, Thiruvananthapuram
The Director, Kerala State IT Mission
The Secretary, All Kerala AKSHAYA Entrepreneurs Confederation, Kollam
The I&PRD(for publishing in the official Govt. Website)
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Forwarded /By Order,



Section Officer.