

Circular No 11/2020

Subject :- Motor Vehicles Department- Esst- Avoiding of personal visits to head office in compliance to Covid 19 Protocols- Directions- Issuing of

Reference :- Guidelines issued by the Kerala Government regarding functioning of offices and protocols to prevent Covid 19 pandemic

Government has issued detailed guidelines and protocol for prevention of Covid 19 and related functioning of offices.

In pursuance to the same, the duties of staff were streamlined to maintain social distancing to prevent Covid 19.

It has been decided to change the functions of the offices to e- platform to the extent possible.

As such the officers are advised not to physically approach this office for their official or personal grievances and to submit their requests through online process

The following nodal officers are designated for facilitating the same.

1	Joint Transport Commissioner & Secretary STA	a. Smart support Group b. Modernisation in Transport & State Transport Authority	8547639123	jtc.mvd@kerala.gov.in
2	Joint Transport Commissioner (Enforcement)	a. Road Safety Activity b. Purchase	8547639123	jtc.mvd@kerala.gov.in
3	Senior Administrative Officer	a. Establishment matters b. Disciplinary Cases	8547639091	ao.mvd@kerala.gov.in
4	Senior Deputy Transport	a. Taxation matters b. Motor Vehicles Act	8547639000	dtctax.mvd@kerala.gov.in

	Commissioner (Tax)	and Rules		
5	Senior Finance Officer	a. Pension/ Local Audit Report b. Internal Audit Report	8547639092	fo.mvd@kerala.gov.in
		General Enquiry/Complaints	0471- 2333317/37	tcoffice.mvd@kerala.g ov.in

Confidential Assistants of the nodal officers shall take all e-application from any mode and keep a register of such application.

The staff can also submit their grievances to Transport Commissioner through whatsapp in the number 8547639080

The nodal officers shall acknowledge the receipt of the grievances and shall give a reply within seven days from the date of receipt of the same. In case of any difficulty the staff can directly contact Transport Commissioner in public grievance number 8547639090

CA to Transport Commissioner will keep a register for the complaints and shall submit a weekly action report to Transport Commissioner every Monday. JTC/ Sr. AO/ Sr. DTC (Tax)/ Sr. FO will submit an action taken report of all the petition to Transport Commissioner on every Monday and also to discuss personally all such files in person within two days of the receipt of the complaint.

No officers from subordinate offices are permitted physically to visit the Transport Commissionerate till the Covid protocols are lifted by Government.

DTCs/ RTOs/ Joint RTOs shall not give permissions to their staff to visit Transport Commissionerate in person and advise them to file their grievances if any through online.

Sd/-

Transport Commissioner

Approved for Issue

Senior Administrative Officer