

PROCEEDINGS OF THE TRANSPORT COMMISSIONER, THIRUVANANTHAPURAM.

(Present: Shri C. Ramachandran)

Sub:- Motor Vehicles Department - 15 Point Programme of
Chief Minister - Public Grievance Redressal -
Nomination of Grievance Redressal Officers -
Orders issued.

Read:- Government letters No.18605/D2/94/P&ARD dt. 16.11.95 &
14.12.1995.

Order No.A7-14806/TC/95 dated 12-1-1996

As directed by the Government in their letter
No.18605/D2/94/P&ARD dated 14.12.1995 the following officers
are nominated as Grievance Redressal Officers in the Motor
Vehicles Department:-

1. Additional Transport Commissioner at the State Level.
2. Deputy Transport Commissioner concerned at the Zonal Level.
3. Joint Regional Transport Officer in the Regional Transport Office at District Level.
4. Joint Regional Transport Officers in the Sub Regional Transport Offices at Sub Regional Level.

The Grievance Redressal Officers should be present in their Offices on all Wednesday (which are working days, throughout office time to hear the grievances of the public in person.

The Grievance Redressal Officer can call for any file from the offices within his territorial jurisdiction, even when they are not under his administrative control. He may submit his recommendation for redressal of the grievance to his superior officer or the Transport Commissioner who will take appropriate decision on such recommendation.

The Grievance Redressal Officer will maintain a register in which the complaints received by him and the action taken thereon will be recorded.

The Grievance Redressal Officers will send a quarterly periodical to the Transport Commissioner (in name cover) giving the number of petitions received, the grievances redressed, the grievances which are not redressed and reasons therefor.

The periodical for each quarter should reach the Transport Commissioner on 10th of the month following the quarter. The first report should reach the undersigned by 10th April, 1996.

Sd/-
Transport Commissioner.

- 1) The Secretary to Government, P&ARD (with CL).
- 2) The Commissioner & Secretary to Government, Public Works & Transport Department, Government Secretariat, Thiruvananthapuram (with CL).
- 3) The Director of Public Relations, Thiruvananthapuram (with CL).
- 4) All Grievance Redressal Officers with copy each of the Govt. letters cited in the Circular and minutes of the meeting held by the Chief Secretary on 25.11.1995.
- 5) CA to Transport Commissioner.
- 6) CA to Addl. Transport Commissioner.
- 7) All Officers in Transport Commissioner's Office.
- 8) All Deputy Transport Commissioners.
- 9) All Regional Transport Officers.
- 10) All Joint Regional Transport Officers.
- 11) Circulation to staff of Transport Commissioner's office.
- 12) Stock file & office copy.

proved for issue,

1996
Superintendent.