

No. 14/28921/TC/88

Office of the Transport Commissioner,
Thiruvananthapuram.

CIRCULAR No. 1/91

~~Dated: 29.12.1990~~~~29.12.1990~~
~~29.12.1990~~
29.12.1990Departmental enquiriesSub: - ~~Motor Vehicles Dept.~~ - Complaints and Petitions from the
public - Enquiries - Speedy action - Instructions issued.

M.V. Department is a Department having constant contact with the public and in view of the special nature of the duties and functions of the Department complaints from the public are also frequent and numerous. The complaints received at various levels are forwarded to the Deputy Transport Commissioner, Regional Transport Officers etc. for enquiry and report. But it is noted with regret that the Department Officers do not always give due importance and urgency to such enquiries and enquiry reports are some times delayed inordinately. Occasions have also not been rare when repeated reminders had little effect and enquiry reports were delayed upto two and three years. It is needless to point out that delay of this kind defeats the very purpose of the enquiries and sometimes renders the enquiry reports irrelevant and follow up action difficult on even impossible in some cases. Moreover this is a matter affecting the image and credibility of the Department as well. Government have viewed the ~~unconscionable~~ delay that came to notice in one such instance very seriously and passed three strictures on the Department recently. They have also directed to initiate disciplinary action against the officers responsible for the delay.

2. In the circumstances all Officers who are entrusted with enquiries into complaints and petitions received from the public are directed to give importance and urgency to the work and complete the enquiry with utmost speed and submit the requisite report quickly. Where only record verification is required, the report should be submitted within one month and where collection of oral evidence is also required, within two months at the maximum unless a shorter time limit is set in specially urgent cases. If for any genuine reason, more time is required in any particular case the matter should be taken with the Transport Commissioner's Office for orders.

3. All concerned are also reminded that undue delay in conducting enquiries and furnishing reports will entail disciplinary action as ordered by Government.

(Note: Please See O.L.No: 18/91)

Sd/-

Transport Commissioner.

To

All Deputy Transport Commissioners.
All Regional Transport Officers.
All Joint Regional Transport Officers.