

No.A3(S)-977/TC/90



Office of the  
Transport Commissioner,  
Thiruvananthapuram, Dated 31.7.90

CIRCULAR NO.13/90

31<sup>st</sup> July, 1990

Sub:- ~~Motor Vehicles Dept. - Complaints about the  
behaviour of staff - avoidance of - Instructions  
issued-~~

Ref Circ. no. 13/87, 26/87 & 28/87 ✓

It is noted that in spite of previous circulars impressing upon all Offices in the Department the necessity of courteous behaviour and helpful attitude towards the public approaching the various offices in the Motor Vehicles Department for different purposes, complaints about objectionable behaviour and delaying tactics of the staff in some offices are still received. Most of the complaints are about the undue delay in the offices while some others are about the discourteous and unhelpful behaviour of the staff. One other aspect that emerges from some complaints is that even when an instance of delay on bad behaviour of a subordinate is brought to notice, the Head of Office often does not intervene and make a sincere effort to solve the problem. Experience shows that intercession by the Head of Office and word of sincere consideration from him will, by itself, ease the situation, because "A good word costs nothing, but gains much". Generally people do not want things to be got done in violation of rules; they only expect what is permissible as per law and they expect to get things done without delay. Public servants could do a lot within the framework of rules and procedures to help the public. All the staff in the Department, especially the Heads of Offices and the Public Relations Officers are requested to keep these principles in view while interaction with the public and listen to their problems with patience and understanding so that the image of the Department may improve in the eyes of the public and complaints from them will be avoided to the maximum extent possible.

2. All Heads of Offices are also requested to earmark a particular time of the day for receiving visitors, if such an arrangement does not already exist, when the problems faced by them could be sorted out and irritants, if any ironed out. Such a step is sure to go a long way in maintaining good relations with the public and making them feel that they could expect a fair deal from the officers of the Motor Vehicles Department and thereby help improve the image of the Department substantially.

Sd/-  
Transport Commissioner.

- To
- All Deputy Transport Commissioners,
  - All Regional Transport Officers &
  - All Joint Regional Transport Officers.

Office Procedure -  
Sub - Courteous behaviour and  
helpful attitude towards  
the public - Instructions -