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No. C4/25147/TC/88

Office of the Transport Commissioner,  
Trivandrum.

30th August, 1988  
Dated 3rd Aug. 88.

CIRCULAR No. 28/88

Sub: ~~Office Procedure~~ - The Role of Public Relations Officer -  
Loyal and Courteous behaviour requested - reg.

Ref:- This office circulars No. 13/87 and 26/87.

Despite the instructions issued in Circular cited above, complaints are being received frequently about the slack functioning of the counter system in the offices, rude and indifferent attitude of the Staff towards the public, non-adherence to the time limit prescribed for rendering various services, and similar unfortunate and regrettable incidents. A good number of the complaints relate to the failure to give proper guidance to the public and non-adherence to time limits.

2. The above difficulties can be solved to a considerable extent, if the P.R.O. functions according to directions already issued. The P.R.O. should ensure the smooth functioning of the counter system, quick acceptance of <sup>cash</sup> and the work relating to Driving Licence, Conductor Licence and registration of vehicles within the time limit prescribed. The P.R.O. should make sure that receipt of the applications through the counter is duly acknowledged by issuing receipts and the books are returned after rendering service on the due date itself. The Regional Transport Officer/Joint Regional Transport Officer should also keep a close watch on these items of work and also on the performance of the P.R.O.

3. If in future any complaint is received from the public or elsewhere against the functioning of the office especially the staff at the counter, the head of the office will be personally held responsible for this leading to disciplinary proceedings.

The receipt of the Circular should be acknowledged.

(Note: Please see O.Lar No. 13/80)

Sd/-

Transport Commissioner.

To

All Officers of the department.

Copy to: CA to TC, JTC, Sr. D.T.Cs.