

Office of the Transport Commissioner,
Trivandrum,

CIRCULAR NO. 26/87.

No. C4-30044/TC/87

17th Sept. 1987.

Sub:- *Office Procedure - instructions -*
Behaviour of the staff towards public - complaints
regarding.

It is most regrettable and unfortunate that inspite of repeated exhortations and instructions from Senior Officers, some of the members of the staff in the Regional and Sub Regional Transport Offices are behaving in a rude and indifferent manner towards members of the public who approach the office for various services. Some of the complaints being received now are the following:

1. Rude behaviour and use of abusive language by the staff towards the public;
2. Failure to give proper guidance to the public who approach the office for official purpose; and
3. Refusal to give acknowledgements to communications that are presented by hand.

2. In this context attention of all officers and members of the staff of the Regional Transport Office and Sub R.T. Office is invited to the following circulars issued from time to time:

1. Circular No. 13/87 dated 9-4-87.
2. Circular No. 9/86 dt. 7-3-86.

3. It is once again *re-iterated* that the Regional Transport Officers and Sub R.T. Officers should impress upon the staff working under them that the primary duty of a Government Servant is to behave politely to the members of the public who come to the office for official work and give satisfactory answers to the queries and doubts raised by them and also to render maximum help to each and every one for getting the work done. It has also been stated in the Circular No. 13/87 dated 9-4-87 that the Public Relations Officer will be held responsible if any complaint is received from any member of the public stating that no satisfactory replies were given and no proper guidance was given in transacting the business. This must be once again conveyed to the Public Relations Officers as well as the other staff who may happen to function as public Relations Officer.

4. Instructions have also been issued to ensure that acknowledgements are to be given for communications received across the counter. This should be personally checked by the Regional Transport Officer and Joint R.T.O. at least once in a week.

5. It is the duty of the R.T.O. and Jt. R.T.O. in the office to detect lapses in these matters by personally

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10

contacting the people who visit their offices and take further actions against the recalcitrant. The R.T.Os. and Jt. RTOs. are also hereby instructed to take note that any complaint received against a particular office will certainly reflect on the efficiency and conduct of the Head of Office as well, and will meet with very severe disciplinary action.

The receipt of the circular should be acknowledged.

Sd/-
Transport Commissioner.

To *CM officers*

All R.T.Os./Jt.RTOs/M.V.Is^{rs} of Unit Offices.

Copy to: All D.T.Cs., C.A. to JTC, TC, Sr.DTCs., A.T.C., SAO, All Supdts, stock file and circular book.

(Note :- Please see @ *Letter no. 28/8+3*
and 13/90)