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ATTENTION OA MATHEW. HA  
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### 1. Down time & Call registers:

Downtime & Call registers shall be kept in the table of the following officers. They are requested to manage complaints raised by the users by directing them to register the complaints in the call registers with date & time and report the same to SA/ASA for solution. After getting the solution date, time and signature has to be entered compulsorily. In the month end, calls related to Hardware down time shall be entered into the monthly Down time register and forward scanned copy (signed by HO) to TCO. If there is no downtime, then also it shall be noted in the report.

- Head Clerk in Sub RTO
- Senior / Junior Superintendent in RTO
- Senior Superintendent in DTC Office
- Section Superintendents in Transport Commissionerate

### 2. Office Working time:

Server shut down time extended to 7 pm. At ALL RTO Office Direct SA/ASA to take necessary steps to re-schedule shut down time.

### 3. Admission to Public:

After closing the counters no public shall be entertained in the office. PRO should act as a single point solution for queries.

### Inservice

SSG-Nodal Officer,  
Motor Vehicle Inspector,  
Transport Commissionerate,  
II-nd Floor, Trans Towers,  
Vazhuthacaud, Thycad, P. O.,  
Thiruvananthapuram-695014.  
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