

MIT5/14555/TC/07

Transport Commissionerate
Kerala, Thiruvananthapuram.
Dated 13/07/2010

Circular No. 6/2010

Sub: - Motor Vehicles Department – Performance evaluation report– Reg.

Ref: - Digitalised data generated from Software.

An evaluation of performance on the basis of applications received and disposed in several offices discloses that the work turn over and disposal are not up to the mark in many offices. Therefore, it has been decided to formulate a monthly performance index to be derived from number of applications received and number of applications disposed. The Heads of Offices have to examine the status of each office and take all possible steps to improve the performance of the offices. The reason for the pendency of works like renewal of License, Transfer of ownership of non-Transport Vehicle, noting of Hypothecation etc has to be ascertained and effective remedial measures have to be taken. Needless to say that the above mentioned services can be provided to the public in no time by effective utilisation of e-governance system in operation in the department. The performance index in the enclosed report reveals that the ranking of offices starting from Joint Regional Transport Office, Thalassery are below 50%. Offices coming below 50% ranking have to improve their performance in the coming days by taking necessary corrective measures.

The department would like to appreciate, the offices and staff who show outstanding performance in the delivery of services to the public especially those who come in person. It has also been decided to track the work performance of each individual office under the "FAST TRACK " system in the assessment report from next month onwards. Co-operation of all the officers of the department is requested for improving the efficiency of the offices and delivery of better service to the citizens.

S/d

Transport Commissioner

Approved for Issue

Senior Superintendent

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