

**Circular No:13/2013**

Sub :- MVs. Dept. Behaviour of staff towards public-instructions issued  
Ref :-Circulars No 26/87,28/88 and 13/90

Attention of the department officers is invited to the Circulars cited above. As per Government servants Conduct Rules ,1960 ,every Government servant shall at all times maintain absolute integrity and devotion to duty . It has come to notice that certain members of staff in the Regional Transport Offices and Sub Regional Transport Offices are behaving in rude and indifferent manner towards the members of public who approach the offices seeking various services, despite repeated instructions from this office.

It is once again reiterated that all staff of this department should behave pleasing and politely to the members of public who come to the offices for official work and give satisfactory answers to the queries and doubts raised by them and also to extent maximum help to each and every one for getting the service done. All heads of offices should pay special attention in the matter to avoid complaints. If any complaint received against any member of staff of this department from the public regarding rude and indifferent attitude towards the public, it will be viewed seriously.

The receipt of the Circular should be acknowledged.

Sd/-  
Transport commissioner

To

All Deputy Transport Commissioners  
All Regional Transport Officers  
All Joint Regional Transport Officers

Copy to: CA s to TC, JTC, Senior DTC (Taxation), Senior AO, Senior FO, LO, ATC, Assistant Secretary STA, Accounts Officer, All sections, SF and spare

Approved for issue

  
Junior Superintendent

21/6/13