

**CIRCULAR No. 21/14**

Sub:- **MVD-FAST Project - Facility Management Service (FMS) – Guidelines and Posting of Nodal Officer - Orders issued**

Read:- 1. G.O.(Rt)No.344/2013/Tran Dated.29.06.2013  
2. G.O.(Rt)No.584/2013/Tran Dated:26.12.2013  
3. Decision of the Monthly Conference held on 19.11.2014

Motor Vehicles Department has been fully computerized under the project FAST (Fully Automated Services of Transport Department) since 1<sup>st</sup> January 2007. The facility management service to manage computerized services are carried out by the service providers like C-DIT, NIC, KELTRON etc. The Department also has implemented a web based application e-Facility Management System (**e-FMS**) to monitor and manage the Facility Management Services. There are several complaints from public and sub offices regarding interruption of computerised services due to non functioning of ICT equipments, data loss, non unavailability of stationery, consumables and shortage of staff engaged by the Service Providers etc.

**The following guidelines are therefore issued for strict compliance.**

1. All the employees are directed to avail the facility in e-FMS software to improve the computerized citizen centric services to the stake holders by entering the IP address **10.64.10.182** in the web browser or using **efms** – client software. (User ID– PEN, Password – PEN (Temp) and change password and enter personal details.

2. **Complaints** regarding server/computer related matter, Smart Move related matters/Biometric Attendance/Web Service/Kswan/Digital signage/Data synchronization etc should be made through e.FMS only.
3. Request for stationery (Pre-printed Driving License/Registration Certificate/Permit/Lamination pouches/ hologram/A4 Paper etc.), consumables (printer toner cartridge/ribbon/ Diesel for Generator/packaged Drinking Water etc), other infrastructure, house keeping etc should be made through e-FMS only.
4. Stationery & Consumables supplied by the service providers shall be properly entered and distributed through the facility available in e-FMS only.
5. Head of office/Supervisory Officers concerned shall verify the availability of stationery & consumables regularly through e-FMS to avoid shortage and give orders for providing it well in advance.
6. The Section clerk in charge of store has to collect the details of assets (ICT & other equipments) from SA/ASA and enter in the Asset Management System of e-FMS after physical verification and get it e-approved by the Head of office. Whenever new items received/ purchased, details should be entered in the Asset Register then and there.
7. DTCs of Zones will also monitor the functioning of FMS in the Sub Offices under their jurisdiction through e-FMS by utilizing the services of the Zonal Manager in his office and include this as an agenda for their monthly conference.
8. Head of the Offices are directed to properly monitor the functioning of FMS through e-FMS regularly and impart necessary guidance to the employees through the Service Provider on Wednesdays if necessary.

Assistant Transport Commissioner, Transport Commissionerate is hereby nominated as Nodal Officer to monitor and manage the Facility Management Service (FMS) through e-FMS. He will coordinate/Liaise with the Service Providers (C-DIT,

KELTRON, NIC etc) for rectification of complaints/providing sufficient stationery & consumables in time. He will convene meeting of the Project Managers on a weekly basis and submit the minutes to the Transport Commissioner for further action. ATC will be in touch with the Head of the Sub Offices regularly and provide necessary assistance for the effective functioning of the system and ensure proper maintenance of ICT equipments in all offices and its stock register. He will brief the Transport Commissioner about the performance of the Service Providers on a weekly basis. Nodal Officer (SSG Cell), System Supervisor, M-IT Section Superintendent and M-IT 4 Section will provide necessary assistance to the ATC.

Please acknowledge receipt of the Circular by return.

Sd/-  
R. Sreelekha I.P.S  
Transport Commissioner

To

1. The Director, C-DIT for necessary action (with C/L)
2. The Registrar, C-DIT for necessary action (with C/L)
3. State Informatics Officer, NIC for necessary action (With C/L)
4. Shri M. Asir Edwin, Technical Director, NIC for necessary action (with C/L)
5. All DTCs/RTOs/JRTOs/MVIs in Check Posts for necessary action. They will circulate and obtain acknowledgement from all employees.
6. Asst Transport Commissioner for necessary action.

Copy to: CA to TC/JTC/JTC(E)/DTC (Tax)/Sr.A.O/Sr.F.O./Sr.L.O for information.  
" Nodal Officer, SSG Cell/System Supervisor.  
" Section Heads of Transport Commissionerate.

Approved for Issue

Senior Superintendent

RH  
4-12-74