

No. G3/18661/TC/2015

Transport Commissionerate, Kerala,
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Dated, 11.11.2015

Circular No. 24/2015

Sub:- **Motor Vehicles Department** – Rendering service to the public reliance of authorization from registered owners - directions issued - reg :-

- Ref:- 1 Circular No. 16/2013 dated 03/07/2013
2 Government letter No. 9344/C1/2015/Tran dated 17.08.2015

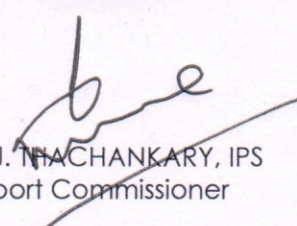
In partial modification of Circular No. 16/13 dated 03/07/2013, the following directions are also issued for strict observance by the Regional Transport Officers/Joint Regional Transport Officers.

- I. i). The Hon'ble High Court of Kerala in their Judgment dated 08/07/2014 in WP(c) No.29933/2013 had observed that services to a vehicle owner shall be rendered on a proper authorization issued by him.

For providing Service based on authorizations, it is directed that the service related to one person/one vehicle will be provided to any person in a day who is holding an authorization obtained from the applicant. It is pertinent to note that the same person shall not be authorized by any other person on the same day for any service.

- ii) Representatives of the vehicle dealer shall be entertained with the applications related to the vehicle Dealer who deputed the representative. Such representative will be treated as an agent, if he/she is found with the applications of any other dealer and who will be proceeded with. No service be rendered to such persons in future.
- iii) The instruction (ii) above will be applicable to the Driving Schools and Pollution Testing Centers also.
2. Display the notification No. A5/18331/TC/2012 dated 20.04.2013 issued by the Transport Commissioner on "Kerala State Right to Service Act 2012 (Act 18 of 2012) in Malayalam at conspicuous places of R.T/Sub R.T Offices so as to enable laymen to understand the services rendered by the Department and the stipulated time limit for each service.

3. All the Deputy Transport Commissioners, Secretary STA and Joint Transport Commissioner and Joint Transport Commissioner (Enforcement) are directed to conduct surprise visit / Inspection in all R.T.O/Sub R.T Offices to ascertain that the above directions are observed scrupulously so as to curb the unnecessary interference of middlemen.


TOMIN J. THACHANKARY, IPS
Transport Commissioner

To

All Regional Transport Officer's/
Joint Regional Transport Officer's/
Motor Vehicle Check Posts.

Copy to :

The Secretary STA & Joint Transport Commissioner
The Joint Transport Commissioner (Enforcement)
The Senior Deputy Transport Commissioner (Taxation) &
All Zonal Deputy Transport Commissioners.

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The Secretary to Government, Transport Department, Government Secretariat,
Thiruvananthapuram. (With Covering letter)

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