

Circular No. 3/2010

Sub: - Motor Vehicles Department - Introduction of '**FAST TRACK COUNTER**'
System - Instructions issued - Reg.

Ref: - This Office Circular No. 7/2008

1. Motor Vehicles Department is in the process of providing fast and better services to citizens. In order to provide faster services it is decided to introduce 'FAST TRACK' Counters in all the Regional and Sub Regional Transport Office in the State for single visit disposal of certain services. It is decided that selected services which can be delivered over the counter shall be rendered through '**FAST TRACK**' counters.
2. Following services will be rendered through FAST TRACK Counter:

Sl. No.	FAST TRACK COUNTER Services
1.	Driving License: <ol style="list-style-type: none"> a. Renewal of Driving License b. Change of Address c. License Particulars d. Duplicate on surrender of Original
2.	Conductor License: <ol style="list-style-type: none"> a. Renewal of Conductor License b. Change of Address c. License Particulars d. Duplicate on surrender of Original
3.	Vehicles: <ol style="list-style-type: none"> a. Transfer of ownership (<i>Non Transport Vehicle except Private Service Vehicle for personal purpose</i>) b. Change of Address c. Hypothecation Noting d. Duplicate on surrender of original e. Registration Certificate Particulars
4.	Permit <ol style="list-style-type: none"> a. Motor cab b. Auto rickshaw Permit Renewal

3. For the efficient and effective functioning of the system following instructions are issued:-
 - (i). Two Counters in Regional Transport Offices and one counter in Sub Regional Transport Office may be set apart as 'FAST TRACK' Counters. Other counters will continue to provide all services including the Fast Track Services.
 - (ii). A sign board with inscription 'FAST TRACK COUNTER' shall be exhibited conspicuously above the earmarked counter.
 - (iii). Only the identified services will be rendered through the Fast Track counters.
 - (iv). The services available through the FAST TRACK counter shall be written on the signboard mentioned above.
 - (v). Defective applications shall not be accepted through the counter.
 - (vi). The documents required for the services / procedures shall also be exhibited on a notice board near to the counter and requisite forms will be made available at the counter.
 - (vii). It shall be ensured that at least one of the officers authorised to authenticate documents (RTO/JRTO/MVI) is present in the office during working hours.
 - (viii). In Sub Regional Transport Offices, the FAST TRACK Counter will function only during afternoon hours from 2 PM to 5 PM. In Regional Transport Offices, the counters will be functioning during office hours from 10.AM to 5.PM

- (ix).The collection through 'FAST TRACK' counter need be remitted to the Treasury only on the next working day. Earlier Circulars on this is modified to the above extent.
- (x).FAST TRACK Services will be rendered only if the holder of the license / registered owner is present personally.
- (xi).All transactions of each individual user including submission of applications, remittance of payments of Fees, Taxes, and Cess and so on will be done at the counter.
- (xii).All applicants will be encouraged to file the application online and arrive at the counter with a printout. Applicants may be advised to utilise the services of "AKSHAYA" centres for filing applications.
- (xiii).The applications shall be accepted and the records shall be delivered to the applicant by hand in respect of 'FAST TRACK' in relaxation of instructions already issued in this regard.
- (xiv). Where photographs are required, scanner or web camera (to be supplied) will be utilised based on applicants choice.
- (xv). Services of PRO in RT Offices can be availed by the applicants to pre check the documents before standing in the queue

4. Following procedure shall be followed for rendering the services.

- (i) Applications complete in all respects with fee shall be scrutinised and verified and registered inward and receipts shall be issued at the counter by the counter clerks.
- (ii) Applications shall be forwarded to the issue level officer through the system from the counter. The application file will also be sent to the issue level officer.
- (iii) After issue, the issue level officers make a noting in the file "Issued". In printing section, the document is printed immediately with the facsimile of the issue level officer which is then sent to Despatch Section.
- (iv) The Despatch Section shall hand over the documents to the applicant based on the priority number of receipt and make entries in the despatch module.

5. The service shall be delivered within 30 minutes after the receipt of the application.

6. All are requested to follow the instructions scrupulously so as to deliver better services to the public. The system will be introduced with effect from 20.06.2010.

7. Receipt of this circular shall be acknowledged.

S/d

Transport Commissioner

Approved for Issue

Senior Superintendent

To:- All DTCs, All RTOs, All JRTOs

Copy to: CA to Secretary STA/Sr.Administrative Officer /Sr.Finance Officer/Accounts Officer/Assistant Secretary STA/Senior Superintends/Nodal Officer Smart Support Group/Spare & Stock file.