

Circular No. 7/2008

Sub: - Motor Vehicles Department - '**Any Counter any Service**' system
features and procedures to be followed - Reg.

Motor Vehicles Department is a service oriented department. It has to deal with a huge number of applicants/taxpayers every day due to the exponential increase in the number of vehicles and driving licenses, the department experiences difficulties i.e. in giving timely service to its customers. Their grievances are converted into complaints which adversely affect the image of the entire department. As a solution we have computerized all of our offices. Even then the public has to face difficulties and delays. While analyzing the problem it is observed that a person approaching one of our offices has to proceed through separate queues for remitting fee, tax, submitting application and so on. In order to remove these difficulties to the public a new work flow system called '**Any Counter Any Service**' is formulated and has already been introduced in four of our offices with whole hearted co-operative of all staff members. Feedback from various quarters shows that the new system is very effective in terms of providing fast and efficient service to the public. Various features and arrangements of this system are detailed below. Accordingly it is proposed to replicate this system in other offices also gradually.

Basic principles of this system are the following:

- a) A Citizen entering the office can approach any one of the counters (except the one earmarked for dealer transactions and ladies counter wherever applicable) for getting his work done. The PRO need to be approached only when any doubt is to be clarified.
- b) All transactions of each individual user will be done at one counter including submission of applications, remittance of payments of Fees, taxes, Cess and so on. On no account should a citizen have to approach a second counter/Stand in a second queue in the office.
- c) The preliminary verification of applications and attached documents will be done by the counter clerk. He/She will then inward the same; collect necessary Fees, Tax, Cess etc and pass on the application to the concerned back office through supervisory officers wherever necessary.
- d) All deliveries of documents and other records to citizens shall be through "Despatch Section" only.
- e) The work arrangement will be in three tiers namely-Counters in the first tier. Supervisory Officers, each supervising a fixed number of counters on the second tier and back officer sections processing various applications as the third tier.

The following work procedure is to be adopted

- 1) In all the counters the concerned clerk will receive the applications duly filled with records if any and do a preliminary scrutiny.
- 2) If the application is found defective in any respect the person to be told about the defect and to be told to approach the help desk (if available) or the Public Relations Officer for rectifying the defect if necessary.
- 3) The counter clerk should accept fees, fine, tax and cess etc and issue the necessary receipts immediately if the application is in order.
- 4) If the service involves prior inspection of vehicles such as Certificate of Fitness, Renewal of registration etc. the application has to be returned to the applicant along with the fee receipt and application with a direction to produce the vehicle before the inspecting officer.
- 5) Public Relations Officer should ensure that all public grievances arising are solved in time.
- 6) The applications received by the counter clerk, after marking the user ID of the section clerk over the application **at the right top end with red pen** should be handed it over to the back office section clerk or to his supervisory officer if the clerk is absent/not available immediately.
- 7) The inward clerk has to ensure that all applications received by the inspecting officer have to be collected on the same day itself.
- 8) It is the duty of the supervisory officer to ensure that the counters/back officers under his charge function efficiently and that all papers received by them are dealt with promptly in addition that the tax is accepted in time and proper tax token is issued to the applicant.
- 9) It is the responsibility of the counter Clerk that the exact and required fee is accepted for any particular service and issue necessary receipts for the services which are not having prior inspections the vehicles.
- 10) **Despatch** should be done through the Smart Move system only.
- 11) The Head of office ensure that the services are rendered within the stipulated time.
- 12) The basic steps of the general services should be in the following procedure:
 - (i) Accepting fee and file from the public & issue receipts at counters by the counter clerks.
 - (ii) Do inward while accepting the fee in the fees window itself & write down the back office clerk's user ID and hand over the file immediately to the User (back office clerk) to whom system is allotted.
 - (iii) Accept allotted files in the inward register window, Conduct the process of Entry by the back office clerk & forward the same to supervisory officer through the system. The same is scrutinised by the verification level officer thoroughly.
 - (iv) Forward the same to issue level officer through system. After issuing the issue level officers transfer the file to printing

- (v) The Despatch Section Clerks removes the documents from the file and despatches the item and forward the back files to Record Section

13) It is the duty of the despatch system clerk to sort the files date wise issued on a particular day and store the same in the record room.

14) Extension Counter in the morning & evening and Ladies counter are to be set up whenever necessary & possible.

By implementing the system, efficient and satisfactory service can be given to the public, avoiding unnecessary procedures and undue delay. Efficient supervision of each counters/persons is possible. Help Desk is provided in the office. Maximum department forms are to be made available at the Help Desk. Period required for various services shall be displayed inside the office. A complaint Register should be provided at the Public Relations Officer's desk, in which a public can register his complaint, if the documents are not ready on the due date. Head of offices can contact the ssgcell@gmail.com for further information and help in implementing the system.

JA.
03/07
d/c Transport Commissioner (I/c)
B-4-08

To

All DTCs, All RTOs, All JRTOs

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