

**PROCEEDINGS OF THE Transport Commissioner,
TRANSPORT COMMISSIONERATE, THIRUVANANTHAPURAM
PRESENT: M R Ajithkumar Ips**

Sub:- MVs.Dept- Citizen Charter of Motor Vehicles Department - Updation and Re-Publishing - Appointing of Nodal officer - Orders Issued

Read:- 1. Citizen Charter of Motor Vehicles Department

ORDER NO. MIT1/2/2018-TC DATED :08/11/2021

The Citizen charter of the Motor Vehicles Department was published in 2011. The Citizen Charter need timely updation. The updation should be done according to the nature of service. The Citizen Charter need to be updated taking into account the changes that have taken place in procedures and technology so as to render service to the citizen effectively within the least time required. The Citizen Charter shall be re-published both in English and Malayalam languages within a time bound manner.

In these circumstances, the Statistical Officer, Transport Commissionerate is hereby appointed as the Nodal Officer for consolidation, verification and finalization of data required for updation and re-publishing the Citizen Charter of Motor Vehicles Department in order to re-publish it as early as possible.

The Nodal officer shall go through the Citizen Charter and collect the updated data through S1 section regarding,

1. Act & Rules updates from C section,
2. Tax related updates from B section,
3. Establishment, Right to service Act related updates from A section,
4. Online services related updates from SSG section,
5. e-mail id,CUG & Project related updates from MIT section,
6. Safe Kerala Project updates from E section and
7. various other data updates required to update the Citizen Charter from the sections concerned.

The Nodal officer shall consolidate, verify and finalize the data required for re-publishing the Citizen Charter.

Fair Copy Superintendent shall allot two typists exclusively for typing the data for the Citizen Charter, both in Malayalam & English Languages.

The finalised typed data for the Citizen Charter shall be submitted to MIT1 section for taking further action of getting approval and sanction for re-publishing it through M2 section (re-publishing of hard copy) / SSG2 section (re-publishing in website).

M R Ajithkumar Ips
Transport Commissioner

To

1. The Statistical Officer
2. S1 section
3. Fair Copy Superintendent
4. MIT1 section
5. M2 section
6. SSG2 section

Copy to:-

1. Senior Supdt A section
2. Senior Supdt B section
3. Senior Supdt C section
4. Junior Supdt MIT section
5. Senior Supdt E section
6. CA to TC / ADDNL TC