

File No: G2/121/2024-TC**Date:11-01-2025**

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Circular 1/2025

Subject: Motor Vehicles Department – Scheduling the visiting time at RT Offices / Sub RT Offices as part of upgrading RT Offices as Smart Offices-reg:-

Reference: 1)Circular No:08/2024 dated 28.02.2024

2)Circular No:26/2024 dated 01.01.2025

Now a days Motor Vehicles Department is facing much practical difficulties in disposing the applications / representations / petitions from public within the stipulated time limit prescribed in Right to Service Act due to tremendous increase in the number of applications / representations / petitions received from public and also due to the increase in the number of telephone calls received in RTOs/SRTOs.

In the circumstances to implement the Govt. policy of '**ease of doing business**' and the concept of '**paperless office**' effectively the offices under Motor Vehicles Department has to be converted as smart offices. This can be done by encouraging public to submit their applications / representations / petitions through online so that they can check the status of their grievances through online mode itself without coming to office. This in turn will reduce the workload of PROs and the officers will get more time to handle the petitions and thus the grievances of the public can be resolved much earlier. This will also enable the public to save time.

Thus, for the effective implementation of the above concepts the following instructions are issued :-

1)The timings for receiving inquiries and complaints via telephone at the counters is from 10:00 AM to 1:00 PM.

2) The timings for the public to submit the applications / complaints to RTO/Joint RTO is also from 10:00 AM to 1:00 PM.

3)Office heads must guide public to submit applications /complaints via email and send receive to them via email.

4)The notice boards placed outside all offices should display the information as below:

i)The office PRO counters to receive enquiries and complaints via phone will be open from 10:00AM to 1:00 PM. Phone number: ... (PRO Landline number with Caller ID facility)

ii)The time for the public to submit direct applications / complaints to the RTO / Joint RTO, if any, will be from 10:00 AM to 1:00 PM.

iii)Email address for sending complaints: ----- RTO / SRTO Email ID ----

iv)Public should utilize service of Akshaya Centers and E-Service Centers to the maximum extent and applications and submissions to offices should preferably be sent via email. Replies to various applications should also be provided to the public through email.

All Office Heads are directed to scrupulously follow the above instructions.

The circulars referred above stands modified to this extent.

NAGARAJU CHAKILAM IPS
TRANSPORT COMMISSIONER

Recepients

- 1) To all Deputy Transport Commissioners
- 2) To all Regional Transport Officers
- 3) To all Enforcement Regional Transport Officers
- 4) To all Joint Regional Transport Officers
- 5)CA to Transport Commissioner, Additional Transport Commissioner, Joint Transport Commissioner & Secretary, STA, Joint Transport Commissioner (Enforcement), Senior Deputy Transport Commissioner (Taxation), Senior Administrative Officer, Senior Finance Officer and Senior Law Officer, Assistant Transport Commissioner, Assistant Secretary STA and Accounts Officers, Nodal Officer SSG, All Section Superintendents.

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