

TRANSPORT DEPARTMENT: GOVT. OF NCT OF DELHI

5/9, UNDER HILL ROAD, DELHI - 110054

NO.F. (4)(25)/Admn/Tpt/2016 1363-1400

Dated:- 4-3-16


ORDER

The following directions are issued as part of preventive vigilance, for compliance by all field offices including Registering Authorities/Motor Licensing Officers, STA offices at Burari, Accounts Branch, Enforcement Branch, etc.:-

1. There should be an exclusive counter known as "Inquiry Counter" where a responsible official should sit and guide the citizens regarding completion of formalities with regard to various applications. All types of printed forms should be available at the counter.
2. Opening / Closing time should be mentioned at the enquiry counter. Display boards containing latest instructions and guidelines and amount of fees to be paid should be displayed.
3. All the counters should be properly numbered and the activities taken at the counter should be displayed.
4. The time of the opening and closing of the counters should be clearly and boldly mentioned at each of the counter.
5. Name of the counter clerk should also be mentioned at the counter.
6. Name of the supervising officer should be mentioned and displayed prominently to guide the citizens in case of any grievances for on the spot redressal.

The immediate necessary action for ensuring the compliance of above report has to be furnished by **09-March-2016**, positively.

This issue with approval of Pr.Secy-cum-Commissioner, Transport.


(Vinay Kumar Mongia)
Dy. Commissioner (Admn)


2191/1081795
7/3/16

NO.F. (4)(25)/Admn/Tpt/2016 1363-1400

Dated:- 4-3-16

Copy forwarded for information & necessary action to :-

1. Jt. Commissioner (Ops), Transport Department, GNCTD.
2. Dy. Commissioner (CTB) with the request to provide requisite facilities to the zonal offices for implementing the same.
3. All Registering Authorities/MLOs including HQ & MLOs at Burari.
4. Dy. Controller of Accounts, Transport Department, GNCTD.
5. OSD to Commissioner of Transport Department, GNCTD.
6. Assistant Secretary (STA), Transport Department, GNCTD.
7. PA to All Special Commissioners, Transport Department, GNCTD.
8. Sr. System Analyst, Transport Department, GNCTD for uploading this order on the website of this department.
9. Guard File.


(Vinay Kumar Mongia)
Dy. Commissioner (Admn)

2191/1081795
7/3/16