

ਦਫਤਰ ਸਟੇਟ ਟਰਾਂਸਪੋਰਟ ਕਮਿਸ਼ਨਰ, ਪੰਜਾਬ, ਚੰਡੀਗੜ੍ਹ।

ਵੱਲ

ਇੰਚਾਰਜ,
ਡਾਟਾ ਸੈਂਟਰ(ਮੁੱਖ ਦਫਤਰ)

ਨੰਬਰ:ਸਟਕ-ਪੀ(ਪੀ2)/ 38913

ਮਿਤੀ: 16/8/16

ਵਿਸ਼ਾ: ਸਿਵਲ ਰਿੱਟ ਪਟੀਸ਼ਨ ਨੰਬਰ 25513 ਆਫ 2014 ਸਬੰਧੀ।

ਉਪਰੋਕਤ ਵਿਸ਼ੇ ਤੇ ਨੋਡਲ ਅਫਸਰ-ਕਮ-ਸਕੱਤਰ ਆਰ. ਟੀ.ਏ.(ਮੁੱਖ ਦਫਤਰ) ਵੱਲੋਂ ਜਾਰੀ ਅੰ: ਵਿ:ਪੱਤਰ ਨੰ: ਸਟਕ/ਆਰ.ਟੀ.ਏ./ ਟਰਾਂਸਪੋਰਟੀ ਅਫਸਰ/36702 ਮਿਤੀ 29.07.2016 ਦੇ ਹਵਾਲੇ ਵਿਚ।

ਇਸ ਸਬੰਧੀ ਦੱਸਿਆ ਜਾਂਦਾ ਹੈ ਕਿ ਇਸ ਵਿਭਾਗ ਵੱਲੋਂ ਸਿਟੀਜਨ ਚਾਰਟ ਤਿਆਰ ਕਰਨ ਉਪਰੰਤ ਮਹਾਂਤਮਾ ਗਾਂਧੀ ਇੰਚਸਟੀਚਿਊਟ ਆਫ ਪਬਲਿਕ ਐਡਮਨਿਸਟਰੇਸ਼ਨ, ਪੰਜਾਬ ਨੂੰ ਭੇਜਿਆ ਗਿਆ ਸੀ। ਆਰ. ਟੀ. ਆਈ. ਐਕਟ, 2005 ਦੀ ਧਾਰਾ 4(1) (b) ਦੇ ਲੜੀ ਨੰਬਰ (i) ਤੋਂ ਲੜੀ ਨੰਬਰ (xvii) ਤੱਕ ਜਿਨ੍ਹਾ ਸੇਵਾਵਾਂ ਦਾ ਉਪਬੰਧ ਹੈ ਉਹ ਸਾਰੀਆਂ ਇਸ ਵਿਭਾਗ ਦੇ ਸਿਟੀਜਨ ਚਾਰਟ ਵਿੱਚ ਸ਼ਾਮਿਲ ਹਨ।

ਇਸ ਲਈ ਸਿਟੀਜਨ ਚਾਰਟ ਦੀ ਫੋਟੋ ਕਾਪੀ ਆਪ ਨੂੰ ਭੇਜ ਕੇ ਹਦਾਇਤ ਕੀਤੀ ਜਾਂਦੀ ਹੈ ਕਿ ਇਸ ਸਿਟੀਜਨ ਚਾਰਟ ਨੂੰ ਇਸ ਵਿਭਾਗ ਦੀ ਵੈਬਸਾਇਟ WWWpunjabtransport.org ਤੇ ਤੁਰੰਤ ਅਪਲੋਡ ਕੀਤਾ ਜਾਵੇ। ਅਪਲੋਡ ਕਰਨ ਉਪਰੰਤ ਸੂਚਨਾਂ ਇਸ ਸਾਖਾ ਨੂੰ ਭੇਜੀ ਜਾਵੇ ਤਾਂ ਜੋ ਕਿ ਉਸ ਅਨੁਸਾਰ ਸਕੱਤਰ, ਆਰ. ਟੀ. ਏ. ਮੁੱਖ ਦਫਤਰ ਨੂੰ ਸੂਚਿਤ ਕੀਤਾ ਜਾ ਸਕੇ।



ਵਾ: ਸਟੇਟ ਟਰਾਂਸਪੋਰਟ ਕਮਿਸ਼ਨਰ, ਪੰਜਾਬ।

ਦਫਤਰ ਸਟੇਟ ਟਰਾਂਸਪੋਰਟ ਕਮਿਸ਼ਨਰ, ਪੰਜਾਬ, ਚੰਡੀਗੜ੍ਹ।

ਸੇਵਾ ਵਿਖੇ

ਸਕੱਤਰ ਪੰਜਾਬ ਸਰਕਾਰ,

ਟਰਾਂਸਪੋਰਟ ਵਿਭਾਗ,

(ਟਰਾਂਸਪੋਰਟ-3 ਸ਼ਾਖਾ)।

ਨੰਬਰ:ਸਟਕ-ਪੀ(ਪੀ2)/ 31537

ਮਿਤੀ: 27-6-16

ਵਿਸ਼ਾ: **Draft Citizen Charter of the Department.**

ਉਪਰੋਕਤ ਵਿਸ਼ੇ ਤੇ ਐਸੋਸੀਏਟ ਫੈਲੋ, ਮਹਾਤਮਾ ਗਾਂਧੀ ਸਟੇਟ ਇੰਸਟੀਚਿਊਟ ਆਫ ਪਬਲਿਕ ਐਡਮਿਨਿਸਟਰੇਸ਼ਨ ਪੰਜਾਬ (ਮੈਗਸੀਪਾ) ਸੈਕਟਰ-26, ਚੰਡੀਗੜ੍ਹ ਦੇ ਪੱਤਰ ਨੰਬਰ:MGSIPAP/SEVAOTTAM/2016 ਮਿਤੀ 09-06-2016 ਦੇ ਹਵਾਲੇ ਵਿੱਚ।

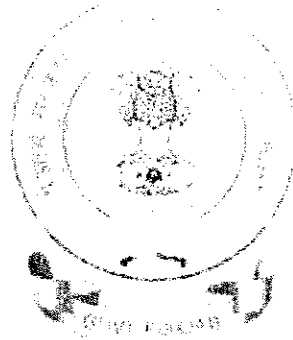
2. ਹਵਾਲੇ ਅਧੀਨ ਪੱਤਰ ਰਾਂਹੀ ਐਸੋਸੀਏਟ ਫੈਲੋ, ਮਹਾਤਮਾ ਗਾਂਧੀ ਸਟੇਟ ਇੰਸਟੀਚਿਊਟ ਆਫ ਪਬਲਿਕ ਐਡਮਿਨਿਸਟਰੇਸ਼ਨ ਪੰਜਾਬ (ਮੈਗਸੀਪਾ) ਸੈਕਟਰ-26, ਚੰਡੀਗੜ੍ਹ ਵਿਸ਼ਾ ਅੰਕਿਤ ਮਾਮਲੇ ਸਬੰਧੀ ਲਿਖਿਆ ਗਿਆ ਹੈ ਕਿ ਟਰਾਂਸਪੋਰਟ ਵਿਭਾਗ ਦੁਆਰਾ ਭੇਜਿਆ ਗਿਆ **Draft Citizen Charter Sevottam/Uttamsewa** ਦੀਆਂ ਗਾਈਡਲਾਈਨਜ਼ ਅਨੁਸਾਰ ਸੋਧਿਆ ਗਿਆ ਹੈ। **Draft Citizen Charter** ਦੀ ਕਾਪੀ ਨਾਲ ਨੱਥੀ ਕਰਕੇ ਭੇਜਦੇ ਹੋਏ ਲਿਖਿਆ ਗਿਆ ਹੈ ਕਿ ਇਸ **Draft Citizen Charter** ਨੂੰ ਪ੍ਰਵਾਨ ਕੀਤਾ ਜਾਵੇ।

3. ਇਸ ਸਬੰਧ ਵਿੱਚ ਦੱਸਿਆ ਜਾਂਦਾ ਹੈ ਕਿ ਪੰਜਾਬ ਸਰਕਾਰ, ਟਰਾਂਸਪੋਰਟ ਵਿਭਾਗ (ਟਰਾਂਸਪੋਰਟ-3 ਸ਼ਾਖਾ) ਚੰਡੀਗੜ੍ਹ ਦੁਆਰਾ ਸਰਕਾਰ ਦੇ ਮੀਮੋ ਨੰਬਰ 11/88/2010-3ਟ.3-1WDMS-111529/351002/1 ਮਿਤੀ 21-11-2014 ਰਾਂਹੀ ਟਰਾਂਸਪੋਰਟ ਵਿਭਾਗ ਦੇ ਤਿੰਨਾਂ ਵਿੰਗਾਂ (ਸਟੇਟ ਟਰਾਂਸਪੋਰਟ ਕਮਿਸ਼ਨਰ, ਡਾਇਰੈਕਟਰ ਸਟੇਟ ਟਰਾਂਸਪੋਰਟ ਅਤੇ ਪੈਪਸੂ ਰੋਡ ਟਰਾਂਸਪੋਰਟ ਕਾਰਪੋਰੇਸ਼ਨ) ਦਾ ਸਿਟੀਜਨ ਚਾਰਟਰ ਡਾਇਰੈਕਟਰ ਜਨਰਲ, ਮਹਾਤਮਾ ਗਾਂਧੀ ਸਟੇਟ ਇੰਸਟੀਚਿਊਟ ਆਫ ਪਬਲਿਕ ਐਡਮਿਨਿਸਟਰੇਸ਼ਨ ਪੰਜਾਬ (ਮੈਗਸੀਪਾ) ਸੈਕਟਰ-26, ਚੰਡੀਗੜ੍ਹ ਨੂੰ ਅਗਲੇਰੀ ਕਾਰਵਾਈ ਹਿੱਤ ਭੇਜਿਆ ਗਿਆ ਸੀ। ਹੁਣ ਮਹਾਤਮਾ ਗਾਂਧੀ ਸਟੇਟ ਇੰਸਟੀਚਿਊਟ ਆਫ ਪਬਲਿਕ ਐਡਮਿਨਿਸਟਰੇਸ਼ਨ ਪੰਜਾਬ (ਮੈਗਸੀਪਾ) ਸੈਕਟਰ-26, ਚੰਡੀਗੜ੍ਹ ਦੁਆਰਾ ਇਸ ਵਿਭਾਗ ਦੇ **Draft Citizen Charter Sevottam/Uttamsewa** ਦੀਆਂ ਗਾਈਡਲਾਈਨਜ਼ ਅਨੁਸਾਰ ਸੋਧਿਆ ਗਿਆ ਹੈ ਅਤੇ ਪ੍ਰਵਾਨਗੀ ਹਿੱਤ ਭੇਜਿਆ ਗਿਆ ਹੈ।

4. ਇਸ ਵਿਭਾਗ ਦੇ ਸੋਧੇ ਗਏ **Draft Citizen Charter** ਨੂੰ ਪ੍ਰਵਾਨ ਕਰਨ ਹਿੱਤ ਸਰਕਾਰ ਨੂੰ ਭੇਜਦੇ ਹੋਏ ਨੂੰ ਬੇਨਤੀ ਕੀਤੀ ਜਾਂਦੀ ਹੈ ਕਿ ਇਸ ਵਿਭਾਗ ਦੇ ਸੋਧੇ ਗਏ **Draft Citizen Charter** ਨੂੰ ਪ੍ਰਵਾਨ ਕਰਨ ਉਪਰੰਤ ਡਾਇਰੈਕਟਰ ਜਨਰਲ, ਮਹਾਤਮਾ ਗਾਂਧੀ ਸਟੇਟ ਇੰਸਟੀਚਿਊਟ ਆਫ ਪਬਲਿਕ ਐਡਮਿਨਿਸਟਰੇਸ਼ਨ ਪੰਜਾਬ (ਮੈਗਸੀਪਾ) ਸੈਕਟਰ-26, ਚੰਡੀਗੜ੍ਹ ਨੂੰ ਅਗਲੇਰੀ ਕਾਰਵਾਈ ਹਿੱਤ ਭੇਜ ਦਿੱਤਾ ਜਾਵੇ ਜੀ।

ਨੱਥੀ/ **Draft Citizen Charter**

ਸਟੇਟ ਟਰਾਂਸਪੋਰਟ ਕਮਿਸ਼ਨਰ,
ਪੰਜਾਬ।



CITIZEN CHARTER

**OFFICE OF STATE TRANSPORT
COMMISSIONER, PUNJAB**

S.C.O. 177-178,

Sector- 17 C, Chandigarh.

www.punjabtransport.org

RESPONSIBILITIES and FUNCTIONS

- Administration of the Motor Vehicles Act, 1988 and Rules framed there under
- Issuance and renewal of driving licenses
- Registration of motor vehicles and its related activities
- Issuance of trade certificate to motor vehicles dealers of the vehicles
- Issue of permits to various categories of transport vehicles and issue of countersignatures in respect of other state transport vehicles
- Road safety issues with special emphasis on safety of school buses
- Formulation of Policy to regulate trade and traffic relating to all kinds of motor transport including inter-State reciprocal transport agreements.
- To enforce the provisions of Motor Vehicles Act, 1988 and rules framed there under.
- To provide for pollution control mechanism and to motivate the public to use environment friendly vehicles.
- To issue/renew the driving/conductor license and establishment of driving training schools and Registration of all types of motor vehicles & issuance of permits for all kinds of vehicles, issuance of fitness certificate to commercial vehicles and issue trade certificate to motor vehicles dealers.
- To realize the Motor Vehicles Taxes and fees from all kinds of motor vehicles and to provide the official vehicles for various functionaries of Government.

I. VISION

The vision of the Transport Department is to formulate & implement policies for Integrated Road Transport so as to make Punjab a well managed, clean and dynamic State serving its citizens as a model State under e-Governance project.

To provide hassle free transport documentation and regulate flow of goods & passenger transport by road comparable with world class standards.

II. MISSION

- To provide efficient mechanism for on the spot documentation required under the Motor Vehicles Act/Rules for owning as well as driving a vehicle.
- To enforce the Provisions of Motor Vehicle Act, 1988 efficiently which inter-alia would not only reduce the number of accidents but would help in saving the precious human lives.

III. SERVICES AND SERVICE STANDARDS

S.No.	Service	Documents required	Fees	User Charges	Smart Card Fees	Time Norms	Designation of Officer Responsible For the delivery of Service
1.	Issue and Renewal of Learner's License	1. Form 1 & Form 2. 2. Age Proof (Min 16 Yrs for Motor Cycle upto 50 cc, Min 18 Yrs for Motor Cycle above 50 cc & Other Non Transport Vehicles and Min 20 Yrs for Transport Vehicles) 3. Residence Proof 4. Form IA (Medical Certificate) (If applicant's age exceeds 50 years or for	Rs. 30 for each class	Rs. 80	--	7 days (Applicant has to undergo computer test regarding basic traffic rules & Driver's responsibilities and has to pass the same. Learner's License will be handed over immediately after test. Those applying for addition of another class or a second LLR	D.T.O.

		passing 8th std. (for applicant of transport vehicle.					
2.	Issue of Permanent Driving License (Can apply only after 30 days of issue of Learner's License)	1. Form 4 2. Original Learner's License 3. Form 5, issued from approved Driving School (mandatory for commercial license)	Rs. 40 (Applicati on Fee) Rs. 50 (Test fee for each class)	Rs 50 for each class of vehicle	Rs. 200	7 days	D.T.O.
3.	Addition of another class to Driving License	1. Form 8 2. Original Learner's License 3. Original Driving License (With one year experience in Non - Transport Category if applying for addition of Transport Class) 4. Form 5 issued by recognized Driving School (Required only for addition of Transport Class for commercial license)	Rs. 40 (Applicati on Fee) Rs. 50 (Test Fee for each class)	Rs. 50	Rs. 200	7 days	D.T.O.
4.	Renewal of Driving License	1. Form 9 2. Form 1 3. Form 1A 4. Original driving license	Hundred rupees and an additiona l fee at the rate of fifty rupees for a	--	Rs. 200	7 days	D.T.O.

or part thereof reckoned from the date of expiry of the grace period

5.	Duplicate Driving License	<ol style="list-style-type: none"> 1. Form LLD 2. Copy of DDR, (in case of loss of driving license) 3. Affidavit 4. Proof of Date of Birth 5. Proof of Address 	Rs. 25	Rs. 50	Rs. 200	7 days	D.T.O.
6.	Issue of Conductor License	<ol style="list-style-type: none"> 1. Form 'L Con A' 2. Medical Fitness certificate 3. First Aid Certificate 4. Age Proof (min 18 yrs) 5. Proof of educational qualification (Min X pass) 6. Residence Proof 	Rs. 20	--	--	7 days	D.T.O.
7.	Renewal of Conductor's License (should apply within 30 days of expiry)	<ol style="list-style-type: none"> 1. Form 'L Con A' 2. Medical Certificate from Registered Medical Practitioner 3. Original Conductor's License 	Rs. 20	--	--	7 days	D.T.O.

(5)

8.	Registration of new vehicle	<ol style="list-style-type: none"> 1. Form 20 with pencil impression of the chassis number (in duplicate if covered by finance along with financier's signature) 2. Form 21 3. Form 22 4. Original temporary RC 5. Residence proof 6. Copy of valid Insurance 7. Certificate of fitness (in case of transport vehicle) 8. Form 22A (if body is fabricated in case of transport vehicles) 9. Invoice / Bill of dealer 10. Proper Tax (Life tax / quarterly tax) 11. Proof of citizenship 12. PAN card (for 4 wheelers) 13. Appropriate fees as specified 	<p>Invalid Carriage – Rs 20/-</p> <p>Motor Cycle – Rs 60/-</p> <p>LMV – Rs 200/-</p> <p>LCV – Rs 300/-</p> <p>Imported Motor Vehicle – Rs 800/-</p> <p>MGV / MPV – Rs 400/-</p> <p>HGV/HPV – Rs 600/-</p> <p>Other Vehicles – Rs. 300/-</p>	<p>For 2 wheelers (Rs 100/-)</p> <p>For 4 wheelers (Rs 200/-)</p>	Rs. 200	21 days	D.T.O.
9.	Issue of Duplicate Registration Certificate	<ol style="list-style-type: none"> 1. Form 26 (in duplicate if covered by finance along with financier's signature) 2. FIR / DDR from Police 3. Copy of valid Insurance 4. Certificate of fitness (in case of transport vehicle) 5. Appropriate fees as specified 	Half of the fee mentioned at Sr. No. 8	<p>For 2 wheelers (Rs 100/-)</p> <p>For 4 wheelers (Rs 200/-)</p>	Rs. 200	21 days	D.T.O.

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11.	Transfer of Ownership	1. Form 29 in duplicate (one copy attested) 2. Form 30 in duplicate (if covered by finance along with financier signature) 3. Valid PUC Certificate 4. Copy of valid insurance 5. Copy of address proof 6. Original Registration Certificate 7. NOC from other State (if vehicle belongs to other State) 8. Clearance Certificate (if vehicle is registered within Punjab State) 9. Police Report	Half of the registration fees payable for concerned category of vehicle	Rs. 200	Rs. 200	7 days	D.T.O.
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11.	Transfer of Ownership in case of death	<ol style="list-style-type: none"> 1. Form 31 in duplicate (if covered by finance along with financier signature) 2. Death Certificate 3. Affidavit / NOC of all the family members / legal heirs on Rs. 10/- non judicial stamp paper duly attested by Notary Public / Oath Commissioner / SDM or Succession Certificate 4. Original Registration Certificate 5. Copy of valid PUC certificate 6. Copy of Valid Insurance 7. Copy of address proof 	Half of the registration fees payable for concerned category of vehicle	Rs. 200	Rs. 200	7 days	D.T.O.
12.	Change of Address in Registration Certificate	<ol style="list-style-type: none"> 1. Form 33 in duplicate (if covered by finance along with financier signature) 2. Original RC 3. Valid PUC Certificate 4. Copy of Valid Insurance 5. Copy of address proof 	Rs. 20	Rs. 200	21 days	D.T.O.	

13.	Endorsement of Hire Purchase (HPA) in RC	<ol style="list-style-type: none"> 1. Form 34 in duplicate 2. Letter of Financier in letter head 3. Original Registration Certificate 4. Valid PUC Certificate 5. Copy of Valid Insurance 6. Copy of address proof 	Rs. 100	Rs. 200	Rs. 200	3 days	D.T.O.
14.	Termination of Hire Purchase (HPA) in RC	<ol style="list-style-type: none"> 1. Form 35 in duplicate 2. Letter of Financier in letter head 3. Original Registration Certificate 4. Valid PUC Certificate 5. Copy of Valid Insurance 6. Copy of address proof 	Rs. 100	Rs. 200	Rs. 200	3 days	D.T.O.
15.	Alteration in RC	<ol style="list-style-type: none"> 1. Application in plain paper 2. Original R.C 3. Requisite documents for conversion 	Rs. 50	--	Rs. 200	21 days	D.T.O.
16.	Issue of NOC	<ol style="list-style-type: none"> 1. Form 28 (in Quadruplicate) (if it comes under hypothecation) with pencil print of chassis no. 2. Photocopy of RC along with original 	--	--	--	7 days	D.T.O.

		4. Copy of Valid Insurance 5. NB: Issuance of NOC subject to NCRB Clearance Report.					
17.	Re-assignment of Registration Mark	1. Form 27 (in duplicate if covered by finance along with financier's signature) 2. Original RC 3. Valid IC 4. Valid PUC 5. Fitness Certificate (for transport vehicle)	Same as the fee payable for new registration for the concerned category of vehicle	For 2 wheeler (Rs 100/-) For 4 wheeler (Rs 200/-)	Rs. 200	21 days	D.T.O.
18.	Renewal of Certificate of Registration of a Motor Vehicle, other than a Transport Vehicle	1. Form 25 2. Address proof 3. Original RC 4. Valid PUC 5. Valid Insurance Certificate	Same as the fee payable for new registration for the concerned category of vehicle	For 2 wheeler (Rs 100/-) For 4 wheeler (Rs 200/-)	Rs. 200	21 days	D.T.O.
19.	Grant and Renewal of Certificate of Fitness to new transport	1. Application in Form 20 (along with pencil impression of the chassis number), and Form 21 – sale certificate from manufacturer (in case of new vehicle) 2. Road worthiness Certificate in Form 22 from	2/3 wheeler – Rs. 100 Light Motor Vehicle – Rs. 200 Medium Motor Vehicle – Rs.	--	--	Same day	D.T.O.

	<p>body is fabricated</p> <p>4. Invoice from manufacturer / Dealer</p> <p>5. Copy of address proof</p> <p>6. Copy of Valid Insurance</p> <p>7. Valid Temporary Registration Certificate (if the vehicle is purchased from other State)</p> <p>8. Form CFX</p> <p>9. Tax Clearance Certificate (not for new vehicle)</p> <p>10. Vehicle for Inspection</p>	<p>Heavy Motor Vehicle – Rs. 400</p>				
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IV. STAKEHOLDERS / SERVICE RECIPIENTS

Sr. No	Stakeholder
1	License holders
2	Vehicle owners
3	Transport operators(Stage carriage and goods transport)
4	Various association of transport operators
5	State Transport Undertakings
6	Automobile manufacturers and dealers

V. SUBORDINATE / FIELD OFFICES

The department has the following types of offices rendering different services shown against each type of office.

S.No	Office	Services offered
1.1	Regional Level – Secretary, Regional Transport Authority – headed by Regional Transport Authority.	All Transactional related to Issuance of various kind of permits to the transport vehicles.
1.2	District Transport Offices – District Transport Officers	All Transactions related to Driving Licence, Conductor Licence, Licence to Driving Training Schools, Registration of Vehicles, Issue of Fitness Certificates, Issue of Private Carriage Permits / Temporary Permits and Collection of Motor Vehicle Taxes.
1.3	Motor Vehicle Inspectors' office	Issue of Fitness Certificates to the Commercial vehicle.

At present there are 22 District Transport Offices (DTO) at the district headquarter and 4 Secretary, Regional Transport Authorities at Jalandhar, Patiala, Ferozepur and Faridkot at Bathinda (as per list given below).

Detail of field offices and their locations:

Sr. No	Name	Address	Email ID
1.	Secretary, Regional Transport Authority, Bathinda	Distt. Administrative Complex (D.A.C) Bathinda	rtalbathinda03@gmail.com
2.	Secretary, Regional Transport Authority, Ferozepur	The Mall Road, Opposite Central Jail, Ferozepur City	rtaferozepur@yahoo.com
3.	Secretary, Regional Transport Authority, Jalandhar	D.A.C Jalandhar	rtajalandhar@gmail.com
4.	Secretary, Regional Transport Authority, Patiala	D.A.C Patiala	patialarta@gmail.com

5.	District Transport Office, Amritsar	Ram Tirath Road, Amritsar	dtoamritsar02@gmail.com
6.	District Transport Office, Bathinda	D.A.C. Bathinda	dtobathinda03@gmail.com
7.	District Transport Office, Barnala	Food grain Mandi, Barnala	dtobarnala19@gmail.com
8.	District Transport Office, Faridkot	D.A.C Faridkot	dtofaridkot04@gmail.com
9.	District Transport Office, Fatehgarh	D.A.C Fatehgarh	dtofatehgarh23@gmail.com
10.	District Transport Office, Ferozepur	D.A.C Ferozepur	dtoferozepur@gmail.com
11.	District Transport Office, Fazilka	Market Committee Building, Fazilka	sccfazilka@gmail.com
12.	District Transport Office, Gurdaspur	Red Cross Building, Gurdaspur	dtogurdaspur06@gmail.com
13.	District Transport Office, Hoshiarpur	D.A.C Hoshiarpur	dtohosiarpur07@gmail.com
14.	District Transport Office, Jalandhar	D.A.C. Jalandhar	dtojalandhar08@gmail.com
15.	District Transport Office, Kapurthala	Deputy Commissioner office, Kapurthala	dtokapurthala9@gmail.com
16.	District Transport Office, Ludhiana	D.A.C Ludhiana	dtoludhiana10@gmail.com
17.	District Transport Office, Mansa	D.A.C Mansa	dtomansa31@gmail.com
18.	District Transport Office, Moga	D.A.C Moga	dtomoga29@gmail.com
19.	District Transport Office, Mohali	Old Education Board Building Phase – 1st, Mohali	dtomohali65@gmail.com
20.	District Transport Office, Muktsar	D.A.C Muktsar	dtomuktsar30@gmail.com
21.	District Transport Office, Shahid Bhagat Singh Nagar (Nawan Shaher)	Near Bus Stand	dtonawashahr@gmail.com
22.	District Transport Office, Patiala	D.A.C Patiala	dtopatiala11@gmail.com
23.	District Transport Office, Roop Nagar	D.A.C Roop Nagar	dtoropar12@gmail.com
24.	District Transport Office, Pathankot		dtopathankot35@gmail.com
25.	District Transport Office, Sangrur	D.A.C Sangrur	dtosangrur13@gmail.com
26.	District Transport Office, Tarn Taran	Near Bus Stand Tarn Taran	dtotarntaran46@gmail.com

The main functions of the DTO offices are issuance of Driving Licences, Conductor Licences, Registration of Motor Vehicles, Authorization of Driving Training Schools and collection of Motor Vehicles Taxes etc. The main functions of the RTAs are to issue permits to transport vehicles (goods carrier, passenger transport and private carriers). These officers have been delegated with enforcement powers.

VI. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

To have better and timely service, it will be the responsibility of the service recipients to submit their complete forms along with all the required enclosures duly attested, where required and fee if any, failing which, no form / application will be entertained / accepted.

* Acceptable Documents for Proof of Age

- ↓ Birth Certificate issued by Municipal authorities
- ↓ School Certificate
- ↓ Passport
- ↓ Affidavit sworn before an Executive Magistrate or a First Class Judicial Magistrate or a Notary Public

* Acceptable Documents for Proof of Residence

- ↓ Ration Card
- ↓ Electoral Roll
- ↓ Life insurance policy
- ↓ Passport
- ↓ Pay slip issued by any office of the central / state government or a local body / any other document or documents as may be prescribed by the state government.
- ↓ Affidavit sworn before an Executive Magistrate or a First Class Judicial Magistrate or a Notary Public
- ↓ Municipal tax receipt / notice
- ↓ Bank pass book from any scheduled bank

- ✚ Any telephone bill including landline or mobile
- ✚ Adhaar Card

VII. PERIODICITY OF REVIEW

Citizen Charter will be reviewed once in a year

VIII. GRIEVANCE REDRESS MECHANISM

NOTIFYING CENTERS FOR RECEIPT OF GRIEVANCES

The department has a well laid out mechanism for efficient and effective resolution of grievances/complaints of citizens. The details are as given below:

How to file your grievance/complaint			
Mode of filling	Whom to contact	Mode of contact	
		By registered post	by e-mail
Manual	State Transport Commissioner,	S.C.O. No. 177-178, Sector-17C, Chandigarh	astc.punjab1@gmail.com
	Additional State Transport Commissioner,	S.C.O. No. 177-178, Sector-17C, Chandigarh	astc.punjab1@gmail.com
	Secretary, Regional Transport Authority,	Jalandhar	rtajalandhar@gmail.com
		Ferozepur	rtaferozepur@yahoo.com
		Patiala	patialarta@gmail.com
		Bathinda	rtalbathinda03@gmail.co

District Transport Officer	Amritsar	dtoamritsar02@gmail.com
	Barnala	dtobarnala19@gmail.com
	Bathinda	dtobathinda03@gmail.com
	Faridkot	dtofaridkot04@gmail.com
	Fatehgarh Sahib	dtofatehgarh23@gmail.com
	Fazilka	scc.fazilka@gmail.com
	Ferozpur	dtoferozpur@gmail.com
	Gurdaspur	dtogurdaspur06@gmail.com
	Hoshiarpur	dtohosiarpur07@gmail.com
	Jalandhar	dtojalandhar08@gmail.com
	Kapurthala	dtokapurthala9@gmail.com
	Ludhiana	dtoludhiana10@gmail.com
	Mansa	dtomansa31@gmail.com
	Moga	dtomoga29@gmail.com
	Mohali	dtomohali65@gmail.com
	Muktsar	dtomuktsar30@gmail.com
	Shaid Bhgat Singh Nagar	dtonawashahr@gmail.com
	Pathankot	dtopathankot35@gmail.com
	Patiala	dtopatiala11@gmail.com
	Ropar	
	Sangrur	
Tarn Taran		

Nodal officer Joint State Transport commissioner, Punjab,SCO.No.
177-178, Sector-17C,
Chandigarh

Contact No. 0172-2721044

Email ID astc.punjab1@gmail.com

The following format will be maintained for the redressal of the complaints / grievances:-

		Particulars of Complainant				Particulars of the Complaint / Grievance			
#	Date of Receipt	Name	Address	Landline/ Mobile/ Email	Whether Acknowledgement given at the time of receipt	Subject of the grievance	Office	Brief Description	Date of acknowledgement Date of Redress
1	2	3	4	5	6 (Yes / No)	7	8	9	10

The department would make the best efforts to redress a grievance/complaint received at any level through any means. The department also makes efforts to categorize grievances to identify services/officers/offices with persisting problems and take systemic measures to eliminate such problems.

➤ COMMUNICATIONS TO COMPLAINANT

- a) The complainant will be given the grievance / complaint no. to facilitate him for monitoring and for furnishing reminders for the grievance / complaint.
- b) The complainant will also be given the time limit for redressal of his grievance / complaint.
- c) In case of field offices, if the grievance / complaint of the complainant are not redressed within the prescribed time limit, in that case, he can contact the Nodal Officer (Joint State Transport commissioner, Punjab, SCO. No. 177-178, Sector-17C, Chandigarh at Contact No. 0172-2721044 or through Email ID astc.punjab1@gmail.com).

➤ CRITERIA FOR CLASSIFICATION

The criteria for classification of complaint / grievance of the complainant is laid out as under:-

Sr. No	Grievance Category
1	Charter related
2	Policy & procedure related
3	Personnel related
4	Miscellaneous

➤ TIME NORMS FOR REDRESS

The time norms for the redress of grievance / complaint is laid out as under:-

Sr. No	Grievance Category	Time norms for Redress
1	Charter related	15 days
2	Policy & procedure related	30 days
3	Personnel related	20 days
4	Miscellaneous	20 days

➤ LEVEL OF RESPONSIBILITY FOR REDRESS

The following officers will be responsible for the redress of the grievance / complaint of the complainant:-

Sr. No	Designation of the officer	Level
1	Addl. State Transport Commissioner (E)	State Level
2	Regional Transport Authority	Regional Level
2	District Transport Officer	District Level

IX. ANALYSIS AND PREVENTION

The root cause for the frequency of complaints / grievances will be analyzed and identified and it will be endeavored to prevent the frequency of complaints / grievances.

Note

Suggestions are invited from the general public about the activities and functioning of Citizen Charter.

The Department of Transport, Government of Punjab is implementing Citizen Charter in the State, The general public is requested to give their suggestions for retaining or changing the Provisions/scope/coverage of the services or process. The citizens are also requested to send suggestions on the ways to improve its own functioning and brighten its transparency.

The General public can communicate their suggestions within 30 days in the office of State Transport Commissioner, SCO-177-178, Sector 17 C, Chandigarh, either by hand or by post.

ANNEXURE 1

MOTOR VEHICLE TAX

Sr No.	Categories of Motor Vehicles	Rate of Motor Vehicles Tax
1.	Personalized Vehicles	
	(i) Two wheeler	Six per cent of the value of the motor cycle in lump sum.
	(ii) Four wheeled personalized Motor Vehicle	Eight per cent of the value of the motor vehicle in lump sum
2	In case of re-registration of motor cycle or motor car	Rate of Motor Vehicles Tax (Lump sum)
	(i) Less than three years	80% of the tax of new motor cycle or motor car of the same category.
	(ii) Three years or more, but less than six years	60% of the tax of new motor cycle or motor car of the same category.
	(iii) Six years or more, but less than nine years	40% of the tax of new motor cycle or motor car of the same category.
	(iv) Nine years or more	20% of the tax of new motor cycle or motor car of the same category.
3	Omni Bus (Private) having nine seats excluding driver registered in the State of Punjab in addition to already paid lump sum tax at the time of registration.	Rs. 1,200/- per seat per annum. (The Road Tax already paid as lump sum will be adjusted against this tax for the existing vehicles)
4.	Camper Van for private use	
	(a) Purchased as chassis	7.5% of the cost of chassis, but subject to the maximum of 1,00,000/- in lump sum
	(b) Purchased with complete body	5 % of the cost of the vehicle, but subject to the maximum of 1,00,000/- in lump sum

5.	Vehicle fitted with equipments like rig generator or compressor, crane mounted vehicle, fork lift, tow trucks, break down van, recovery vehicles, tower wagons, Other Transport Vehicles like Dumper, Loader, Earth moving Vehicle, Cash Van, Mobile Canteen, Haul Pack Dumpers, Mobile Workshops, tree trimming vehicles or any other non-transport vehicles not covered under any category. (a) Purchased as chassis	7.5% of the cost of the chassis, but subject to the maximum of 1,00,000/- in lump sum
	(b) Purchased with complete body	5% of the cost of the vehicle subject to maximum of 1,00,000/- in lump sum
6.	Ambulance, Animal Ambulance, Fire Tenders, Smoke Ladders, Auxiliary Trolleys, and Hearses, Mail Carrier, Mobile Clinic / X-ray vans / Library van. (a) Purchased as chassis	2% of the cost of the chassis, but subject to the maximum of Rs. 1,00,000/- in lump sum
	(b) Purchase with complete body	3% of the cost of the vehicle, but subject to the maximum of Rs. 1,10,000/- in lump sum
7.	Tax on Vehicles under the possession of Manufactures/Dealers (a) Two wheeled vehicles	Rs. 4,000/- per annum for every 100 vehicles or part thereof.
	(b) Three/ Four wheeled vehicles	Rs. 8,000/- per annum for every 50 vehicles or part thereof.
8.	Tax on temporarily registered vehicles/chassis passing through the State of Punjab (to be paid at inter-state check posts)	Rate of Tax per vehicle.

	i) Motor car, Tractor, Omnibus with seating capacity up to 10, but excluding the driver and or three wheeled vehicles.	Rs. 400/-
	ii) Any other motor vehicle, not covered under above (i)	Rs. 3,000/-
	iii) Chassis of Motor Vehicle.	Rs. 2,000/-
9.	Contract Carriage	Rate of Motor Vehicle Tax per seat per Annum in Rs.
	(a) Maxi Cab	750/-
	(b) Motor Cab.	750/-
	(c) Auto Rickshaw upto 6 seats excluding driver	750/-
10.	Goods Vehicles (Gross vehicle weight)	Rate of Motor Vehicles tax per annum in Rs.
	(a) Not exceeding 1.2 tonnes	5,000/-
	(b) Exceeding 1.2 tonnes, but not exceeding 6 tonnes	6,000/-
	(c) Exceeding 6 tonnes, but not exceeding 16.2 tonnes	7,000/-
	(d) Exceeding 16.2 tonnes, but not exceeding 25 tonnes	10,000/-
	(e) Exceeding 25 tonnes	18,000/-
11.	Permit holders of Tractor with Trolleys used for commercial purpose within the radius of 25 Km from the place of permit holders residence.	Rs. 2,000/-
12.	Stage Carriage Buses registered in State of Punjab	Rate of Motor Vehicles Tax per Km per vehicle per day in Rs.
	I. Big buses	
	(a) Ordinary Buses	2.75
	(b) Ordinary H.V AC Buses (3x2 Seats)	1.62
	(c) Integral Coach (2x2 seats) Buses	1.62

	2. Stage Carriage Buses coming from other States	Rate of Motor Vehicles Tax (in Rs.) (per Km/ per day/per Bus)	
	(a) (i) Buses registered in other states plying as stage carriage in Punjab which are countersigned under the reciprocal agreement.	Rs.4.53	
	(ii) Chandigarh Transport Undertaking Buses plying as stage carriage in Punjab which are countersigned under the reciprocal agreement	Rs. 3.53	
	(b) Buses registered in other states plying as stage carriage in Punjab which are not countersigned under the reciprocal agreement.	Rs. 6.03	
	3. Mini Buses Registered in State of Punjab	Rs. 30,000/- per annum	
13.	a) Tourist Permits Vehicles registered in Punjab.	Rate of Motor Vehicle Tax per seat per Annum in Rs.	
	(i) Motor Cab	750/-	
	(ii) Maxi Cab	750/-	
	b) Tourist Buses	Rate of Motor Vehicle Tax per seat per Annum in Rs.	
	Ordinary	7,000/-	
	Deluxe	7,000/-	
	Air-Conditioned	7,000/-	
	Integral Coach	7,000/-	
14.	Vehicles plied on contract carriage permits or on All India Tourist Permits or on any other similar permits registered in other States entering the State of Punjab	Rate of Motor Vehicles Tax per day (on 24 hours basis) in Rs.	Rate of Motor Vehicles Tax per quarter in Rs.
	Motor Cabs	200/-	6,000/-
	Maxi Cabs	400/-	12,000/-
	Ordinary Buses	3,000/-	-
	Deluxe Buses	4,000/-	-
	Air-conditioned Buses	5,000/-	-

15.	Omni Bus having nine seats excluding driver registered in any State other than the State of Punjab when entering and plying in the State of Punjab	Rs. 150/- per day	
16.	Private Service Vehicles running upto 50 kms from the place of registration	Rate of Motor Vehicles Tax per Annum in Rs.	
	(A) Vehicles used for trade and Business Upto 12 seats 13 to 30 seats 31 and above		1,00,000/- 2,00,000/- 3,00,000/-
	(B) Vehicles used by Educational Institution		
	(i) for College/ Other institutional Vehicles Upto 12 seats 13 to 30 seats 31 and above		40,000/- 50,000/- 60,000/-
	(ii) for school vehicles Upto 12 seats 13 to 30 seats 31 and above		15,000/- 20,000/- 30,000/-
17	a) Stage carriage A.C. Buses registered in Punjab State but not covered under category mentioned at Sr. No. 12.	Permitted Kms Per day	Rate of Motor Vehicles Tax per annum in Rs.
		Upto 300	6,00,000/-
		Above 301 -400	7,00,000/-
		Above 401-500	8,00,000/-
	(b) (i) City Bus Service buses plying in Municipal Limits	Total exemption	
	(ii) City bus service buses outside the Municipal limit.	Ordinary Rs. 4.50 per K.M. per bus per day HVAC bus Rs.2.00 -do- Integral coach bus Rs.1.00 -do-	
	c) Motor Vehicle tax at the time of registration / re-assignment of bus which will adjustable in regular payment of motor vehicle tax subject to the condition that the owner of the vehicle must enter his bus on the permit within one month from the	Rs. 40,000/-	

	date of registration of bus.	
18	Any other vehicle not covered under Sr. 1 to 16.	
	i) Transport Vehicle	40,000/- per annum
	ii) Personalized vehicle	10,000/- lump sum

In the case of stage carriages, Motor Vehicles Tax shall be payable every month in advance latest by 30th of the month.

In the case of Tourist Vehicles, Motor Vehicles Tax shall be paid monthly, quarterly or annually in advance by the 15th of the month or by the 15th of 1st month of the quarter or 15th April of the year as the case may be.

In the case of all other vehicles where tax is not to be paid lump sum, it shall be paid in advance for full year or quarterly in four equal installments commencing on the first day of April, the first day of July, the first day of October and the first day of January.

The tax for which vehicle owner liable to pay and declare accordingly, the schedule for payment will be as follows:-

For the first quarterly period before the 30th day of April,

For the second quarterly period before the 31st day of July,

For the third quarterly period before the 31st day of October and

For the fourth quarterly period before the 31st day of January.

TIMINGS

Offices of the Department stand open from 9.00 am to 5.00 pm from Monday to Friday. However, citizens can file applications for all transactions from 9.30 am to 1.30 pm on any working day.