

## CITIZEN CHARTER

State Transport Commissioner, Punjab, Chandigarh.

[www.punjabtransport.org](http://www.punjabtransport.org)

(March 2017)

### CHAPTER 1

#### 1. 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.

#### 2. 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.

#### 3. SERVICES AND SERVICE STANDARDS

##### 3.1 RESPONSIBILITIES

- i) Administration of the Motor Vehicles Act, 1988 and Rules framed there under
- ii) Issuance and renewal of driving licenses
- iii) Registration of motor vehicles and its related activities
- iv) Issuance of trade certificate to motor vehicles dealers of the vehicles
- v) Issue of permits to various categories of transport vehicles and issue of countersignatures in respect of other state transport vehicles

- vi) Road safety issues with special emphasis on safety of school buses

### 3.2 FUNCTIONS

- i) Formulation of Policy to regulate trade and traffic relating to all kinds of motor transport including inter-State reciprocal transport agreements.
- ii) To enforce the provisions of Motor Vehicles Act, 1988 and rules framed there under.
- iii) To provide for pollution control mechanism and to motivate the public to use environment friendly vehicles.
- iv) 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.
- v) 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.

### 3.3 SERVICE DELIVERY 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
1.3	Motor Vehicle Inspectors’ office	Issue of Fitness Certificates to the commercial vehicle.

### 3.4 OUR KEY SERVICES AND SERVICE STANDARDS

S.No	Service	Documents required	Fees	User Charges	Smart Card Fees	Time Frame
1	Issue and Renewal of Learner’s License	1. Form1& Form 2 2. Age Proof (Min 16 Yrs for Motor Cycle upto 50 cc, Min 18 Yrs	Rs. 150 for each Class Rs50 Test fee .	Rs. 80	--	7 days (Applicant has to undergo computer test regarding basic traffic

		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 addition of Transport class) 5. Proof of passing 8th std. (for applicant of transport vehicle)				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 are exempted from test)
2.	Issue of Permanent Driving Licence (Can apply only after 30 days of issue of Learner's License)	1. Form 4 2. Original Learner's Licence 3. Form 5, issued from approved Driving School (mandatory for commercial license)	Rs.200 (Application Fee) Rs. 300 (Test fee for each class)	Rs 50 for each class of vehicle	Rs. 200	7 days
3.	Addition of another class to Driving License	1. Form 8 2. Original Learner's Licence 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.500 (Application Fee)  Rs.300 (Test Fee for each class)	Rs. 50	Rs. 200	7 days
4.	Renewal of Driving License	1. Form 9 2. Form 1 3. Form 1A 4. Original driving license	Two Hundred rupees And an additional fee at the rate of One thousand rupees for delay of each year or part thereof reckoned from the date of expiry of the grace period shall be levied.	--	Rs. 200	7 days
5.	Duplicate Driving License	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
6.	Issue of Conductor License	1. Form 'L Con A' 2. Medical Fitness certificate 3. First Aid Certificate	Rs. 20	--	--	7 days
		4. Age Proof (min 18 yrs) 5. Proof of educational qualification (Min X pass) 6. Residence Proof				
7.	Renewal of Conductor's License (should apply within 30 days of expiry)	1. Form 'L Con A' 2. Medical Certificate from Registered Medical Practitioner 3. Original Conductor's License	Rs. 20	--	--	7 days

8	Registration of new vehicle	<ol style="list-style-type: none"> <li>Form 20 with pencil impression of the chassis number (in duplicate if covered by finance along with financier's signature)</li> <li>Form 21</li> <li>Form 22</li> <li>Original temporary RC</li> <li>Residence proof **</li> <li>Copy of valid Insurance</li> <li>Certificate of fitness (in case of transport vehicle)</li> <li>Form 22A (if body is fabricated in case of transport vehicles)</li> <li>Invoice / Bill of dealer</li> <li>Proper Tax (Life tax / quarterly tax)</li> <li>Proof of citizenship</li> <li>PAN card (for 4 wheelers)</li> <li>Appropriate fees as specified</li> </ol>	<p>Invalid Carriage – Rs 50/-  Motor Cycle – Rs 300/-  LMV – Rs 600/-  LCV – Rs 1000/-  Imported Motor Vehicle Rs. 5000/-  Imported Motor cycle Rs2500/-  MGV / MPV – Rs 1000/-  HGV/HPV – Rs 1500/-  Other Vehicles – Rs. 3000/-</p>	<p>For 2 wheeler (Rs 100/-)  For 4 wheeler (Rs 200/-)</p>	Rs. 200	21 days
9	Issue of Duplicate Registration Certificate	<ol style="list-style-type: none"> <li>Form 26 (in duplicate if covered by finance along with financier's signature)</li> <li>FIR / DDR from Police</li> <li>Copy of valid Insurance</li> <li>Certificate of fitness (in case of transport vehicle)</li> <li>Appropriate fees as specified</li> </ol>	Half of the fee mentioned at Sr. No. 8	<p>For 2 wheeler (Rs 100/-)  For 4 wheeler (Rs 200/-)</p>	Rs. 200	21 days
10	Transfer of Ownership	<ol style="list-style-type: none"> <li>Form 29 in duplicate (one copy attested)</li> <li>Form 30 in duplicate (if covered by finance along with financier signature)</li> <li>Valid PUC Certificate</li> <li>Copy of valid insurance</li> <li>Copy of address proof</li> <li>Original Registration Certificate</li> <li>NOC from other State (if vehicle belongs to other State)</li> <li>Clearance Certificate (if vehicle is registered within Punjab State)</li> <li>Police Report</li> </ol>	<p>Half of the registration fees payable for concerned category of vehicle . Note In case of delay in submission of 'No Objection Certificate', an additional fee of Rupees Three Hundred for delay of each month or part thereof in case of motor cycles and five hundred Rupees for each month of delay or part thereof for other vehicle shall be levied.</p>	Rs. 200	Rs. 200	7 days

11	Transfer of Ownership in case of death	<ol style="list-style-type: none"> <li>1. Form 31 in duplicate (if covered by finance along with financier signature)</li> <li>2. Death Certificate</li> <li>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</li> <li>4. Original Registration Certificate</li> <li>5. Copy of valid PUC certificate</li> <li>6. Copy of Valid Insurance</li> <li>7. Copy of address proof</li> </ol>	Half of the registration fees payable for concerned category of vehicle.	Rs. 200	Rs. 200	7 days
12	Change of Address in Registration Certificate	<ol style="list-style-type: none"> <li>1. Form 33 in duplicate (if covered by finance along with financier signature)</li> <li>2. Original RC</li> <li>3. Valid PUC Certificate</li> <li>4. Copy of Valid Insurance</li> <li>5. Copy of address proof</li> </ol>	Half of the Registration fees payable for concerned category of vehicle. Note In case of delay in submitting 'No Objection Certificate', for change of residence, and additional fee of Rupees Three Hundred for delay of each month or part thereof in case of motor cycles and five hundred Rupees for each month of delay or part thereof for other vehicle shall be levied.		Rs. 200	21 days
13	Endorsement of Hire Purchase (HPA) in RC	<ol style="list-style-type: none"> <li>1. Form 34 in duplicate</li> <li>2. Letter of Financier in letter head</li> <li>3. Original Registration Certificate</li> <li>4. Valid PUC Certificate</li> <li>5. Copy of Valid Insurance</li> <li>6. Copy of address proof</li> </ol>	Motor cycle Rs. 500/- Three Wheeler/ quadricycle / light motor vehicle Rs.1500/- Medium or Heavy vehicle Rs.3000/-	Rs. 200	Rs. 200	3 days
14	Termination of Hire Purchase (HPA) in RC	<ol style="list-style-type: none"> <li>1. Form 35 in duplicate</li> <li>2. Letter of Financier in letter head</li> <li>3. Original Registration Certificate</li> <li>4. Valid PUC Certificate</li> <li>5. Copy of Valid Insurance</li> <li>6. Copy of address proof</li> </ol>	Note: No separate fee will be leyable for cancellation of lease, etc. or for issue of fresh certificate of registration thereafter.	Rs. 200	Rs. 200	3 days

15	Alteration in RC	<ol style="list-style-type: none"> <li>1. Application in plain paper</li> <li>2. Original R.C</li> <li>3. Requisite documents for conversion</li> </ol>	Half of the registration fees payable for concerned category of vehicle	--	Rs. 200	21 days
16	Issue of NOC	<ol style="list-style-type: none"> <li>1. Form 28 (in quadruplicate) (if it comes under hypothecation) with pencil print of chassis no.</li> <li>2. Photocopy of RC along with original RC</li> <li>3. Valid PUC Certificate</li> <li>4. Copy of Valid Insurance</li> <li>5. NB: Issuance of NOC subject to NCRB Clearance Report.</li> </ol>	--	--	--	7 days
17	Re-assignment of Registration Mark	<ol style="list-style-type: none"> <li>1. Form 27 (in duplicate if covered by finance along with financier's signature)</li> <li>2. Original RC</li> <li>3. Valid IC</li> <li>4. Valid PUC</li> <li>5. Fitness Certificate (for transport vehicle)</li> </ol>	Same as the fee payable for new registration for the concerned category of vehicle	<p>For 2 wheeler (Rs 100/-)</p> <p>For 4 wheeler (Rs 200/-)</p>	Rs. 200	21 days
18	Renewal of Certificate of Registration of a Motor Vehicle, other than a Transport Vehicle	<ol style="list-style-type: none"> <li>1. Form 25</li> <li>2. Address proof</li> <li>3. Original RC</li> <li>4. Valid PUC</li> <li>5. Valid Insurance Certificate</li> </ol>	<p>Same as the fee payable for new registration for the concerned category of vehicle</p> <p>Note 1: Additional fee of rupees shall be levied if the certificate of registration is a smart card type issued or renewed in Form 23 A.</p> <p>Note 2: In case of delay in applying for renewal of certificate of registration, an additional fee of three hundred rupees for delay of every month or part thereof in respect of motor cycles and five hundred rupees for delay of every month or part thereof in respect of other classes of non-transport vehicles shall be levied.</p>	<p>For 2 wheeler (Rs 100/-)</p> <p>For 4 wheeler (Rs 200/-)</p>	Rs. 200	21 days

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 manufacturer 3. Form 22 A, if body is fabricated 4. Invoice from Manufacturer / Dealer 5. Copy of address proof 6. Copy of Valid Insurance 7. Valid Temporary Registration Certificate (if the vehicle is purchased from other State) 8. Form CFX 9. Tax Clearance Certificate (not for new vehicle) 10. Vehicle for Inspection	(a) Motor cycle Manual Rs. 200/- Automated Rs. 400/- (b) Three Wheeler or quadricycle or light motor vehicle Manual Rs. 400/- Automated Rs. 600/- (c) Medium or heavy motor vehicle Manual Rs. 600/- Automated Rs. 1000/- Note: Additional fee of fifty rupees for each day of delay after expiry of certificate of fitness shall be levied.	--	--	Same day
20	Grant or renewal of letter of authority	Application Form 40 Issued of Authority Form-39	Fifteen Thousand rupees			
21	Issue of duplicate letter of authority	Form 39	Seven thousand and five hundred rupees			
22	Appeal under rule 70		Three thousand rupees			
23	Any application not covered under entries at Serial No. 1 to 22		Two hundred rupees			

\* **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
- Electricity bill / Water bill
- Any telephone bill including landline or mobile
- Adhaar Card

### 3.5 MOTOR VEHICLE TAX

<b>Sr No.</b>	<b>Categories of Motor Vehicles</b>	<b>Rate of Motor Vehicles Tax</b>
<b>1.</b>	<b><u>Personalized Vehicles</u></b> (i) If the value of the motor cycle does not exceed rupees fifteen thousand. (ii) If the value of the motor cycle exceed rupees fifteen thousand.	Six percent of the value of the motor cycle in lump sum.
	(iii) Personalize vehicle (a) Actual price of the four wheeled personalized upto 20 lac. (b) Actual price of the four wheeled personalized above 20 lac.	Eight percent of the actual price of the motor vehicles (excluding taxes if any) in lump sum.
<b>2</b>	<b>In case of re-registration of motor cycle or motor car</b>	<b>Rate of Motor Vehicles Tax ( Lump sum)</b>
	(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.
<b>3</b>	<b>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.</b>	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)
<b>4.</b>	<b>Camper Van for private use</b>  (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.	<b>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.</b>	
	(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.	<b>Ambulance, Animal Ambulance, Fire Tenders, Smoke Ladders, Auxiliary Trolleys, and Hearses, Mail Carrier, Mobile Clinic / X-ray vans / Library van.</b>	
	(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.	<b>Tax on Vehicles under the possession of Manufactures/ Dealers</b>	
	(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.	<b>Tax on temporarily registered vehicles/chassis passing through the State of Punjab (to be paid at inter-state check posts)</b>	<b>Rate of Tax per vehicle.</b>

	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. 3000/-	
	(iii) Chassis of Motor Vehicle.	Rs. 2,000/-	
<b>9.</b>	<b>Contract Carriage</b>	<b>Rate of Motor Vehicle Tax per seat per Annum in Rs.</b>	
	(a) Maxi Cab	750/-	
	(b) Motor Cab.	750/-	
	(c) Auto Rickshaw upto 6 seats excluding driver	Rate of Motor Vehicle Tax Per Seat per Annum in Rs.	Rate Of Lump Sum Tax (Optional)
		750/-	Ten Percent of the Actual Cost Of The Vehicle (excluding taxes, if any)
<b>10.</b>	<b>Goods Vehicles (Gross vehicle weight)</b>	<b>Rate of Motor Vehicles tax per annum in Rs.</b>	
	(a) Not exceeding 1.2 tonnes	Rate of Motor Vehicle Tax Per Annum in Rs.	Rate Of Lump Sum Tax (Optional)
		5000/-	Ten Percent of the Actual Cost Of The Vehicle (excluding taxes, if any)
	(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/-	
<b>11.</b>	<b>Permit holders of Tractor with Trollies used for commercial purpose within the radius of 25 Km from the place of permit holders residence.</b>	Rs. 2,000/-	
<b>12.</b>	<b>Stage Carriage Buses registered in State of Punjab</b>	<b>Rate of Motor Vehicles Tax per Km per vehicle per day in Rs.</b>	
	<b>I. Big buses</b>		
	(a) Ordinary Buses	2.75	

	(b) Ordinary H.V AC Buses (3x2 Seats)	1.62
	(c) Integral Coach (2x2 seats) Buses	1.62
	2 .Ordinary buses with seating capacity upto 35 seats to be run by State Transport undertaking in Rural Areas. The operation which falling on the link road exceed 50% otherwise Motor Vehicle Tax shall be charged as per 1(a) above.	Rs. 30,000/- per annum
	<b>2. Stage Carriage Buses coming from other States</b>	<b>Rate of Motor Vehicles Tax ( in Rs.) (per Km/ per day/per Bus)</b>
	(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 is 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
	<b>3. Mini Buses Registered in State of Punjab</b>	Rs. 30,000/- per annum
	<b>a) Tourist Permits Vehicles registered in Punjab.</b>	<b>Rate of Motor Vehicle Tax per seat per Annum in Rs.</b>
13.	(i) Motor Cab	750/-
	(ii) Maxi Cab	750/-
	<b>b)Tourist Buses</b>	<b>Rate of Motor Vehicle Tax per seat per Annum in Rs.</b>
	Ordinary	7000/-
	Deluxe	7000/-
	Air-Conditioned	7000/-
	Integral Coach	7000/-
14.	<b>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</b>	<b>Rate of Motor Vehicles Tax per day (on 24 hours basis) in Rs.</b>
	Motor Cabs	200/-
	Maxi Cabs	400/-
		<b>Rate of Motor Vehicles Tax per quarter in Rs.</b>
		6,000/-
		12,000/-

	Ordinary Buses	3,000/-	--
	Deluxe Buses	4,000/-	--
	Air-conditioned Buses	5,000/-	--
	<b>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</b>	Rs. 150/- per day	
<b>15.</b>	<b>Private Service Vehicles running upto 50 kms from the place of registration</b>	<b>Rate of Motor Vehicles Tax per Annum in Rs.</b>	
<b>16.</b>	(A) Vehicles used for trade and Business Up to 12 seats 13 to 30 seats 31 and above (B) Vehicles used by Educational Institution (i) for College/ Other institutional Vehicles Up to 12 seats 13 to 30 seats 31 and above (ii) for school vehicles Up to 12 seats 13 to 30 seats 31 and above	50,000/- 1,00,000/- 1,50,000/-    40,000/- 50,000/- 60,000/-  15,000/- 20,000/- 30,000/-	
<b>17</b>	a) Stage carriage A.C. Buses registered in Punjab State but not covered under category mentioned at Sr. No. 12.	<b>Permitted Kms Per day</b>	<b>Rate of Motor Vehicles Tax per annum in Rs.</b>
		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 of Amritsar and Ludhiana	Total Exemption	
	(ii) City bus service buses out side the Municipal limit.	Ordinary Rs. 2.25 per K.M. per bus per day HVAC bus Rs.1.00            --do-- Integral coach bus Rs.0.50   --do--	
	(b) (i) City Bus Service buses plying in Municipal Limits of Bathinda	Total Exemption	
	(ii) City bus service buses out side the Municipal limit of Bathinda	Ordinary Rs. 2.25 per K.M. per bus per day HVAC bus Rs.1.00            --do-- Integral coach bus Rs.0.50   --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 date of registration of bus.	Rs. 40,000/	
<b>18</b>	Any other vehicle not covered under Sr. 1 to 16. (a) Transport Vehicle (b) Personalized vehicle	40,000/- per annum  10,000/- lump sum	

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

In the case of Tourist Vehicles, Motor Vehicles Tax shall be paid monthly, quarterly or

annually in advance by the 15<sup>th</sup> of the month or by the 15<sup>th</sup> of 1st month of the quarter or 15<sup>th</sup> 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 30<sup>th</sup> day of April,

For the second quarterly period before the 31<sup>st</sup> day of

July,

For the third quarterly period before the 31<sup>st</sup> day of October and

For the fourth quarterly period before the 31<sup>st</sup> day of January.

### 3.6 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 AM on any working day.

## 4. GRIEVANCE REDRESS MECHANISM

### 4.1 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, Punjab,	S.C.O. No. 177-178, Sector-17C, Chandigarh	<a href="mailto:stc.punjab02@gmail.com">stc.punjab02@gmail.com</a>
	Additional State Transport Commissioner, Punjab	S.C.O. No. 177-178, Sector-17C, Chandigarh	<a href="mailto:astc.punjab1@gmail.com">astc.punjab1@gmail.com</a>
	Secretary, Regional Transport Authority,	Jalandhar	<a href="mailto:rtajalandhar@gmail.com">rtajalandhar@gmail.com</a>
		Ferozepur	<a href="mailto:rtaferozepur@yahoo.com">rtaferozepur@yahoo.com</a>
		Patiala	<a href="mailto:patialarta@gmail.com">patialarta@gmail.com</a>
		Bathinda	<a href="mailto:rtalbathinda03@gmail.com">rtalbathinda03@gmail.com</a>

District Transport Officer	Amritsar	<a href="mailto:dtoamritsar02@gmail.com">dtoamritsar02@gmail.com</a>
	Barnala	<a href="mailto:dtobarnala19@gmail.com">dtobarnala19@gmail.com</a>
	Bathinda	<a href="mailto:dtobathinda03@gmail.com">dtobathinda03@gmail.com</a>
	Faridkot	<a href="mailto:dtofaridkot04@gmail.com">dtofaridkot04@gmail.com</a>
	Fatehgarh Sahib	<a href="mailto:dtofatehgarh23@gmail.com">dtofatehgarh23@gmail.com</a>
	Fazilka	<a href="mailto:scc.fazilka@gmail.com">scc.fazilka@gmail.com</a>
	Ferozpur	<a href="mailto:dtoferozpur@gmail.com">dtoferozpur@gmail.com</a>
	Gurdaspur	<a href="mailto:dtogurdaspur06@gmail.com">dtogurdaspur06@gmail.com</a>
Hoshiarpur	<a href="mailto:dtohosiarpur07@gmail.com">dtohosiarpur07@gmail.com</a>	

	Jalandhar	<a href="mailto:dtojalandhar08@gmail.com">dtojalandhar08@gmail.com</a>
	Kapurthala	<a href="mailto:dtokapurthala9@gmail.com">dtokapurthala9@gmail.com</a>
	Ludhiana	<a href="mailto:dtoludhiana10@gmail.com">dtoludhiana10@gmail.com</a>
	Mansa	<a href="mailto:dtomansa31@gmail.com">dtomansa31@gmail.com</a>
	Moga	<a href="mailto:dtomoga29@gmail.com">dtomoga29@gmail.com</a>
	Mohali	<a href="mailto:dtomohali65@gmail.com">dtomohali65@gmail.com</a>
	Muktsar	<a href="mailto:dtomuktsar30@gmail.com">dtomuktsar30@gmail.com</a>
	Shaid Bhgat Singh Nagar	<a href="mailto:dtonawashahr@gmail.com">dtonawashahr@gmail.com</a>
	Pathankot	<a href="mailto:dtopathankot35@gmail.com">dtopathankot35@gmail.com</a>
	Patiala	<a href="mailto:dtopatjala11@gmail.com">dtopatjala11@gmail.com</a>
	Ropar	<a href="mailto:dtoropar12@gmail.com">dtoropar12@gmail.com</a>
	Sangrur	<a href="mailto:dtosangrur13@gmail.com">dtosangrur13@gmail.com</a>
	Tarn Taran	<a href="mailto:dtotarntaran46@gmail.com">dtotarntaran46@gmail.com</a>

Help Line No:- 9317061514, 9356807252, 9317061509

Email Id:- [dprs.punjab@gmail.com](mailto:dprs.punjab@gmail.com)

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

Contact No. 0172-2706943

Email ID [jstc.punjab17@gmail.com](mailto:jstc.punjab17@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.

#### 4.2 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 is 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. 0172-2706943 or through Email ID [jstc.punjab17@gmail.com](mailto:jstc.punjab17@gmail.com)).

#### 4.3 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

#### 4.4 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
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#### 4.5 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

#### 4.6 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.

#### 4.7 PERIODIC REVIEW

The complaints / grievances received from the complainants will be subject to periodic review on a monthly basis.

### 5. 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

### 6. SUBORDINATE / FIELD OFFICES

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	<a href="mailto:rtalbathinda03@gmail.com">rtalbathinda03@gmail.com</a>
2	Secretary, Regional Transport Authority, Ferozepur	The Mall Road, Opposite Central Jail, Ferozepur City	<a href="mailto:rtaferozepur@yahoo.com">rtaferozepur@yahoo.com</a>
3	Secretary, Regional Transport Authority, Jalandhar	D.A.C Jalandhar	<a href="mailto:rtajalandhar@gmail.com">rtajalandhar@gmail.com</a>
4	Secretary, Regional Transport Authority, Patiala	D.A.C. Patiala	<a href="mailto:patialarta@gmail.com">patialarta@gmail.com</a>
5	District Transport Office, Amritsar	Ram Tirath Road, Amritsar	<a href="mailto:dtoamritsar02@gmail.com">dtoamritsar02@gmail.com</a>
6	District Transport Office, Bathinda	D.A.C. Bathinda	<a href="mailto:dtobathinda03@gmail.com">dtobathinda03@gmail.com</a>
7	District Transport Office, Barnala	Food grain Mandi, Barnala	<a href="mailto:dtobarnala19@gmail.com">dtobarnala19@gmail.com</a>
8	District Transport Office, Faridkot	D.A.C Faridkot	<a href="mailto:dtofaridkot04@gmail.com">dtofaridkot04@gmail.com</a>
9	District Transport Office, Fatehgarh	D.A.C Fatehgarh	<a href="mailto:dtofatehgarh23@gmail.com">dtofatehgarh23@gmail.com</a>
10	District Transport Office, Ferozepur	D.A.C Ferozepur	<a href="mailto:dtoferozepur@gmail.com">dtoferozepur@gmail.com</a>
11	District Transport Office, Fazilka	Market Committee Building, Fazilka	<a href="mailto:scc.fazilka@gmail.com">scc.fazilka@gmail.com</a>
12	District Transport Office, Gurdaspur	Red Cross Building, Gurdaspur	<a href="mailto:dtogurdaspur06@gmail.com">dtogurdaspur06@gmail.com</a>
13	District Transport Office, Hoshiarpur	D.A.C Hoshiarpur	<a href="mailto:dtohosiarpur07@gmail.com">dtohosiarpur07@gmail.com</a>
14	District Transport Office, Jalandhar	D.A.C. Jalandhar	<a href="mailto:dtojalandhar08@gmail.com">dtojalandhar08@gmail.com</a>
15	District Transport Office, Kapurthala	Deputy Commissioner office, Kapurthala	<a href="mailto:dtokapurthala9@gmail.com">dtokapurthala9@gmail.com</a>
16	District Transport Office, Ludhiana	D.A.C Ludhiana	<a href="mailto:dtoludhiana10@gmail.com">dtoludhiana10@gmail.com</a>
17	District Transport Office, Mansa	D.A.C Mansa	<a href="mailto:dtomansa31@gmail.com">dtomansa31@gmail.com</a>
18	District Transport Office, Moga	D.A.C Moga	<a href="mailto:dtomoga29@gmail.com">dtomoga29@gmail.com</a>
19	District Transport Office, Mohali	Old Education Board Building Phase - 1 <sup>st</sup> , Mohali	<a href="mailto:dtomohali65@gmail.com">dtomohali65@gmail.com</a>
20	District Transport Office, Muktsar	D.A.C Muktsar	<a href="mailto:dtomuktsar30@gmail.com">dtomuktsar30@gmail.com</a>
21	District Transport Office, Shahid Bhagat Singh Nagar (Nawan Shaher)	Near Bus Stand	<a href="mailto:dtonawashahr@gmail.com">dtonawashahr@gmail.com</a>
22	District Transport Office, Patiala	D.A.C Patiala	<a href="mailto:dtopatiala11@gmail.com">dtopatiala11@gmail.com</a>
23	District Transport Office, Roop Nagar	D.A.C Roop Nagar	<a href="mailto:dtoropar12@gmail.com">dtoropar12@gmail.com</a>
24	District Transport Office, Pathankot		<a href="mailto:dtopathankot35@gmail.com">dtopathankot35@gmail.com</a>
25	District Transport Office, Sangrur	D.A.C Sangrur	<a href="mailto:dtosangrur13@gmail.com">dtosangrur13@gmail.com</a>
26	District Transport Office, Tarn Taran	Near Bus Stand Tarn Taran	<a href="mailto:dtotarntaran46@gmail.com">dtotarntaran46@gmail.com</a>

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.

## **7. 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.