

Citizen's charter
Home Department
(Transport), Mantralaya
Mumbai

Citizens Charter

The Government of Maharashtra has prepared the Citizen's Charter with the objective that the public should be aware about the working of the Motor Vehicles Department and for proper implementation of the Motor Vehicles Act. This will help to make the working of the Motor Vehicles Department more speedy, transparent and public oriented.

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, 1. Manpower and structure of the Motor Vehicles Department

There is a three tier Structure of the Motor vehicles Department in the state. Amongst them, is the Office of the Transport Commissioner at the State level, Regional Transport offices at the regional level and Sub-Regional Transport Offices are working at the District level / big towns in District level. The supervision / Direction and control of the Motor Vehicles Department of the State is done by the Transport Commissioner. The Head office of the Transport Commissioner is at Mumbai. The Motor Vehicles Department of the State is divided into fifteen (15) regional transport offices. The Regional Transport Officer works as the Head of the Regional Transport Office. There are three regional transport offices and one sub-regional transport office in Mumbai. One is at Taddeo for Central Mumbai, One regional office at Andheri and Sub- regional office at Borivali for western suburbs and one Regional office for Eastern suburbs is at Wadala , Apart from these, Regional Transport Offices are working at Thane, Pune Panvel, Aurangabad, Nanded, Latur, Nasik, Dhule, Amravati, Nagpur (City), Nagpur Rural, and Kolhapur.

Apart from the Regional Transport Offices, Sub- regional transport offices are working at District level and apart from the district headquarters, offices are working at Pimpri-Chinchwad, Shrirampur, Kalyan, Akluj, Ambajogai, Vasai, Karad, and Baramati. Apart from this, 22 border check posts of the department are working on the borders of the state.

The state Transport Authority has been constituted for the entire state of Maharashtra and the Principal Secretary, Home Department is its Chariman and there are other four members. The Mumbai Metropolitan Regional Transport Authority is for the Mumbai Metropolitan Region and is chaired by Principal Secretary and there are two other

members. There is also a district wise Transport Authority in every district and the District collector is the Chairman of the said authority and there are two other members. The District Police Superintendent is included in it.

The number of sanctioned posts on the establishment of the Motor vehicles department as on 1.4.2012 is as

1	Officers of Class I	0611
2	Officers of Class II	0046
3	Employees of Class III	2566
4	Employees of Class IV	0427
5	Total	3650

follows :

Organization Chart of the Office of the Transport Commissioner

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Administrative Structure of the office of the Transport Commissioner Maharashtra State

2 . Information about the working of the Motor Vehicles Department

1. Motor Vehicles act 1988
2. Central Motor Vehicle Rules, 1989
3. Maharashtra Motor vehicle Rules 1989
4. Mumbai Motor Vehicles taxes Act 1958
5. Mumbai Motor Vehicles Taxes Rules, 1959
6. Mumbai Motor Vehicles (Tax on Passengers) act 1958
7. Mumbai Motor Vehicles (Tax on Passengers) rules 1959
8. Implementation of entry no 13 of the Maharashtra State Tax on profession, trade, employment and service act 1975
9. To implement the “Vehicles by Roadways Act 2007” and “Vehicles by Roadways Rules 2011” approved by the Central Government in the state

The Motor Vehicles department has been created to fulfill the following objectives

- 1) To implement various provisions of the various acts passed by the state government and Central government under the Motor Vehicles act 1988.
- 2) To issue permits to vehicles, thereby giving impetus and protection to goods and passenger transport considering the needs and interest of the people in road transport, and to offer scope to this business by coordinating towards overall growth of roadways transport business.
- 3) To access and recover tax and to get revenue income for the state government

Following work is performed by the Regional transport Offices and Sub-Regional Transport Offices for implementation of the Motor vehicles Act 1988

1. Issuing Motor driving License for driving the Motor Vehicle and its renewal
2. Issuing Badge for the drivers driving the Public Transport Vehicle
3. Issuing License for International vehicle drivers
4. Issuing license for conductors of stage transport buses

5. Registration and temporary registration of Motor Vehicles
6. To allot registration number in Maharashtra to vehicles registered in other states is brought on a permanent basis in Maharashtra
7. Issue fitness certificate to transport vehicles
8. To check the private vehicles which have completed 15 years of their registration and renewal of their registration
9. To issue various permits to the vehicles, thus control the transport through it and countersign the permit issued by other states.
10. To issue authority for national permits
11. To maintain insurance related records of vehicles
12. To take departmental or judicial action against owners / drivers violating the provisions of the Motor Vehicles Act and tax related laws.
13. Work related to assessment of Motor Vehicles tax and environment tax, acceptance of tax and recovery of tax in arrears as per provisions of Mumbai Motor Vehicles Tax Act 1958.
14. Work related to assessment of passenger tax, acceptance of tax and recovery of tax in arrears as per provisions of Mumbai Motor Vehicles Tax Act 1958.
15. To recover professional tax from professionals under entry no 13 of Maharashtra State Tax on profession, trade, employment and service act 1975
16. Registration as general transporter under Vehicles by Roadways Act 2007” and “Vehicles by Roadways Rules 2011” and maintain the record of the same.
17. To create record of all the above office work and maintain the same

Vision of the Department

- 1) Safe road transport
- 2) To provide prompt, effective and transparent service to the citizens in the state

Mission of the Department

1. To toughen the vehicle security standards

2. To provide centralized facilities for individuals visiting the offices of the department
3. To make ultra modern equipments available for the department and to strengthen the base of the department by creating training facilities and trained personnel
4. To simplify the tax system by amending the tax laws
5. To enhance the driving skills of the drivers by using the technology and to improve the mechanical standards of the vehicles

Introduction to the work of the Motor Vehicles Department

The Motor vehicles Department was established in the state on 1st of April 1940 in terms of section 133(a)(1) of the Motor Vehicles Act 1939 to implement the provisions of the Motor Vehicles Act 1939 and other various tax related laws.

The Significant duties of the Motor Vehicles Department are as follows :

- a) To implement various provisions of the various acts passed by the state government and Central government under the Motor Vehicles act 1988
- b) To implement the provisions of Mumbai Motor Vehicles Tax Act 1958 and Mumbai Motor Vehicles (Passenger Tax Act 1958)

The following work is undertaken in the officers of the Motor Vehicles Department :

- (1) To implement various provisions of the various acts passed by the state government and Central government under the Motor Vehicles act 1988.
- (2) To issue permits to vehicles, thereby giving impetus and protection to goods and passenger transport considering the needs and interest of the people in road transport, and to offer scope to this business by coordinating towards overall growth of roadways transport business.
- (3) To assess and recover tax as per Mumbai Motor Vehicles Tax Act 1958 and Mumbai Motor Vehicles (Passenger Tax Act 1958) and to get revenue income for the state government

- (4) To recover professional tax from professionals under entry no 13 of Maharashtra State Tax on profession, trade, employment and service act 1975
- (5) To implement the “Vehicles by Roadways Act 2007” and “Vehicles by Roadways Rules 2011” approved by the Central Government in the state
- (6) Issuing Motor driving License for driving the Motor Vehicle and its renewal
- (7) Issuing passenger vehicle license to drivers and its renewal
- (8) Authorization of Motor vehicle Driving training schools
- (9) Issuing license for conductors of stage transport buses
- (10) Issuing License for International vehicle drivers
- (11) To register the Motor Vehicles
- (12) Issue fitness certificate to transport vehicles
- (13) To issue permits for interstate transport / countersign the same and control the same
- (14) Issue all India tourist permits to tourist buses and taxis
- (15) To maintain insurance related records of vehicles for implementation of chapter 11 of the Motor vehicles Act 1988.
- (16) To take departmental or judicial action against owners / drivers violating the provisions of the Motor Vehicles Act and tax related laws
- (17) To keep check on the pollution from vehicles and to take action on polluting vehicles.

The Responsibilities of the Regional Transport Officer / Deputy Regional Transport Officer / Assistant Regional Transport Officer

Regional Transport Officer

- 1) The post of Regional transport Officer is a regional level post in the Motor Vehicles Department. He is responsible for controlling the offices working under the concerned regional transport office, border check post and flying squads.
- 2) To work as secretary of the Regional transport Authority.
- 3) As per the Motor vehicles act / Motor Vehicles Tax Act to work as

- a) Licensing Authority and issue licenses
- b) Registration Officer and get the vehicles registered
- c) Taxation officer
- 4) To work as Joint Commissioner, Professional Tax with respect to professional tax
- 5) To comply the audit observations of the Accountant General
- 6) To approve the commencement of Motor Driving schools
- 7) To solve the problems of the transporters

Deputy Regional Transport Officer

- 1) The post of Sub Regional transport Officer is a District level post in the Motor Vehicles Department. He is supposed to work as taxation officer, Registration officer of vehicles, and Licensing authority and secretary of the Regional Transport Authority at the District Level..
- 2) To work as secretary of the District Level road security committee .
- 3) As per the Motor vehicles act / Motor Vehicles Tax Act to work as
 - d) Licensing Authority and issue licenses
 - e) Registration Officer and get the vehicles registered
 - f) Taxation officer
- 4) To work as Deputy Commissioner, Professional Tax with respect to professional tax
- 5) To solve the problems of the transporters
- 6) To comply the audit observations of the Accountant General
- 7) To work as Appellate / Information Officer as per the rules of the Right to Information Act.

Assistant Regional Transport Officer

- 1) To work as per the orders of the Regional Transport officer in Regional Transport Office and Deputy Regional Transport officer in Sub Regional Transport Office.

- 2) Work of fitness certificate of the vehicles, registration of the vehicles and licenses etc
- 3) To work as Assistant Information Officer
- 4) Camp Office, flying squad, and implementation of the Motor Vehicles Act
- 5) To work as Taxation officer with respect to professional tax

Web Site and E-mail ID of the Motor Vehicles Department

The Motor Vehicles Department has launched its own website by address www.mahatranscom.in for effective use of e-governance in Motor vehicles Department

G-mail based e-mail ids have been created for all the officers of the Motor Vehicles Department and for all the offices has been created according to the codes of the regional transport offices which has facilitated the general public to submit their grievances / suggestions to the concerned office through e-mail. (for example – For Regional Transport Office Mumbai the e-mail id is mh01@mahatranscom.in). The information regarding the structure of the department, statistical information, offices of the department, officers working in the department etc has been made available along with the address and telephone numbers has been made available on the website. Similarly information about the working of the department, specimen formats, and the prescribed fee has also been made available on the website. All the necessary information to facilitate the public to ensure hassle free work for the general public is made available on the website. Similarly the information to be published under the Right to Information Act 2005 and the manual of the department and the citizens charter has also been made available on the website.

3. How will you obtain your Motor Driving License .

a) Learner's License

If you are mentally and physically fit and have completed 18 years of age, then you can approach the concerned office of the Motor Vehicles Department in whose jurisdiction

you reside, along with your recent three passport size photographs, your age proof and Residential / Business address proof and obtain the learner's license by submitting application in prescribed format and passing the necessary test exam. Driving license is not issued to any body below the age of 16 years. But if any applicant between the age of 16 to 18 submits consent from his parent, the applicant can be issued learning license for non geared vehicles of less than 50 cc engine capacity. The said learners license is valid for a period of six months from the date of issue. A totally transparent scheme of computerized test for issue of learner's license is conducted on behalf of the Motor Vehicles Department at Mumbai (Central), Mumbai (West), Thane, Nasik, Kolhapur Pune and twenty other Regional Transport offices and the general public becomes aware about the road safety and safe vehicle driving rules of the Motor vehicles Department.

b) Permanent License

If a period of thirty days has passed after the issue of learning license, then you can approach the Regional Transport Office along with the class of the vehicle for which you desire to obtain permanent license and the relevant documents of the vehicle and appear for the vehicle driving test exam. You will be issued permanent license after successfully passing the driving test. If the said license is for private vehicle, then it will be valid for a period of 20 years from the date of issue or your 50 years of age, whichever is earlier. Subsequently it can be renewed for a further period of 5 years. If the license is for a public or transport class of vehicle, it is valid for a period of three years from the date of issue and is renewed for a further period of three years. The project for issue of motor driving license in the form of smart card through the Sarathi System has been commenced in all the Regional Transport Offices in the state.

c) International Vehicle Driving license

If your valid permanent license, recent passport size photos, passport, visa and application in prescribed format accompanied by a fee of Rs 500/- is presented before the officers in the Regional Transport Office, then international driving license valid for a

period of one year from the date of issue can be issued to you. The said license cannot neither be renewed nor duplicate copy obtained.

d) Registering additional class of vehicle on the license

Separate licenses for different class of vehicles are not issued. Actually no person can hold more than one license. If you desire to include another class of vehicles on your permanent license, you can enter that class of vehicle on your permanent license by firstly taking a learners license for that class of vehicle and then appearing for driving test of that class of vehicle after a period of 30 days from obtention of learners license for that class of vehicle. The drivers driving vehicles transporting hazardous substances such as petroleum, or other hazardous chemicals have to make special entry in their license to drive the vehicles in that category. It is necessary to submit certificate of completion of three days training program from recognized training institute for such initial entry. Similarly it is also necessary to complete one day revision training program for renewal of such license.

e) Obtaining duplicate copy of the Driving license.

If the permanent license is misplaced or torn, you can obtain duplicate copy of the license by submitting application in prescribed format (Specimen LLD) along with two passport size photographs and fee of Rs 200/- .

f) Renewal of the License

You can renew your permanent driving license before or after 30 days of the expiry of its validity. If renewed within the prescribed period, the smart card license fee of Rs 200/- and in case of delay, renewal can be done with a late fee of Rs 50/- per year of delay or its part thereof, subject to a maximum delay of 5 years. Further delay will require successful passing of the driving test afresh.

g) Rules to be obeyed by the vehicle Driver

- 1) The Driver should obey all the traffic signals on the road. He should not park his vehicle in public places so as to become troublesome for others to park the vehicle.
- 2) The driver should not allow anybody to travel on the footrest or by sitting anywhere except inside the vehicle. No person or object should be kept in the vehicle which may cause obstacle for the driver to drive the vehicle. The driver should park the vehicle taking care that it does not slide down or start accidentally on its own.
- 3) Two wheeler drivers should not drive more than one pillion on their back seat on their vehicle
- 4) The driver should not climb down the ghat by putting the engine off or in neutral gear..
- 5) At the unmanned railway crossings, the driver should proceed ahead only after ensuring that the train is not approaching from any of the sides.

Procedure for obtaining the License

1) Learners' License

Formal Application

Enclose Date of birth and address proof and two photographs

Verification of the application by Motor Vehicles Inspector / Assistant Motor Vehicles Inspector

Pay fee of Rs 30/-

Recording the information on the computer

Biometrics of the applicant (photo, Thumb Impression)

Computerized test

Distribution of Learners' license

2) Permanent License

Formal application (proforma 4)

Pay fees of Rs 200/- plus test fee for every category Rs 50/- and postal
distribution fee Rs 50/-

Test of the applicant by Motor Vehicles Inspector / Assistant Motor Vehicles Inspector

Approval through the Licensing Officer

Distribution of License through Post

4. Registration of new vehicle and Registration certificate in the form of Smart card (Flow and work system)

The vehicles in the class of two wheelers, cars, and jeeps registered in the Regional Transport Office in private category are issued registration certificate in the form of smart card. Following documents are required to be complied for registration of the vehicle.

- 1) Application in form 20
- 2) Sale certificate (Form no 21)
- 3) Roadworthiness certificate issued by the body builder, manufacturer (Form no 22 and 22A)
- 4) Technical Approval certificate
- 5) Insurance certificate of the vehicle
- 6) Vehicle purchase invoice
- 7) Photograph of vehicle owner
- 8) PAN Card of vehicle owner
- 9) Residential proof of the vehicle owner

For Trailers

- 10) Approval letter and design issued by the Transport Commissioner

For Buses

- 11) Plan for Seating arrangement

For imported Vehicles

- 12) Bill of Entry certificate
- 13) Custom clearance certificate
- 14) Receipt of Customs Duty Paid

1. **Verification of Documents for registration** : - After the documents necessary for registration of Documents are submitted to the office, initially the said documents are verified by the Motor Vehicles Inspector. If there are discrepancies in the documents submitted, the vehicle owner is informed for compliance of the same.
2. **Technical inspection of the vehicle** : The Motor Vehicle Inspector verifies the chasis no and engine number on the vehicle provided by the dealer as per the sale certificate. Similarly the Motor Vehicle Inspector also ensures that the said vehicle has been granted type approval in terms of rule 126 of the Central Motor Vehicle rules 1989.
3. **Payment of Registration and Postal Fee** : After the compliance of the prescribed documents and technical matters, Vehicle registration and postal fee is accepted.

Class of Vehicle	Registration Fee		Postal Fee	Smart Card Fee
	Manufactured in India	Manufactured in Foreign country		
Vehicle for Disabled	20			
Two wheeler	60	200	50	350
Light Motor Vehicle				
Other than Transport	200	800	50	350
Transport	300	800	50	350
Medium Goods carriage vehicle	400	800	50	350
Medium Passenger Carriage Vehicle	400	800	50	350
Heavy Goods Carriage Vehicle	600	800	50	350
Heavy Passenger Carriage Vehicle	600	800	50	350
Other Vehicles	300	800	50	350

4. **Tax Assessment and acceptance of tax** : The tax on the vehicle is assessed as per the category of the vehicle (indigenous / foreign) , vehicle owner category (individual or company), and the cost of the vehicle. The inspection of the said assessed tax is conducted by the auditor and the appropriate tax is accepted by the computer. This tax is accepted through e-payment mode in many offices.
5. **Final Order for the Registration of the vehicle** : After compliance of prescribed documents and other technical matters and acceptance of the vehicle tax, officers of the rank of Deputy Regional transport Officer or Assistant Regional transport Officer pass orders for the registration of the vehicle.
6. **Data Entry on the computer** : Dealer data software has been developed by NIC Pune. The vehicle dealers record the details of the vehicle on the computer in their office. In this manner, the complete details of the vehicles are submitted through the pendrive in the office and then this vehicle data is uploaded in the computer. Where the dealers data cannot be updated through software, there it is fed in the office.
7. **Acceptance of disclaimer by the vehicle owner** : The information recorded in the computer is extracted on the paper. This information is given to the vehicle dealer or their representatives for verification.. If the details in the disclaimer are not correct, they are corrected and if the details are correct, then signature of the vehicle owner or representative of the vehicle dealer is obtained and the information of the said vehicle is finally accepted in the computer.
8. **Allotting registration number to the vehicle** : After the completion of the above procedure, the application becomes fit for allotment of registration number. A provision is made in the software to allot preference vehicle registration numbers of their choice to the vehicle owners. Accordingly if the prescribed fee for that particular number is paid, that number is reserved for that vehicle and when the

receipt for reservation of number is produced at the time of registration, the vehicle is registered at that number. The vehicle for which any number is not reserved, that vehicle is serially allotted the number given by the computer. (The list of attractive numbers and the prescribed fee therefor is enclosed herewith. Appendix A- As per subrule 3 of rule 54(a) of the Maharashtra Motor Vehicle rules 1989, the vehicle owner can retain the old registration number after selling or scrapping the vehicle after assessment of the new vehicle for registration)

9. **Flat File** : A flat file of all the numbers to whom numbers are allotted is generated and it is accepted by the service supplier company for printing of smart card. The job of scanning of documents and printing of smart cards is done by the private company appointed for the purpose.
10. **Scanning of Documents** : After allotment of vehicle number, the original documents are deposited with the office and are delivered to the service provider for scanning.
11. **Smart Card Print / Optical / Overlay** : The fee for scanned smart card documents is accepted by the cashier of the service provider. Then the smart card is printed. After the completion of optical / overlay process, the smart card is submitted to the office by the service provider
12. **K M S (Key Management System)** : In the KMS process, the printed smartcard is authorized to issued by the concerned authority. Every smart card is allotted a separate number through KMS. The Non KMS smart cards are not considered to be authorized.
13. **Distribution of Smart cards through Post office** : The prescribed postal charges are accepted along with the vehicle registration fee for dispatching the smart card by post. The list of KMS complied smart cards is displayed after postal data is

uploaded by the computer. All the smart cards mentioned in the list are accepted for distribution to the vehicle owners through post.

If the smart card is not delivered to the vehicle owner due to some reason, such smart cards are returned to the office. The distribution of the smart cards thus returned is done only after verifying the proving the identity of the vehicle owner and his address and accepting the prescribed penalty. In this manner procedure for registration of vehicles and distribution of smart cards is adopted through the Vahan system .

Dispatching the smart card and the Driving License through Post

In terms of Government Notification Home Department no MVR/0110/06/CR/-16/TPT-2 dated 8th October 2010, as per Maharashtra Motor Vehicle rules 1989 no 13(a) and 51(a) respectively, provision has been made for sending the smart card and driving license by post. The registration certificate and driving license is dispatched under BNPL (Book now Pay later) scheme of the Central Government and the proof of delivery of the same is submitted to the office. An additional fee of Rs 50/- is collected from the applicant through the Vahan and Sarathi software systems

Recording the transfer of the ownership of the vehicle

If you have sold your vehicle or purchased a vehicle,, you should submit application no 28, 29 and 30 within 30 days from the date of sale of the vehicle along with all the valid documents (Registration, Tax, Insurance Certificate, and valid PUC) and the address proof of the person purchasing the vehicle (example – passport, / Voter identity card / Insurance certificate etc) . After paying the prescribed fee, you will receive the entry for transfer of the ownership of your vehicle. If the vehicle is in hire purchase,

lease or security mortgage agreement, then the written consent of the financier should be submitted. Generally, the inspection of the vehicle for transfer of ownership is unnecessary, except for any special reason. Where permit is necessary in case of commercial vehicles, the pending departmental action in respect of the existing permit is necessary to be completed before the transfer of ownership. And the vehicle purchaser should necessarily have the permit or consent for permit.

Obtaining Duplicate copy of the Registration Certificate

If the registration certificate of your vehicle is misplaced or torn, you should approach the Regional Transport Office and submit an application in form number 26 along with the other valid documents (Insurance certificate, Valid PUC certificate, certificate / police report in case the registration certificate is lost) . If the vehicle is in hire purchase, lease or security mortgage agreement, then the written consent of the financier and on payment of prescribed fees (50% of normal registration fee) you will get duplicate copy of the registration certificate.

Renewal of Registration of the vehicle

Since the registration of the new private vehicle does not remain valid after 15 years, it should be renewed. It is necessary to submit the vehicle in good condition along with the valid documents (Registration, Tax, Insurance Certificate, and valid PUC) at least 60 days before the expiry of registration to the Regional Transport Office or Sub Regional Transport Office . Registration can be renewed by submitting the prescribed fee and form no 25 for a further period of 5 years.

Renewal Fee :

- 1) Vehicle for the Physically disabled : Rs 60/-
- 2) Two wheeler vehicle – Rs 60

3) Light Motor Vehicle : Rs 200/-

Provision for registration of the physically disabled person :

The state government has licensed M/s Ferro Equip, Mumbai as authorized workshop for retrofitting the kit for the convenience of the physically equipped persons to modify the four wheeler vehicle.

How to pay the tax arrears of the vehicle

1. Since one time tax scheme has been implemented for new and old two wheeler vehicles since 1987, most of the vehicle owners have paid the tax in arrears. It is mandatory for the new vehicle owners to pay this tax at the time of registration of the vehicle. The new vehicle owners have to pay amount equivalent to 7% of the cost of the vehicle as tax. Currently, the owners of the vehicles in respect of which the tax is not paid, should physically meet the Regional transport Officer or Deputy Regional transport Officer and arrangement has been made to inform the tax and interest payable thereon after giving the registration number of the vehicle. The vehicle holder can deposit the tax in arrears by filling up the AT form.
2. One time tax has been made mandatory for private vehicles like cars jeeps in the four wheeler private category with effect from 1st of October 1996.. It is mandatory to pay one time tax in respect of four wheeler vehicles in private category registered prior to 1st of October 1996. Currently, the owners of the vehicles in respect of which the tax is not paid, should physically meet the tax assessment officer and can pay the tax in arrears and interest thereon by filling the AT form . As per the current provisions, the new private four wheeler vehicles should pay 7% tax on the cost of the vehicle is below Rs 10.00 lacs, 8% of the cost of the vehicle between Rs 10.00 lacs and less than Rs 20.00 lacs and 9% tax on the cost of the vehicle is above Rs 20.00 lacs.
3. Annual tax is charged in respect of trucks, buses, auto rickshaws and taxis. The vehicle owner should pay advance quarterly or annual tax before using the vehicle. The government has paid one time tax mandatory for light vehicles in transport category having registered RLW weight upto 7500 kilograms @7 times the annual tax with effect from 1st April 2000. Other goods carrying vehicles

have been provided an option for voluntarily paying the one time tax at the above rate. Similarly payment of one time tax @11 times the annual tax is mandatory for the Black and yellow metered rickshaw and taxis with effect from 1st of May 2010. Those vehicle owners who have not paid the tax on their vehicle should necessarily fill up the AT form, get assessed for tax and pay the tax arrears along with interest thereon.

Structure of the tax on vehicles in the state

One Time Tax – Private Vehicles

- 1. Two wheeler Vehicles : 7% of the cost of the vehicles**
- 2. Four Wheeler vehicle : (Tax system based on fuel)**

A	Vehicles running on Petrol
1	cost of the vehicle upto Rs 10.00 lacs : 9%
2	Cost of the vehicle above Rs 10.00 lacs but less than Rs 20.00 lacs – 10%
3	Cost of the vehicle above Rs 20.00 lacs : 11%
B	Vehicles running on Diesel
1	cost of the vehicle upto Rs 10.00 lacs : 11%
2	Cost of the vehicle above Rs 10.00 lacs but less than Rs 20.00 lacs – 12%
3	Cost of the vehicle above Rs 20.00 lacs : 13%
C	Vehicles running on CNG Gas
1	cost of the vehicle upto Rs 10.00 lacs : 5%
2	Cost of the vehicle above Rs 10.00 lacs but less than Rs 20.00 lacs – 6%
3	Cost of the vehicle above Rs 20.00 lacs : 7%

3. One time Tax – Transport Vehicle

1	Auto Rickshaw / Taxi	11 times of the Annual tax
2	Light Goods vehicle	7 times of the Annual tax
3	Medium and heavy Goods vehicles	7 times of the Annual tax (Optional) or annual rate as per the weight of the laded vehicle
4	Other passenger vehicles	At annual rates as per the seating capacity
5	Camper van	As per the area

Professional Tax

The professional tax is recovered from the permit holders in terms of entry no 13 in the first schedule of the Maharashtra state professional, traders, calling , and services tax Act 1975 . The person holding permit as per the Motor Vehicles act 1988, and permit holders using permit for rent / consideration when such person is holding permit then

- a) Three wheeler goods carrying vehicle , for every vehicle - Rs 750/- per annum
- b) Taxi, passenger car for vehicle Rs 1000/- per annum
- c) Goods vehicle other than the above as stated in (a) Rs 1500/- per annum
- d) Truck and buses Rs 1500/- per annum

Is necessarily payable. But the total tax payable by any of the holder in the entry will not exceed Rs 2500/- per annum. The state government has appointed the officers in the Motor Vehicles Department for registration of tax, interest, assessment of penalty, tax collection and recovery ect. In terms of government notification number prof tax / 1105/PK 122- A / Taxation -3 dated 3rd November 2006 as per entry no 13 of the Professional tax Act .

The instructions with reference to the recovery of professional tax have been issued vide transport commissioner office circular dated 14.3.2007 and 22.5.2007 and the commercial circular dated 14.5.2007 of the Sales and Professional tax Commissioner Maharashtra

State. Similarly orders regarding the recovery with respect to recovery of professional tax dated 4.11.2010 and 3.12.2010.

Environment Tax

AS per the Maharashtra ordinance no 10 of the year 2010 published on 15.10.2010 the Mumbai Motor vehicles Tax Act 1958 was amended and environment tax was imposed on old vehicles.

Against this background , the environment tax on various categories of old vehicles is recovered as follows :

No	Class and age of Vehicles	Rate of Environment tax in Rs
1	Non transport category vehicles after 15 years from the date of first registration for the next five years a) Two wheeler b) Vehicles driven on petrol other than two wheelers c) Vehicles driven on diesel other than two wheelers	Rs 2000/- Rs 3000/- Rs 3500/-
2	transport category vehicles after 8 years from the date of first registration For following vehicles (if running on LPG / CNG fuel) from 15 years one time tax for the next five years a) Three wheeler Auto rickshaw b) Black and yellow colored Motor cabs like taxis and cabs having capacity of carrying not more than 6 passengers with hiring meter c) Tourist Taxis light goods carrying vehicle	Rs 750/- Rs 1250/- Rs 2500/-
3	transport category vehicles after 8 years from the date of first registration for other vehicles other than above serial no (2) per	

	<p>annum</p> <ul style="list-style-type: none"> a) Medium and heavy goods carriage vehicles having gross load of more than 7500 kg b) Contract Transport, buses and vehicles in chapter A(7) of the first schedule c) Private service Vehicle d) Tourist bus e) Capper Van (Transport), Stage Vehicle, Special Utility vehicle, Mobile Dispensary, Ambulance, X-ray van, Library Van, Mobile Workshop, Cash Van, Veterinary Ambulance, Fire Brigade Vehicle and vehicles included in the part A96) of the First Schedule 	<p>10% of Annual tax</p> <p>2.5% of Annual Tax</p>
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Tax payment of New Vehicles through E-payment
Government Receipt accounting System (GRAS)

The Virtual Treasury Mumbai under the Directorate of Accounts and Treasuries has developed the Government Receipt Accounting System (GRAS) with the technical help of National Information Center Pune. The tax payer can deposit his tax / revenue to the government using the e-payment gateway of the participant banks. The public is provided with anytime anywhere payment facility for payment of government revenue through this system. The tax payer should open an Internet Banking account in his name to utilize this system easily. The said internet banking account should be with any of the five Banks (Bank of Maharashtra, bank of India, IDBI Bank, Bank Of Baroda and Union Bank of India) as stipulated by the Government. The tax payer can deposit his revenue /tax with the government by following the following instructions for utilizing the payment gateway of the Bank.

The tax payer can go to the GRAS home page by visiting the internet site www.maharashtra.gov.in or www.mahakosh.gov.in and clicking the GRAS in important websitesov.in . The tax payer can enter the system by creating his own user id and password in the “sign up new user “ format displayed after clicking on "New Registration “ option. Then select the E-payment payment option amongst the e-payment, manual, customs challan options in the “make payment” window and after selecting the department (Transport Commissioner) and the scheme (For example IMV Fee or BMV Tax) or the period for which the tax is to be paid, feed the amount to be paid in the prescribed column. The “Select Bank” tab contains the list of the Banks. After selecting the bank in which internet banking account is there by clicking the select button, the challan format is displayed on the screen. After verifying the correctness of the challan, okay and click the “Proceed for Payment Button. GRN Number will be created and one can go to website of the bank after okaying it. After making the payment through the existing procedure using the

User ID and pass word, Challan Identification number (CIN) will be created and the procedure will be completed.

The tax payer need not handle the cash / cheque / demand draft due to this system. Hence the dangers arising in the said handling are eliminated and tax payment becomes simplified. Similarly since the tax payer is not required to be present in the office for payment of tax, the time consumed and trouble for the work is reduced. Further if the vehicle tax is paid by cheque / demand draft, it takes two –three days for the Reserve Bank to verify the cheque and deposit the revenue amount to the government account. But if the vehicle tax is paid through e-payment, the said revenue is credited to the government treasury instantly. This directly or indirectly benefits the customer.

Procedure for releasing the Vehicle after its confiscation

As per the Mumbai Motor Vehicles Tax Act 1958, the tax on the vehicle should be paid before it starts plying on the road and it is mandatory to keep the proof of the same. If the tax in respect of the vehicle plying on the road is not paid, the Motor Vehicles Inspector and higher officials in the Motor Vehicles Department are empowered to confiscate the vehicle under section 12 (B) of the Mumbai Motor Vehicles Act, 1958.

The vehicle can be confiscated after a period of 30 days if the tax is not paid as per the rules and it can be arrested in a police station or office of the Motor Vehicles Department.

Judicial action can be initiated against the owner of the vehicle, whose tax is in arrears for period of more than 90 days. The taxation Officer is empowered to release the confiscated vehicle, if the arrears of tax are paid.

If the vehicle is plied without a legally valid license, without registration of the vehicle, without legally valid fitness certificate of the vehicle, or necessary permit for plying the vehicle is not obtained or if the route, area and purpose for which the permit was given is violated, then the officers of the Motor Vehicles Department are empowered to arrest the vehicle in the nearby police station or the office of the Motor Vehicles Department under section 207 of the Motor Vehicles Act. The vehicle confiscated as per the above section is released after the judicial action. For this purpose, the owner / driver of the vehicle should present himself for completion of judicial action and then the vehicle is released after the judicial action is completed. There is a provision to deposit the compromise fee in respect of confiscated vehicle. If application in respect of the same is submitted to the competent authority, he may release the vehicle taking decision on the letter.

7-A Illegal Passenger Transport

The term Illegal passenger Transport includes passenger transport through goods carrying vehicles or carrying the passengers without valid permit. If such vehicles are found by the officers of the Motor Vehicles Department, they can confiscate the vehicle. The possession of such vehicles is handed over after the judicial action. If the vehicle engaged in illegal passenger transport meets with an accident, the passenger or the driver of such vehicle will not get any compensation. Hence it is proper that the travellers should always travel in a vehicle possessing valid passenger permit.

Statement of Compromise fee for various type of offences under section 200 of the Motor Vehicles Act 1988

(Home Department Government of Maharashtra Notification no MVR/806/246/TPT-2 dated 1.6.2006) and

Home Department Government of Maharashtra Notification no MVR/807/PK 409 /TPT-2 dated 4.8.2009)

No	Sections of Motor Vehicles Act 1988	Types of Vehicles	Officers specified for compromising the Offences mutually	Offender Liable to pay the amount	Amount of penalty
1	177`	All type of Vehicles	1 Motor Vehicles Inspector of Motor Vehicles department 2 Police Sub Inspector of Traffic Branch of Police Department 3 Assistant Police Sub Inspector of Traffic Branch of Police Department 4 Assistant Motor Vehicles Inspector of Motor Vehicles department 5 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist. 6 Police Sub Inspector and Assistant Police Sub Inspector of Police Department (Highway Police)	One who will commit the offence	100.00
2	178(1)	All stage Vehicles	Motor Vehicles Inspector of Motor Vehicles department	One who will travel	200.00

No	Sections of Motor Vehicles Act 1988	Types of Vehicles	Officers specified for compromising the Offences mutually	Offender Liable to pay the amount	Amount of penalty
				without pass	
3	178(2)	All stage Vehicles	Motor Vehicles Inspector of Motor Vehicles department	Conductor	200.00
4	178(3)	Two or three wheeler Motor Vehicle	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist	The owner or driver who will refuse to ply the vehicle	50.00
5	178(4)	Two or three wheeler Motor Vehicle	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist	The owner or driver who will refuse to ply the vehicle	200.00
6	179	All vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic	One who will actually commit the offence	200.00

No	Sections of Motor Vehicles Act 1988	Types of Vehicles	Officers specified for compromising the Offences mutually	Offender Liable to pay the amount	Amount of penalty
			work, in districts where traffic branch does not exist		
7	180	All vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist 4 Police Sub Inspector and Assistant Police Sub Inspector of Police Department (Highway Police)	Owner of the vehicle or person incharge of the vehicle	300.00
8	181	All vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist 4 Police Sub Inspector and Assistant Police Sub Inspector of Police Department (Highway Police)	Person driving the vehicle	300.00

No	Sections of Motor Vehicles Act 1988	Types of Vehicles	Officers specified for compromising the Offences mutually	Offender Liable to pay the amount	Amount of penalty
9	182(1)	All vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist	Person committing the Offence	200.00
10	182(2)	All vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist	Person committing the Offence	100.00
11	183 (1) & (2)	All vehicles	1 Motor Vehicles Inspector of Motor Vehicles department 2 Police Sub Inspector of Traffic Branch of Police Department 3 Assistant Police Sub Inspector of Traffic Branch of Police Department 4 Assistant Motor Vehicles Inspector of Motor Vehicles department 5 Police Inspector and Assistant	1 Person plying the vehicle 2 owner compelling the employee to ply the vehicle	200.00 200.00

No	Sections of Motor Vehicles Act 1988	Types of Vehicles	Officers specified for compromising the Offences mutually	Offender Liable to pay the amount	Amount of penalty
			Police Inspector looking after traffic work, in districts where traffic branch does not exist. 6 Police Sub Inspector and Assistant Police Sub Inspector of Police Department (Highway Police)		
12	184	All vehicles	1 Motor Vehicles Inspector of Motor Vehicles department 2 Police Sub Inspector of Traffic Branch of Police Department 3 Assistant Police Sub Inspector of Traffic Branch of Police Department 4 Assistant Motor Vehicles Inspector of Motor Vehicles department 5 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist. 6 Police Sub Inspector and Assistant Police Sub Inspector of Police Department (Highway Police)	Person plying the vehicle	500.00

No	Sections of Motor Vehicles Act 1988	Types of Vehicles	Officers specified for compromising the Offences mutually	Offender Liable to pay the amount	Amount of penalty
13	186	All vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist	Person Driving the Vehicle	100.00
14	189	All Vehicles	1 Motor Vehicles Inspector of Motor Vehicles department 2 Police Sub Inspector of Traffic Branch of Police Department 3 Assistant Police Sub Inspector of Traffic Branch of Police Department 4 Assistant Motor Vehicles Inspector of Motor Vehicles department 5 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist. 6 Police Sub Inspector and Assistant Police Sub Inspector of Police Department (Highway Police	1 Person participating in the race Or testing of the vehicle 2 Person permitting the racing Or testing of the vehicle	300.00

No	Sections of Motor Vehicles Act 1988	Types of Vehicles	Officers specified for compromising the Offences mutually	Offender Liable to pay the amount	Amount of penalty
15	190(2)	All Vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist	1 Person plying the vehicle 2 Person permitting or ensuring the plying of the vehicle committing the offence	500
16	191	All Vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic branch does not exist	Person committing the Offence	300.00
17	192 (10)	Two wheeler Motor vehicles	1 Police Sub Inspector of Traffic Branch of Police Department 2 Motor Vehicles Inspector of Motor Vehicles department 3 Police Inspector and Assistant Police Inspector looking after traffic work, in districts where traffic	1 Person plying the vehicle 2 Person permitting or ensuring the plying of	300.00 300.00

What will you do for making your vehicle pollution free ?

Air pollution certificate is mandatory for vehicles plying on petrol or diesel fuel according to rule no 115 and 116 of the Central Motor Vehicle rules 1989. The standard of gaseous emissions from the vehicles is fixed by law. The certificate of pollution under control is necessary before the vehicle plies on the road. Private centers for issuing the pollution under control certificates have been recognized by the Motor Vehicles Department. Air pollution certificate is not needed for the vehicles during the first year of registration. The provisions for air pollution caused by motor vehicles are contained in sections 190 of the Motor Vehicles Act 1988 and rules 115 and 116 of the Central Motor Vehicle Rules 1989

IDLING EMISSION STANDARDS PETROL VEHICLES

Sr no	Vehicle Type	CO %	HC (n- hexane Equivalent PPM)
1	2 and 3 wheelers (2/4 stroke) (Vehicles manufactured on or before 31.3.2000)	4.5	9000
2	2 and 3 wheelers (2 stroke) (Vehicles manufactured after 31.3.2000)	3.5	6000
3	2 and 3 wheelers (4 stroke) (Vehicles manufactured after 31.3.2000)	3.5	4500
4	Bharat stage II compliant four wheelers	3	1500
5	4 Wheelers other than Bharat Stage II compliant	0.5	750

Diesel Vehicles

Sr no	Vehicle Type		
1	Diesel Run vehicle	Smoke	65 Hartridge units at Engine temperature 60°C

There is a provision for suspension of the registration mark of these vehicles till they comply the prescribed standards. The pollution control standards came into force in the year 2000 and the present situation of the same is as follows

Standard	Reference	Month and year	Area
Bharat 2000	Euro 1	2000	Entire India
Bharat stage II	Euro 2	2001	Only Mumbai, Kolkatta and Chennai
		April 2003	Only 11 cities *
		April 2004	Entire India
Bharat Stage III	Euro 3	April 2005	Only 11 cities *
		April 2010	Entire India
Bharat Stage IV	Euro 4	April 2010	Only 11 cities *
<ul style="list-style-type: none"> National Capital (Delhi), Mumbai, Kolkatta, Chennai, Benglarore, Hyderabad, Pune Surat Kanpur Agra 			
		June 2010	Solapur, Lucknow
		October 2010	Rest of India

For Two and three wheeler Vehicles

Bharat Stage III	01.04.2010	Mumbai Pune and Solapur
Bharat Stage III	01.10.2010	Rest of Maharashtra

10. How will you obtain permit for transport vehicles ?

Transport Vehicle

The Public service Vehicles, goods carrying vehicles, buses of educational institutions, and private service vehicle, are categorized under transport category. Vehicles like maxi cab, Motor cab, Taxi, rickshaw, contract vehicles, stage vehicles carrying hired passengers, goods carriage vehicles like trucks, delivery vans, pick up vans , buses owned by schools, colleges and educational institutions for plying their students and employees for their work, and vehicles plying more than six persons excluding the driver by the owner or on behalf of the owner in relation to his business / profession should necessarily possess the permit to do so. Submit the application for permit as per the type of vehicles.

Transport Vehicles exempted from permit

Central and state government vehicles not used for commercial purposes, Local bodies vehicles or contracted with local bodies used for road cleaning, sprinkling of water, or service , Vehicles used for Police, Fire Brigade, and patients, mortuary vehicles carrying dead bodies for last rites, vehicles used for towing out of order vehicles or the goods therein, Goods vehicles carrying less than 3000 kilograms of goods inclusive of vehicle weight, vehicles running on cell, solar energy or compressed gas are exempted from permit by law. If the owner plies the vehicle without permit, then a penalty of not less than Rs 2000 but not more than Rs 5000/- for the first offence and penalty of not less than Rs 5000 but not more than Rs 10000/- or punishment upto one to three years for the subsequent offence can be knocked.

Computerization of the national permit for goods carriage

National permits for carrying goods within the country are issued under sub section 12 of section 88 of the Motor Vehicles Act 1988. With effect from 10th of May 2010, the national permit holder vehicles can transport goods nationwide by paying combined tax of Rs 15000/- for the national permits. Hitherto, such transport was permitted in at least

three states opted for by the permit holder and additional tax had to be deposited for every state. The procedure for national permit has been computerized for the entire country with effect from 15.9.2010.

Under the scheme, the transporter desirous of obtaining national permit should necessarily deposit authority fee of Rs 1000/- and the permit fee of Rs 300/- for the national permit in the concerned transport office.

The transport office scrutinizes the application and uploads the concerned information on the national permit portal <https://vahan.nic/in/npermit> . After verifying the correctness of all the matters, the computerized challan is delivered to the transporter paying in cash. Applicant can deposit the national permit fee of Rs 15000/- through internet banking or any branch of State Bank of India through cash challan. The concerned transport office issues national permit after receipt of on line scroll by the State Bank of India.

An integrated record of the national permit authority is available and the details of the permit are instantly available from the computer data. National permit procedure has become simplified, transparent and speedy and the concerned states receive their revenue appropriately and in time.

11 Where should the citizens register their complaints ?

The motor Vehicles department has prescribed the fee and tax limit for various registration, licenses, and taxation. Similarly has also fixed the time limit for making available various services. If you think that excess fee is being recovered than the prescribed fee or more time is taken for providing a particular service than the prescribed period, the concerned should first contact the head of office and should submit their written grievances in the complaint box or physically. If there is not satisfaction, then complaints can be lodged with the Vigilance branch with the Transport Commissioner office.

The owners of motor vehicles, drivers and general public is hereby informed that If they have any complaints or suggestions with regards to the day to day working of the Motor Vehicles Department, they can be submitted in written format by meeting the Regional Transport Officer. Proper cognizance of the same will be taken.

Please note that no authorized agents are appointed for any work in the motor vehicles department

Address of the Vigilance Department
Assistant Commissioner of Police (Vigilance Department)
Office of the transport commissioner, , 3rd floor,
Administrative Building, Near Dr Ambedkar Garden,
Government colony, Bandra (East) Mumbai 400 051
Phone 26414075

Apart from this , if there are complaints of serious nature, they can be submitted by meeting Transport Commissioner, Joint Transport Commissioner, and Deputy Transport Commissioner

Citizens can record their complaints through e-mail or actual contact with the following officials:

- Deputy Regional Transport Officer
- Regional Transport Officer

- Assistant Police Commissioner , Vigilance Department
- Web site for e-mail : www.mahatranscom.in

Information about the vehicles, vehicle owners and licenses

Citizens can seek tax related information through written application and Rs 2/-

Information about registration (upto 10 vehicles) fee Rs 50/-

Information about licenses can be sought on payment of Rs 50/- from the concerned offices

Redresser of complaints

The Regional Transport Officer / Deputy Regional Transport Officer / Controlling officer in the Transport Commissioner Office will be available on every Monday for redressal of complaints.

Action in respect of theft of the vehicle

If a vehicle is stolen or the stolen vehicle is not traceable then the concerned police station should inform the office of the Transport Commissioner in format MVT and MVTR respectively.

Complaints against Public Transport vehicle owners (Auto Rickshaw / taxi / Bus)

The Motor vehicles Department has issued permits to public transport vehicles for transport of passengers. The necessary badges have also been issued by the department for plying the same. The rate card / ticket for charging of fare for public transport has been fixed. If any vehicle owner is charging in excess of this rate card / tariff, you can complaint to the Regional Transport Officer through the card scheme.

Immediate cognizance of the complaints received regarding taxis / rickshaws is taken immediately and action is initiated against the concerned owner / driver.

Acknowledgement is issued immediately to the complainant. If deemed necessary, the complainant is invited to remain physically present to record the details of the complaint in action against the permit holder. Actual action is taken in 30 days and the

details are communicated to the complainant. Such complaints can be registered on the web site www.mahatranscom.in of the motor vehicles department , You can also register complaints against vehicles emitting smoke much more than stipulated limits.

12 Toll free Service for complaints regarding Auto Rickshaws / Taxis

The Government has started 10/11 digit toll free number service in the state for recording complaints against Auto Rickshaws / Taxi Drivers. The state Government has instructed all the Regional transport Offices in all the districts to operationalize the toll free telephone numbers from the telephone department for the purpose of the said service. As per the said instructions toll free service was initially operationalized at Regional Transport Office Mumbai (Central) for the three Regional transport Offices in Mumbai on 24.6.2010 and the toll free number for registering the complaints is 1800220110. Subsequently this service has been operationalized in other regional transport offices in the state and the details of the same are as follows :

NO	Regional transport Office	Toll Free No	Date of operationalizing the toll free service
1	Mumbai (Central), (Western) and (Eastern)	1800220110	25.6.2010
2	Thane	1800225335	-----
3	Pune	18002330012	28.8.2010
4	Kolhapur	18002339909	-----
5	Nasik	18002331516	26.2.2011
6	Aurangabad	18002337233	September 2010
7	Nagpur city	18002333388	01.12.2010

The Toll Free service will be operationalized soon at Regional Transport offices at Dhule, Latur, Nanded, Nagpur (Rural), Amravati and Panvel. IVRS (Interactive Voice response System) has been installed in the toll free service at Mumbai through which the complaints about refusal of fare, charging more fare than actually charged by

meter, fast meter, misbehavior with the passengers against the auto rikshaw, / Taxi / Cool Cab drivers can be registered from any part of Mumbai in the three regional transport offices in Mumbai are recorded. No cost is needed to be borne by the complainant. The complaint registered with the said machinery is forwarded to the concerned office automatically through e-mail. This contains the number, date and time of complaint, telephone / mobile number of the complainant, code of the office and details of complaint are recorded in the IVRS system. It contains the name and address of the complainant, details of the vehicle and the driver, and nature of the complaint in short. The said e-mail when received in the office is downloaded and handed over to the prosecution department. After the cognizance of the complaint is taken in the prosecution department, notice is issued to the permit holder / driver of the vehicle and action is taken on the complaint as per the tariff card of the Regional Transport Authority and Motor Vehicles rules and the action taken report is communicated to the complainant through letter / SMS.

Considering the number of complaints received on the toll free numbers, it can be inferred that the general public in Mumbai is utilizing the said facility on a large scale and that the said scheme is a total success..

14. Authority Letter for Plying the Public Service Vehicle

The vehicle drivers of auto rickshaws, taxi, tourist vehicles, luxury vehicles should possess authority letter to ply the public transport vehicle. A badge is also delivered to the driver along with the authority letter. No driver can ply the public transport vehicle in a public place till the authority letter for plying the public service vehicle is issued to him. An application in LCPA form has to be submitted for obtaining the Letter of authority to ply the public service vehicle. Vehicle Driving license, SEC certificate, and character certificate and previous history from the police department is required to be submitted. A fee of Rs 50/- has to be paid along with it. If the applicant has the geographical knowledge of the area where the vehicle is to be plied and working knowledge of Marathi and the local language, then only the driver is issued a letter of Authority to ply the Public transport vehicle and simultaneously a badge is also issued for a fee of Rs 100/- to be displayed on his chest, for plying of the public vehicle.

Duties and Behavior of the driver plying a public vehicle.

- 1) The drivers undertaking plying of stage to stage transport or contract transport vehicles should comply with the following : No person, animal or any object should be kept the drivers' seat or in such a manner that his sight is affected. He should not shout to attract the passengers, should not smoke and his behavior with the passengers and others should be proper
- 2) If the conductor or any passenger signals for alighting down and if any passenger signals to catch the bus when there is vacant space in the bus, he should station his vehicle at a proper place for that moment.
- 3) The vehicle should not be parked in a manner that drivers and conductors of other vehicles or passengers have trouble entering the vehicle. Vehicle should not be plied if it is known that tyres, brakes, lights are not working in order.

- 4) The khaki uniform should be worn while plying the bus. The badge and the Marathi name plate should be displayed on the chest while plying the vehicle. There should not be vulgar or improper behavior with the passengers.
- 5) If the vehicle breaks down, arrangement should be made to send the passengers through another vehicle of the same category. There should not be unreasonable delay for the journey.
- 6) If the Police officers or Officers from the Motor vehicles Department demand license at the time of inspection of the vehicle, then the same should be submitted.
- 7) While filling the fuel, it should be ensured that the vehicle is not on and there are no passengers in the bus.
- 8) On an unmanned railway crossing, It should be verified that railway is not approaching from any of the two sides and the vehicle should be reversed till the other side occurs after indication by the conductor.
- 9) Help the passengers in case of an accident. The passengers should be shifted to the hospital and the information of the accident should be given to the Police station.
- 10) If there is no conductor in the vehicle, at the end of the journey the driver should properly verify whether any valuable article belonging to any of the passengers is left and hand over the same to the responsible person. Similarly if any doubt occurs to him about any dangerous object present in the vehicle, he should check the vehicle under the observation of a responsible officer.
- 11) The vehicle should be kept clean and aseptic. If it comes to his knowledge that any patient is suffering from contagious disease, he should not be allowed to travel. If the patient with contagious disease travels in a bus, it will be the responsibility of the driver to give information should be given to the nearest Zilla parishad, Gram Panchayat or government hospital and he should not deliver the vehicle to be plied by others unless and until the vehicle is made aseptic.

Duties and Behavior of the Taxi and Rickshaw Drivers

The drivers plying the taxi and rickshaw should strictly obey the following rules

1. The drivers of the first two vehicles on the stop should wait near the vehicle only so that the passenger promptly gets the vehicle. The other vehicles on the stop should move forward after the space on the stop is vacated.
2. The vehicle should not be stationed at the stop if it is not in running condition. If the vehicle is not given on rent, the driver should not wait anywhere else other than the stop. The other drivers should not prevent or oppose the first vehicle on the stop to take the passengers. The vehicle which is reserved for further journey should not wait on the stop if the intervening fare is not to be taken.
3. The driver should take the passenger at the destination point by nearest and fastest possible route. The driver should not break the journey midway unless abandoned by the passenger. The driver should not demand extra fare from the passenger than is legally expected. He should not shout to attract the passengers..
4. The driver should not ply the vehicle in absence of requisite amount of fuel , or the brakes, lights or tyres of the vehicle are non functioning, or if there is a problem which could be potentially dangerous to the passengers. Similarly the owner should take a precaution that his vehicle is always in running condition. The vehicle should not be parked in a manner that drivers and conductors of other vehicles or passengers have trouble entering the vehicle
5. He should not smoke and his behavior with the passengers and others should be proper. He should not admit more persons than mentioned in the registration book of the vehicle.
6. The vehicle should be kept clean and aseptic. If it comes to his knowledge that any patient is suffering from contagious disease, he should not be allowed to travel. If the patient with contagious disease travels in a bus, it will be the responsibility of the driver to give information should be given to the nearest Zilla parishad, Gram Panchayat or government hospital and he should not deliver the vehicle to be plied by others unless and until the vehicle is made aseptic.

7. If the Police officers or Officers from the Motor vehicles Department demand license at the time of inspection of the vehicle, then the same should be submitted
8. If there is no conductor in the vehicle, at the end of the journey the driver should properly verify whether any valuable article belonging to any of the passengers is left and hand over the same to the responsible person
9. The vehicle should not be headed forward on an unmanned railway crossing, before verifying that railway is not approaching from any of the two sides.

Extra rules for the Drivers of the Taxi cab vehicles having hire meter.

The drivers of taxi cab with hire meters should obey the following rules strictly.

1. The meter should not be started till the passenger boards the vehicle and stop the meter on reaching the destination
2. If the vehicle breaks down during the journey the driver should stop the meter and should not start the meter till the vehicle is repaired.
3. The driver should not cover the meter at any time or should not do any act that covers the meter.
4. If the switch of the meter is in "For Hire " condition, the driver should not refuse the hire barring exceptional circumstances.
5. The driver should display the photo identity card issued by the concerned Regional / Sub Regional Transport Office on the left side of the chest while on duty.

Rules for the Conductors

1. His behavior with the passengers should be decent. He should always wear clean Khaki uniform,. He should not smoke or drink while on duty.
2. He should perform the duty of paying proper attention to the passengers boarding and alighting the vehicle and issuing them proper tickets for appropriate fare.
3. The passengers should not be standing or goods should not be kept in a manner or so as to obstacle the other passengers .

4. If the vehicle breaks down, arrangement should be made to send the passengers through another vehicle of the same category and if there is unreasonable delay for the arrangement, the fare in proportion of the remaining journey should be refunded to the passengers.
5. If the Police officers or Officers from the Motor vehicles Department demand license at the time of inspection of the vehicle, then the same should be submitted
6. While filling the fuel, it should be ensured that the vehicle is not on and there are no passengers in the bus.
7. On an unmanned railway crossing, It should be verified that railway is not approaching from any of the two sides and the conductor should signal to the driver to reverse the vehicle.
8. Help the passengers in case of an accident. The passengers should be shifted to the hospital and the information of the accident should be given to the Police station.
9. If, at the end of the journey the conductor should properly verify whether any valuable article belonging to any of the passengers is left and hand over the same to the responsible person. Similarly if any doubt occurs to him about any dangerous object present in the vehicle, he should check the vehicle under the observation of a responsible officer.
10. The vehicle should be kept clean and aseptic. If it comes to his knowledge that any patient is suffering from contagious disease, he should not be allowed to travel. If the patient with contagious disease travels in a bus, it will be the responsibility of the driver to give information should be given to the nearest Zilla parishad, Gram Panchayat or government hospital and he should not deliver the vehicle to be plied by others unless and until the vehicle is made aseptic.

13 Prepaid Taxi Service

The prepaid taxi service is in existence at the Mumbai International Airport since 1982. The Regional transport Authority has effected certain amendments in the prepaid taxi service on the recommendations suggested by Dr P S Pasricha Committee. Some taxi drivers misbehave with the passengers, and cheat them by charging excess fare. To prevent this malpractices, it was decided to commence prepaid taxi service on internal and international airport. The objectives of the passenger centric prepaid taxi service are as follows :

1. To make taxi easily available to the passengers.
2. To create confidence and safety feeling in the minds of passengers
3. To prevent incidences of cheating and harassment
4. To ensure optimum utilization of the man power in the traffic department and perform the implementation work effectively. Hire rates for various locations in Greater Mumbai have been fixed in the Pre paid taxi service scheme. An consolation enhancement is made in the fare for short distance to avoid refusing of hire for short distances. The prepaid service near the international airport has commenced from 16.7.2009 and the response of the passengers to this prepaid taxi service is encouraging. Passengers come in large numbers at railway stations as well . Prepaid taxi service has been started at various railway stations on similar lines of airport prepaid taxi service.

1. Mumbai Central Railway terminus – with effect from 8.9.2009
2. Dadar Railway Station – with effect from 13.10.2011
3. Vandre Railway station – with effect from 25.10.2011
4. Lokmanya Tilak Railway Terminus, Kurla – from 18.11.2011
5. Chatrapati Shivaji Maharaj terminus – From March 2012.

The authority has approved the commencement of the prepaid taxi service at Chhatrapati Shivaji Terminus. The action for commencing the said service from the said place is in progress. The procedure of the prepaid taxi service conducts in the following manner.

1. The passenger arriving at the airport or railway station should approach the prepaid taxi booth
2. The citizen should inform the place of his destination on the prepaid booth.
3. The employee on the booth will inform the fare for the destination place to the passenger
4. The passenger will pay the amount of the said fare
5. The employee on the booth will issue two vouchers, one will be for the taxi driver and the other will be for the passenger.
6. Those receipts will contain the details of taxi number, destination place, fair and service charges etc
7. The passenger will approach the pre paid taxi stand and board the taxi mentioned in the voucher.
8. IN prepaid service on the railway station, the taxi driver is paid the amount of the fare from the pre paid taxi booth at the commencement of the journey while in the prepaid service at the airport, the passenger signs the voucher copy of the driver after reaching the destination. The taxi driver submits the voucher to the prepaid taxi booth. Then the taxi driver is paid the fare amount through the pre paid taxi booth.

15 Salient features of the school bus policy for transporting of school going students

1. Maharashtra is the first state to draft separate rules for the regulation of the transportation of school going students in the form of “The Maharashtra Motor Vehicles (Rules for School Buses) 2011”. The responsibilities of various factors in transportation of school going students, i.e school administration, transport contractor, vehicle driver, conductor / assistant, teachers, parents, traffic police and education department has been stipulated. Control over the concerned factors and effective implementation of the same is ensured in the said regulations.
2. School transport permit is made mandatory for the vehicles undertaking transportation of school going students. Application for school students transportation permit should be submitted in COSASPCOS format. A fee of Rs 200 has been prescribed for the same. Similarly fee of Rs 150/- has been prescribed for light motor vehicle with seating capacity less than 12.
3. The responsibilities of the school administration, Bus contractor and implementation department is fixed.
4. A District School Bus safety committee has been constituted to discuss the various issues related to the safe transportation of school going children and take decisions on the same. The structure of the committee will be as follows :
As per Government Home Department circular no MVR/0808/PK153/TPT-2 dated 30.4.2011

Chairman	Police Commissioner or District Superintendent of Police
Members	Chief Executive Officer of the Zilla Parishad or his nominee who is not below the grade of Additional Chief Executive Officer of the Zilla Parishad
	Municipal Commissioner or Additional Municipal Commissioner or their nominee who is not below the grade of Deputy Municipal Commissioner in the 38 Municipal Corporations
	General Manager or Transport Manager of the Municipal transport

	Divisional Controller, Maharashtra State Road Transport Corporation
	Chief Officer, Municipality
	Education Officer (Primary / Secondary) / Education Inspector, Mumbai (East / West / Central)
	The Chairman will nominate one person from each tehsil as representative of schools and colleges
Member Secretary	Deputy Regional transport Officer

5. There is a provision for constitution of school level transport committee for safe transportation of the children, transport fee and identifying the bus stops. The said committee will verify the documents of the vehicle, fitness certificate, Insurance certificate, Air pollution control certificate, license to ply the vehicle fire fighting equipment and First aid box. The structure of the committee will be as follows :

Chairman	Head Master
Members	Representative of the parents association
	Police representative
	Regional Transport Department representative (Motor Vehicle Inspector or Assistant Motor Vehicle Inspector)
	Education Inspector
	Representative of the Bus Contractor
	Representative of the Local Body

6. The school buses will have yellow color.
7. The Vehicle to be used as school bus should not be older than 15 years from the date of its first registration. Similarly the Vehicle to be used as school bus in Mumbai should not be older than 8 years from the date of its first registration. However school buses more than 15 years old, which have converted to CNG will be given permission for transport.
8. The school bus driver should have five years experience of driving the vehicle and the badge.

9. The school bus will contain a list wherein name, address, phone number, cell phone number, blood group and the spot of boarding and alighting the bus by the student will be recorded.
10. It has been made mandatory for the school administration / contractor to appoint an assistant to take care of the children. Speed governor will be fitted to the school buses to restrict their speed.
11. The vehicles owned by school administration, hired by school administration and engaged in the transport of school children only will be charged tax of Rs 100/- per seat per annum
12. The school authorities will be liable to undergo one day revision training of first aid twice a year before the commencement of the school session.
13. The fire fighting and first aid box will be kept in the school bus.
14. Suit will be filed on the owner and the driver transporting more number of school children than the capacity and in a dangerous manner.

16 What will you do if the Motor Vehicle meets with an accident ?

If the vehicle meets with an accident, the vehicle driver is entrusted with the responsibility to admit the victims in the hospital. He is also expected to inform the nearest police station about the accident. It is the responsibility of the vehicle driver not to shift the vehicle from the accident spot till the inquest report of the vehicle and on the spot inspection of the vehicle is not done. Appropriate cooperation should be extended to the police officers for verification of the documents of the accidental vehicle i.e insurance, license, and other documents should be submitted . The mechanical condition of the accident vehicle can be inspected and certified by the Motor Vehicles Inspector on the request of the concerned Police Station Incharge. Suit can be filed for compensation at the Motor Vehicles Claims tribunal. Police report is necessary for the same.

17Right to Information Act 2005

Every citizen and off course every vehicle owner have the right to seek the necessary information from the concerned office of the Motor Vehicles Department under the right to information Act.

The information regarding the registration, tax, insurance, fitness certificate, permit and such other information in respect of all the vehicles is recorded with the concerned regional office of the Motor Vehicles Department. Similarly this department is the record keeper of the driving licenses of the vehicle drivers. Similarly the information about the establishment in the entire state is available with the Head office of the Motor Vehicles Department i.e. the Transport Commissioner Office and the concerned regional offices. As such the above stated information can be sought by the citizens on application in the prescribed format and payment of prescribed fee.

Public Information Officer, Assistant Information Officer and Appellate officer have been appointed in every office of the Motor Vehicles Department. As per the existing administrative arrangement in every regional office, all the Assistant Regional Transport Officers and the Accounts officers are appointed as Public Information Officers. The Senior Clerks in the concerned branches are generally appointed as “Assistant Information Officers”. The Deputy Regional transport Officers work as “Appellate Officers”

The office wise list of the Public Information Officer, Assistant Information Officer and Appellate officer in terms of section 5 of the Right to Information act 2005 of the Central Government is furnished below

Name of the Office	Information Officer	Assistant Information Officer	Appellate officer
Transport Commissioner Office Mumbai	Deputy Transport Commissioner (Computer) Assistant Commissioner of Police (Vigilance) Administrative Officer Deputy Regional Transport Officer Deputy Regional Transport Officer Assistant Transport Commissioner Assistant Research Officer Accounts Officer (I) Accounts Officer (II)	Public Relations Officer	Joint Transport Commissioner Deputy Transport Commissioner (Administration) Deputy Transport Commissioner (Implementation I) Deputy Transport Commissioner (Implementation II) Deputy Transport Commissioner (Training) Deputy Commissioner (Accounts
Regional Transport Office Mumbai (Central)	Concerned Assistant Regional Transport Officer Accounts Officer Accounts Officer Public Relations Officer	Head Clerk	Deputy Regional Transport Officer
Regional Transport Office Mumbai (Western)	Motor Vehicles Pleader Concerned Assistant Regional Transport Officer Administrative Officer Accounts Officer	Head Clerk Head Clerk Head Clerk	Deputy Regional Transport Officer

Name of the Office	Information Officer	Assistant Information Officer	Appellate officer
Regional Transport Office Mumbai (Eastern)	Concerned Assistant Regional Transport Officer Accounts Officer	Public Relations Officer Tax Recovery officer Head Clerk Deputy Accountant	Deputy Regional Transport Officer
Regional Transport Office Thane	Concerned Assistant Regional Transport Officer Motor Vehicles Pleader Accounts Officer Administrative Officer	Office Superintendent Head Clerk Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Kalyan	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office New Mumbai	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Vasai	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Regional Transport Office Panvel	Assistant Regional Transport Officer	Junior Auditor	Deputy Regional Transport Officer
Sub Regional Transport Office Pen	Assistant Regional Transport Officer	Tax Recovery Officer	Deputy Regional Transport Officer
Sub Regional Transport Office Sindhudurg	Motor Vehicles Inspector	Junior Clerk	Deputy Regional Transport Officer

Name of the Office	Information Officer	Assistant Information Officer	Appellate officer
Sub Regional Transport Office Ratnagiri	Assistant Regional Transport Officer	Junior Clerk	Deputy Regional Transport Officer
Regional Transport Office Kolhapur	Assistant Regional Transport Officer of all concerned departments	Motor vehicles Inspector	Deputy Regional Transport Officer
Sub Regional Transport Office Sangli	Motor vehicles Inspector	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Satara	Assistant Regional Transport Officer	Motor vehicles Inspector	Deputy Regional Transport Officer
Regional Transport Office Pune	Concerned Assistant Regional Transport Officer Administrative Officer Accounts Officer	Motor vehicles Inspector Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Pimpri Chinchwad	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Solapur	Concerned Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Baramati	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Akhuj	Motor vehicles Inspector	Senior Clerk	Deputy Regional Transport Officer

Name of the Office	Information Officer	Assistant Information Officer	Appellate officer
Regional Transport Office Nasik	Assistant Regional Transport Officer of the concerned Department	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Ahmednagar	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Shrirampur	Motor vehicles Inspector	Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Malegaon	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Regional Transport Office Dhule	Assistant Regional Transport Officer	Junior Auditor	Deputy Regional Transport Officer
Sub Regional Transport Office Jalgaon	Assistant Regional Transport Officer	Junior Auditor	Deputy Regional Transport Officer
Sub Regional Transport Office Nandurbar	Assistant Regional Transport Officer of the concerned department	Senior Clerk	Assistant Regional Transport Officer
Regional Transport Office Aurangabad	Assistant Regional Transport Officer	Office Superintendent (Officiating)	Deputy Regional Transport Officer
Sub Regional Transport Office Jalna	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer

Name of the Office	Information Officer	Assistant Information Officer	Appellate officer
Sub Regional Transport Office Beed	Assistant Regional Transport Officer	Deputy Accountant	Deputy Regional Transport Officer
Regional Transport Office, Nanded	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Parbhani	Senior Clerk	Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Hingoli	Motor vehicles Inspector	Senior Clerk	Deputy Regional Transport Officer
Regional Transport Office Latur	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Ambajogai	Motor vehicles Inspector	Junior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Usmanabad	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Regional Transport Office Amravati	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Akola	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Yawatmal	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer
Sub Regional	Assistant Regional	Senior Clerk	Deputy Regional

Name of the Office	Information Officer	Assistant Information Officer	Appellate officer
Transport Office Buldhana	Transport Officer		Transport Officer
Sub Regional Transport Office Washim	Motor vehicles Inspector	Senior Clerk	Deputy Regional Transport Officer
Regional Transport Office, Nagpur (City)	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Wardha	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Nagpur (Rural)	Assistant Regional Transport Officer of concerned department	Senior Clerk in every department	Deputy Regional Transport Officer
Sub Regional Transport Office Gadchiroli	Motor vehicles Inspector	Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Bhandara	Assistant Regional Transport Officer	Head Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Chandrapur	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer
Sub Regional Transport Office Gondia	Assistant Regional Transport Officer	Senior Clerk	Deputy Regional Transport Officer

18 Various Services provided by the Motor vehicles Department

1. The time limit mentioned in column no 4 is for the handling of the average work and on the assumption that 100% posts of the Officers and the employees have been filled up.
2. Separate time limits have been mentioned in case of applications accepted in the camps and in the offices
3. The time limit in case of licenses and registration certificates is stated with respect to dispatch by the department to the postal representative . (The time period taken by the postal department for its actual distribution is not included in this time limit)
4. Only working days are included in the prescribed time limit.
5. The registration certificates in the form of smart cards are prepared only after the disclaimer is signed by the applicant and payment of Rs 350/- for the smart card. As such the calculation of time limit will commence after the same .

6.

A) Information Chart regarding Licenses

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
1	Learning License	1. Application in specimen Format 2 – Rule 10 of Central Motor Vehicles Rules 2. Medical certificate (specimen 1 and 1A) Rules 5 (1) to (3), 7, 10 (A) , 18 (D) of Central Motor Vehicles Rules 3 Passport size three Photographs 4 Age proof (Any one out of school, SSC , certificate, age certificate from school / college) 5 Residential address proof (Any one out of Light bill, telephone bill, Voters list certificate, Adhar certificate, Passport) 6 Fee Rs 30/-	Three Days after submitting application in office Ten days after submitting application in camp	Motor vehicles Inspector / Assistant Motor vehicles Inspector	Concerned Deputy Regional transport Officers as per the telephone numbers in the list.

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
2	Permanent License	1 Application in specimen Format 4 – Rule 10 of Central Motor Vehicles Rules 2 Valid learning license 3 Passport size three photographs 4 Age and Residential proof (As above) 5 Certificate in form no 5 – (IN case of public / transport vehicles – Rules no 14€ , 17(1),(b), 27(a), 31-a(2) of Central Motor Vehicle Rules 6 Registration certificate, Tax book, Documents of the vehicle (Insurance, PUC) ,on which the test exam is to be given 7 Test fee for every category Rs 50/- and License fee Rs 200/- for smart card and Postage charges rs 50/-	Five Days after submitting application in office Ten days after submitting application in camp	Concerned Deputy Transport Officer	Concerned Deputy Regional transport Officers as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
3	International Vehicle Driver License	1. Application in prescribed form no 4 – Rule 14(2) of the central motor vehicle rules 2. Valid Permanent License 3. Valid Passport – a) Valid Visa 4. Three Photos of passport size 5. Fee Rs 500/-	Ten Days after submitting application in office	Concerned Deputy Transport Officer	Concerned Deputy Regional transport Officers as per the telephone numbers in the list
4	Entry of vehicles of other category in the license	1. Specimen no 8 – Rule 17(1) of the central motor vehicle rules 2. Valid learning license 3. Passport size three photographs 4. Age and Residential proof (As above) 5. Certificate in form no 5 – (IN case of public / transport vehicles – Rules no 14€ , 17(1),(b), 27(a), 31-a(2) of Central Motor Vehicle Rules	Ten Days after submitting application in office	Concerned Deputy Transport Officer	Concerned Deputy Regional transport Officers as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		6. Test fee for every category Rs 50/- and License fee Rs 200/- for smart card and Postage charges rs 50/-			
5	a. Obtaining Duplicate copy of license b. Copy of Smart card to Smart card	1. Specimen LLD – Maharashtra Motor Vehicle rules – 11(1) 2. Three Passport size Photographs 3. Police certificate regarding loss of license 4. Fee Rs 200/- (Smart card and Postal charges Rs 50/- 1. Specimen LLD – Maharashtra Motor Vehicle rules – 11(1) 2. Three Passport size Photographs 3. Police certificate regarding loss of license	Seven days after submitting application in office Five days after submitting application in office	Concerned Deputy Transport Officer	Concerned Deputy Regional transport Officers as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		4. Fee Rs 200/- (Smart card and Postal charges Rs 50/-			
6	c. Renewal of license	1.Proforma no 9 – Maharashtra Motor Vehicle rules – 18(1) 2. Permanent License 3 Medical Certificate (specimen 1 a and 1 5 Three passport size Photos 5 Apply for renewal within 30 days 6 Fee for a) Renewal – Rs 200/- b)Postal fee - Rs 50/- c) late Renewal – Rs 200/-	Ten Days	Concerned Regional Transport Officer / Deputy Regional Transport Officer	Concerned Regional transport Officers or Transport Commissioner Maharashtra state Mumbai, as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
	Copy of Smart card to Smart card	1.Proforma no 9 – Maharashtra Motor Vehicle rules – 18(1) 2. Permanent License 3 Medical Certificate (specimen 1 a and 1) 6 Three passport size Photos 5 Apply for renewal within 30 days 6 Fee for a) Renewal – Rs 250/- b)Postal fee - Rs 50/- c) late Renewal – Rs 200/- Compromise fee – Rs 50/- per annum	Five Days		

B) Information Chart for Registration of Vehicles

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
1	Registration of New Vehicles	<p>1 Prescribed form no 20 (Central Motor Vehicle rules 47) , specimen no 21 (Central Motor Vehicle rules 47(a)(d)) Specimen no 22 (Central Motor Vehicle rules 47(g), 115(6), 115(a), 124, 126(a), 127) Specimen no 22 A (1) and (2) (Central Motor Vehicle rules 47(9), 124, 126(a),127 (for Transport vehicles) Income tax form 60/61 (other than two wheelers)</p> <p>2 Invoice bill of the vehicle</p> <p>3 Insurance certificate</p> <p>4 Residential proof of the vehicle owner (Any one</p>	Seven days	Concerned Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		of Electricity Telephone bill, Insurance policy, passport 5 If imported vehicle, (certificate of customs duty paid and bill of entry) 6 Valid temporary registration certificate (If necessary) 7 Octroi (Octroi payment certificate) (If necessary) 8 Maharashtra Motor vehicle entry tax (If necessary) 9 Receipt of fee paid as below A Vehicle for physically disabled Rs 20/- B Two wheeler vehicle Rs 60/-			

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		C Light motor vehicle 1 Private vehicle Rs 200/- 2 Light commercial vehicle Rs 300/- D Medium goods carrying vehicle Rs 400/- E Medium Passenger vehicle Rs 400/- F Heavy goods carrying vehicle Rs 600/- G Heavy passenger vehicle Rs 600/- H Imported four wheeler vehicle Rs 800/- I Imported two wheeler vehicle Rs 200/- J Any other vehicle than above Rs 300/- K For Optical smart card Rs 350/-			

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
2	Issue of fitness certificate	1 Application in CFA format (Maharashtra Motor vehicle rules 45(2)) 2 Vehicle for issue of fitness certificate Receipt of fee paid for test as follows A Two / Three Wheeler vehicles Rs 100/- B Light Motor vehicle Rs 200 C Medium Motor vehicle Rs 300/- D Heavy motor vehicle Rs 400/- E Receipt for issue of fitness certificate Rs 100/-	Four Days Camp office – Five days	Concerned Motor Vehicles Inspector	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list
3	Renewal of registration for private vehicles	1 Application in specimen form 25 – central Motor Vehicle Rules 52 (1) 2 Registration certificate of the vehicle 3 Valid Insurance certificate	Seven Days	Concerned Assistant Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		4 Proof of deposit of vehicle tax (environment) 5 Valid Air pollution control certificate 6 Receipt of fee paid as below : A Vehicle for physically disabled Rs 20/- B Two wheeler vehicle Rs 60/- C Light motor vehicle Rs 200/- D Imported four wheeler vehicle Rs 200/- E Imported two wheeler vehicle Rs 200/- F Any other vehicle than above Rs 300/- G For Optical smart card Rs 350/-		/ Deputy Regional Transport Officer	numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
4	Renewal of fitness certificate	1 Application in specimen form CFRA – Maharashtra Motor Vehicle Rules 45(5) 2 Registration certificate of the vehicle 3 Valid Insurance certificate 4 Proof of deposit of vehicle tax (environment) 5 Valid Air pollution control certificate 6 Valid permit and Fitness certificate 7 Proof of deposit of professional tax 8 Receipt of fee paid as below : A Two wheeler vehicle Rs 100/- B Light motor vehicle Rs 200/- C medium Motor vehicle Rs 300/- D Heavy motor vehicle Rs 400/-	Three Days Camp Office – 7 days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		9 Receipt of payment of renewal of fitness certificate Rs 100/-			
5	Registration of transfer of vehicle	<p>1 Prescribed specimen 29, (Central Motor vehicles Rules 55 (1)) 30, 55(2)(3), TCA and TCR (Mumbai Motor vehicles Tax rules 4</p> <p>2 If vehicles are to be brought from other divisions, “No objection Certificate “ in prescribed format 28 (Central Motor Vehicle Rules 54, 58(1), (3)(4)</p> <p>3 Registration certificate and Tax book of the vehicle ((Any one out of Light bill, telephone bill, Voters list certificate, , Passport)</p> <p>4 Residential proof of the purchaser (Any one out of Light bill, telephone bill, Voters list certificate, ,</p>	Ten Days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		Passport) 5 If hire purchase agreement, No Objection certificate of the creditor 6 Valid Air pollution Control Certificate 7 Valid Insurance certificate 10 Receipt of fee paid as below A Vehicle for physically disabled Rs 10/- B Two wheeler vehicle Rs 30/- C Light motor vehicle 1 Private vehicle Rs 100/- 2 Light commercial vehicle Rs 150/- D Medium goods carrying vehicle Rs 200/- E Medium Passenger vehicle Rs 200/-			

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		F Heavy goods carrying vehicle Rs 300/- G Heavy passenger vehicle Rs 300/- H Imported four wheeler vehicle Rs 400/- I Imported two wheeler vehicle Rs 100/- J Any other vehicle than above Rs 150/- K For Optical smart card Rs 350/-			
6	Duplicate copy of registration certificate of the vehicle	1 Specimen 26, Central Motor vehicle rules 53) 2 If hire purchase agreement, No Objection certificate of the creditor 3 Old mutilated / damaged registration certificate 4 If lost, certificate by the police 5 Valid Air pollution Control and Insurance certificate	Five days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		7 Two prints of chasis number of the vehicle 8 Receipt of fee paid as below A Vehicle for physically disabled Rs 10/- B Two wheeler vehicle Rs 30/- C Light motor vehicle 1 Private vehicle Rs 100/- 2 Light commercial vehicle Rs 150/- D Medium goods carrying vehicle Rs 200/- E Medium Passenger vehicle Rs 200/- F Heavy goods carrying vehicle Rs 300/- G Heavy passenger vehicle Rs 300/- H Imported four wheeler vehicle Rs 400/- I Imported two wheeler vehicle Rs 100/-			

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		J Any other vehicle than above Rs 150/- K For Optical smart card Rs 350/-			
7	Issue of No Objection certificate for the vehicle (from original divisions to other divisions or to other states for recording change in address or ownership of the vehicle)	1 Specimen 28 (Three copies) (Central Motor vehicle Rules 4, 58(1)(3)(4) 2 Valid Registration certificate and Tax book 3 Valid Air pollution Control Certificate 4 Valid Insurance certificate (This is requisitioned from the department) 5 NO fee 6 Proof of payment of professional tax	Ten Days For transfer at address within the state) Thirty days for For transfer at address without the state)	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

C. Information chart for tax on the vehicles

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
1	Recording of in advance non utilization information as per section 3(2)	1 Tax booklet 2 Application from owner of the vehicle 3 Address of the place, where the vehicle will be parked during the non utilization period	3 days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list
2	Recording of delayed non utilization information as per section 3(3)	1 Tax booklet 2 Application from owner of the vehicle 3 Reasons for delay in informing the non utilization and the proofs therefor.	45 days	Transport Commissioner Mumbai	Principal Secretary (Home), Govt of Maharashtra Mumbai as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
3	Issue of Tax certificate as per section 5(1)(b)	Receipt of deposit of tax	5 Days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list
4	Entry of tax paid to be made in tax certificate as per section 6(1)	1 specimen AT (Maharashtra Motor Vehicles Tax rules 6(1) 2 Insurance certificate 3 Air pollution under control certificate	3 Days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
5	Revision of tax certificate and recording the enhanced tax in tax booklet	Tax book	5 days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list
6	Remission of interest if tax not paid in time, as per section 8 a(40	1 Application of the vehicle owner for getting remission 2 proof in support of the same 3 Affidavit that the decision is mandatory	45 Days	Transport Commissioner Mumbai	Principal Secretary (Home), Govt of Maharashtra Mumbai as per the telephone numbers in the list
7	Refund of tax as per section 9(1),	1 Specimen DT (Maharashtra Motor Vehicles Rules 12)	45 days	Concerned Assistant	Concerned Deputy Regional transport

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
	(2),(30, (4), (4a) (6) and (7) (Application must be submitted within 6 months from the date on which the tax refund becomes applicable)	2 Application from the owner of the vehicle 3 Reasons for refund of tax and proof		Regional Transport Officer / Deputy Regional Transport Officer	Officers , as per the telephone numbers in the list
8	Adjustment of excess tax paid towards further period, As per condition in section 9(4)(a)	1 Tax booklet 2 Application from the owner of the vehicle	30 days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
9	Issue of final tax assessment certificate for fleet owners as per section 10(3)	1 Specimen IT (Maharashtra Motor Vehicles rules 16(1)) 2 Specimen DT	31 st December	Transport Commissioner Mumbai	Principal Secretary (Home), Govt of Maharashtra Mumbai as per the telephone numbers in the list
10	Tax refund of Fleet owner as per section 10(4)	Specimen DT	15 days from issue of final Tax assessment certificate	Transport Commissioner Mumbai	Principal Secretary (Home), Govt of Maharashtra Mumbai as per the telephone numbers in the list
11	Remission of tax as per section 13(3) rule 17(1) (a)	1 Tax booklet 2 Specimen MT (Maharashtra Motor vehicles Rules 17(1)) 3 Insurance certificate	7 days	Concerned Assistant Regional Transport Officer / Deputy	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
				Regional Transport Officer	
12	Remission of tax as per section 13(3) rule 17(1) (b)	1 Tax booklet 2 Specimen MT (Maharashtra Motor vehicles Rules 17(1) 3 Insurance certificate 4 Reasons for remission of tax with proof therefor	7 days	Concerned Assistant Regional Transport Officer / Deputy Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list
13	Decision against the decision of the Taxation officer as per section 14 rule 29	1 Application to the government regarding the fleet owner 2 in other cases application should be submitted to the Transport Commissioner	No time limit since deemed judicial matter	Desk Officer No - 3 (Transport) Mantralaya Mumbai Transport Commissioner	Not applicable

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
				Maharashtra State Mumbai	
14	Decision against the decision of the Taxation officer as per section 14 (1)	1 Appeal application should be submitted in duplicate within 30 days 2 Certified copies of the order against which appeal is preferred 3 Receipt of payment of fee of Rs 25/-	No time limit since deemed judicial matter	Transport Commissioner Maharashtra State Mumbai or Home Department (Transport)	
15	Recording of transfer of ownership and change in address in the tax booklet as	1 Tax booklet 2 Specimen TCR and TCA	Seven days	Concerned Assistant Regional Transport Officer / Deputy	Concerned Deputy Regional transport Officers , as per the telephone numbers in the list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
	per rule 4			Regional Transport Officer	
16	Issue of certificate of entry of enhanced tax as per rule 11 a	Tax booklet	5 days	Concerned Regional Transport Officer / Deputy Regional Transport Officer	Concerned Regional transport Officers ,or Transport Commissioner Maharashtra State Mumbai as per the telephone numbers in the list
17	Declaration of vehicle brought in Maharashtra for use as per rule 23	1 Specimen FT (Maharashtra Motor Vehicle rules 22, 23) 2 Registration booklet 3 Tax booklet 4 No objection certificate 5 Residential proof	7 Days	Concerned Regional Transport Officer / Deputy Regional Transport Officer	Concerned Regional transport Officers ,or Transport Commissioner Maharashtra State Mumbai as per the telephone numbers list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
18	Issue of secondary tax booklet as per rule 25	Specimen TCD (Maharashtra Motor Vehicle rules 25)	4 days	Concerned Regional Transport Officer / Deputy Regional Transport Officer	Concerned Regional transport Officers ,or Transport Commissioner Maharashtra State Mumbai as per the telephone numbers list
19	Supply of copies as per rule 31	Application of the owner	5 days	Concerned Regional Transport Officer / Deputy Regional Transport Officer	Concerned Regional transport Officers ,or Transport Commissioner Maharashtra State Mumbai as per the telephone numbers list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
20	Issue of information about tax of the vehicle as per rule 32	Application of the owner	3 Days	Concerned Regional Transport Officer / Deputy Regional Transport Officer	Concerned Regional transport Officers ,or Transport Commissioner Maharashtra State Mumbai as per the telephone numbers list

E Information Chart with respect to permit

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
1	Issue of permit for stage to stage transport (Maharashtra Motor Vehicles Rules 71(1)(1)	1 Application in specimen PSTSA Receipt of payment of fee of rs 200/- (Note : Since transport enterprise is implemented by the Maharashtra State Road Transport Corporation, application for stage to stage transport permit are not issued	60 days from private persons	State Regional transport Authority , Transport Commissioner Office Assistant Regional Transport Office	Concerned Regional transport Officers ,or Transport Commissioner Maharashtra State Mumbai as per the telephone numbers list
Note : As per 1973 notification, the Maharashtra State Road Transport Corporation has monopoly over the stage to stage and contract passenger transport					

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
2	Issue of permit for contract transport(Maharashtra Motor Vehicles Rules 71(1)(1)	A Application in PCOPA B 1 Receipt of payment of fee of Rs 100/- for motor cabs (Rickshaw and taxis) fitted with meter 2 Receipt of payment of fee of Rs 150/- for motor cabs (Rickshaw and taxis) fitted without meter 3 Receipt of payment of fee of Rs 200/- for other contract vehicles 4 License and badge for B(1) 5 Proof of Professional tax payment	Seven days If to be placed before the Regional Transport Authority, then 60 days else same day	State Regional transport Authority , / Assistant Transport Commissioner Office / Assistant Regional Transport Office	Concerned Regional transport Officers ,or Transport Commissioner Maharashtra State Mumbai as per the telephone numbers list
3	Permit for goods carrying vehicles (Maharashtra motor	1 Application in PCOPA 2 Receipt of payment of fee of Rs 200/- 3 Proof of deposit of professional tax	7 days	State Regional transport Authority , /	Concerned Regional transport Officers , as per

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
	vehicles rules 71 (1) (3)			Assistant Transport Commissioner Office / Assistant Regional Transport Office	the telephone numbers list
4	Permit for private service vehicle Maharashtra Motor vehicle rules 71 (1) (5)	1 Application in PCOPA 2 Receipt of payment of fee of Rs 200/- 3 Proof of deposit of professional tax	7 days	State Regional transport Authority , / Assistant Transport Commissioner	Concerned Regional transport Officers , as per the telephone numbers list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
				Office / Assistant Regional Transport Office	
5	Issue of Temporary Permit Maharashtra Motor vehicle rules 71 (1) (4)	1 Application in PCOPA 2 Receipt of payment of fee of Rs 100/- for every calendar month / part thereof 3 Proof of deposit of professional tax	4 Days	State Regional transport Authority , / Assistant Transport Commissioner Office / Assistant Regional	Concerned Regional transport Officers , as per the telephone numbers list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
				Transport Office	
6	<p>A Issue of Tourist Permit</p> <p>B issue of Authorization letter</p>	<p>1 Application in specimen 45 – Central Motor vehicle rules 82(1)</p> <p>2 Receipt of payment of fee of Rs 300/-</p> <p>3 Proof of deposit of professional tax</p> <p>1 Application in specimen 46 – Central Motor vehicle rules 83(1) 87(1) – Rs 500 per annum</p>	<p>) A 7 days</p> <p>B 5 Days</p>	<p>Assistant Regional Transport Officer</p> <p>Assistant Transport Commissioner</p>	<p>Concerned Regional transport Officers , Or Deputy Transport Commissioner Mumbai as per the telephone numbers list</p>

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
7	<p>A Issue of National Permit</p> <p>B issue of Authorization letter</p>	<p>1 Application in specimen 48 – Central Motor vEhicle rules 86(1)</p> <p>2 Receipt of payment of fee of Rs 100/-</p> <p>3 Proof of deposit of professional tax</p> <p>1 Application in specimen 46 –</p> <p>2 Authorization fee – Rs 1000 per annum</p> <p>3 Copy of challan of payment of combined national permit fees in any branch of State Bank of India</p> <p>4 State Bank to send on line scroll of payment of combined fee of national permit as mentioned in 3 above</p>	<p>) A 7 days</p> <p>B 5 Days</p>	<p>Deputy Regional Transport Officer</p> <p>Assistant Transport Commissioner</p>	<p>Concerned Regional transport Officers , as per the telephone numbers list</p>

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
8	Issue of Special permit (Central Motor Vehicle Rules 72 (1)(8) 71(1)(6)	1 Application in PCOPA 2 Receipt of payment of fee of Rs50/- 3 List of passengers 4 Period of Journey and details of route 5 Proof of deposit of professional tax	2 Days	Assistant Regional Transport Officer	Concerned Deputy Regional transport Officers , as per the telephone numbers list
9	Renewal of Permits	A Application for new permit as per proforma B 1. Receipt for payment of permit fees as stated in 1, 2, 3 and 4 above 2 Receipt of payment of fee for tourist permit – Rs 300/- 3 Receipt of payment of fee for tourist permit – Rs 900/- 4 If vehicle on hire purchase, No objection	20 days	State Regional transport Authority , / Assistant Transport Commissioner Office / Assistant	Concerned Deputy Regional transport Officers or Deputy Commissioner Transport Maharashtra state Mumbai , as per the telephone

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
		certificate from the creditor 5 proof of payment of professional tax		Regional Transport Office	numbers list
10	Vehicle in the permit to be changed	1 Application in proforma MVREPA 2 Receipt of payment of fee of Rs 100/- 3 If vehicle on hire purchase, No objection certificate from the creditor 4 proof of payment of professional tax	7 days	State Regional transport Authority , / Assistant Transport Commissioner Office / Assistant Regional Transport Office	Concerned Deputy Regional transport Officers or Deputy Commissioner Transport Maharashtra state Mumbai , as per the telephone numbers list

No	Service Provided by the Department / Office	Documents to be submitted for Provision of service	Time limit for Providing of service After submission of Necessary documents	Employee / Officer Providing the service	Officer and his Contact number with whom complaint can be lodged if the service is not provided within the time limit
11	Transfer of Permit	1 Application in specimen TRPA 2 If the applicant has expired, then application in specimen INTDTR and TRPA and notice in specimen ND published in local newspapers 3 Fee Rs 100/- after approval 4 Receipt of payment of transfer fee in the name of the successor – Rs 50/- 5 For Auto rickshaw and Taxi, in the name of surviving person (except members in family) A For Mumbai, Thane and Pune – Rs 25000/- B for other areas – Rs 5000/- 6 proof of payment of professional tax	20 days	State Regional transport Authority , / Assistant Transport Commissioner Office / Assistant Regional Transport Office	Concerned Deputy Regional transport Officers or Commissioner Transport Maharashtra state Mumbai , as per the telephone numbers list

19 Regulation for transfers of Government Employees

Maharashtra Government Gazette (Extraordinary)

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PART 4

Contents

The act no Maharashtra 21 for regulation of the transfers of the government employees and ban the delay while performing government duties, approved by the Honorable Governor on 11th of May 2006 placed for consideration before the legislature is published herewith for information

A M Shindekar

Secretary,

Law and Justice Department

Government of Maharashtra

Maharashtra Act no 21 of 2006

(The Act published in the Maharashtra government Official Gazzett dated 12th of May 2006 for the first time after approval by the Honorable Governor)Act for regulation of the transfers of the government employees and ban the delay while performing government duties,

Whereas the legislature of the state was not in session and for the reason herein explained the Honorable Governor was convinced that circumstances warranted the issue of this act and hence had promulgated the regulation of the transfers of the government employees and ban the delay while performing government duties, 2003 and whereas it is desirable to convert this above ordinance into act along with the stipulated amendments therefore this act is approved in the fifty sixth year of the Indian Republic

Chapter 1

Introduction

Abbreviated name, Commencement and Application

1. This act should be mentioned as regulation of the transfers of the government employees and ban the delay while performing government duties Act
2. It will come into effect from the date as notified by the State Government in the official gazette
3. It will be applicable to all the government employees including those in the All India services of the Maharashtra Cadre. However Chapter no 2 will not be applicable to the category of isolated employees appointed on posts without transfer clause and under the administrative control of the Judiciary and chapter three will not be applicable to the officers in the Maharashtra cadre of the All India services Category

Definitions : 2 In absence of any mention in this act to the contrary unless specifically mentioned,

- a) "Citizen's Charter" means the list of facilities or services provided by the office or the department which should be provided to the general public within the stipulated time period "
- b) "Appropriate Authority " means the authorized appointment authority for all the government employees. And it includes the authority authorized to transfer as mentioned in clause 6

- c) “ Division “ or “ Administrative Division “ means Department of the Government of Maharashtra specified in the first schedule of the Rules for conduct of business of the ‘Government of Maharashtra
- d) “Government” or “State Government “ means Government of Maharashtra.
- e) “ A,B, C, D group posts” means the posts under the control of the Government of Maharashtra and categorized as posts under A B C and D groups from time to time.
- f) “Government employee” means government servant or employee as defined in rule 2(b) of the Maharashtra Civil Services (Conduct) rules 1979 and this includes the employees . under the administrative control of the Judiciary and the officers in the Maharashtra cadre of the All India services Category
- g) “Post” means post of duty where the government employee is appointed or which is created for carrying out his work.
- h) “ Secretariat services “ means State services in the departments in the Mantralaya
- i) “Transfer” means posting of any government employee from one post, or office or division to another post, or office or division
- j) “ Transferring Authority” means the authorized officer mentioned in the clause -6

Chapter -2 Tenure of Posting, transfer and transferring officers.

Period of Appointment 3

1. The period of duty of the officers of the All India services and the government servants in the Group A, B and C category on a particular post should ordinarily be three years. But if such employee is from C group of the Non-secretariat services, he can be transferred from one post, or office or division to another post, or office or division after completion of two years service period ; However further if the employee is from the secretariat services, such

employee cannot be kept on that post for more than three years period and for not more than two tenure of postings in the same department.

2. The tenure for employees in the D category will ordinarily not be defined. He will not be transferred from his place of posting to anywhere else unless requested for transfer from the department where he is presently working to another place unless the post where transfer is sought for is non-disputable or with mutual consent or there is a sound complaint of a serious nature against him.

Tenure of Transfer -4

1. Ordinarily, no government employee will be transferred before he completes the tenure of appointment as provided in clause 3
2. In the month of January each year, the competent authority will prepare a list of such government employees who become eligible for transfer by the month of May and June in that year.
3. Final approval of the Chief Secretary or the concerned minister for that department, as the case may be will be sought for the list of Group A officers eligible for transfer, specified below in the entries(a) and (b) in the table under clause 6 prepared by the competent officer in terms of sub- clause (2) above,
4. Normally the transfers of the government employees will be made once a year in the month of April or May. But they will be executed any time during the year for the reasons mentioned below : 1) In case of newly created posts, or retirement, promotion, resignation, demotion, reinstatement, or post falling vacant due to transfer or rejoining from the leave ; 2) In case the competent officer is convinced that the transfer is necessary for the exceptional circumstances or special reasons to be recorded in writing, and with the prior approval of the immediately higher authority, the transfer can be effected

5. Notwithstanding anything in clause (3) above or this clause, the competent authority can transfer any employee before the end of his tenure after recording the reasons therefor in writing and obtaining permission from the immediate succeeding officer mentioned in the table under clause (6)

Extension of Tenure5

1. The tenure of the government servant or employee stipulated in appointment clause (3) can be extended in the following exceptional circumstances
 - a) If a period of less than one year remains for the retirement of the employee eligible for transfer as on the date on which he completes the tenure on that post or
 - b) If an employee possesses the technical qualification or experience necessary for that specified work and if an appropriate substitute is not immediately available for that post.
 - c) If the employee is working on a project and if the project is in its last stage of completion and if the project itself will be in jeopardy if he is shifted from there
2. Notwithstanding anything contained in clause (3), any other provision of this Act, in order to ensure that the business of the government work is not adversely affected due to the transfer of employees, not more than 30% of the employees in an officer or division will be transferred at any given time during one year.

Transferring Authority6

The transfer of the government employees specified in column 1 of the table below can be effected by the authorized officer specified in column 2 there against as follows :

Group of Government employees	Competent officer effecting the transfer
1	2
a) Officers in All India services and all Group “A” officers drawing salary in the salary scale Rs 10650- Rs 15850 and more	Chief Minister
b) all Group “ A” officers drawing salary in the salary scale less than Rs 10650- Rs 15850, All incharge Officers, and all officers in Group “B”	The Minister of the concerned Department in consultation with the Secretary of the concerned Department
c) All employees in Group “C”	Departmental Head
d) All employees in Group “D”	Regional Department Head

However in case of officers in entry (b) if the divisional head or the divisional head working at the district level is competent to effect intra departmental transfer, and the district head is competent to effect intra district transfer, then the competent officer effecting the transfer under this category can delegate his powers to his subordinate authority by a special or general order.

Publishing the list of Competent Authorities 7

For the purposes of this Act, every administrative division of the Mantralaya will publish the list of divisional heads and regional office heads of the divisions under their jurisdiction and will notify the list of competent authorities to effect the transfer for the purposes of this act.

Chapter 3

Prevention in delay while executing office duty

Citizen's Charter ---- 8

1. Every office and division will prepare and publish the citizen's charter within a period of six months from the date of this Act.
2. If the concerned authority does not take the decision on any matter within the time limit as specified in the citizen's charter, he will be personally held responsible for not taking the necessary action and the action specified in the concerned Act, rules and regulations will be effected against him

Delegation of Authority ----9

1. The head of every office or division will publish the list of powers delegated to his subordinate officers for final decision.
2. As far as possible, the head of every office or division will identify three levels of officers for submitting all the matters for final decision concerned with the division or the department.

3. The list of delegated powers to the subordinate officers and the levels of officers for submission of the matters will be prepared and published within a period of one year from the date of this act and they will be reviewed on 1st of April of every subsequent year.

Disciplinary Action ----10

1. Every government employee will be bound to dispose off the governmental duty and work allotted to or concerning with him with utmost vigilance and speed. However, normally no file should remain pending with any government employee in the office or department for more than seven days; Further files of urgent and emergency nature should be to the extent possible be disposed off within a period of one day or to the extent possible by next day morning and files of emergency nature will be disposed off within four days. However the file which is not necessary to be sent to any other department for their consideration, the decision in respect of such files will be taken by the department or office within a period of forty five days and take the necessary action. In case of files which are necessary to be sent to any other department for their consideration, the decision in respect of such files will be taken by the department or office within a period of three months and take the necessary action
2. If any governmental duty and work allotted to or concerning with any government employee is willfully or intentionally delayed, this will be considered as dereliction of duty by the government employee and such government employee will be liable for appropriate disciplinary action under the Maharashtra Civil Services(Discipline and Appeal) Rules 1979 or any other related disciplinary rules applicable to this government employee.
3. If such incidence of dereliction of duty comes to the or is brought to the notice of the competent authority, and on being convinced about the dereliction of duty by such government employee, he will record such dereliction of duty in the annual confidential report of the employee and initiate appropriate disciplinary action against the employee.

Non application of the provisions of section 10 under specified circumstances -----11

No provision in section 10 will apply to the following matters :

- 1) Subjudicial matters
- 2) Lok Ayukta or Deputy Lok Ayukt or any other constitutional authority
- 3) Quasi Judicial matters
- 4) Matters related to central or state governments
- 5) Matters related to legislative matters
- 6) Cases relating to main policy matters to be submitted to the cabinet.

Administrative Evaluation ----12

The government will make provision for administrative evaluation about the implementation of the provisions of this chapter in the prescribed manner within a period of twelve months from the date of the beginning of this Act

Chapter-4

Miscellaneous ---13

Protection for any act done in good faith

No suit, claim or any other legal procedure can be initiated against any government employee or officer for any thing done or implied to be done in good faith under the provisions of this act or any rules made thereunder.

Power to Make Rules ---14

1. The government can frame rules for the purpose of implementation of the Act through a notification in the Official gazette and subject to the condition of prior publicity.
2. Every rule framed under this act should be placed before both the houses of the state legislature at the earliest possible date, when they are in session, in one or more sessions for an aggregate period of thirty days and both the houses unanimously agree to amend or not to amend the rule before the said session or the immediately succeeding the said session, and if the decision to the effect is notified in the official gazette then such decision will come into effect in its amended form, from the date of its notification in the official gazette or it will not come into effect at all. However the legal sanctity of anything done earlier or prescribed to be done before that amendment or lapsing will not be affected.

Powers to remove difficulties --- 15

1. If any difficulty arises during the implementation of this act, the government can do anything as per the needs in consonance with the provisions of this Act for effective implementation of the purposes of this act by publishing the order in the **Official Gazette**.
2. Every order issued under this clause will be placed before both the houses of the state legislature at the earliest possible date.

Repeal and lapsing of the Maharashtra Ordinance no 9 of 2003 ---- 16

1. The ordinance for regulation of the transfers of the government employees and ban the delay while performing government duties, 2003 is hereby repealed.
2. Despite such repeal, any thing or action done (any order or notification issued) vide the said ordinance will be deemed to be done or issued as per this act, as the case may be.

20 Posts, telephone numbers and e-mail ids of the officers in the Transport Commissioner Office

Post	E-mail Id	Telephone no in the Office
Transport Commissioner	commissioner@mahatranscom.in commissioner@gmail.com	26516336 /26512008 Fax -26414901
Additional Transport Commissioner	adcommissioner@mahatranscom.in adcommissioner@gmail.com	26516446 Fax :26451423
Joint Transport Commissioner	jtcommissioner@mahatranscom.in jtcommissioner@gmail.com	26515115
Deputy Transport Commissioner (Administration)	dycommr.admin@gmail.com	26414900
Deputy Transport Commissioner (Enforcement I)	dycommr.enf1@gmail.com	26414899
Deputy Transport Commissioner (Enforcement II)	dycommr.enf2@gmail.com	26416425
Deputy Transport Commissioner (Training)	dycommr.trg@gmail.com	26550932, 33, 34
Deputy Transport Commissioner (Inspection)	dycommr.insp@gmail.com	26550932, 33, 34
Deputy Transport Commissioner (Computer)	dycommr.comp@gmail.com	26416498
Deputy Commissioner (Accounts)	dycommr.accts@gmail.com	26412223
Assistant Police Commissioner	acpvigilance@gmail.com	26414072

(Vigilance department)		
Deputy Regional Transport Officer I	dyrto01@gmail.com	26550932, 33, 34
Deputy Regional Transport Officer 2	dyrto02@gmail.com	26550932, 33, 34
Motor Vehicles Prosecutor		26550932, 33, 34
Assistant Transport Commissioner		26550932, 33, 34
Assistant Transport Commissioner		26550932, 33, 34
Assistant Transport Commissioner		26550932, 33, 34
Assistant Transport Commissioner		26550932, 33, 34
Public Relations Officer	proofficer.rto@gmail.com	26550932, 33, 34
Research Officer	research.tco@gamail.com	26550932, 33, 34
Accounts Officer 1	acctoff01.tco@gmail.com	26550932, 33, 34
Accounts Officer 2	acctoff02.tco@gmail.com	26550932, 33, 34
Administrative Officer		
Structure and Procedures Officer		

Post, Addresses, Telephone Numbers and E-mail IDs of officers in the Regional Transport Officer / Deputy
Regional Transport Officer Office

Sr no	Name of the Officer and Address	Department Initials of Registration number	Telephone NO
1	Regional Transport Officer Mumbai (Central) Old Bodyguard Lane, Tulshiwadi Taddeo, Mumbai 400 034 mh01@mahatranscom.in	MH-01	23532337 23534600 23534603
2	Regional Transport Officer Mumbai (Western) 111-D Ambivali Village, Opposite Manish Nagar Versova Road, Andheri West Mumbai 400053 mh02@mahatranscom.in	MH-02	26366957 26319821 26323315 26362252
3	Regional Transport Officer Mumbai (Eastern) 1 Wadala Truck Terminal Building B-2, Second floor, Wadala Mumbai 37 2 Besides Government Transport services building, Sir Pochkhanwala Marg Worli Mumbai 400 025 mh03@mahatranscom.in	MH-03	Wadala 24036221 24036479 24036518 24036261 Wadala 24935857
4	Regional Transport Officer Thane	MH-04	25446787

	Near Central Jail Thane 400601 mh04@mahatranscom.in		25365660 25343580 25442555 25340474
5	Sub Regional Transport Office Kalyan Sahyadri Nagar Chikan Ghar Near Birla College Kalyan District Thane 431301 mh05@mahatranscom.in	MH-05	0251-2230505 0251-2230888
6	Sub Regional Transport Office Vashi Agricultural Produce marketing Committee , Grain Market Sector no 19-B Y block Gate no 6, New Mumbai 400703 mh43@mahatranscom.in	MH-43	27830701 27830702
7	Regional Transport Office Panvel Central Amenities Building, Iron and Steel Market Kalamboli, Tehsil Panvel District Raigad mh46@mahatranscom.in	MH-46	27424444 27425555
8	Sub Regional Transport Office Pen Corporation Office Compound, At Post Pen District Raigad mh46@mahatranscom.in	MH-06	02143-252234 02143-252808 02143-255868
9	Sub Regional Transport Office Sindhudurg At Post Oros Near Mumbai Goa Highway	MH-07	02362-229050 02362-229020

	Tehsil Kudal District Sindhudurg 416520 mh07@mahatranscom.in		
10	Sub Regional Transport Office Ratnagiri Pamodi Khurd Ganesh Nagar Kuvar Bav District Ratnagiri mh08@mahatranscom.in	MH-08	02352-229444 02352-220707 02352-230377
11	Regional Transport Office Kolhapur 213 E Nagala Park, Kolhapur - mh09@mahatranscom.in	MH-09	0231-2663131 0231-261010 0231-2665454
12	Sub Regional Transport Office Sangli Madhav Nagar Road, Industrial Estate, Sangli 416416 mh10@mahatranscom.in	MH-10	0233-2310555 0233-2310888 0233-2311099
13	Sub Regional Transport Office Satara 484 sadar Bazar, Bhurke Bunglow, Camp, Satara 415401 mh11@mahatranscom.in	MH-11	02162-230330 02162-235888
14	Regional Transport Office Pune 38, Dr Ambedkar Road, Near Sangam bridge, Pune 411 001 mh12@mahatranscom.in	MH-12	020-26058282 020-26058080 020-26058090 020-26058555 020-26057414 020-26059536 020-26057411
15	Sub Regional Transport Office Solapur	MH-13	0217-2303099

	Vijapur Road S T Colony, Sundar Nagar Solapur 413004 mh13@mahatranscom.in		0217-2303199
16	Sub Regional Transport Office Pimpri Chinchwad Purna Complex A wing, Opposite Telco gate, Chikhali Pune 411 019 mh14@mahatranscom.in	MH-14	020-27492828
17	Regional Transport Office Nasik Peth Road Panchawati Nasik 422004 mh15@mahatranscom.in	MH-15	0253-2229001 2229009
18	Sub Regional Transport Office Ahmednagar Bungalow No 8, Nagar Wambori Road, Ahmednagar mh16@mahatranscom.in	MH-16	0241-2431530 0241-2430114
19	Sub Regional Transport Office Shrirampur Market yard Newasa Road, Shrirampur mh17@mahatranscom.in	MH-17	02422-222175 02422-223102 02422-222174
20	Regional Transport Office Dhule Milk House, Mumbai –Agra Road, Mohadi area, Dhule 424001 mh18@mahatranscom.in	MH-18	02562-281351
21	Sub Regional Transport Office Jalgaon	MH-19	0257-2261819

	7 Adarsha Nagar, Mahabal Colony Road, Near DSP Bungalow, Jalgaon 425001 mh19@mahatranscom.in		0257-2262619
22	Regional Transport Office Aurangabad Near Railway Station, Aurangabad mh20@mahatranscom.in	MH-20	0240-2331133 0240-2331135 0240-2321164
23	Sub Regional Transport Office Jalna Additional Industrial Estate, Nagewadi Jalna Aurangabad Road, Jalna mh21@mahatranscom.in	MH-21	02482-248148
24	Sub Regional Transport Office Parbhani Rajesh building , near Mohite Garage, Shivam Nagar, Parbhani 431122 mh21@mahatranscom.in	MH-22	02452-248148
25	Sub Regional Transport Office Beed' Bhave Building, near Deepak Bungalow, Near Old Champawati Oil mills, Barshi Naka Beed 431122 mh25@mahatranscom.in	MH-23	02442-222632
26	Regional Transport Office Latur Near Dutt Mandir, Vora Road Latur mh26@mahatranscom.in	MH-24	02382-242434 02382-242435

27	Sub Regional Transport Office Usmanabad Shivneri Bungalow, Near Bhosala School, Usmanabad mh27@mahatranscom.in	MH-25	02472-227555 02472-221555
28	Regional Transport Office, Nanded MIDC Nanded 431601 mh26@mahatranscom.in	MH-26	02462-259900 02462-219900 02462-228900
29	Regional Transport Office Amravati Near Collector Camp, Amravati 444602 mh27@mahatranscom.in	MH-27	0721-2662606 0721-2662032
30	Sub Regional Transport Office Buldhana Sadarshiv Nivas, Ward no 9, Malkapur Road Buldhana mh28@mahatranscom.in	MH-28	07262-242244
31	Sub Regional Transport Office Yavatmal Yavatmal Nagpur Road, Near Kalamb Naka, Yavatmal 445001 mh29@mahatranscom.in	MH-29	07232-255111 07232-241700
32	Sub Regional Transport Office Akola Meher Building, Ramdas peth, Khamkar Lane, Ward No 40, Nazul Plot no 50, Akola - 444001	MH-30	0724-2559488 0724-2459099

	mh30@mahatranscom.in		
33	Regional Transport Office, Nagpur (City) Opposite Giripeth Post Office, Amravati Road Nagpur 440 001 mh31@mahatranscom.in	MH-31	0712-2561698 0712-2560781 0712-2554609
34	Sub Regional Transport Office Wardha Administrative Building, District Collector Office premises, Sevagram Road Wardha 442001 mh32@mahatranscom.in	MH-32	07152-243543 07152-252400
35	Sub Regional Transport Office Gadchiroli Administrative Building, District Collector Office premises, Gadchiroli 442605 mh33@mahatranscom.in	MH-33	07132-222195
36	Sub Regional Transport Office Chandrapur Nagina Bag Road, Bokare Plot, Chandrapur 442401 mh34@mahatranscom.in ‘	MH-34	07172- 255372 07172-255372 07172-272555
37	Sub Regional Transport Office Gondia Dr Waypi Bunglow, Civil Lines Gondia -440016 mh35@mahatranscom.in	MH-35	07182-237321 07182-22900
38	Sub Regional Transport Office Bhandara Bhartukasingh Gill building, At Post Kardha, District Bhandara	MH-36	07184-288165

	mh36@mahatranscom.in		
39	Sub Regional Transport Office washim B.ed. College Building, Risod road Washim 444505 mh37@mahatranscom.in	MH-37	07252-235244
40	Sub Regional Transport Office Hingoli Survey no 4, Plot no 190, Limbala Makta, Hingoli 413513 Mh38@mahatranscom.in	MH-38	02456-248048
41	Sub Regional Transport Office Nandurbar Government Milk Scheme Building, Old District Collector Office, Sakhari Road Nandurbar -425412 mh39@mahatranscom.in	MH-39	02564-223522
42	Regional Transport Office Nagpur (Rural) Indora Red Godown no 9, Tekka Naka, Kampti Road Nagpur (Rural) 440014 mh40@mahatranscom.in	MH-40	0712-2630574 0712-2630647
43	Sub Regional Transport Office Malegaon Malegaon Tehsil Farmers Cooperative Organization Building, Market yard, Malegaon Camp, Malegaon Nasik 423305 mh41@mahatranscom.in	MH-41	02554-258850
44	Sub Regional Transport Office Baramati Vidya nagari Corner, super Market P-15	MH-42	02112-243111 02112-243305

	MIDC square, Bhigwan Road, Baramati 413102 mh42@mahatranscom.in		
45	Sub Regional Transport Office Ambejogai Plot no 19, Sahayog Housing society, Yeshwantrao Chavan square, Morewadi Ambejogai District Beed - 431501 mh44@mahatranscom.in	MH-44	02446-247755 02446-246673
46	Sub Regional Transport Office Akulj Akulj, Tehsil Malshiras District Solapur mh45@mahatranscom.in	MH-45	02185-231231 02185-22755
47	Sub Regional Transport Office Borivali Sub Regional Transport Officer, C/o Regional Transport Officer Mumbai West Andheri mh47@mahatranscom.in	Mh-47	
48	Sub Regional Transport Office Vasai At Post Chandansar, Bhatpada, Virar East, Tehsil Vasai, District Thane 401303 mh48@mahatranscom.in	MH-48	0250-2523888 0250-2524888
49	Sub Regional Transport Office Nagpur City (East) mh49@mahatranscom.in	MH-49	
50	Sub Regional Transport Office Karad	MH-50	02164-255500

	Sharada Marriage Hall, Mauje Padali Karad Patan Road, Tehsil Karad, District Satara 415104 mh50@mahatranscom.in		02164-255300 02164-255400
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21. State Level and District Level Road security and Coordination Committee

The road security committees have been established at the Central Government, State Government and District level in terms of the provisions of section 215 of the Motor vehicles Act 1988. The Central Government has constituted National Road security Committee for a comprehensive study of reasons for road accidents and measures thereon and the questions arising in connection with the same. Similarly the Central Government had suggested to the state Governments to establish state level Road Security Committee under the Chairmanship of the Minister of Transport and a District level Road Security Committee so that various road security measures can be planned and implemented. The State level Road Security Committee plans various measures to prevent road accidents and suggestions and participation from the public is necessary in this respect. Accordingly State Level road security council and District Level Road security has been constituted vide Government Home Department Resolution no MVR/1010/1205/PK-646/TPT 2 dated 13th October 2011.

a) The State Level Road security Council is as follows :

1	Honorable Chief Minister	Chairman
2	Honorable Minister for Public Works	Member
3	Honorable Home Minister	Member
4	Honorable Minister of State (Public Works department)	Member
5	Honorable Minister of State (Transport)	Member
6	Honorable Minister of State (Home)	Member
7	Chairman, Maharashtra State Road Transport Corporation	Member
8	Additional Chief Secretary (Home)	Member
9	Principal Secretary (Transport)	Member
10	Secretary, Public Works Department)(National and State Highways	Member

11	Commissioner, Greater Mumbai Municipal Corporation	Member
12	Additional Director General of Police (Traffic)	Member
13	Deputy Chairman and Managing Director, Maharashtra State Road Transport Corporation	Member
14	Joint Commissioner of Police (Traffic)	Member
15	Director, Central Institute of Road Transport Pune	Member
16	Transport Commissioner, Maharashtra state Mumbai	Member Secretary

The following will be special invitees for the meeting of the council

1. Additional Chief Secretary (Health)
2. Principal Secretary (Urban Development Department -2)
3. Principal Secretary (School Education Department)
4. Metropolitan Commissioner, Mumbai Metropolitan Development Authority, Mumbai
5. Director General of information and publicity Directorate, Mumbai
6. Chairman, Western India Automobile Association, 76 Veer Nariman Road, Churchgate Mumbai
7. Director, Television Center, Worli, Mumbai
8. The Chairman, Maharashtra Truck Owners Association, 210, Second floor, Tripnex House, 15 Solapur Street
Mumbai 400 009.

Fortnightly meetings of the the state level Road Security Council should be organized. A final plan for measures with respect to road safety should be prepared in the said meeting and a review of its implementation and planning should be taken. This nature of work has been mentioned in the resolution.

b) The District Level Road Security Committee is as follows

1	District Collector / Police Commissioner	Chairman
2	Chief Executive Officer of the Zilla parishad	Member
3	Superintendent of Police / Deputy Commissioner of Police	Member
4	District Civil Surgeon	Member
5	Executive Engineer (Public Works Department)	Member
6	Divisional Controller, Maharashtra State Road transport Corporation	Member
7	Chief Executive Officer of the Municipality at the district level or Deputy Commissioner of the Municipal Corporation	Member
8	Regional Transport Officer or Sub Regional Transport Officer	Member Secretary
9		

c) District Level Committee to resolve the problems of Motor Vehicle Drivers

1	Concerned Regional Transport Officer	Chairman
2	Police Officer with gazette status nominated by the Superintendent of Police Or Police Commissioner	Member
3	One representative each of the District level Taxi, Autorikshaw, Truck, Tankers Drivers association. If more than one associations exist, then a representative of Such association having maximum number of members.	Member
4	Concerned Deputy Regional Transport Officer	Member Secretary

d) Coordination Committee for the convenience of the passengers.

1	Commissioner of Police (Head quarters)	Chairman
2	Transport Officer, Maharashtra State Road Transport corporation	Member
3	Deputy Regional Transport Officer	Member Secretary
4	Police Inspector, Traffic control Branch	Invitee Member
5	Executive Engineer (Public Works Department)	Invitee Member
6	Passengers association representative	Member

Duties of the committee

1. To Constitute Rickshaw and Taxi stands and to install NO Parking Boards
2. Road widening, plugging of potholes, and installing new Bus stops
3. Speed breakers and installing various traffic sign boards
4. To install signals and checking the PUC booklets and the action thereon
5. To take action against unauthorized carriage of passengers.
6. To supervise the uniforms and badges of the Rickshaw and Taxi drivers.
7. Bus facility for new routes and arranging buses for fairs

22. Ladies Grievances Redressal Committee

1. In terms of the guidelines contained in the General Administration Division Government Resolution no SRV-1099/73/ SKA dated 19.5.1999, the ladies grievances redressal committee has been constituted in the office of the Transport Commissioner as per the orders of the Transport Commissioner Office as follows

1	Chairman	Smt S D Patkar	Accounts Officer
2	Member	Smt Nisha Nagavekar	Steno Typist (Junior division)
3	Member	Shri Haresh patil	Deputy Accountant
4	Member	Shri Pramod Shelar	Senior Clerk
5	Member	Smt Padmaja Pitale	Junior Clerk
6	Member	Smt Pallavi Dhuri	Junior Clerk
7	Member	Shri G M Lagoo	Junior Clerk
8	Member Secretary	Smt Varsha Pawaskar	Junior Clerk

2 Similarly Ladies Grievances Redressal Committee have also been constituted at the level of the Regional Transport Office as above.

गृह विभाग

सचिवालय मुंबई ३२ २९ नोव्हेंबर १९७३

महाराष्ट्र राज्य मार्ग परिवहन महामंडळासाठी मार्ग परिवहन सेवेची मंजूर योजना

मोटार वाहन अधिनियम १९३९

क्र मोवाअ / ३१७३/३०३०३/XII –अ मोटार वाहन अधिनियम १९३९ मधील कलम ६८- डी (३) नुसार महाराष्ट्र शासनाने मंजूर केलेली खालील योजना राजपत्रामध्ये प्रकाशित करण्यात येत आहे.

- १) उपक्रमाचे संपूर्ण नाव : महाराष्ट्र राज्य मार्ग परिवहन महामंडळ
- २) पत्ता : महाराष्ट्र वाहतूक भवन, डॉ आनंदराव नायर मार्ग, मुंबई ४०० ००८
- ३) ह्या योजनेखाली समाविष्ट केलेले मार्ग किंवा विभाग : ह्या योजनेत सदर अधिसूचनेच्या जोडपत्र अ मधील रकाना क्र २ मध्ये दर्शविण्यात आलेल्या मार्गांसह संपूर्ण महाराष्ट्र राज्य
- ४) सर्व व्यक्तींना वगळून उपक्रमा तर्फे संपूर्ण महाराष्ट्र राज्यामध्ये टप्पा व कंत्राटी प्रवासी वाहतूक सेवा प्रचालित केली जाईल व खालील अपवाद असतील.
 - i. मोटार वाहन अधिनियम १९३९ च्या कलम ६८(अ)(ब) मधील व्याख्यित करण्यात आलेले राज्य परिवहन महामंडळ
 - ii. मोटार वाहन अधिनियम १९३९ च्या कलम ६३ (१) मधील दुसऱ्या तरतुदीच्या खालील परवाने वगळता आंतरराज्य मार्गांचे प्रतीस्वक्षरीत परवान्यांचे धारक
 - iii. मोटार कॅबच्या परीचालनासाठी कंत्राटी वाहतूक परवाना धारक
 - iv. वातानुकुलीत वाहनांच्या परीचालनासाठी कंत्राटी वाहतूक परवाना धारक
 - v. फक्त त्यांनी नियुक्त केलेल्या त्यांच्या कर्मचाऱ्यांची किंवा विद्यार्थ्यांची त्यांचा निवास ते कामाच्या किंवा शिकण्याच्या जागेपर्यंत वाहतूक करण्यासाठी व प्रासंगिक सहूल व सफरीसाठी त्यांची मालकी असलेल्या वाहनाच्या परिचालनासाठी कंत्राटी सेवेचे परवाना धारक

vi. जिथे महापालिकेद्वारे मार्ग परिवहन सेवा परीचालीत केली जाते अशा बृहन्मुंबई, पुणे, सोलापूर व कोल्हापूर ह्या शहरांच्या महानगर पालिका हद्दीत 'कंत्राटी वाहनाच्या परिचालनासाठी कंत्राटी सेवेचे परवाना धारक

vii. फक्त त्यांनी नियुक्त केलेल्या त्यांच्या कर्मचाऱ्यांची किंवा विद्यार्थ्यांची ठराविक वेळी व ठिकाणावरून उद्ग्रहण करून कामाच्या किंवा शिकण्याच्या ठिकाणी वाहतूक करण्यासाठी त्यांनी विनिर्दिष्ट करार केलेल्या वाहनाच्या परिचालनासाठी कंत्राटी सेवेचे परवाना धारक

५) देण्यात येणाऱ्या प्रस्तावित सेवेचे स्वरूप – टप्पा व कंत्राटी स्वरूपाची प्रवासी परिवहन सेवा

६) ह्या योजनेखाली उपक्रमातर्फे एकाच वेळेस परीचालीत कमाल वाहने – ६६२७ वाहने

७) ह्या योजनेखाली एकाचवेळेस परीचालीत किमान वाहने व दैनंदिन खेपा – ५९२५ वाहने व १९३०० खेपा अधिक उपक्रमाने वेळोवेळी पुरविणे आवश्यक असलेल्या नैमित्तिक अथवा अन्य संख्येच्या कंत्राटी खेपा. केवळ कंत्राटी वाहनासाठी सध्याच्या अस्तित्वातील २ निमआराम बस शिवाय उपक्रम ५० निमआराम बसेस ठेवेल.

८) ह्या सेवेसाठी वापरत येणाऱ्या वाहनांची वर्गवारी – मार्ग / खेपांच्या गरजेनुसार चालक वगळून १९ ते ५५ आसन क्षमता असणारी, मोटार कॅब , एकल मजली वाहनाच्या व्यतिरिक्त सार्वजनिक वाहने

९) प्रत्येक मार्गावर परीचालीत करण्यात येणारे मार्ग – १ एप्रिल १९७२ ते ३१ मार्च १९७३ ह्या वर्षात कोणत्याही दिवशी नियमित परवान्याखालील मार्गावर किमान आवश्यक परीचालीत दैनंदिन खेपांच्या शर्तीच्या अधीन राहून सदर जोडपत्र अ मधील स्तंभ ३ मधील तपशिलानुसार

१०) आकारण्यात येणाऱ्या प्रमाणित दर – मोटार वाहन अधिनियम १९३९ मधील तरतुदींच्या नुसार प्रादेशिक परिवहन अधिकाऱ्यांनी मंजूर केलेल्या व राज्य शासनाने विहित केलेल्या कमाल भाड्याएवढे किंवा त्यापेक्षा कमी

११) उपक्रम परीचालीत होण्याचा दिनांक – १ जानेवारी १९७४

महाराष्ट्र राज्य मार्ग परिवहन महामंडळाच्या मार्ग परिवहन सेवेच्या मंजूर योजनेतील कलम ४ मधील उपकलम (iii) खालील प्रमाणे वाचले जावे :

“iii) मोटार कॅब व मॅक्सी कॅबच्या परिचालनासाठी कंत्राटी सेवा परवान्याचे धारक “

क्र मोवानि ००९२/१३७ ८ (भाग iii) /परि-२ दि १६ सप्टेंबर १९९३

१) ह्या योजनेस महाराष्ट्र राज्य परिवहन महामंडळाची (सुधारित) मंजूर मार्ग परिवहन योजना १९९३ असे संबोधित केले जावे.

२) राजपत्रात प्रसिद्ध झाल्याच्या दिनांकापासून ती अमलात येईल. सदर योजनेच्या कलम ४ मधील उपकलम (vi) खालील प्रमाणे वाचले जावे :
“जिथे महाराष्ट्र राज्य मार्ग परिवहन महामंडळ व संबंधित महानगरपालिका मार्ग परिवहन सेवा परीचालीत करतात अशा महानगरपालिकांच्या हद्दीतील परिचालनासाठी कंत्राटी सेवा परवान्याचे धारक “

Appendix A
As per rule 54(A) of the Maharashtra Motor Vehicles rules 1989
List of Attractive Numbers and the fee prescribed by the Government

Sr no	REgistration Numbers	additional Fee	
		Other than two wheelers three wheelers and transport vehicles (Rs)	two wheelers three wheelers and transport vehicles (Rs)
1	1	100000	25000
2	9,99,111,222, 333,444, 555, 666, 777, 888, 999, 1111,2222, 3333,4444, 5555,6666,7777, 8888, 9999,	50000	10000
3	2, 3, 4, 5,6,7, 8, 10, 11, 22, 33, 44,55, 66, 77, 100, 123, 234, 345, 456, 500, 505, 678, 900,1000, 1234, 1515, 1818, 2345, 2525, 2727, 3456, 3636, 4545, 4567, 5000, 5454, 5678, 6363, 6789, 7272, 8181, 9000, 9090	25000	5000
4	88, 101, 200, 202,303, 400,404, 567, 600, 606, 707, 800, 808, 909, 1001, 1010, 1011, 11112, 1212, 1213, 1221, 1313, 1314, 1331, 1414, 1415, 1516, 1616, 1617, 1717, 1818, 1919, 1920, 2000, 2020, 2021, 2323, 2424, 2425, 2526, 2626, 2627, 2728, 2828, 2829, 2929, 3233, 3434, 3435, 3535, 3536, 3737, 3738, 3838, 3839, 3939, 3940, 4000, 4040, 4041, 4141, 4142, 4242, 4343, 4344, 4546, 4646, 4647, 4747, 4748, 4848, 4849, 4949, 5005, 5050, 5051, 5151, 5152, 5252, 5253, 5353, 5455, 5656, 5657, 5758, 5858, 5859, 5959, 5960, 5995, 6000, 6060, 6061, 6161, 6162, 6263, 6364, 6465, 6565, 6566, 6767, 6768, 6868, 6869, 6970, 7000, 7007, 7070, 7071, 7172, 7273, 7373, 7374, 7474, 7475,7575, 7576, 7676, 7677, 7878, 7879, 7979, 7080, 8000, 8008, 8080, 8081, 8182, 8282, 8283, 8383, 8384, 8484, 8485, 8585, 8586, 8686, 8687, 8787, 8788, 8989, 8990, 9091, 9191, 9192, 9292, 9393, 9494, 9595, 9495, 9596, 9696, 9697, 9797, 9798, 9898, 82	7500	4000
5	1221, 1331, 1441, 1551, 1661, 1771, 1881, 1991, 2112, 2332, 2442, 2552, 2662, 2772, 2882,	7500	4000

	2992, 3113, 3223, 3443, 3553, 3663, 3773, 3883, 3993, 4114, 4224, 4334, 4554, 4664, 4774, 4884, 4994, 5115, 5225, 5335, 5445, 5665, 5775, 5885, 5995, 6116, 6226, 6336, 6446, 6556, 6776, 6886, 6996, 7117, 7227, 7337, 7447, 7557, 7667, 7887, 7997, 8118, 8228, 8338, 8448, 8558, 8668, 8778, 8998, 9119, 9229, 9339, 9449, 9559, 9669, 9779, 9889,		
6	More than 1000 from the last serial number excluding the above serial no 1 to 4	5000	3000
7	Non serial number i.e. jumping number upto 1000 excluding above serial no 1 to 4	3000	2000

24 Working of the desks in the Transport Commissioner Office

Desk no	Nature of work done at the desk	Officers through whom cases are submitted	Controlling Officer	Decision making Officer
1	1 all cases in reference to the state Transport Authority 2 Work regarding permit for contract / Tourist vehicle 3 Action on appeals under Motor Vehicles Act 4 Working of the state transport authority with respect to stage transport vehicles	Assistant Regional Transport Officer	Deputy Transport Commissioner (Enforcement 1)	Additional Transport Commissioner Transport Commissioner
2	1 Revision in motor vehicles Act 1988 2 Revision in Central Motor Vehicle rules 1988 and Maharashtra Motor Vehicle Rules 1989 3 Control on vehicles, maintenance and approval under the concerned vehicles act 4 Revision in license related acts and rules	Deputy Regional Transport Officer	Deputy Transport Commissioner (Enforcement 1	Additional Transport Commissioner Transport Commissioner
2 A	1 Measures for vehicle accidents 2 Work of enforcement (working of flying squads in Mumbai, Thane, Kolhapur Divisions (Enforcement -1) and working of flying squads in Pune, Nasik, Aurangabad, Nagpur and Amravati Divisions (Enforcement 2) 3 to implement special campaigns 4 State enforcement squad 1 and 2 5 Information under revenue security scheme 6 Action on starred / calling attention, cut motion in legislature and parliament 7 Action with respect to lights on the vehicles 8 Acquisition of vehicles for elections work	Assistant Transport Commissioner	Deputy Transport Commissioner (Enforcement 2	Additional / Joint / Transport Commissioner
2 B	1 Air pollution, sound pollution 2 To prepare reports of the air pollution campaign conducted at the border posts and the squads		Deputy Transport Commissioner (Enforcement 1	Additional / Joint / Transport

	established for air pollution in Mumbai 3 Printing of PUC certificates			Commissioner
3	1 Revision in Motor Vehicles Tax Act and Motor vehicles tax rules 2 Cases under clause 3(3) for non utilization of vehicles 3 Cases for waiver of tax / interest 4 Tax assessment of vehicles of fleet owners 5 Follow up with the Regional Transport Officers for revenue targets , and campaigns / measures for recovery of revenue, targets compliance and control	Assistant Transport Commissioner	Deputy Transport Commissioner (Enforcement 2	Additional / Joint / Transport Commissioner
4	1 Road Safety	Assistant Transport Commissioner	Deputy Transport Commissioner (Enforcement 1	Additional Commissioner
5	1 To countersign the permits of goods carriage vehicles coming in Maharashtra on countersignatures and to issue recommendation letters for that states in respect of vehicles in Maharashtra state 2 Mutual Inter state agreements between Maharashtra State and other 12 states. 3 Permit related work of replacement of vehicle/ new permits / transfer / renewal etc	Assistant Transport Commissioner	Deputy Transport Commissioner (Enforcement 1	Additional / Transport Commissioner
6	1 Acceptance of DD for National permit 2 Tax and fee recovery on countersigned permits 3 Action for deposit of demand drafts on temporary permits to the treasury 4 Preparing statement of passenger tax and cess tax cheques 5 Collection of Demand drafts of vehicles under national permit in Southbound and Northbound states and organizing and maintaining records of RCH meetings 6 Records of DDs of other states recived at Border post	Assistant Transport Commissioner	Deputy Transport Commissioner (Enforcement 2	Additional / Joint / Transport Commissioner

7	1 Inward and outward Dak in Transport Commissioner Office 2 Record of heavy goods storage		Administrative officer	Deputy Transport Commissioner (Administration)
8	1 Establishment related matters of the Gazetted officers and executive officers	Administrative Officer	Deputy Transport Commissioner (Administration)	Transport Commissioner
8-A	1 Service related matters of clerks in Transport Commissioner office 2 To handle service related matters of clerical and class four staff in motor vehicles department	Administrative Officer	Deputy Transport Commissioner (Administration)	Transport Commissioner
9	1 Preparing bills of salaries and allowances of employees and officers in Transport Commissioner Office 2 To submit cases of Provident Fund / House building / Motorcycle, / computer advance 3 Superannuation related cases 4 Salary fixation and other related work	Accounts Officer I	Deputy Commissioner (Accounts)	Additional / Joint / Transport Commissioner
10	1 preparing and submitting proposal for new posts to the government 2 Action for opening of new offices 3 Submission of Annual and Triennial statements printing and stationery 4 Preparing bills of misc administrative expenditure (telephone, electricity, water supply, snacks for meetings newspapers etc) 5 New Telephone service, electrification, proposals for new building construction, Proposals for rented premises, construction of cabins etc	Structure and procedures officer	Deputy Transport Commissioner (Administration)	Additional / Joint / Transport Commissioner

11	1 Maintenance and contract of computer services provided in Transport commissioner Office 2 E-mail facility 3 All work related to computerization and online NIC 4 Information package of Information and technology department, Optical smart card registration, computerization of border check posts		Deputy Transport Commissioner (Computer)	Additional / Transport Commissioner
12	1 Inspection of records of Regional Transport Offices 2 Submission of Inspection report and its compliance. 3 To take action on diaries of Regional Transport Officers		Deputy Transport Commissioner (Inspection)	Additional / Transport Commissioner
13	1 Departmental examinations of Clerical cadre in the motor vehicles department and related work 2 Organizing training of Class I and II officers and newly appointed officers 3 To decide programs by visiting training institutes		Deputy Transport Commissioner (Training)	Additional / Joint / Transport Commissioner
14	1 To collect statistical figures of the motor vehicles department from all the offices 2 to publish the updated information about establishment, revenue, tax, licenses, permits in the motor vehicles department in book form	Research Officer	Deputy Transport Commissioner (Inspection)	Additional Transport Commissioner
15	1 Checking the annual and eight monthly budgets 2 To check reconciliation of income and expenses, correspondence of the Public Accounts Committee , program budget, compilation checking and submission of PMR information,	Accounts Officer	Deputy Commissioner (Accounts)	Additional / Joint / Transport Commissioner

16	<p>1 Verification of challans and main cash book with the Head cashier</p> <p>2 To verify the tax deposited by the fleet owners and bring the deficiencies to the notice and the recovery of the same</p> <p>3 New permit transfer, renewals, and checking of tax deposits</p> <p>4 Scrutiny of revenue recovery related returns from Regional Transport Officers and preparing the reports about the recovery of revenue to the government</p> <p>5 Reconciliation of challans, demand drafts, cash amounts deposited in Reserve Bank of India and the approved challans</p>	Accounts officer	Deputy Commissioner (Accounts)	Additional / Joint / Transport Commissioner
17	<p>1 Meeting of the Accounts committee, revenue deposit report of Accountant General I and II</p> <p>2 Action on Draft reports, and the reports of the Public Accounts Committee</p> <p>3 to prepare annual targets on draft reports</p> <p>4 Action on disposal of objections raised by the Accountant General</p> <p>5 Correspondence with all the regional / Sub Regional Transport Offices of the Motor Vehicles Department with respect to the above matters</p>	Accounts Officer	Deputy Commissioner Accounts	Additional / Joint / Transport Commissioner
18	<p>1 Correspondence regarding recovery of passenger tax with fleet owners and other states and its recovery</p> <p>2 Correspondence regarding audit objections with Accountant General Mumbai -1</p>	Assistant transport Commissioner	Deputy Transport Commissioner (Enforcement 1)	Additional / Joint / Transport Commissioner

19	Professional Tax related work	Assistant transport Commissioner	Deputy Transport Commissioner (Inspection)	Additional / Joint / Transport Commissioner
Vig	Disposal of complaints received by the Motor Vehicles Department under the control of the Assistant Commissioner of Police (Vigilance Department) and preparation of Report	Assistant Regional transport Officer	Assistant Commissioner of Police	Additional / Transport Commissioner
Public Relat	1 To take action through publicity media so that information with respect to the motor vehicles department is known to the public 2 To submit all information about the Motor vehicles Department published in the newspapers to the seniors 3 Work under Right to Information	Public Relations Officer	Deputy Transport Commissioner (Administration)	Additional / Joint / Transport Commissioner
Legal cell	Action on judicial cases received in the office of the Motor vehicles prosecutor class I	Motor Vehicles Prosecutor		Additional / Joint / Transport Commissioner
Typist	Typing work in the office	Administrative Officer	Deputy Transport Commissioner (Administration	