

Citizen Charter for
Motor Vehicle
Department
Government of
Jammu & Kashmir

2015

2015

CITIZEN CHARTER

State Transport Commissioner, Jammu & Kashmir.

www.Jaktrans.nic.in

CHAPTER 1

1. VISION

The vision of the Transport Department is to formulate & implement policies for integrated Road Transport so as to make the Transport System in the state managed Safe, clean and dynamic State.

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

2. MISSION

- To provide a performance driven transparent and accountable organization that values its people resources and pertains, and challenges through leadership, innovation and team work
- To provide efficient mechanism for on the spot documentation required under the Motor Vehicles Act/Rules for owning as well as driving a

vehicle.

- To enforce the Provisions of Motor Vehicle Act, 1988 efficiently which inter-alia would not only reduce the number of accidents but would help in saving the precious human lives.
- To work toward making roads less congested and polluted by use of latest technologies keeping in view the safety road conditions in the State
- To provide policy guideness for improving passenger and freight travel and development new transportation schemes.

3. SERVICES AND SERVICE STANDARDS

3.1 RESPONSIBILITIES

- i) Administration of the Motor Vehicles Act, 1988 and Rules framed thereunder
- ii) Issuance and renewal of driving licenses
- iii) Registration of motor vehicles and its related activities
- iv) Issuance of trade certificate to motor vehicles dealers of the vehicles
- v) Issue of permits to various categories of transport vehicles and issue of countersignatures in respect of other state transport vehicles
- vi) Road safety issues with special emphasis on safety of school buses

3.2 FUNCTIONS

- i) Formulation of Policy to regulate trade and traffic relating to all kinds

- of motor transport including inter-State reciprocal transport agreements.
- ii) To enforce the provisions of Motor Vehicles Act, 1988 and rules framed there under.
 - iii) To provide for pollution control mechanism and to motivate the public to use environment friendly vehicles.
 - iv) To issue/renew the driving/conductor license and establishment of driving training schools and Registration of all types of motor vehicles & issuance of permits for all kinds of vehicles, issuance of fitness certificate to commercial vehicles and issue trade certificate to motor vehicles dealers.
 - v) To realize the Motor Vehicles Taxes and fees from all kinds of motor vehicles and to provide the official vehicles for various functionaries of Government.

3.3 SERVICE DELIVERY OFFICES

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

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

1.3	Motor Vehicle Inspectors' office	Issue of Fitness Certificates to the commercial vehicle.
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3.4 OUR KEY SERVICES AND SERVICE STANDARDS

S.No	Service	Documents required	Fees	User Charges	Smart Card Fees	Time Frame
1	Issue and Renewal of Learner's License	1. Form 1 & Form 2 2. Age Proof (Min 16 Yrs for Motor Cycle upto 50 cc, Min 18 Yrs for Motor Cycle above 50 cc & Other Non Transport Vehicles and Min 20 Yrs for Transport Vehicles) 3. Residence Proof 4. Form IA (Medical Certificate) (If applicant's age exceeds 50 years or for addition of Transport class) 5. Proof of passing 8th std. (for applicant of transport vehicle)	Rs. 150 for each class		--	15 days (Applicant has to undergo basic test of regarding traffic rules & Driver's responsibilities and has to pass the same. Learner's License will be handed over After 2 days. Those applying for addition of another class or a second LLR are exempted from test)
2.	Issue of Permanent Driving Licence (Can apply only after 30 days of issue of Learner's License)	1. Form 4 2. Original Learner's Licence 3. Form 5, issued from approved Driving School (mandatory for commercial license)	Rs. 200 (Application Fee) Rs. 300 (Test fee for each class)	Rs 150 for each class of vehicle	Rs. 200	15 days
3.	Addition of another class to Driving License	1. Form 8 2. Original Learner's Licence 3. Original Driving License (With one year experience in Non – Transport Category if applying for addition of Transport Class) 4. Form 5 issued by recognized Driving School (Required only for addition of Transport Class for commercial license)	Rs. 500 (Application Fee) Rs. 300 (Test Fee for each class)	Rs. 300	Rs. 200	15 days
4.	Renewal of Driving License	1. Form 9 2. Form 1 3. Form 1A 4. Original driving license	200 Hundred rupees and an additional fee at the rate of 1000 rupees for a period of delay of one	--	Rs. 200	15 days

			part thereof reckoned from the date of expiry of the grace period			
5.	Duplicate Driving License	<ol style="list-style-type: none"> 1. Form LLD 2. Copy of FIR, (in case of loss of driving license) 3. Affidavit 4. Proof of Date of Birth 5. Proof of Address 	Rs. 200	Rs. 50	Rs. 200	15days
6.	Issue of Conductor License	<ol style="list-style-type: none"> 1. Form 'L Con A' 2. Medical Fitness certificate 3. First Aid Certificate 	Rs. 200	--	--	7 days
		<ol style="list-style-type: none"> 4. Age Proof (min 18 yrs) 5. Proof of educational qualification (Min X pass) 6. Residence Proof 				
7.	Renewal of Conductor's License (should apply within 30 days of expiry)	<ol style="list-style-type: none"> 1. Form 'L Con A' 2. Medical Certificate from Registered Medical Practitioner 3. Original Conductor's License 	Rs. 200	--	--	7 days

8.	Registration of new vehicle	<ol style="list-style-type: none"> Form 20 with pencil impression of the chassis number (in duplicate if covered by finance along with financier's signature) Form 21 Form 22 Original temporary RC Residence proof ** Copy of valid Insurance Certificate of fitness (in case of transport vehicle) Form 22A (if body is fabricated in case of transport vehicles) Invoice / Bill of dealer Proper Tax (Life tax / quarterly tax) Proof of citizenship PAN card (for 4 wheelers) Appropriate fees as specified 	<p>Invalid Carriage – Rs /-</p> <p>Motor Cycle – Rs 50/-</p> <p>LMV – Rs 600/-</p> <p>LCV – Rs 1000/-</p> <p>Imported Motor Vehicle – Rs 5000/-</p> <p>MGV / MPV – Rs 1500/-</p> <p>HGV/HPV – Rs 1500/-</p> <p>Other Vehicles – Rs 100/-</p>	<p>For 2 wheeler (Rs 100/-)</p> <p>For 4 wheeler (Rs 200/-)</p>	Rs. 200	21 days
9	Issue of Duplicate Registration Certificate	<ol style="list-style-type: none"> Form 26 (in duplicate if covered by finance along with financier's signature) FIR / DDR from Police Copy of valid Insurance Certificate of fitness (in case of transport vehicle) Appropriate fees as specified 	Half of the fee mentioned at Sr. No. 8	<p>For 2 wheeler (Rs 150/-)</p> <p>For 4 wheeler (Rs 300/-)</p>	Rs. 200	21 days

10	Transfer of Ownership	<ol style="list-style-type: none"> 1. Form 29 in duplicate (one copy attested) 2. Form 30 in duplicate (if covered by finance along with financier signature) 3. Valid PUC Certificate 4. Copy of valid insurance 5. Copy of address proof 6. Original Registration Certificate 7. NOC from other State (if vehicle belongs to other State) 8. Clearance Certificate (if vehicle is registered within J&K State) 9. Police Report 	Half of the registration fees payable for concerned category of vehicle	Rs. 300	Rs. 300	15 days
11	Transfer of Ownership in case of death	<ol style="list-style-type: none"> 1. Form 31 in duplicate (if covered by finance along with financier signature) 2. Death Certificate 3. Affidavit / NOC of all the family members / legal heirs on Rs. 10/- non judicial stamp paper duly attested by Notary Public / Oath Commissioner / SDM or Succession Certificate 4. Original Registration Certificate 5. Copy of valid PUC certificate 6. Copy of Valid Insurance 7. Copy of address proof 	Half of the registration fees payable for concerned category of vehicle	Rs. 300	Rs. 300	15 days
12	Change of Address in Registration Certificate	<ol style="list-style-type: none"> 1. Form 33 in duplicate (if covered by finance along with financier signature) 2. Original RC 3. Valid PUC Certificate 4. Copy of Valid Insurance 5. Copy of address proof 			Rs.300	21 days

13	Endorsement of Hire Purchase (HPA) in RC	<ol style="list-style-type: none"> Form 34 in duplicate Letter of Financier in letter head Original Registration Certificate Valid PUC Certificate Copy of Valid Insurance Copy of address proof 	Rs. 1500	Rs. 1500	Rs. 1500	15days
14	Termination of Hire Purchase (HPA) in RC	<ol style="list-style-type: none"> Form 35 in duplicate Letter of Financier in letter head Original Registration Certificate Valid PUC Certificate Copy of Valid Insurance Copy of address proof 	Rs. nil	nil	nil	3 days
15	Alteration in RC	<ol style="list-style-type: none"> Application in plain paper Original R.C Requisite documents for conversion 	Rs. 300	--	Rs. 300	10 days
16	Issue of NOC	<ol style="list-style-type: none"> Form 28 (in quadruplicate) (if it comes under hypothecation) with pencil print of chassis no. Photocopy of RC along with original RC Valid PUC Certificate Copy of Valid Insurance NB: Issuance of NOC subject to NCRB Clearance Report. 	--	--	--	5 days
17	Re-assignment of Registration Mark	<ol style="list-style-type: none"> Form 27 (in duplicate if covered by finance along with financier's signature) Original RC Valid IC Valid PUC Fitness Certificate (for transport 	Same as the fee payable for new registration for the concerned category of vehicle	<p>For 2 wheeler (Rs 300/-)</p> <p>For 4 wheeler (Rs 600/-)</p>	Rs. 300	30 days

		vehicle)				
18	Renewal of Certificate of Registration of a Motor Vehicle, other than a Transport Vehicle	1. Form 25 2. Address proof 3. Original RC 4. Valid PUC 5. Valid Insurance Certificate	Same as the fee payable for new registration for the concerned category of vehicle	For 2 wheeler (Rs 100/-) For 4 wheeler (Rs 200/-)	Rs. 200	07 days
19	Grant and Renewal of Certificate of Fitness to new transport	1. Application in Form 20 (along with pencil impression of the chassis number), and Form 21 – sale certificate from manufacturer (in case of new vehicle) 2. Road worthiness Certificate in Form 22 from manufacturer 3. Form 22 A, if body is fabricated 4. Invoice from Manufacturer / Dealer 5. Copy of address proof 6. Copy of Valid Insurance 7. Valid Temporary Registration Certificate (if the vehicle is purchased from other State) 8. Form CFX 9. Tax Clearance Certificate (not for new vehicle) 10. Vehicle for Inspection	2/3 wheeler – Rs. 600 Light Motor Vehicle – Rs. 600 Medium Motor Vehicle – Rs. 800 Heavy Motor Vehicle – Rs. 800	--	--	Same day

* **Acceptable Documents for Proof of Age**

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

* **Acceptable Documents for Proof of Residence**

- Aadhaar Card
- Electoral Roll
- Life insurance policy
- Passport
- Pay slip issued by any office of the central / state government or a local body / any other document or documents as may be prescribed by the state government.

- Affidavit sworn before an Executive Magistrate or a First Class Judicial Magistrate or a Notary Public
- Municipal tax receipt / notice
- Bank pass book from any scheduled bank
- Electricity bill /Water bill
- Landline telephone bill

3.5 MOTOR VEHICLE TAX

Sr No.	Categories of Motor Vehicles	Rate of Motor Vehicles Tax
1.	Motor Cycle with Gear	Rupees 4000 Life time tax
2	Motor Cycle Without Gear/Scooter	Rupees 2400 Life time tax
3	Light Motor Vehicle (NT)	6000 Life time tax
4	Auto Rikshaw (Passenger)	Rupees 250 Per Qtr.
5	Auto Rikshaw (Goods) (under10000 Gross vehicle weight)	Vehicles with registered gross vehicle weight upto 1000kg is Rs 400
6	Light Goods Vehicle (under10000 Gross vehicle weight)	Vehicles which exceeding the GVW 1000kg but not exceeds 3600kg is Rs 900
7	Medium Goods Vehicle	Vehicles exceeding the GVW 3600kg but not exceeds 8100 kg is Rs 1000
8	Heavy Goods Vehicle	Vehicles exceeding GVW of 8100 Kg is Rs 1100
9	Contract Carriages	Rs 250 for those vehicles which have seating capacity not more then 4 and Rs 375 for seating capacity not more then 7 and Rs 600 for those vehicles which have seating capacity for not more than 12.
10	Stage Carriage.	Rs 600 for those vehicles which have seating capacity not more then 22. Rs 1000 for seating capacity for not more then 38. And Rs 1100 forabove 39 seating capacity

11			
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The tax for which vehicle owner liable to pay and declare accordingly, the schedule for payment will be as follows:-

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

For the second quarterly period before the 31st day of

July,

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

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

3.6 TIMINGS

Offices of the Department stand open from 10.00 am to 4.00.00 pm from Monday to Saturday in Summer's and from 10.30 am to 4.30 pm in winter's. However, citizens can file applications for all transactions from 10.00 AM to 1.30 AM on any working day.

4. GRIEVANCE REDRESS MECHANISM

4.1 NOTIFYING CENTERS FOR RECEIPT OF GRIEVANCES

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

How to file your grievance/complaint			
Mode of filling	Whom to contact	Mode of contact	
		By registered post	by e-mail
Manual	State Transport Commissioner, J&K,	Old Secretriare Srinagar (May-Oct) and Rail Head Complex Jammu	tptcommissionerjk@gmail.com
	Joint State Transport Commissioner, J&K	Old secretriare Srinagar(May to Oct), Rail Head	jtcommissionertptjk@gmail.com

		Complex Jammu(Nov to April)	
	Regional Transport Authority,	RTO Kashmir	rtokashmir@gmail.com
		RTO Jammu	rtojammu@gmail.com
		RTO Kathua	rtokathua@gmail.com

Nodal officer Joint State Transport commissioner, Old Secretariate Srinagar (May-Oct) and Rail Head Complex Jammu (November to April)

Contact No. 0194-24506688

Email ID Jtcommissionertptjk@gmail.com

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

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

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

4.2 COMMUNICATIONS TO COMPLAINANT

- a) The complainant will be given the grievance / complaint no. to facilitate him for monitoring and for furnishing reminders for the grievance / complaint.

- b) The complainant will also be given the time limit for redressal of his grievance / complaint.

In case of field offices, if the grievance / complaint of the complainant is not redressed within the prescribed time limit, in that case, he can contact the Nodal Officer (Joint State Transport commissioner Old Secretariate Srinagar (May-Oct) and Rail Head Complex Jammu (November to April) or through Email ID jtcommissionertptjk@gmail.com).

4.1 CRITERIA FOR CLASSIFICATION

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

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

4.2 TIME NORMS FOR REDRESSAL

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

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

4.3 LEVEL OF RESPONSIBILITY FOR REDRESS

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

Sr. No	Designation of the officer	Level

1	State Joint Transport Commissioner	State Level
2	Regional Transport Officer	Regional Level
2	Asstt. Regional Transport Officer	District Level

4.4 ANALYSIS AND PREVENTION

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

4.5 PERIODIC REVIEW

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

5. STAKEHOLDERS / SERVICE RECIPIENTS

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

6. SUBORDINATE / FIELD OFFICES

At present there are 19 District Transport Offices (ARTO) at the district headquarter and 3, Regional Transport Authorities at Jammu, Kashmir, and Kathua (as per list given below).

Detail of field offices and their locations:

Sr. No	Name	Address	Email ID
1	Regional Transport Office Jammu	Narwal near Transport Nagar Jammu	rtojmu@gmail.com
2	Regional Transport Office Kashmir	Batmaloo near petrol Pump Pindich Mandi Srinagar	rtokashmir@gmail.com
3	Regional Transport Office Kathua	Lakhanpur	rtokathua@gmail.com

4	Asstt Regional Transport Office , Anantnag	D.C Office Anantnag	artoanantnagkmr@gmail.com
5	Asstt Regional Transport, Office Bandipora	D.C office bandipora	Artobandiporakashmir15@gmail.com
6	Asstt Regional Transport Office, Baramulla	Naseembagh Sopore	artobaramullakmr@gmail.com
7	Asstt Regional Transport Office Budgam	Near Mini bus Stand Budgam	artobudgamkmr@gmail.com
8	Asstt Regional Transport Office, Doda	Near Khan Plaza Doda	artododajmu@gmail.com
9	Asstt Regional Transport Office Ganderbal	Fatehpura Ganderbal	artoganderbal@rediffmail.com
10	Asstt Regional Transport Office Kathua	Lakhanpur	artokathuajmu@gmail.com
11	Asstt Regional Transport Office, Kupwara	Dragmulla Near J&K Bank Kupwara	artokupwarakmr@gmail.com
12	Asstt Regional Transport Office, Kulgam	D. C Office Kulgam	Jk18kulgam@gmail.com
13	Asstt Regional Transport Office, Kargil	Kurbathang Industrial Estates Kargil	artokargilkmr@gmail.com
14	Asstt Regional Transport Office, Leh	Angling Dumbochen Near Truck Terminal	artolehkmr@gmail.com
15	Asstt Regional Transport Office, Poonch	Shankar Nagar Near Horticulture Office Poonch	artopoonchjmu@gmail.com
16	Asstt Regional Transport Office, Pulwama	D. C Office Pulwama	artopulwamakmr@gmail.com
17	Asstt Regional Transport Office, Ramban	D. C office Maitra Ramban	artorambanjmu@gmail.com
18	Asstt Regional Transport Office, Reasi	D. C. Office Reasi Block 1 Hall 3	artoreasijmu@gmail.com

19	District Transport Office, Rajouri	Ward 5 Near CMO office Jawahar Nagar	artorajourijmu@gmail.com
20	Asstt Regional Transport Office, Samba	Near Supwal Samba	artosambajmu@gmail.com
21	Asstt Regional Transport Office, Shopian	Batapora Near General Bus Stand	artoshopiankmr@gmail.com
22	Asstt Regional Transport Office,, Udhampur	Jakhani Udhampur	artoudhampurjmu@gmail.com
23	Asstt Regional Transport Office, Kishtwar	Ram Mehta Road	artokishtwarjmu@gmail.com

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

7. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

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

8. PUBLIC SERVICE GAURANTEEE ACT

An act to provide the delivery of public service to the people of the state within the specific time limit and for matters connected within and incidental thereto

In reference to SRO 224 the power conferred by section 4 of Jammu & Kashmir Public Service Guarantee Act 2011 (Act No 1X of 2011) the Department hereby notify the following designated officers/Appellate authorities for redressal of

public grievance.

Ist Appellate Authority

S. No	Name of the Officer	Designation	Place of Posting	Phone
1	ER. Narinder Singh, KAS	Jt. Transport Commissioner	Motor Vehicle Dept	9419117489

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S. No	Name of the Officer	Designation	For the office of	Phone
1	Shri Vikas Sharma, KAS	Jt. Transport Commissioner	Trasport Commissioner office	9419182317
2	Shri Farooq Ahmad Rather, KAS	RTO Kashmir	RTO Office Srinagar	9419017791
3	Shri Ashwani Khajuria, KAS	RTO Jammu	RTO Office Jammu	9419170818
4	Shri Amarjeet Singh,KAS	RTO Kathua	RTO Office Kathua	9419194816
5	Zubair Ahmad Lone,KAS	ARTO	ARTO Office Doda	9006109868
6	Arif Parvez Shah	ARTO	ARTO Office Ganderba	9419066215
7	Khadim Hussain,	ARTO	ARTO Office Kargil	9419176122
8	Ms Indu Jamwal	ARTO	ARTO Office Kathua	9419265800
9	Pimroz Bashir	ARTO	ARTO Office Anantnag	8803972695
8	Mukhtar Ahmad Sofi	I/C ARTO	ARTO Office Kupwara	9419036888
10	Ms. Asiya Nazir	I/C ARTO	ARTO Office Bandipora	9419376936
11	Ab. Majeed Bhat	I/C ARTO	ARTO Office Shopian	9419000342
12	Abay Indu Sharma	I/C ARTO	ARTO Office Kishtwar	9419154050
13	Ms Diksha Bamba	I/C ARTO	ARTO Office Reasi	9622356030
14	Kuldeep Singh	I/C ARTO	ARTO Office Samba	9419155505
15	Majid Bhat	I/C ARTO	ARTO Office Kulgam	9419000342
16	Jamsheed Rasool Chaudhary	I/C ARTO	ARTO Office Baramula	9419408131
17	Shammi Kumar	I/C ARTO	ARTO Office Ramban	9419197999

18	Jugal Kishore	I/C ARTO	ARTO Office Rajouri	9419172730
19	Rajesh Gupta	I/C ARTO	ARTO Office Udhampur	9419161373
20	Sheikh Manzoor	I/C ARTO	ARTO Office Budgam	9419009429
21	Khadim Hussain	I/C ARTO	ARTO Office Pulwama	9419176122

APIO'S

S. No	Name of the Officer	Designation	Place of Posting	Phone
1	Rashi Dutta	ATC	Trasport Commissioner office	9419125257
2	Pawan Kumar	I/C ARTO	RTO Office Jammu	9419190101
3	Wajahat Qayoom	I/C ARTO	RTO Office Srinagar	9419000549

Note

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

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

The General public can communicate their suggestions within 30 days in the office of State Transport Commissioner, J&K Government, either by hand or by post.