

CITIZEN'S CHARTER OF DIRECTORATE OF TRANSPORT

I. STATE TRANSPORT SERVICE

Sl. No.	Services/ Works being provided	Document Requirement	Officer(s) responsible for disposal of the Service	Time frame for Disposal of the Service	*Fine imposed for delay in disposal (Related to basic amenities)	Appellate Officer
1	<u>Concessional Bus Pass</u>					
	a)	General	1 No. Passport size Photograph	In-charges of respective STS Unit	02 days	Assistant Director (T), Directorate of Transport
	b)	Student	Application from Govt. or Govt. aided institute /copy of Identity cards issued by the competent authority	In-charges of respective STS Unit	02 days	
	c)	Senior Citizen (Pre-paid) below 80 years of age	1 No. Passport size Photograph and Senior Citizen certificate issued by the Tehsildar Office/ Pension Order	In-charges of respective STS Unit	02 days	
	d)	Senior Citizen Concessional Bus Ticket	Voter ID/Aadhaar Card/PAN Card/Driving License/Passport/Senior Citizen Certificate issued by the Tehsildar. Apart from the above, any photo Identity proof having attained age of 60 years and above also accepted for issuance of Senior Citizen Concessional Bus Ticket	In-charges of respective STS Unit	02 days	
2	a)	Senior Citizen above 80 years of age (Free Travel Pass)	01 No. Passport size photograph and Senior Citizen Certificate issued by the Tehsildar Office/ Pension Order	Assistant Director (T), Directorate of Transport	02 days	

II. MOTOR VEHICLE SECTION

S.No.	Services/Works being provided	Documents Required	Officer(s) responsible for disposal of the Service	Time Frame for Disposal	*Fine imposed for delay in disposal (Related to basic amenities)	Appellate Officer
01	02	03	04	05	06	07
01	Transfer of Ownership of vehicle	<ol style="list-style-type: none"> 1. Registration Certificate in original. 2. Valid Insurance in the name of transferee. 3. Road Tax up to date. 4. Sale Receipt 5. Form No.29 duly signed by transferor. 6. Form No.30 duly signed by transferor and transferee. 7. Self attested address proof & one photograph of the transferee in form 30. 8. Valid Pollution under control certificate. 	RA	24 days	-	Secretary (Transport)
02	HPA Cancellation and HPA Endorsement	<p>HPA Cancellation</p> <ol style="list-style-type: none"> 1. Registration Certificate in original. 2. Valid Insurance with HP removal. 3. Road Tax up to date. 4. NOC from the concerned Bank/Financier 5. Form No.35 – 2 Nos. duly signed by the registered owner and concerned Bank/ Financier. 6. Valid Pollution under control certificate. <p>HPA Endorsement</p> <p>Registration Certificate in original.</p> <ol style="list-style-type: none"> 1. Valid Insurance with HP endorsement. 2. Road Tax up to date. 3. Form No.34-2 Nos. duly signed by the registered owner and concerned Bank Authority. 4. Valid Pollution under control certificate. 5. 	RA	7 days	-	-do-
03	Renewal of Registration	<ol style="list-style-type: none"> 1. Registration Certificate in original. 2. Valid Insurance. 3. Road Tax up to date. 4. Form No.25 5. Valid Pollution under control certificate 	RA	8 days	-	-do-

04	Alteration	<ol style="list-style-type: none"> 1. Registration Certificate in original. 2. Valid Insurance. 3. Road Tax up to date. 4. Workshop Certificate stating the alteration duly inspected by MVI. 5. Valid Pollution under control certificate 	RA	8 days	-	-do-
05	Issue of NOC	<ol style="list-style-type: none"> 1. Registration Certificate 2. Valid Insurance 3. Road Tax up to date 4. Form No. 28 in triplicate with 1 Rupee Court Fee Stamp and pencil print of chassis No. affixed on each form. 5. Valid Pollution under control certificate. 	RA	24 days	-	-do-
06	Issue of Duplicate RC	<ol style="list-style-type: none"> 1. Valid Insurance , 2. Road Tax up to date 3. Form No.26 4. Missing report from the concerned Police Station. 5. Valid Pollution under control certificate. 	RA	7 days	-	-do-
07	Change of Address in RC	<ol style="list-style-type: none"> 1. Plain paper application. 2. Proof of Change of Address 3. Valid Insurance 4. Road Tax up to date 5. Valid Pollution under control certificate 	RA	7 days	-	-do-
08	Renewal of Certificate of Fitness	<ol style="list-style-type: none"> 1 Registration Certificate in original with copy of RC. 2 Valid Insurance with copy of insurance. 3 Road Tax up to date. 4 Fitness Form. 5 Valid Pollution under control certificate with copy of PUC. 	RA	4 days	-	-do-
09	New Registration	<ol style="list-style-type: none"> 1 Application for registration - Form 20 2 Sale Certificate in Form 21 3 Valid Insurance Certificate 4 Proof of Address 5 Temporary Registration, if any for party submitting directly, if by dealer than Trade Certificate. 6 Road Worthiness certificate in Form 22 from the Manufacturer. 7 Form 22(A) from Body Builder. 	RA	4 days	-	-do-
10	Conversion from Transport to Non-Transport or Non-Transport to Transport	<ol style="list-style-type: none"> 1 Registration Certificate in original. 2 Valid Insurance. 3 Road Tax up to date. 4 Permit Cancellation Memo from STA 5 Valid Pollution under control certificate 	RA	7 days	-	-do-

11	Issue of Road tax	<ol style="list-style-type: none"> 1 Registration Certificate in original. 2 Valid Insurance 3 Road Tax Form 	RA	Same day	-	-do-
12	Fancy Registration Mark allotment	<ol style="list-style-type: none"> 1. Duly filled application with photograph, copy of identity card, Demand Draft in favour of Revenue Officer in closed envelops. 2. Dropping of bids in the box at Fancy registration counter. 3. Submission of bids between Monday to Friday between 9.00 AM to 5.00 PM. 4. Opening of sealed bids on very Monday 9.00 AM, being holiday on next working day. 5. For single bidder or highest bidder order issued by 4.00 PM on same day. 6. For Multiple bidders with same amount the bidders have to resubmit the bids on next day before 3.00 PM on same day and order issued to highest bidder next day. 7. For choice number order issued on same day. 	RA	8 days	-	-do-
13	Issue of Learner's Licence	<ol style="list-style-type: none"> 1 Form 1- Medical fitness certificate. 2 Form 2 – Application for learner's license with passport size photograph affixed 3 Copy of residence proof 4 Copy of age proof 5 Blood Group Report/Proof. 	LA	1 day	-	-do-
14	Issue of Driving Licence	<ol style="list-style-type: none"> 1 Form-4 Application for Driving License with passport size photograph affixed. 2 Form-1 (Medical form) with photograph affixed. 3 Valid Learner's license of category applied 	LA	5 days	-	-do-
15	Renewal of Driving Licence	<ol style="list-style-type: none"> 1 Form-9 2 Form 1 3 Original Driving License 	LA	4 days	-	-do-
16	Change of Address in Driving Licence	<ol style="list-style-type: none"> 1. Plain paper application. 2. Proof of Change of Address 3. Original D/Licence 	LA	4 days	-	-do-
17	Issue of Learner's Licence for PSV and preparation of Memorandum	<ol style="list-style-type: none"> 1 Form 1 2 Form 2 3 Application form 4 Memorandum in triplicate 5 Copy of existing Driving License in triplicate. 6 Copy of Driving School Certificate 	LA	7 days	-	-do-

18	Duplicate Licence/ DL Replacement	Driving	Duplicate D/L 1. Application in plain paper. 2. Missing report from the concerned Police Station / Online Missing Report D/L Replacement 1. Application in plain paper. 2. Original D/Licence	LA	3 days	-	-do-
19	Duplicate Licence	Learner's	1. Plain paper application 2. Form-1 3. Form-2	LA	Same day	-	-do-

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III. STATE TRANSPORT AUTHORITY

Sl. No.	Services / Works being Provided	Documents Required	Officer (s) responsible for disposal of the Service	Time frame for Disposal	*Fine imposed for delay in disposal (Related to basic amenities)	Appellate Officer
1	NOC for plying Contract Carriage Permit in all routes of South Andaman (CC Permit)	<ol style="list-style-type: none"> 1. Self attested copy of Identity Proof , Islander Card, Residential Proof, Pan card 2. Two Nos. recent Pass Port size photo of the applicant. 3. PSV Driving License as per the class of vehicle 4. Self declaration 5. Designated Parking – NOC from Tenant in the Parking area Certificate, Recent copy of Record Entry Sketch Map, Agreement with the tenant for Parking in Rs. 50/- Stamp paper or in plain paper affixed with Rs. 50/- Agreement stamp 6. Firm Registration Certificate in case of firms 	RA	10 days (subject to receipt of Character & Antecedents verification report from SP(CID))	-	Secretary (STA)
2	NOC for Contract Carriage Permit for all routes of North, Middle & South A n d a m a n (after approval in STA meeting)	<ol style="list-style-type: none"> 1. Self attested copy of Identity Proof , Islander Card, Residential Proof, Pan card 2. Two Nos. recent Pass Port size photo of the applicant. 3. PSV Driving License as per the class of vehicle 4. Self Declaration 5. Designated Parking – NOC from Tenant in the Parking area Certificate, Recent copy of Record Entry Sketch Map, Agreement with the tenant for Parking in Rs. 50/- Non Judicial Stamp paper or in plain paper affixed with Rs. 50/- Agreement stamp 6. Firm Registration Certificate in case of firms 	RA	40 days	-	Secretary (STA)
3	NOC for Public Carrier Permit for plying in all routes of South Andaman	<ol style="list-style-type: none"> 1. Self attested copy of Identity Proof , Islander Card, Residential Proof, Pan card 2. Two Nos. recent Pass Port size photo of the applicant. 3. PSV Driving License as per the class of vehicle 4. Designated Parking – NOC from Tenant in the Parking area Certificate, Recent copy of Record Entry Sketch Map, Agreement with the tenant for Parking in Rs. 50/- Stamp paper or in plain paper affixed with Rs. 50/- Agreement stamp 5. Firm Registration Certificate in case of firms 	RA	10 days (subject to receipt of Character & Antecedents verification report from SP(CID))	-	Secretary (STA)

Handwritten signature/initials

4	NOC for Public Carrier Permit to ply in all routes of North, Middle & South Andaman (after approval in STA meeting)	<ol style="list-style-type: none"> 1. Self attested copy of Identity Proof , Islander Card, Residential Proof, Pan card 2. Two Nos. recent Pass Port size photo of the applicant. 3. PSV Driving License as per the class of vehicle 4. Self Declaration 5. Designated Parking – NOC from Tenant in the Parking area Certificate, Recent copy of Record Entry Sketch Map, Agreement with the tenant for Parking in Rs. 50/- Non Judicial Stamp paper or in plain paper affixed with Rs. 50/- Agreement stamp 6. Firm Registration Certificate in case of firms 	RA	40 days*	-	Secretary (STA)
5	Extension of existing Route Permit to ply in North, Middle & South Andaman (after approval in STA meeting)	Request application along with original Permit and two recent passport size photograph	RA	7 days*	-	Secretary (STA)
6	Transfer of Permit	<ol style="list-style-type: none"> 1. Self attested copy of Identity Proof , Islander Card, Residential Proof, Pan card 2. Two Nos. recent Pass Port size photo of the applicant. 3. PSV Driving License as per the class of vehicle 4. Self Declaration 5. Designated Parking – NOC from Tenant in the Parking area Certificate, Recent copy of Record Entry Sketch Map, Agreement with the tenant for Parking in Rs 50/- Stamp paper or in plain paper affixed with Rs. 50/- Agreement stamp 6. NOC from the Seller 7. Copy of Form – 29, 30 & Sale Receipt 	RA	26 days*	-	Secretary (STA)
7	Renewal of Permit	Form No. PRA, Original & Xerox copy of RC Book, Permit, Insurance with valid Road Tax and Fitness.	RA	10 days*	-	Secretary (STA)
8	Cancellation of Permit	Original & Xerox copy of RC Book, Permit with request letter.	RA	10 days	-	Secretary (STA)
9	Duplicate Permit	Original & Xerox copy of RC Book, Missing report issued by A&N Police with request letter.	RA	10 days*	-	Secretary (STA)
10	Vehicle replacement in permit (from old to new)	Original & Xerox copy of RC Book, Permit, Insurance	RA	15 days*	-	Secretary (STA)
11	Temporary Permit incase of Public carrier (after submission of requisite documents for regular permit)	Original & Xerox copy of RC Book, Insurance & Photograph of the vehicle in its designated parking	RA	2 days*	-	Secretary (STA)

12	NOC for Stage Carriage (subject to feasibility on the requirement of vehicle in the route & approval in STA meeting after verification of antecedents of the applicant)	<ol style="list-style-type: none"> 1. Self attested copy of Identity Proof , Islander Card, Residential Proof, Pan card 2. Two Nos. recent Pass Port size photo of the applicant. 3. PSV Driving License as per the class of vehicle 4. Designated Parking – NOC from Tenant in the Parking area Certificate, Recent copy of Record Entry Sketch Map, Agreement with the tenant for Parking in Rs. 50/- Stamp paper or in plain paper affixed with Rs. 50/- Agreement stamp 5. IT Returns for past three years 6. Antecedents Verification report of Driver & Conductor who are to be engaged 7. Firm Registration Certificate in case of firms 	RA	10 days*	-	Secretary (STA)
13	Issue of Permit on purchase of vehicle after obtaining NOC from the Department	<ol style="list-style-type: none"> i. Form No. PGA/PCA ii. Two Pass Port size Photograph of applicant. iii. Photograph of the vehicle in its designated parking place showing the registration mark in Front & Back of the vehicle iv. Original NOC, Xerox & original copies of RC and Insurance 	RA	10 days	-	Secretary (STA)

* Transactions are subject to making payment of fee by the applicant well in time.


 Assistant Director (Admn.)
 Directorate of Transport
