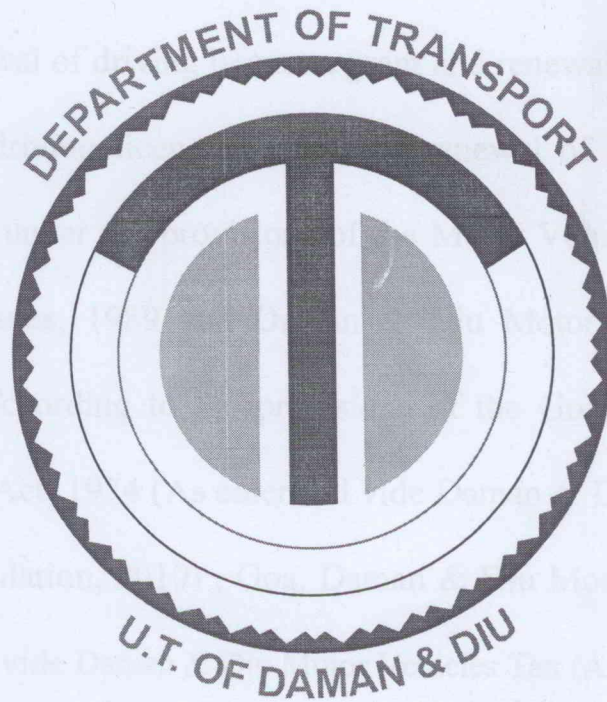




CITIZEN'S / CLIENT'S CHARTER



TRANSPORT DEPARTMENT

Daman and Diu,
New RTO Complex, Airport Road, Nani Daman 396210.
Website : www.daman.nic.in/rtodaman/default.html

January - 2012

CITIZEN CHARTER
TRANSPORT DEPARTMENT,
DAMAN

- **Vision**

Transport Department, Daman is functioning under the Union Territory Administration of Daman & Diu. Transport Department provides various services like issue and renewal of driving licenses, grant and renewal of permits, registration of motor vehicle driving licences, grant and renewal of permits, registration of motor vehicles etc under the provisions of the Motor Vehicles Act, 1988, Central Motor Vehicles Rules, 1989 and Daman & Diu Motor Vehicles Rules, 1989. Taxes are levied according to the provisions of the Goa, Daman & Diu Motor Vehicles Taxation Act, 1974 (As amended vide Daman & Diu Motor Vehicles Tax (Amendment) Regulation, 2010) , Goa, Daman & Diu Motor Vehicles Tax Rules, 1974 (as amended vide Daman & Diu Motor Vehicles Tax (Amendment) Rules, 2010), Goa, Daman & Diu Motor Vehicles Tax (Taxation on Passengers & Goods) Act, 1974 and Goa, Daman & Diu Motor Vehicles (Taxation on Passengers & Goods) Rules, 1975.

This Charter is our declaration of mission, values and standards and our commitment to provide better services to the citizens. This Charter seeks to provide a brief framework, which enables public to know:

- The Facilities and kinds of services which this Department strives to offer to public
- The Standards of works which this Department sets for itself to achieve for its functioning
- The means through which the public can make suggestion or seek redresses of their grievances
- The ways and means by which the public can help this Department to serve them better.
- The commitment of the Department

- **Mission**

Our Mission is to achieve excellence in the implementation of various provisions of Motor Vehicles Act, 1988 and rules made there under related to the Motor Vehicles Department, aimed at :

- (i) Registration of motor vehicles and other related works.
- (ii) Issue & Renewal of Driving Licences and other related works

The following standards and services from the staff of Transport Department can be expected by all the Citizens :-

- (i) Helpful and friendly attitude while interacting with the applicants
- (ii) Punctual and committed attitude towards work
- (iii) Effort to improve the standard and quality of its service
- (iv) Courtesy and understanding
- (v) Promptness and efficiency

Service Standards (AS ON 07-01-2013)

Sr.No.	MAIN SERVICES	STANDARD
1.	LEARNERS LICENSE	Within Three days after passing the test.
2.	PERMANENT DRIVING LICENSE	Within Three days after passing the test
3.	RENEWAL OF DRIVING LICENSE	Within Three days
4.	CHANGE OF ADDRESS IN DRIVING LICENCE	Within Three days in Daman & Diu and Five days after verification received from concern RTO
5.	REGISTRATION OF MOTOR VEHICLE	Within Twenty one days after vehicle inspection
6.	ISSUE OF DUPLICATE DRIVING LICENSE	Within Three days
7.	OTHER SERVICES :	Within Seven days after vehicle inspection
	(i) RENEWAL OF REGISTRATION	Within Seven days after vehicle inspection
	(ii) ALTERATION OF MOTOR VEHICLE	Within Five days
	(iii) TRANSFER OF OWNERSHIP	Within Five days (within Daman & Diu)
	(iv) ASSIGNMENT OF NEW REGISTRATION MARKS TO VEHICLES BROUGHT FROM OTHER STATES	Within Five days from the receipt of confirmation from concerned RTO
	(v) NO OBJECTION CERTIFICATE	Within Five days from the receipt of police clearance
	(vi) CHANGE IN RESIDENCE	Within Three days (within Daman & Diu)
	(vii) ENDORSEMENT OF HIRE PURCHASE AGREEMENT	Within Three days
	(viii) TERMINATION HIRE PURCHASE AGREEMENT	Within Three days
	(ix) REGISTRATION PARTICULARS	Within Two days
	(x) CANCELLATION OF REGISTRATION	Within Three days after inspection of the motor vehicle
8.	ISSUE OF RENEWAL OF CERTIFICATE OF FITNESS	Within Two days after vehicle inspection
9.	TEMPORARY CERTIFICATE OF REGISTRATION	Within Three days after vehicle inspection
10.	PAYMENT OF TAX	Within Three days after vehicle inspection



• **Grievance Redress Mechanism**

a.	Name and contact details of Public Grievance Officer	Shri Kirit D. Vaja, Assistant Director of Transport, Daman Tele : 0260 2260140 Fax : 0260 2263361 Email ID : adtdaman@yahoo.com
b.	Helpline number/Website url to lodge grievance	0260 2260140
c.	Response to be expected by person lodging the grievance	Prompt reply
d.	Timelines for redress	We will promptly acknowledge complaints within 48 hours of receipt and attempt to provide final replies within 30 working days of their receipt.

• **Stakeholders**

The Revised Citizen Charter will be published on the office notice board as well as Website www.daman.nic.in/rtodaman/default.html for the information of Stakeholders. The suggestions may be forwarded to this office either by E-mail on adtdaman@yahoo.com or by FAX (fax No. 0260 2263361). The suggestions shall be taken into consideration and incorporated as far as possible.

- **Responsibility Centers and Subordinate Organisations**

There are separate sections/counters in the office of the Assistant Director of Transport, Daman for collection of tax/fee, receipt of applications, Motor Driving Licences, Registration of Vehicles etc. The application for various services is accepted along with prescribed fee at the cash counter in the morning session from 10.00 a.m. to 1.30 p.m. on all working days except Saturdays. On Saturdays, the application alongwith fee shall be accepted from 10.00 a.m. to 12.00 noon. The reply/Certificate of Registration/Motor Driving Licence shall be distributed in afternoon session from the next counter.

- **Our Expectations**

We expect full cooperation and commitment from all the registered owners / operators to fulfil legal obligations as well as make honest declarations complete in all respects in the documents presented before the Registering Authority / Taxation Authority for payment of taxes / fees for registration of vehicles. We expect tax payers to make prompt payment of taxes and avoid penalty merely to delay payment.

- **Month and Year for the next review of the Charter**

The suggestions from the Charters are always welcomed to make the Charter user friendly and the Charter will be reviewed depends upon receipt of suggestions / response from the citizens, not later than January, 2013.

- ***Details of Activities, forms used and fee prescribed for various services***

Learners' Licence –

Application in form 2 accompanied by the attested copies of the document Proving his/her address and his/her age, two passport size photographs for each class of Vehicle, and the certificate / Declaration of medical Fitness as mentioned below :

Sr. No.	Category of License	Form No.	Time	Fee Payable	Period of Disposal
1.	Learner's License of Non-Transport Vehicles, if the Applicant is below the Age of 40 years.	(1) Form No -1 (Declaration as to medical fitness) (2) Form No -2	(1) Fee will be accepted from 10:00 am to 1:30 pm on all days except Saturdays, tenth and last day of the month, cash will be accepted during 10:00am to 12:00pm only. (2) The entry of details including Bio-metrics of the applicant will be taken on the same day (3) The test of competence will be conducted on every Tuesday, Wednesday and Friday from 10:30 am to 1:00 pm.	(1) ₹ 30 for each class of vehicle. (2) ₹ 10 for each test	Within one day after passing the test.
2.	In all other cases	(1) Form- 1-A Medical Certificate duly signed by the Registered Medical Practitioner (2) Form No -2			



Permanent Driving Licence –

The applicant on completion of one month from the date of issue of Learner's

Licence, may submit application for permanent Driving licence.

Sr. No.	Category of License	Form No. /Procedure	Time	Fee Payable	Period of Disposal
1	Permanent driving licence	<u>Submission of Form</u> - (1) Form No.4 (2) Driving certificate in form 5 issued by the school or establishment	Application along with fee can be paid at the cash counter of the RTO office during 10:00 am to 1:30 pm on all working days except Saturdays, tenth and last day the cash will be accepted during 10:00am to 12:00 pm	₹ 200 as License Fee. ₹ 50 for each class of vehicle as Test fee.	Within one day from the date of passing the test of competence to drive
If the applicant does not pass the Test, he can re-appear within seven Days.			Test fee shall be collected On the way as Stated above And test Conducted From 10:30am To 1:00pm On every Tuesday, Wednesday And Friday.	₹ 50 for each Class of Vehicle	Within one day from the date of passing the test of competence to drive

Note:-

In case the applicant does not pass the test after three appearances, he shall not be qualified to reappear for such test after the expiry of a period of sixty days from date of last such test.

Sr. No.	Category of License / Person	Form No./ Procedure	Fee Payable	Period of Disposal
2.	Renewal of Permanent driving license	(1) Form 9 (2) Medical certificate in Form 1-A duly signed by the Registered Medical Practitioner	₹ 250 (₹ 50 penalty per year)	Within <u>Two days</u> from the date of payment of such fee
3	Issue of Duplicate license	Application form LLD and two passport size photographs. In case the original license is found in future, the applicant should surrender the duplicate license to the authority	₹ 200	Within <u>Two days</u> from the date of payment of such fee



Registration of Motor Vehicle

(1) Procedure :-

Sr. No.	Procedure		Document Required	Period of Disposal
1.	For registration of motor vehicle. In form 20 to the Registering Authority within a period of seven days from date of taking delivery of such vehicles	1 2 3 4 5 6 7	Sale certificate in form 21 Valid insurance certificate Copy of the proceedings of the State Transport Authority / concerned Authority for the purpose of approval of the design in case of trailer or a semi trailer Original sale certificate from the concerned authorities. In form 21 in case of ex-army vehicles Proof of address by way of any one of the documents referred to in the Annexure I attached to this charter Temporary registration certificate Road worthiness certificate in form 22 from the manufacture and form 22A from the body builders Custom's clearance certificate in case of imported vehicles along with license.	Within <u>Two days</u>

(2) Fee prescribed for registration of vehicles :

Sr.No.	Class of vehicle	Amount fee
1	Invalid carriage	₹ 20.00
2	Motor cycle	₹ 60.00
3	Light Motor Vehicle	₹ 200.00
4	Light Commercial Vehicle	₹ 300.00
5	Medium Goods Vehicle	₹ 400.00
6	Medium Passenger Motor Vehicle	₹ 400.00
7	Heavy Goods Vehicle	₹ 600.00
8	Heavy passenger Vehicle	₹ 600.00
9	Imported Passenger Vehicle	₹ 800.00
10	Imported motor cycle	₹ 200.00

Other transactions of motor vehicles -

Sr. No	Category	Form No. / Procedure	Fee Payable	Period of Disposal
1	Renewal of Registration	Application in Form 25 to the Registering Authority not more than sixty days before the date of expiry.	As per the rate prescribed for registration of vehicle	Within Two working days of passing the motor vehicle
2	Alteration of Motor Vehicle	Notice in Form BTI to the Registering Authority. After alteration the registered owner shall submit the certificate of registration for making necessary entries. After necessary verification / inspection of the vehicle, the registering authority shall make entries thereof in the registration records.	₹ 50.00	Within Two working days
3	Transfer of Ownership	Application in Form 29 and 30 along with a) certificate of registration b) certificate of insurance c) Proof of residence d) Valid PUC certificate	Fee at the rate of half of half of the fee as prescribed	Within Two days from the date of payment

Sr. No.	Category	Form No. / Procedure	Fee Payable	Period of Disposal
4.	Assignment of new registration marks	Application for assignment of registration marks in Form 27 along with a) proof of residence b) declaration in Form FT c) Certificate of insurance d) PUC e) NOC obtaining from previous RTO f) Form 29-30 or 33 as the case may be	Fee at the rate as prescribed	Within Three days from the receipt of confirmation from concerned RTO
5.	No objection certification	Form No. 28 along with a) Certificate of registration b) Copy of the certificate of insurance c) Evidence of payment of motor vehicle tax upto date d) Valid PUC Certificate In case of a transport vehicle, in addition of the above documents documentary evidence may be furnished: a) That the vehicle is not covered by any permit. b) Sum of money agreed upon to be paid by the holder of the permit under sub-section (5) and (6) of Section 86, if any no pending recovery. c) Evidence of payment to tax on passenger and goods On receipt of such application, a report will be obtained from Police Department that no case relating to the theft of motor vehicle concerned has been reported or is pending as required under sub section (5) of Section 48 of Motor Vehicles. Act, 1988.		Within Three days from the receipt of police clearance

Sr. No.	Category	Form No. / Procedure	Fee Payable	Period of Disposal
6	Change in residence	Form 33 along with an application for recording a change in the residence in the certificate of registration of a motor vehicle and certificate of registration and proof of residence.	₹ 20	Within Two working days
7	Endorsement of hire purchase agreement :	An application for making an entry of hire purchase, lease of hypothecation agreement in the certificate of registration in the certificate of registration of a motor vehicle in Form 34 duly signed by the registered owner and financier and shall be accompanied by the certificate of registration, valid PUC.	₹ 100	Within Two working days
8	Termination of hire purchase agreement	Form 35 duly signed by the registered owner and the financier and accompanied by the certificate of registration	₹ 100	Within Two days of payment of fee
9	Registration Particulars :	Issuance of particulars of registration and licence	₹ 20	Within Two days of payment of fee
10	Cancellation of Registration	If a motor vehicle has been destroyed or has been rendered permanently incapable of use, the owner shall, within fourteen days or as soon as may be, report the fact to the Registering Authority with a request to cancel the registration of the vehicle and shall forward the certificate of registration to that authority. After verification of the merit of the application and inspection of the motor vehicle, if required, the Registering Authority shall cancel the registration of such vehicle.	--	Within Two days of inspection of the motor vehicle

□ ***Issue of Renewal of certificate of fitness –***

The application for issue and renewal of fitness in respect of transport vehicles will be accepted in form CFRA accompanied by (a) certificate of insurance (b) Permit (c) certificate of taxation and (d) fee as below.

Sr. No.	Class / category of vehicle	Fee for conducting test	Fee for grant or renewal of fitness	Total
1	Two / three wheeled vehicle	100.00	100.00	₹200.00
2	Light Motor Vehicle	200.00	100.00	₹300.00
3	Medium Motor Vehicle	300.00	100.00	₹400.00
4	Heavy Motor Vehicle	400.00	100.00	₹500.00

The vehicles should be produced for inspection and the certificate of fitness shall be issued on the same day on which the vehicle is certified fit by the inspecting authority.

*** Necessity for permits-**

A permit granted by the Regional Transport Authority or State Transport Authority is necessary for use of a vehicle as a transport vehicle in any public place. No vehicle shall be used as Transport vehicles without a valid permit except in cases specified under the provisions of the Motor vehicles Act, 1988 and Rules made there under. The application for permit may be made in the following forms to the state Transport Authority or Regional Transport Authority as the case may be and accompanied by the fee mentioned below : No permit is necessary for any goods vehicles, the gross vehicle weight of which does not exceed 3,000 kilograms.

Sr. No	Type of permit	Application Form	Fee for Application Form	Fee for Grant of permit
1	Stage Carriage	P.S.T.S.A	₹100	₹100
2	Contract Carriage	P.Co.P.A	₹100	₹100
3	Goods Carriage	P.Gd.C.A	₹100	₹100
4	Temporary permit	P.Tem.A	--	₹20
5	Private Service Vehicle	P.Pr.S.A	₹100	₹100
6	Special Permit	P.Co.Sp.A	--	₹20
7	Tourist Vehicle Permit	P.Co.T.A	₹200	₹100
8	National Permit	N.P.Gd.C.P	₹200	₹100

Home State Authorization fees : ₹1000

Permits will be granted within 3 days from the date of sanction by the state Transport Authority subject to production of the valid documents and vehicles by the applicant. However, the Temporary Permits will be granted on the very next day of the application and payment of fee. Applications for Temporary permit shall be submitted in the preceding month from 25th to the end of the month.

□ **Temporary Certificate of Registration –**

The application for Temporary certificate of registration will be accompanied by (a) Copy of insurance (b) Sale Certificate (c) taxes

(quarterly) as per the taxation schedule attached to this charter and (d) the fee as mentioned below :

1. For two wheelers : ₹ 100.00
2. For all other vehicles : ₹ 200.00

Temporary certificate of registration will be issued on the same day.

□ **Payment of Taxes –**

Sr. No.	Category	Form No./ Procedure	Rate	Period of Disposal
1.	Motor Vehicle Tax	<ol style="list-style-type: none"> 1. Form I 2. Certificate of Registration 3. Copy of insurance Valid P.U.C Certificate 4. Certified Copy of invoice Bill. 	Taxation Schedule attached.	On same day
2.	Taxes on Passengers and Goods.	<ol style="list-style-type: none"> 1. Form 1 or Form 2 as the case may be. 2. Certificate of Registration 3. Copy of Insurance 4. Copy of insurance 5. Valid P.U.C certificate. 	Taxation Schedule attached.	On same day

□ ***Evidences as to the correctness of address and age -***
The applicant should produce any of the documents specified in Rule 4 of the Central Motor Vehicles Rules, 1989, an abstract of the same is reproduced below :-

4. Evidence as to the correctness of address and age.- Every applicant for the issue of a licence under this Chapter shall produce as evidence of his address and Age, any one or more of the following documents in original or relevant extracts thereof duly attested by a Gazetted Officer or the Central Government or of a State Government or an officer of a local body who is equivalent in rank of a Gazetted Officer of the Government of Village Administration Officer or Municipal Corporation Councilor or Panchayat President, namely :-

- 1) Election Card
- 2) Life Insurance Policy,
- 3) Passport
- 4) Pay slip issued by any officer of the Central Government of a State Government or a local body,]
- 5) School Certificate
- 6) Birth Certificate
- 7) Certificate granted by a registered medical practitioner nor below the rank of a Civil Surgeon, as to the age of the applicant:
- 8) Aadhar (Unique Identification) Authority of India.

Provided that where the applicant is not able to produce any of the above mentioned documents for sufficient reason, the licensing authority may accept any affidavit sworn by the applicant before an Executive Magistrate, or a First Class Judicial Magistrate or Notary Public as evidence of age and address.

Annexure II

□ Taxation schedule –

- **A) TRANSPORT VEHICLE**

- **Road Tax (Per Annum) :**

1. **Motor Cycles and tricycles**(Including motor scooters and cycles with attachment for propelling the same by mechanical power):₹ 150
2. **Passenger vehicles(including auto rickshaws, taxies etc)**
 - • Upto 4seats: ₹ 400
 - • For every additional seat upto maximum 4 passangers :₹ 50
 - • For every additional seat over 4 passenger: ₹ 40
3. **Goods Vehicles (including three Wheeler pick - up vans) :**
 - • Driven on fuel other than diesel for every 100 kgs of registered laden weight or part thereof : ₹ 20
 - • Driven on Diesel for every 100 kgs of registered laden weight or part thereof : ₹ 25
4. **Motor vehicles Other than those Covered above :**
 - • Upto 750 kgs, unladen weight : ₹ 350
 - • Over 750 kgs upto 1200 kgs : ₹ 450
 - • Over 1200 kgs upto 20500 kgs : ₹ 600
 - • Over 2500 kgs upto 5000 kgs: ₹ 800
 - • For every 1000 kgs or part thereof in excess of 5000 kgs : ₹ 150

- **Goods Tax (Per Month) :**

1. **All transport vehicles Including three wheelers :**
 - • Upto 1000 kgs of R.L.W : ₹ 37.50
2. **All transport vehicles including three wheelers :**
 - • More than 1000 kgs of R.L.W : ₹ 60

- **Passenger Tax (Per Month) :**

1. **All Buses :**
 - • All Buses : ₹ 1.50 per seat annually per km of the total daily permitted or ₹ 24.00 per seat per month at the option of operator.

- B) NON-TRANSPORT VEHICLE**

TAX ON NON-TRANSPORT VEHICLES IN DAMAN AND DIU

SI. No.	Stage of Registration	Motor cycles and tricycles (including motor scooters and cycles with attachment for propelling the same by mechanical power)	Any other motor vehicle not specified in column (3)		Motor vehicles manufactured out of India and imported to India
			Driven on Other than diesel	Driven on diesel	
(1)	(2)	(3)	(4)	(5)	(6)
A.	At the time of new registration	2.5 % percent of the cost of vehicle	2.5% of the cost of vehicle	(i) Cost of which does not exceed Rs. 10 lakhs : 2.5% of the cost. (ii) Cost of vehicle above Rs. 10 lakhs : 3.0 % of the cost.	Twice the rates specified for respective class of vehicles at column (3), (4) and (5)
B.	If the motor vehicle is already registered and its age from the month of registration is -	Percentage of one time tax levied under Serial number A	Percentage of one time tax levied under Serial number A	Percentage of one time tax levied under Serial number A	
1	Not more than two years	95.8	97.2	97.2	Twice the rates specified for respective class of vehicles at columns (3), (4) and (5).
2	More than two years but not more than three years	91.3	94.3	94.3	Twice the rates specified for respective class of vehicles at columns (3), (4) and (5).
3	More than three years but not more than four years	86.7	91.2	91.2	- do -
4	More than four years but not more than five years	81.8	87.9	87.9	- do -

5	More than five years but not more than six years	76.6	84.5	84.5	- do -
6	More than six years but not more than seven years	71.2	81.0	81.0	- do -
7	More than seven years but not more than eight years	65.6	77.2	77.2	- do -
8	More than eight years but not more than nine years	59.6	73.3	73.3	- do -
9	More than nine years but not more than ten years	53.4	69.1	69.1	- do -
10	More than ten years but not more than eleven years	46.8	64.8	64.8	- do -
11	More than eleven years but not more than twelve years	39.9	60.2	60.2	- do -
12	More than twelve years but not more than thirteen years	32.7	55.4	55.4	- do -
13	More than thirteen year but not more than fourteen years	25.1	50.4	50.4	-do-
14	More than fourteen years but not more than fifteen years	17.2	45.1	45.1	Twice the rates specified for respective class of vehicles at columns (3), (4) and (5).
15	More than fifteen years but not more than sixteen years	--	39.6	39.6	-do-
16	More than sixteen year but not more than seventeen years	--	33.8	33.8	-do-
17	More than seventeen year but not more than eighteen years	--	27.7	27.7	-do-
18	More than eighteen years but	--	21.2	21.2	-do-

	not more than nineteen years				
19	More than nineteen years but not more than twenty years	--	14.5	14.5	-do-

- C) GREEN TAX**

Sr.No.	Class and age of vehicle	Rates of cess in Rupees
1.	Non –transport vehicles which have completed fifteen years from the date of its registration, at the time of renewal of certificate of registration as per sub-section (10) of section 41 of the Vehicles Act,1988-	
	Two wheelers	₹ 250.00 per five years
	Other than two wheelers	₹ 500.00 per five years
2.	Transport vehicles which have completed fifteen years from the date of its registration, at the time of renewal of fitness certificate as per section 56 of the Motor Vehicles Act, 1988-	
	Motor Cycle	₹ 200.00 per annum
	Auto- Rickshaw (goods and passenger)	₹ 300.00 per annum
	(c) Motor Cab and Maxi Cab	₹ 400.00 per annum
	(d) Light Commercial Vehicles (goods and passenger)	₹ 500.00 per annum
	(e) Medium Commercial Vehicles (goods and passenger)	₹ 600.00 per annum
	(f) Heavy Vehicles (goods and passengers)	₹ 1000.00 per annum