

CITIZEN CHARTER

State Transport

Commissioner,

Punjab, Chandigarh.

CHAPTER 1

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

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

1. VISION

(March 2017)

The vision of the Transport Department is to formulate & implement policies for Integrated Road Transport so as to make Punjab a well managed, clean and dynamic State serving its citizens as a model State under e-Governance project.

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

2. MISSION

- To provide efficient mechanism for on the spot documentation required under the Motor Vehicles Act/Rules for owning as well as driving a vehicle.
- To enforce the Provisions of Motor Vehicle Act, 1988 efficiently which inter-alia would not only reduce the number of accidents but would help in saving the precious human lives.

3. SERVICES AND SERVICE STANDARDS

RESPONSIBILITIES

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

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

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.

SERVICE DELIVERY OFFICES

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

S.No	Office	Services offered
1.1	Regional Level – Secretary, Regional Transport Authority – headed by Secretary, Regional Transport Authority.	All Transactional related to Issuance/Renewal of Stage Carriage permits to the Transport vehicles.
1.2	Regional Transport Offices – Regional Transport Officers	All Transactions related to Driving Licence, Conductor License, Licence to Driving Training Schools, Registration of Vehicles, Issue of Fitness Certificates, Issue of Contract Carriage Permits / Temporary Permits, Goods carriage permits for Punjab State and National Permits and Collection of Motor Vehicle Tax

1.3	Motor Vehicle Inspectors' office	Issue of Fitness Certificates to the commercial vehicle. Inspection of Non Transport Vehicles for renewal of Registration Certificate.
-----	----------------------------------	--

OUR KEY SERVICES AND SERVICE STANDARDS

(Required update to be filled by Policy 2)

S.No	Service	Documents required	Fees	Other Charges (PSTS)	Smart Card Fees	Time Frame
1	Issue of Learner's License	1. Form 1 & Form 2 2. Age Proof (Min 16 Yrs for Motor Cycle upto 50 cc, Min 18 Yrs Address prof.	Rs. 150 for each Class Rs50 Test fee .	User Charges: Rs. 100 Scan Fee Rs. 20 LL Test Fee Rs. 50	--	7 days (Applicant has to undergo computer test regarding basic traffic

		for Motor Cycle above 50 cc & Other Non Transport Vehicles and Min 20				rules & Driver's responsibilities and has to pass the same. Learner's License will be handed over immediately after test. Those applying for addition of another class or a second LLR are exempted from test)	
2.	Issue of Permanent Driving Licence (Can apply only after 30 days of issue of Learner's License)	1. Form 4 2. Original Learner's License 3. Form 5, issued from approved Driving School (mandatory for commercial license)	Rs.200 (Application Fee) Rs. 300 (Test fee for each class)	User Charges Rs 50 (for each class of vehicle) Track TestFee: Rs. 200 (for Two Wheeler), Rs. 250 (for Four Wheeler) Rs. 300 (for both) & Rs. 450 (for heavy) Postal Charges: Rs. 35	Rs. 200	7 days	
3.	Addition	1. Form 8 2. Original Learner's License 3. Original Driving License (With one year experience in Non - Transport Category if applying for addition of Transport Class) 4. Form 5 issued by recognized Driving School (Required only for addition of Transport Class for commercial license)	Rs.500 (Application Fee) Rs.300 (Test Fee for each class)	Rs 50 (for each class of vehicle) Track Test Fee: as above (Sr. No. 2) Postal Fee: Rs. 35	Rs. 200	7 days	
4.	Renewal of Driving license for which application is made after(one year from the date of expiry of driving licence)	1. Form 9 2. Form 1 3. Form 1A 4. Original driving license	Two Hundred rupees Three Hundred rupees, Additional fee at the rate of one thousand rupees for delay of each year or part thereof shall be levied after year from the date of expiry of driving license.	User Charges: Rs. 50 Postal Fee: Rs. 35	Rs. 200	7 days	

5.	Duplicate Driving License	<ol style="list-style-type: none"> Form LLD Copy of DDR, (in case of loss of driving license) Affidavit Proof of Date of Birth Proof of Address 	Rs. 400	User Charges: Rs. 50 Postal Fee: Rs. 35	Rs. 200	7 days	
6.	Issue of Conductor License	<ol style="list-style-type: none"> Form 'L Con A' Medical Fitness certificate First Aid 	One-half of that for a driving license.	--	--	7 days	

		<ol style="list-style-type: none"> Certificate Age Proof (min 18 yrs) Proof of educational qualification (Min X pass) with punjabi subject. Residence Proof 					
7.	Renewal of Conductor's License (should apply within 30 days of expiry)	<ol style="list-style-type: none"> Form 'L Con A' Medical Certificate from Registered Medical Practitioner Original Conductor's License 	One-half of that for a driving license.	--	--	7 days	

Any application for (permanent Surrender of class or classes of motor vehicle from the driving license) Change in Address or any other particulars recorded in the driving license e.g.address etc

Rs.200

HAZARDOUS GOODS

Old DI, Training Certificate, Add.prof Self Declaration

Rs.100

8	Registration of new vehicle	<ol style="list-style-type: none"> 1. Form 20 with pencil impression of the chassis number (in duplicate if covered by finance along with financier's signature) 2. Form 21 3. Form 22 4. Original temporary RC 5. Residence proof ** 6. Copy of valid Insurance 7. Certificate of fitness (in case of transport vehicle) 8. Form 22A (if body is fabricated in case of transport vehicles) 9. Invoice / Bill of dealer 10. Proper Tax (Life tax / quarterly tax) 11. Proof of citizenship 12. PAN card (for 4 wheelers) 13. Appropriate fees as specified 	<p>Invalid Carriage – Rs 50/- Motor Cycle – Rs 300/- Three wheeler/Quadra cycle 600/- LMV – Rs 600/- MGV/MPV – Rs 1000/- HPV/HGV 1500 Imported Motor Vehicle (Two or Three wheeled) Rs. 2500 / – Imported Motor cycle (Four or more wheeled) Rs 5000/- Other Vehicles – Rs. 3000/-</p>	<p>User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles) Postal Fee: Rs. 35 Scan Fee: Rs. 20</p>	Rs. 200	21 days
9	Issue of Duplicate Registration Certificate	<ol style="list-style-type: none"> 1. Form 26 (in duplicate if covered by finance along with financier's signature) 2. FIR / DDR from Police 3. Copy of valid Insurance 4. Certificate of fitness (in case of transport vehicle) 5. Appropriate fees as specified 	Half of the fee mentioned at Sr. No. 8	<p>User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles) Postal Fee: Rs. 35</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 PU C 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 Punjab State) 9. Police Report 	<p>Half of the registration fees payable for concerned category of vehicle . Note In case of delay in submission of 'No Objection Certificate', an additional fee of Rupees Three Hundred for delay of each month or part thereof in case of motor cycles and five hundred Rupees for each month of delay or part thereof for other vehicle shall be levied.</p>	<p>User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles) Postal Fee: Rs. 35</p>	Rs. 200	7 days
----	-----------------------	--	--	---	---------	--------

11	Transfer of Ownership in case of death	<ol style="list-style-type: none"> Form 31 in duplicate (if covered by finance along with financier signature) Death Certificate 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 Original Registration Certificate Copy of valid PUC certificate Copy of Valid Insurance Copy of address proof 	Half of the registration fees payable for concerned category of vehicle.	<p>User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles)</p> <p>Postal Fee: Rs. 35</p>	Rs. 200	7 days
12	Change of Address in Registration Certificate	<ol style="list-style-type: none"> Form 33 in duplicate (if covered by finance along with financier signature) Original RC Valid PUC Certificate Copy of Valid Insurance Copy of address proof 	<p>Half of the Registration fees payable for concerned category of vehicle.</p> <p>Note In case of delay in submitting 'No Objection Certificate', for change of residence, and additional fee of Rupees Three Hundred for delay of each month or part thereof in case of motor cycles and five hundred Rupees for each month of delay or part thereof for other vehicle shall be levied.</p>	<p>User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles)</p> <p>Postal Fee: Rs. 35</p>	Rs. 200	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 	<p>Motor cycle Rs. 500/-</p> <p>Three Wheeler/ quadricycle / light motor vehicle Rs.1500/-</p> <p>Medium or Heavy vehicle Rs.3000/-</p>	<p>User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles)</p> <p>Postal Fee: Rs. 35</p>	Rs. 200	3 days
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 	<p>Note: No separate fee will be levied for cancellation of lease, etc. or for issue of fresh certificate of registration thereafter.</p>	<p>User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles)</p> <p>Postal Fee: Rs. 35-</p>	Rs. 200	3 days

15	Alteration in RC	<ol style="list-style-type: none"> 1. Application in plain paper 2. Original R.C 3. Requisite documents for conversion 	Half of the registration fees payable for concerned category of vehicle	User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles) Postal Fee: Rs. 35-	Rs. 200	21 days
16	Issue of NOC	<ol style="list-style-type: none"> 1. Form 28 (in quadruplicate) (if it comes under hypothecation) with pencil print of chassis no. 2. Photocopy of RC along with original RC 3. Valid PU C Certificate 4. Copy of Valid Insurance 5. NB: Issuance of NOC subject to NCRB Clearance Report. 	--	--	--	7 days
17	Re-assignment of Registration Mark	<ol style="list-style-type: none"> 1. Form 27 (in duplicate if covered by finance along with financier's signature) 2. Original RC 3. Valid IC 4. Valid PUC 5. Fitness Certificate (for transport vehicle) 	Same as the fee payable for new registration for the concerned category of vehicle	User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles) Postal Fee: Rs. 35 Scan Fee: Rs. 20	Rs. 200	21 days

18	Renewal of Certificate of Registration of a Motor Vehicle, other than a Transport Vehicle	<ol style="list-style-type: none"> 1. Form 25 2. Address proof 3. Original RC 4. Valid PUC 5. Valid Insurance Certificate 	<p>Invalid carriage Rs.50/- Motor cycle RS.1000/- Three wheeler/ quadricycle Rs2500/- LMV Rs.5000/- Imported motor vehicle(Two or three wheeled) Rs.10,000/- Imported motor Vehicle (Four or more wheeled) Rs.40,000/- & Any other vehicle not mentioned above Rs. 6000/-</p>	<p>User Charges: Rs. 100 (Invalid/2 Wheeler) & Rs. 200 (other vehicles) Postal Fee: Rs. 35 Scan Fee: Rs. 20</p>	Rs. 200	21 days
----	---	--	---	--	---------	---------

19	Conducting test of a vehicle for grant or renewal of certificate of fitness	<p>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)</p> <p>2. Road worthiness Certificate in Form 22 from manufacturer</p> <p>3. Form 22 A, if body is fabricated</p> <p>4. Invoice from Manufacturer / Dealer</p> <p>5. Copy of address proof</p> <p>6. Copy of Valid Insurance</p> <p>7. Valid Temporary Registration Certificate (if the vehicle is purchased from other State)</p> <p>8. Form CFX</p> <p>9. Tax Clearance Certificate (not for new vehicle)</p> <p>10. Vehicle for Inspection</p>	<p>(a) Rs. Motor cycle Manual Rs. 200/- Automated Rs. 400/-</p> <p>(b) Three Wheeler or quadricycle or light motor vehicle Manual Rs. 400/- Automated Rs. 600/-</p> <p>(c) Medium or heavy motor vehicle Manual Rs. 600/- Automated Rs. 1000/-</p> <p>Rs.200</p> <p>Note: Additional fee of fifty rupees for each day of delay after expiry of certificate of fitness shall be levied.</p>	User Charges: Rs. 200	--	Same day
20	Grant or renewal of letter of authority	Application Form 40 Issued of Authority Form-39	Fifteen Thousand rupees			
21	Issue of duplicate letter of authority	Form 39	Seven thousand and five hundred rupees			
22	Appeal under rule 70		Three thousand rupees			
23	Any application not covered under entries at Serial No. 8 to 22		Two hundred rupees			

*** Acceptable Documents for Proof of Address & Age dully [self attested] (Rule 4 of CMVR1989)**

- Aadhaar Card,
- Electoral Roll,
- Life Insurance Policy,
- Passport,
- Pay slip issued by any office of the Central Government or a State

Government or a local body,

- School Certificate,
- Birth Certificate,
- Certificate granted by a registered medical practitioner not below the rank of a Civil Surgeon, as to the age of the applicant:
- Any other document or documents as may be prescribed by the State Government under clause (k) of Section 28
- Proof of legal presence in India in addition to proof of residence in case of foreigners]
- Provided that where the applicant is not able to produce any of the above mentioned documents for sufficient reasons, the licensing authority may accept any affidavit sworn by the applicant before an Executive Magistrate or a First Class Judicial Magistrate or a Notary Public as evidence of age and address]

* **Acceptable Documents for Proof of Residence(Rule 4 of CMVR1989)**

*

- Ration Card
- Electoral Roll
- Life insurance policy
- Passport
- Pay slip issued by any office of the central / state government or a local body / any other document or documents as may be prescribed by the state government.
- School Certificate,
- Birth Certificate,
- Certificate granted by a registered medical practitioner not below the rank of a Civil Surgeon, as to the age of the applicant:
- Any other document or documents as may be prescribed by the State Government under clause (k) of Section 28
- Proof of legal presence in India in addition to proof of residence in case of foreigners]
- Provided that where the applicant is not able to produce any of the above mentioned documents for sufficient reasons, the licensing authority may accept any affidavit sworn by the applicant before an Executive Magistrate or a First Class Judicial Magistrate or a Notary Public as evidence of age and address]

MOTOR VEHICLE TAX (update done)

Sr. No.	Categories of Motor Vehicles	Rate of Motor Vehicles Tax
1.	Personalized of Motor Vehicles	
(A)	Motor cycle/Two Wheeler	
(i)	(a) If the value of the Motor Cycle does not exceed rupees One Lakh.	7% of the actual price of the motor cycle (excluding taxes, if any) in lump-sum
(ii)	(b) If the value of the Motor Cycle exceed rupees One Lakh.	9% of the actual price of the motor Cycle (excluding taxes, if any) in lump-sum
(B)	Four Wheeled Personalized vehicles	
(i)		
(ii)	(a) Actual price of the four wheeled Personalized upto 15 lakh	9% of the actual price of the motor vehicles (excluding taxes, if any) in lump-sum
(ii)	(b) Actual price of the four wheeled Personalized above 15 lakh	11% of the actual price of the motor vehicles (excluding taxes, if any) in lump-sum

2.	Omni Bus (Private) having nine seats excluding driver registered in the State of Punjab in addition to already paid lump sum tax at the time of registration	Rs. 1200/- per seat per annum (The Road Tax already paid in lump sum will be adjusted against this tax for the existing vehicles).
3.	<p>Vehicle fitted with equipment like rig generator or compressor, crane mounted vehicles, fork lift, two trucks, break down van, recovery vehicles, tower wagons, Other transport vehicles like Dumper, Loader, Earth Moving Vehicle, Cash Van, Mobile Canteen, Haul Pack Dumpers, Mobile Workshops, Camper Van for private use, Tree Trimming Vehicles or any other non-transport Vehicles not covered under category:</p> <p>i. Purchased as Chassis.</p> <p>ii. Purchased with complete body</p>	<p>(Non-Commercial Vehicles)</p> <p>7.5% of the cost of chassis, but subject to the maximum of Rs. 1,00,000 in lump sum.</p> <p>5% of the cost of vehicle, but subject to the maximum of Rs. 1,00,000 in lump sum.</p>
4.	<p>Ambulance, Animal Ambulance, Fire Tenders, Smoke Ladders, Auxiliary Trolleys and Hearses, Mail Carrier, Mobile Clinic/X-ray vans/Library Van:</p> <p>i) Purchased as Chassis.</p> <p>ii) Purchased with complete body</p>	<p>(Commercial Vehicles)</p> <p>2% of the cost of chassis, but subject to the maximum of Rs. 1,00,000 in lump sum.</p> <p>3% of the cost of vehicle, but subject to the maximum of Rs. 1,00,000 in lump sum.</p>
Contract Carriage		
(i)	Maxi Cab	750/- (Per seat per annum)
(ii)	Motor Cab	750/- (Per seat per annum)
5.	Auto Rickshaw upto 6 seats excluding driver	750/- (Per seat per annum) or optional Lump sum tax i.e. 10% of the actual cost of the vehicle (excluding taxes, if any)

6.	Goods Vehicle (Gross vehicle Weight)	
(i)	Not Exceeding 1.2 tonnes	Rs. 5000/- (Per annum)
(ii)	Exceeding 1.2 tonnes, but not exceeding 6 tonnes	Rs. 7000/- (Per annum)
(iii)	Exceeding 6 tonnes, but not exceeding 16.2 tonnes	Rs. 9500/- (Per annum)
(iv)	Exceeding 16.2 tonnes, but not exceeding 25 tonnes	Rs. 15000/- (Per annum)
(v)	Exceeding 25 tonnes	Rs. 22000/- (Per annum)
7.	Tractor with Trollies used for commercial purpose within the radius of 25 Km from the place of permit holders residence	2000/- (Per annum)
8.	Stage Carriage Buses registered in State of Punjab	
	1. Big Buses	
	(a) Ordinary Buses	Rs. 2.56 (Per KM Per Vehicle Per day)
	(b) H.V.A.C. Buses	Rs. 3.36 (Per KM Per Vehicle Per day)
	(c) Integral Buses	Rs. 14.50 (Per KM Per Vehicle Per day)
	(d) Super Integral Buses.	Rs. 14.50 (Per KM Per Vehicle Per day)
	2. Stage Carriage Buses (upto 35 seats private and STUs)	Rs. 20,000/- (per annum)
9.	Stage Carriage Buses coming from other State	
(i)	Buses registered in other States plying as Stage Carriage in Punjab which are countersigned under the reciprocal agreement.	Rs. 4.53 (Per KM, Per Vehicle, Per day)
(ii)	Chandigarh Transport Undertakings buses plying as Stage Carriage in Punjab which is countersigned under the reciprocal agreement.	Rs. 3.53 (Per KM, Per Vehicle, Per day)
(iii)	Buses registered in other States plying as Stage Carriage in Punjab which are not countersigned under the reciprocal agreement.	Rs. 6.03 (Per KM, Per Vehicle, Per day)

11.	Tourist Permits Vehicles registered in Punjab	
(i)	Motor Cab	Rs. 750/- (per seat per annum) (Non AC) or Rs. 500/- (per seat per annum) (AC)
(ii)	Maxi Cab	Rs. 750/- (per seat per annum) (Non AC) or Rs. 500/- (per seat per annum) (AC)
12.	Tourist Buses registered in Punjab	
(i)	Ordinary	Rs. 7000/- (per seat per annum)
(ii)	Deluxe	Rs. 7000/- (per seat per annum)
(iii)	Air Conditioned	Rs. 7000/- (per seat per annum)
(iv)	Integral Coach	Rs. 7000/- (per seat per annum)
13.	Vehicles plied on contract carriage permits or on All India Tourist Permit or on any other similar permits registered in other States entering the State of Punjab.	
(i)	Motor Cab	Rs. 200/- (per day, on 24 hours basis) Or Rs. 6000/- (per Quarter)
(ii)	Maxi Cab	Rs. 400/- (per day, on 24 hours basis) Or Rs. 12000/- (per Quarter)
(iii)	Ordinary buses	Rs. 3000/- (per day, on 24 hours basis)
(iv)	Deluxe buses	Rs. 4000/- (per day, on 24 hours basis)
(v)	Air Conditioned buses	Rs. 5000/- (per day, on 24 hours basis)
14.	Private Service Vehicles running upto 50 Kms from the place of registration	
	Private Service Vehicles used for trade and business	
	(i) upto 12 seats	Tax Exempted by Government Notification No. E172/2014/2T2/1586777/3 dated 30.9.2019
	(ii) 13 to 30 seats	
	(iii) 31 and above	
	Vehicles used by Educational Institutions	

	(i) for college/other institutional vehicle	
	upto 12 seats	40,000/- (per annum)
	13 to 30 seats	50,000/- (per annum)
	31 and above	60,000/- (per annum)
	(ii) for school Buses	
	upto 12 seats	15,000/- (per annum)
	13 to 30 seats	20,000/- (per annum)
	31 and above	30,000/- (per annum)
15.	In the case of transfer of ownership of following kinds of motor vehicles registered in the State of Punjab	
(i)	All types of two wheelers	Rs. 250/- per vehicle
(ii)	All types of three wheelers	Rs. 1000/- per vehicle
(iii)	All types of four wheelers excepting tractor	Rs. 3000/- per vehicle
(iv)	All types of six wheelers	Rs. 5000/- per vehicle
(v)	All types of vehicles having wheels exceeding six	Rs. 7500/- per vehicle
16.	Motor Cycle (with gear) Plied as a contract carriage	Rs. 250 per year
17.	One time tax at the time of issue of new Stage Carriage Permit per KM STU Buses Big Buses Small Buses	Exempted to permit which have been granted under clause 6 & 7 of the modified transport scheme dated 20.12.2011 for providing bus service in rural areas. Otherwise Rs. 500/- (per km) 2500/- (Per kilometer) 250/- (Per Kilometer)

18.	In case of re-registration of motor cycle or motor car	Rate of Motor Vehicles Tax (Lump sum)
	Less than three year	80% of the tax of new motor cycle or motor car of the same category.
	Three years or more, but less than six years	60% of the tax of new motor cycle or motor car of the same category.
	Six years or more, but less than nine years	40% of the tax of new motor cycle or motor car of the same category.
	Nine years or more	20% of the tax of new motor cycle or motor car of the same category.

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

In the case of Tourist Vehicles, Motor Vehicles Tax shall be paid monthly, quarterly or annually in advance by the 15th of the month or by the 15th of 1st month of the quarter or 15th April of the year as the case may be.

In the case of all other vehicles where tax is not to be paid lump sum, it shall be paid in advance for full year or quarterly in four equal installments commencing on the first day of April, the first day of July, the first day of October and the first day of January.

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

For the first quarterly period before the 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.

TIMINGS

Offices of the Department stand open from 9.00 am to 5.00 pm from Monday to Friday. However, citizens can file applications for all transactions from 9.30 AM to 1.30 AM on any working day.

4. GRIEVANCE REDRESS MECHANISM

NOTIFYING CENTERS FOR RECEIPT OF GRIEVANCES

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

How to file your grievance/complaint

Mode of filling	Whom to contact	Mode of contact	
		By registered post	by e-mail
Manual	State Transport Commissioner, Punjab,	S.C.O. No. 177-178, Sector-17C, Chandigarh	stc.transportpunjab@punjab.gov.in
	Additional State Transport Commissioner, Punjab	S.C.O. No. 177-178, Sector-17C, Chandigarh	stc.transportpunjab@punjab.gov.in
	Additional State Transport Commissioner, Punjab (Enf)	S.C.O. No. 177-178, Sector-17C, Chandigarh	additional.stc@punjab.gov.in
	Secretary, Regional Transport Authority,	Jalandhar	rta.jalandhar08@punjab.gov.in
		Ferozepur	rta.ferozpur05@punjab.gov.in
		Patiala	rta.patiala11@punjab.gov.in
		Bathinda	rta.bathinda@punjab.gov.in

Regional Transport Officer	1.Amritsar	rta.amritsar02@punjab.gov.in
	2.Barnala	rto.transport.bnl@punjab.gov.in
	3.Bathinda	rto.bathinda@punjab.gov.in
	4.Faridkot	rta.faridkot04@punjab.gov.in
	5.Fatehgarh Sahib	rto.fgs23@punjab.gov.in
	6.Fazilka	rto.stc.fzk@punjab.gov.in
	7.Ferozepur	rto.fzr05@punjab.gov.in
	8.Gurdaspur	dto.gurdaspur06@punjab.gov.in
	9.Hoshiarpur	rta.hoshiarpur07@punjab.gov.in
	10.Jalandhar	rto.jalandhar@punjab.gov.in
	11.Kapurthala	rto.kpt@punjab.gov.in
	12.Ludhiana	rta.ludhiana10@punjab.gov.in
	13.Mansa	rto.mansa@punjab.gov.in
	14.Moga	rto.transport.moga@punjab.gov.in
	15.Mohali	rta.dto.sasn@punjab.gov.in
	16Sri Muktsa r Sahib	rto.muktsar@punjab.gov.in
	17.Malerkotla	Rto.malerkotla@punjab.gov.in
	18.Shahid Bhagat Singh Nagar	rto.transport.sbsn@punjab.gov.in
	19.Pathankot	rto.pathankot@punjab.gov.in
	20.Patiala	rto11.patiala@punjab.gov.in
	21.Ropar	rto.ropar@punjab.gov.in
	22.Sangrur	dto.dt.sgr@punjab.gov.in
	23.Tarn Taran	rto.tarntaran@punjab.gov.in

Help Line No:- 0172-2702575

Email Id:- stc.transportpunjab@punjab.gov.in

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

Contact No. 0172-2771173

Email ID additional.stc@punjab.gov.in

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.

COMMUNICATIONS TO COMPLAINANT

- a) The complainant will be given the grievance / complaint no. to facilitate him for monitoring and for furnishing reminders for the grievance / complaint.
- b) The complainant will also be given the time limit for redressal of his grievance / complaint.
- c) In case of field offices, if the grievance / complaint of the complainant is not redressed within the prescribed time limit, in that case, he can contact the Nodal Officer (Joint State Transport commissioner, Punjab, SCO. No. 177-178, Sector-17C, Chandigarh at Contact No. 0172-2706943 or through Email ID additional.stc@punjab.gov.in

CRITERIA FOR CLASSIFICATION

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

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

TIME NORMS FOR REDRESS

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

Sr. No	Grievance Category	Time norms for Redress
1	Charter related	15 days
2	Policy procedure related	30 days

3	Personnel related	20 days
---	-------------------	---------

4	Miscellaneous	20 days
---	---------------	---------

LEVEL OF RESPONSIBILITY FOR REDRESS

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

Sr. No	Designation of the officer	Level
1	Addl. State Transport Commissioner (E)	State Level
2	Regional Transport Authority	Regional Level
2	Regional Transport Officer	District Level

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.

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 associations of transport operators
5	State Transport Undertakings
6	Automobile manufacturers and dealers

6. SUBORDINATE / FIELD OFFICES

At present there are 22 District Transport Offices (DTO) at the district headquarter and 4 Secretary, Regional Transport Authorities at Jalandhar, Patiala, Ferozepur and Faridkot at Bathinda (as per list given below).

Detail of field offices and their locations:

Sr. No	Name	Address	Email ID
1	Secretary, Regional Transport Authority, Bathinda	Distt. Administrative Complex (D.A.C) Bathinda	rta.bathinda@punjab.gov.in
2	Secretary, Regional Transport Authority, Ferozpur	The Mall Road, Opposite Central Jail, Ferozpur City	rta.ferozpur05@punjab.gov.in
3	Secretary, Regional Transport Authority, Jalandhar	D.A.C Jalandhar	rta.jalandhar08@punjab.gov.in
4	Secretary, Regional Transport Authority, Patiala	D.A.C. Patiala	rta.patiala11@punjab.gov.in
5	Regional Transport Officer, Amritsar	Ram Tirath Road, Amritsar	rta.amritsar02@punjab.gov.in
6	Regional Transport Officer, Bathinda	D.A.C. Bathinda	rto.bathinda@punjab.gov.in
7	Regional Transport Officer, Barnala	Food grain Mandi, Barnala	rto.transport.bnl@punjab.gov.in
8	Regional Transport Officer, Faridkot	D.A.C Faridkot	rta.faridkot04@punjab.gov.in
9	Regional Transport Officer, Fatehgarh	D.A.C Fatehgarh	rto.fgs23@punjab.gov.in
10	Regional Transport Officer, Ferozpur	D.A.C Ferozpur	rto.fzr05@punjab.gov.in
11	Regional Transport Officer, Fazilka	Market Committee Building, Fazilka	rto.stc.fzk@punjab.gov.in
12	Regional Transport Officer, Gurdaspur	Red Cross Building, Gurdaspur	dto.gurdaspur06@punjab.gov.in
13	Regional Transport Officer, Hoshiarpur	D.A.C Hoshiarpur	rta.hoshiarpur07@punjab.gov.in
14	Regional Transport Officer, Jalandhar	D.A.C. Jalandhar	rto.jalandhar@punjab.gov.in
15	Regional Transport Officer, Kapurthala	Deputy Commissioner office, Kapurthala	rto.kpt@punjab.gov.in
16	Regional Transport Officer, Ludhiana	D.A.C Ludhiana	rta.ludhiana10@punjab.gov.in
17	Regional Transport Officer, Mansa	D.A.C Mansa	rto.mansa@punjab.gov.in
18	Regional Transport Officer, Moga	D.A.C Moga	rto.transport.moga@punjab.gov.in
19	Regional Transport Officer, Mohali	Old Education Board Building Phase – 1 st , Mohali	rta.dto.sasn@punjab.gov.in
20	Regional Transport Officer, Muktsar	D.A.C Muktsar	rto.muktsar@punjab.gov.in
21	Regional Transport Officer, Shahid Bhagat Singh Nagar (Nawan Shaher)	Near Bus Stand	rto.transport.sbsn@punjab.gov.in
22	Regional Transport Officer, Patiala	D.A.C Patiala	rto11.patiala@punjab.gov.in
23	Regional Transport Officer, Roop Nagar	D.A.C Roop Nagar	rto.ropar@punjab.gov.in

24	Regional Transport Officer, Pathankot		rto.pathankot@punjab.gov.in
25	Regional Transport Officer, Sangrur	D.A.C Sangrur	dto.dt.sgr@punjab.gov.in
26	Regional Transport Officer, Tarn Taran	Near Bus Stand Tarn Taran	rto.tarntaran@punjab.gov.in
27	Regional Transport Officer, Malerkotla.		

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.