

**GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3865

ANSWERED ON:17.12.2012

REGIONAL TRANSPORT OFFICES AND MOTOR LICENSING OFFICES

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Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

- (a) whether the Government has received any complaints concerning Regional Transport Offices (RTOs) and Motor Licensing Offices (MLOs) of various States;
- (b) if so, the number and the nature of these complaints, State-wise along with the action taken thereon;
- (c) whether the Government has constituted a committee to suggest guidelines for staff strength at RTOs and MLOs across the country;
- (d) if so, the details thereof; and
- (e) the efforts made or being made by the Government to streamline the process of issuance of Driving Licenses and Vehicle Fitness Certificates by RTOs and MLOs across the country?

Answer

MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS (SHRI SARVEY SATHYANARAYANA)

- (a) & (b) Since RTOs and MLOs come under the administrative jurisdiction of State Transport Departments, action on such complaints is to be taken by the respective Transport Departments. This Ministry does not compile any data in this regard.
- (c) & (d) This Ministry has constituted a committee under the Chairmanship of Principal Secretary (Transport), Govt. of NCT of Delhi inter alia to recommend norms for sanctioned strength of technical and non-technical personnel for (i) testing and certifying fitness of vehicles and (ii) issue of Learner Licence/Driving Licence. The Committee may recommend separate norms for offices doing visual certification, for those where certification/testing is automated.
- (e) Provisions regarding issuance and renewal of driving licences (DLs) and Registration Certificates (RCs) of vehicles are contained in Chapters II and IV of Motor Vehicles Act, 1988 (MV Act), respectively and Chapter II and III of Central Motor Vehicles Rules, 1989 (CMVRs), respectively. DLs and RCs are issued by the authorities under the State Transport Departments. This Ministry has established a new mechanism utilizing information technology in the road transport sector to ensure uniformity and inter-operability throughout the country. This Ministry has also developed standardized software, VAHAN (for RCs) and SARATHI (for DLs) in consultation with National Informatics Centre (NIC) and made it available to all the States/UTs at free of cost. The software covers both back-end automation of RTOs and front-end computerization to enable issuance of DLs and RCs in smart card mode. With the assistance of NIC Data Centre, Hyderabad, this Ministry has established a National Register of DLs and RCs, which acts as a database backup for State Registers.