



**Government of Goa  
Directorate of Transport**  
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Ref No:No. D.Tpt/EST/F1894(PFIII)/Smart Card/2015/2812 Dated : 28-08-2017

**ORDER**

**Read: Notification No.D.Tpt/EST/F1894(PFIII)/Smart  
Card/2015/2982 dated 28/08/2015.**

The Department of Transport has decided to revise the processing fee, for issue of Smart Cards (R.C. books and Driving Licences) from the existing Rs.50/- to Rs.80/- with effect from 01<sup>st</sup> September 2017. The processing fee shall be collected as above from the applicants and such applicants who have paid revised fee of Rs.80/- shall be entitled to receive Smart Card delivered through Speed Post (India Post) at their respective residence. The system in all the offices of the Registering & Licensing Authorities shall be managed by Goa Electronics Limited (GEL).

The following shall be the Scope of GEL for processing the Smart Card applications.

**Scope of Work:**

- a) Printing of applicant's address on pre-printed covering letter.
- b) Insertion of DL/RC smart card, smart card cover and covering letter in the window envelope ensuring that the name and address is clearly visible through envelope window.
- c) Affix barcode tracking postal stamp provided by the respective RTO office.
- d) Scan the barcode to link with respective DL/RC record in the Card Dispatch System.
- e) Will repeat step No. a to d, above for all the smart cards available for delivery.
- f) Will generate 3 copies of MIS reports of electronic dispatch of DL & RC cards with corresponding tracking id and will keep the same ready along with sealed envelopes by end of the day to hand over to India Post representative on next working day.

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- g) The India Post representative will visit smart card centre every day before 11:00AM, and will collect all the envelopes and MIS report from GEL staff, match the count and will acknowledge the receipt on both the MIS reports (Daily and Monthly MIS Reports) with his signature, name and date.
- h) Second copy of duly acknowledged MIS report will be submitted to the respective Asst. Director of Transport and counter sign on third copy will be obtained for GEL's record.
- i) Applicant will receive a text SMS with dispatch details after 48 working hours with tracking id and India Post's parcel tracking web address.
- j) Delivery of the envelopes via speed post will be as per standard operating procedure mutually agreed upon by Transport Department and India Post.
- k) The ADT's Office shall nominate a nodal person to receive and manage the undelivered envelopes returned by India Post. The nodal person will ensure that no card is issued to the citizen without prior approval of the Director of Transport.
- l) A copy of the report of Delivered/Undelivered envelopes will be submitted by the Department of Post to GEL every morning.

All the Registering Authorities are directed to take note of the same and implement this initiative with effect from 01<sup>st</sup> September 2017. All the Smart Cards shall be compulsorily sent to the residents of the applicants by Speed Post only and hand delivery of the Smart Card shall be avoided. In case of emergency or unavoidable circumstances, the Smart Card can be handed over to the beneficiaries only after obtaining prior approval from Director of Transport.

This order is issued with the approval of the Government.

  
(Nikhil Desai)  
Director of Transport

To,

1. Post Master General, Panaji Goa, for favour of information and necessary action.
2. Managing Director Goa Electronics Ltd.
3. All the Assistant Directors of Transport & Registration & Licensing Authorities. North- Panaji/Mapusa/Bicholim/Pernem  
South- Margao/Ponda/Vasco/Quepem/Canacona/Dharbandora
4. The Sr. Supdt of Post offices, Goa Division, mapusa  
for information and necessary action.