

Citizen Charter

Introduction

This is a regulatory department which implements various statutory provisions as contained in Motor Vehicles Act, 1988 and Rules made there under regulating road transport, passenger and freight movement and motor vehicles management, etc. It is one of the Departments which has a very close interaction with the general public and is often in the eyes of media and the public in general.

The Department endeavors to strive for a harmonious relationship between the public and officials so as to serve the public better.

Activities of the Department:

1. Issuing and renewal of driving licences for light motor vehicles, medium motor vehicles and heavy motor vehicles, motorcycles with or without gear, auto rickshaw etc.
2. Registration and renewal of private and commercial vehicles.
3. Transfer of ownership of vehicles.
4. Issue of permits.
5. Issue and renewal of fitness certificates for commercial vehicles.

1. Issue and Renewal of licence :-

(b) Who can get a licence :-

1. (i) A person who has completed 18 years of age can get a licence for M/cycle with or without gear and Light Motor Vehicles.
2. (ii) A person who has completed 20 years of age can get a licence to drive professional and Light Transport Vehicles such as M/Cycles, Taxis, Autorickshaws, P/Ups, etc.

(iii)A person who has completed 16 years of age but below 18 years of age is not eligible to get licence as per prevailing rules.

b) How to get a licence :-

1. The applicant for learner's licence should approach the office of the Assistant Director of Transport of the area, in which he resides and submit duly filled in Form 2. All the documents as shown in the application form should be submitted alongwith the application for expeditious disposal.
2. The Department has computerized the services of learners licenses and introduced the services through the R.T.O. Counters.
3. The application for permanent driving licence should be given in Form 4 alongwith the documents mentioned therein. An applicant holding permanent driving licence for one class and desirous of obtaining licence for another class of vehicle should make an application in Form No. 8.

2.Registration of Vehicles :-

<i>Fees for registration</i>		
1.	M/Cycle.	Rs.100/-
2.	Invalid Carriage.	Rs.50/-
3.	Light Motor Vehicles.	Rs.300/-
4.	Light Commercial Vehicles.	Rs.500/-
5.	Medium Goods Vehicles.	Rs.600/-
6.	Heavy Goods Vehicles	Rs.800/-
7.	Medium Passenger Vehicles.	Rs.600/-
8.	Heavy Passenger Vehicles.	Rs.1000/-
9.	Imported Vehicles.	Rs.5000/-
10	Imported M/Cycle.	Rs.2500/-
11	Any other Vehicles.	Rs.3000/-

The purchase of a new vehicle is required to produce the below mentioned documents to the Registering Authority.

1. Evidence as to the correctness of address and age.

- (i) Electoral Roll
- (ii) Life Insurance Policy
- (iii) Passport
- (iv) Pay slip issued by any office of the Central Government or State Government or local bodies
- (v) School Certificate
- (vi) Birth Certificate
- (vii) Certificated granted by registered medical practitioner not below the rank of Civil Surgeon, as to the age of applicant
- (viii) Aadhar Card
- (ix) Any other document or documents as may be prescribed by the State Government under clause (k) of Section 28
- (x) Proof of legal presence in India in addition to proof of residence in case of foreigners
- (xi) Provided that where the applicant is not able to produce any of the above mention documents for sufficient reasons, the registering authority may accept any affidavit sworn by the applicant before an Executive Magistrate, for a First Class Judicial Magistrate or a Notary Public as evidence of age and address.

- 1. Form No. 20
Form No. 21
Form No. 22 from the dealer of vehicle

2. Insurance of the vehicle.

3. Proof of residence as mentioned above.

4. Tax Form.

5. Invoice from the dealer.

3. Registration Mark :

An applicant can ask for a registration mark of his choice which shall be issued to him, provided it is available, on payment of fees prescribed under Rule 310 of Goa Motor Vehicles Rules, 1991.

Fees Structure :

	Private Series		Transport Series	
	Two & three wheelers	other than two & Three wheelers	Two & three wheelers	other than two & Three wheelers
Assignment of registration mark within identical numerals. (from 0001 to 0009)	Rs. 9,000/-	Rs. 40,000/-	Rs. 4,500/-	Rs. 20,000/-
In 2 digits (like 0011, 0022, 0033, 0044, etc.)	Rs. 9,000/-	Rs. 15,000/-	Rs. 4,500/-	Rs. 7,500/-
In 3 digits (like 0111, 0222, 0333, 0444, etc.)	Rs. 12,000/-	Rs. 30,000/-	Rs. 6,000/-	Rs. 15,000/-
In 4 digits (like 1111, 2222, 3333, 4444, etc.)	Rs. 15,000/-	Rs. 60,000/-	Rs. 7,500/-	Rs. 30,000/-
Assignment of registration mark in form of combination of numbers in pair (like 1122, 1133, 2233, 9988, 7733, 8800, etc.)	Rs. 7,500/-	Rs. 22,500/-	Rs. 3,750/-	Rs. 11,250/-
Assignment of registration mark in consecutive ascending order of 3 or more digits (like 0123, 0345, 1234, 0456, 5678, etc.),	Rs. 4,500/-	Rs. 15,000/-	Rs. 2,250/-	Rs. 7,500/-
Assignment of registration mark such as 0786	Rs. 15,000/-	Rs. 60,000/-	Rs. 7,500/-	Rs. 30,000/-

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Note : In case the applicant desires any number in advance except the choice number, the fee for such number shall be Rs. 7,000/- for two and three wheeler vehicle and Rs. 15,000/- for vehicle other than two and three wheeler.

In case anyone desires to reserve the choice number in advance in a running series, the applicant shall have to pay the entire fees specified for such number which is non-refundable, if the vehicle is not registered within 90 days

Kindly check the Government Notification from time to time.

R.C. Book can be either personally collected from the Registering Authority or received by post.

A self addressed stamped envelope should be given alongwith papers for registration of vehicles.

All transport vehicles shall be produced before the Motor Vehicle Inspectors for fitness check.

Only therefore, application for issue of permit will be entertained.

5.Endorsement of Hire Purchase Agreement (HPA) :

For endorsement of HPA, an applicant should make an application in Form No. 34 in duplicate alongwith Registration Certificate and Fee as prescribed in the CMVR 1989.

6.Cancellation of Hire Purchase Agreement :

For cancellation of HPA, an application should be submitted in Form No. 35 alongwith Registration Certificate and Fee as prescribed in the CMVR 1989.

7.Transfer of Ownership :

For transfer of ownership, application should be submitted in Form No. 30 alongwith Registration Certificate, Insurance, Tax Clearance, Proof of Residence as mentioned above and fees comprising of half of the registration fees.

8.Renewal of Registration :

A Certificate of Registration of a private vehicle is valid for a period of 15 years from the date of its initial registration. An application in Form No. 25 for renewal should be made to the Registering Authority not more than 60 days before the date of its expiry.

9.Change of Address :

For change of address, an application should be made in Form No. 33 alongwith Registration Certificate and proof of residence and Fee as prescribed in the CMVR 1989.

10.Re-Registration :

An application for re-registration in the State of Goa shall be made in Form No. 30 to the concerned Registering Authority alongwith Registration Certificate, Insurance, Tax, Proof of Residence and N.O.C. in Form No. 28 issued by the original Registering Authority of Home State.

11.NOC within Goa :

An application should be made on plain paper alongwith Form No. 30 and Registering Certificate and submitted to the original Registering Authority.

12.NOC outside Goa :

An application on plain paper should be made to the Registering authority alongwith Form No. 30, Form No. 28, Registering Certificate in original and Xerox, Insurance Certificate, Tax, Prosecution remarks and No Theft Report from Police Department.

13.Duplicate R. C. :

Application in Form No. 26 to be made to Registering Authority upon payment of described fees. In case of R.C. book is lost , an F.I.R is to be lodged to concerned Police station and report to that effect should be submitted to the Registering Authority along with Form 26 accompanied with Police report and Fee as prescribed in the CMVR 1989.

14.Alteration :

Prior approval of the Registering Authority should be obtained to carry out any alteration in the vehicles. Fee as prescribed in the CMVR 1989. Vehicles should be produced before the Registering Authority after carrying out alteration. Registration Certificate should be submitted for endorsement of the alteration.

15. Temporary Registration :

Temporary registration may be applied for in Form CR Temp. . Temporary registration shall be issued on the same day. Documents such as Sale Certificate in Form No. 21 and Insurance to be submitted and the fees as prescribed in the CMVR 1989, besides Tax

16. Duplicate Driving Licence :

Application may be made in Form LLD alongwith recent photographs. A duplicate licence will be issued within 7 days on production of original receipt of Fee as prescribed in the CMVR 1989 and the Goa Motor Vehicle Rules 199.

17. Conductors Licence :

A person of 18 years of age who has passed Std. VIIth can apply for Conductors License in Form L. Con, provided he produces a certificate of Competence (Short Training Course) from the Transport Department. An application may be made to the Motor Vehicles Inspector who is in the office of the Licensing Authority alongwith Medical Certificate , First Aid Box Certificate, Proof of Residence Character Certificate and Fees.

18. Renewal of Conductors Licence :

Application should be made in Form L. Con.R.

19. Duplicate Conductors Licence :

FIR should be lodged to the nearest Police Station. Application may be made in Form CLD .

Licence is issued after 10 days by depositing a fees for issue of duplicate licence.

20. International Driving License:

An application for an International Driving License shall be made in Form 4 - A to the concern Licensing Authority and shall be accompanied by following documents: - a. Valid driving licence issued by the licensing Authority.

b. Appropriate fee as specified in Rule 32

c. Three copies of the applicant's recent passport photograph; d. A medical certificate in Form 1 - A; e. Valid proof of Indian Nationality;

f. Valid proof of passport;

g. Valid proof of visa/valid air ticket wherever applicable;

The International driving Licence is valid for a period of one year from the date of issue.

Note: - The Documents from serial No. 'a' to 'g' shall be attested copies except 'd' in original.

21. Permits :

For buses/Mini-buses :- (Stage Carriages)

The route and time-table for grant of permit should be produced by the applicant to the Asstt. Director of Transport who is the Member Secretary (RTA). The route shall be surveyed and assessed and thereafter if found feasible, the Application is placed before R.T.A for decision to issue Permit.

22. Temporary permits :

Application should be moved in Form P. Temp. A for grant of temporary permit. The documents such as Registration Certificate, Insurance, Tax, Fitness Certificate, Passenger Tax in case of Bus/Minibus shall be produced for verification. The fee shall be Rs. 50/- per calendar month.

23. Temporary permits for trucks and P/ups :

For temporary permits for trucks and P/ups, application should be made in Form P. Temp. A alongwith Registration Certificate, Tax, Fitness Certificate, Insurance. The fee per month shall be Rs. 50/- per calendar month.

24. Regular permits :

For regular permit, application should be made in Form P.G.D.C.A. in respect of Goods Vehicles above RLW 3000 Kgs. The regular permit is issued immediately after payment of Rs. 300/-.

25.Stage Carriage Permits :

Application for Stage Carriage Permits may be made in Form P. St. P.A. The permit is issued for 5 years on payment of Rs. 300/-

26.Contract Carriage Permit for Taxi, Autorickshaws & Motor Cycles:

Application should be made in Form P. Co. P.A. The application are considered in the meeting of Regional Transport Authority. For this, no time limit has been fixed. Fee payable for Yellow/Black Taxis is Rs. 150/-, Yellow/Black Autorickshaws and Yellow/Black Motor cycles is Rs. 70/-.

27.National Permits :

An application should be submitted in Form No. 48 with a fee of Rs. 1000/-. Permits are issued on payment of Rs. 300/- being fee for issue of National Permit for 5 years.

A demand draft of Rs. 500/- in favour of Director of Transport, Government of Goa and application in Form No. 46 alongwith Demand Drafts being composite fees in favour of each of the State chosen for operation.

28.Counter-Signatures :

For vehicles to be plied in Karnataka or Maharashtra, application may be made in Form P.G.D.C.A. In case vacancy exist, a recommendation letter addressed to the Transport Commissioner of that State shall be issued. Thereafter, the applicant can contact the office of the Transport Commissioner of the concerned State for obtaining countersignature.

29.Special Permit :

Special permits are issued to ply outside Goa for special tours etc. However, the vehicles should have a regular stage or contract carriage permit.

Application may be made in Form P. Co. Sp. A. alongwith Contract letter, List of passengers and Tour programme. The fee charged is Rs. 50/-. Special permit is issued on the same day.

30.Tourists Permits :

Application in Form No. 45 with a fee of Rs. 500/- may be made to the Member - Secretary, State Transport Authority, c/o. Director of Transport, Panaji. The documents such as Registration Certificate, Insurance, Fitness Certificate alongwith Form No. 46 and Demand Draft of Rs. 500/- in favour of Director of Transport shall be submitted. Permit will be issued on payment of Rs. 150/- provided the vehicle is registered as Tourist Vehicles.

31.Tourist Taxis :

Application in Form No. 45 alongwith Form No. 46 and a Demand Draft of Rs. 500/- in favour of Director of Transport may be made. After issue of the letter of grant of permit the vehicle should be produced before the registering Authority duly painted in accordance with rule for getting endorsement on Registration Certificate. Documents such as Registration Certificate, Insurance, Tax, Fitness Certificate should be produced for verification.

Permit will be issued on payment of fees of Rs. 150/-

32.All Goa Tourist Taxis :

Application in Form P.Co. P.A. alongwith a fee of Rs. 150/- may be made to the Member Secretary, State Transport Authority. The grant of permit shall be decided by the S.T.A.

33.All Goa Tourist Buses/Mini-Buses :

Application may be made in Form P.Co.P.A. with a fee of Rs. 300/- to the Member Secretary, State Transport Authority. The grant of permit shall be decided by the S.T.A.

34.Private Service Vehicles :

Application may be made in Form P.Pr.S.A. alongwith a fee of Rs. 300/- and documents such as Registration Certificate, Insurance, Tax, Fitness Certificate to Member Secretary, RTA. Permit is issued for a period of 5 years.

35.Renewal of Fitness Certificate :

Application may be made in Form CFA to the concerned Registering Authority alongwith a fee prescribed for class of vehicles. The vehicle should be produced before the Inspector of Motor Vehicle in immaculate condition.

36. Goa State Subsidy For Replacement Of Old Passenger Buses Scheme, 2001

The Government of Goa is hereby pleased to frame a Scheme for replacement of buses older than 15 years with a view to control vehicular pollution in the State of Goa, as follows, namely :-

1. *Short title and commencement :-*

- (1) This Scheme may be called the Goa State Subsidy for replacement of old passenger buses Scheme, 2001.
- (2) It shall come into force on the date of its publication in the Official Gazette.

2. *Objectives:* - The Scheme provides for replacement of buses older than 15 years with a view to curtail vehicular pollution and to provide an efficient, reliable and comfortable service to the users.

3. *Scope of the Scheme :-*

- (1) The Scheme covers the owners of buses and mini buses of model older than 15 years covered by valid regular permit and which are in operation for a continuous period of past 3 years.
- (2) The Scheme provides for disbursement of subsidy for purchase of new vehicle on replacement of following types of vehicles:

Age of the vehicle	Type of vehicle	Seating Capacity of the Vehicle	Amount of Subsidy to be disbursed
1	2	3	4
between 10 to 15 years	Bus	49 seater and above	Rs.5.00 lakhs
between 10 to 15 years	Mini Bus	39 seater and below	Rs.3.50 lakhs
between 15 to 20 years	Bus	49 seater and above	Rs.3.25 lakhs
between 15 to 20 years	Mini Bus	39 seater and Below	Rs.2.75 lakhs
between 20 to 25 years	Bus	49 seater and above	Rs.2.75 lakhs
between 20 to 25 years	Mini Bus	39 seater and below	Rs.2.25 lakhs

Above 25 years	Bus	49 seater and above	Rs.2.25 lakhs
Above 25 years	Mini Bus	39 seater and below	Rs.1.75 lakhs

4. Condition of the Scheme :-

- (1) The beneficiary of this Scheme shall not alienate/transfer/sell the passenger buses/mini buses purchased under the Scheme to any other person for a period of 5 years from the date of availing benefit under this Scheme.
- (2) The old buses/mini buses registration of which shall be cancelled for available benefit under this Scheme, should be scrapped.
- (3) The beneficiary shall purchase bus or mini bus with not less than 6 wheels.

5. Eligibility :- The following shall be the eligibility criteria for availing benefit under this Scheme.

- (1) The applicant under this Scheme shall be the owner of the bus/mini bus proposed for replacement.
- (2) The passenger bus or mini bus owned by the applicant shall be more than 15 years old from the date of its initial registration.
- (3) The passenger bus or mini bus owned by the applicant shall have regular stage or contract carriage permit.
- (4) The passenger bus or mini bus shall be in operation for a continuous period of not less than past 3 years as a stage or a contract carriage.
- (5) The bus or mini bus should be owned by the applicant for past 3 years.
- (6) The applicant shall purchase the chassis and build the body of the bus within the state of Goa.
- (7) The owner of the 4 wheelers operating in urban areas and the buses which are covering short distance are also covered under this Scheme.

6. *Procedure for claiming subsidy* :- All the original owners of the buses/mini buses shall apply under this Scheme in Form I here to annexed, to the Director of Transport along with the following documents :-

- i) Original Certificate of Registration.
- ii) Original permit issued by the Directorate of Transport.
- iii) No Dues Certificate for passenger tax and motor Vehicles tax.
- iv) The name of the bank/financial institute from where the applicant intends to avail the loan for the purchase of the vehicle.

7. *Committee for scrutiny of applications* :- A committee consisting of the Director of Transport as Chairman and respective Assistant Director of Transport (Member Secretary RTA) shall scrutinize the applications received for grant of subsidy and submit a report to the State level Committee.

8. *Selection of applicant for subsidy* :- The applications received for grant of subsidy after scrutiny shall be placed before the State level Committee along with the scrutiny report of the Committee, for selection of beneficiary. The State level Committee shall decide on the applicants by consensus. The selection criterion in the event of large number of applications shall be the age of the bus i.e. first preference shall be given to the oldest bus in order of seniority.

9. *Constitution of State Level Committee* :- The State Level Committee shall consist of the following members :-

- | | |
|---|-------------------|
| (i) Minister for Transport | – Chairman |
| (ii) Secretary Transport | – Member |
| (iii) Joint Secretary Finance | – Member |
| (iv) Representative of Bus Owners Association | – Member |
| (v) Director of Transport | –Member Secretary |

10. *Procedure for disbursement of Subsidy* :-

1. This subsidy scheme may be tied up with the Goa State Co-operative Bank Pvt. Ltd., for financial assistance, to purchase new buses/mini buses at a concessional rate of interest.
2. Subsidy sanctioned by the State level Committee shall be disbursed by the Director of Transport to the Goa State Co-operative Bank Pvt. Ltd., or any other

bank or financial institution from where applicant proposes to avail loan for the purchase of the vehicle.

3. The beneficiary shall avail the subsidy granted and purchase the bus within a period of 90 days from the date of sanction.
4. The beneficiary shall submit the Director of Transport a certificate issued by the Registering Authority of cancellation of registration of the old bus/mini bus for replacement.
5. The subsidy shall be disbursed provided approval as per clause 12 is taken and/or the bus (old) registration is cancelled within 90 days of obtaining registration of new bus procured.
6. Proof of purchase of the new bus and of being built within the State of Goa shall be produced to the Director of Transport.

11. Powers and Functions of the State level Committee :-

- (1) The State level Committee shall decide the applications received for grant of subsidy on merit within the frame work of the scheme.
- (2) The Committee shall meet normally once in a month.
- (3) Decision and interpretation of the scheme by the committee for grant of subsidy shall be final and no appeal shall lie against its decision.

12. Procuring vehicle with prior approval :- In case the applicant wishes, he, with the prior approval of the Director of Transport, can procure new vehicle before being sanctioned the subsidy and he will be disburse subsidy, if approved, if he fulfils other criteria of the scheme for disbursal.

37. Goa State Subsidy For Yellow/Black Motor Cycles, Yellow/Black Autorickshaws & Yellow/Black Taxis Scheme 2003

The Government of Goa is pleased to frame a scheme for replacement and procurement of new Yellow/Black Motor cycles, Yellow/Black Autorickshaws and Yellow/Black Taxis in order to support this small scale self employed vulnerable section of society and to ensure that old, unsafe and polluting passenger transport vehicles are removed from the roads to protect environment and to enhance road safety.

1. Short title and commencement :- This scheme may be called the Goa State subsidy for Yellow/Black Motor cycles, Yellow/Black Autorickshaws and Yellow/Black Taxis scheme 2003.

It shall come in force on the date of his publication in the Official Gazette and will be valid for a period of 5 years.

2. *Objectives* :- The scheme provides for socio economic support entrepreneurs in the trade of Yellow/Black Motor cycles, Yellow/Black Autorickshaws and Yellow/Black Taxis and also intends to control vehicular pollution and provide an efficient, reliable and comfortable service to the passengers.

3. *Scope of the scheme* :- The scheme covers the owners of the Yellow/Black Motor cycles, Yellow/Black Autorickshaws and Yellow/Black Taxis as well as those intending to enter the trade for the first time.

The scheme provides for disbursement of 25% subsidy for purchase of new vehicles or for replacement of vehicles subject to the following flat rates :

1. Y/B Motor cycles 25% of the cost subject to the ceiling of Rs. 18,000/-.
2. Y/B Autorickshaws 25% of the cost subject to the ceiling of Rs. 40,000/-.
3. Y/B Taxis 25% of the cost subject to the ceiling of Rs. 2,00,000/-.
3. Tourist Taxis (Single Taxi Operator) 25% of the cost subject to the ceiling of Rs. 2,50,000/-. (The cost shall include basic price of the vehicle + all taxes and insurance and any other accessories fitted on the vehicle at the time of purchase subject to the ceiling. The cost of accessories shall not exceed 5% of the basic price of the vehicle.)

4. Conditions of the scheme :- (1) The beneficiaries of the scheme shall not alienate/transfer/sell the new vehicle purchase under the scheme to any other person for a period of 5 years from the date of availing benefit under the scheme. This condition will be endorsed on the Registration Certificate of the vehicle purchased under the scheme.

In case, due to any unforeseen or legal reasons, the vehicle has to be sold/transferred, prorata subsidy (25% for 5 years) shall have to be paid to the Government before any ownership can be transferred.

2. The beneficiary of the scheme shall not change the vehicle from Yellow/Black transport vehicle to private vehicle for a period of 5 years. In case of such conversion, the beneficiary has to pay the availed subsidy in prorata basis to the Government.

3. In case a beneficiary is a new enterant in the trade then he/she shall obtain the permit from the concern Regional Transport Authority and register the vehicle as Yellow/Black transport passenger vehicle.

4. The beneficiary under the scheme shall not be entitled for benefits under any other scheme of the Central or State Government. In case of applicants who have already availed benefit under any other scheme, the benefit under the scheme shall be sanctioned of the reduction the benefit received under the other scheme.

The Regional Transport Authority in the State of Goa, shall be directed to consider the grant of contract carriage permit to the beneficiaries based on the sanction order issued by the Director of Transport without insisting on proof of purchase of vehicle.

5. Eligibility :- The following shall be the eligibility criteria for availing benefit under the scheme.

1. The applicant under the scheme shall be the owner of the Yellow/Black Motor cycles, Yellow/Black Autorickshaws and Yellow/Black Taxi. In case of new enterant he/she shall possess a valid driving licence and badge of a public service vehicle.

2. Only new vehicle shall be considered for the grant of subsidy.

3. The applicant under the scheme shall be eligible for grant of subsidy for purchase of only one vehicle.

4. The applicant shall purchase the new vehicle within the State of Goa.

5. Provided that, with prior approval of Government, Vehicles which do not have dealership in the state of Goa can be purchased from other states, subject to payment of Entry Tax.

6. *Procedure for claiming subsidy* :- The application shall be submitted to the Director of Transport, Junta House, Panaji in the prescribed form along with the following documents :

(i) Invoice or Proforma Invoice from the dealer of the vehicle within the State of Goa, showing the cost price of the vehicle.

(ii) In case the applicant intends to avail the loan the name and the address of the bank in Goa from whom it is proposed to take a loan.

(iv) Driving licence and badge.

(v) In absence of bank loan, proof of the balance amount available.

7. *Procedure for disbursement of subsidy* :- 1) the Subsidy amount sanctioned shall be deposited in ICICI or any other nationalized bank under the Quantum option Account or similar account the interest accrued shall be credited to the Government treasury.

2) In case of beneficiaries availing loan, the subsidy amount deposited in ICICI or any nationalized bank shall be remitted to the bank from which the beneficiary avail the loan with a specific purpose of payment to the dealer for purchase of the vehicle and interest remitted to the Government (Director of Transport)

3) In case the beneficiary intends to purchase the vehicle from his own savings then the subsidy amount will be directly remitted by Demand Draft to the Dealer, against the request of the beneficiary and interest amount to Director of Transport.

8. *Disbursement & Authority* :- (1) Advance disbursement under the Scheme will be done against Sanction as prescribed in Para 7 above. Actual payment to the vehicle will be the amount sanctioned and disbursed only. Interest will be refunded by the Bank (ICICI or any Nationalised Bank) to Director of Transport.

(2) Subsidy applications shall be approved by Committee chaired by Minister (Transport) as Chairman, Director (Transport) as Member Secretary, Secretary (Transport) Member Representative of beneficiaries as appointed by Government -

(one) Member, Director (Industries) - Member, One representative from the Special Employment Promotion Cell, nominated by Hon'ble Chief Minister - Member.

(3) Any difficulties arising in operation of the Scheme shall be within the authority of the above Committee for redressal or removal.

9. The interpretation of the Scheme by Director of Transport and as approved by the above Committee and the decisions on the grant of subsidy shall be final and no appeal shall lie against such decisions.

38. Public Grievances Redressal :

The following Public Grievance Officers are available at the Offices indicated against their names with contact numbers:

Sr. No.	Name of the Officer	Telephone No.	e-mail ID
1	Shri. Rajesh alias Ramkrishna Naik Assistant Director of Transport (HQ)	2225606	adthq-tran.goa@nic.in
2	Shri Abhay Naik Assistant Director of Transport Vasco	2515100	adtvasco-tran.goa@nic.in
3	Shri Madan Fatarpekar Assistant Director of Transport Panaji	2438288	adtpanaji-tran.goa@nic.in
4	Shri Pralhad Desai Assistant Director of Transport (ENF) South, Margao	2741962	adtsgenf-tran.goa@nic.in
5	Shri Nandakishor Arolkar Assistant Director of Transport (ENF) North, Panaji	2437332	adtnngenf-tran.goa@nic.in
6	Shri Guirish Dalvi Assistant Director of Transport Bicholim	2362225	adtbicholim-tran.goa@nic.in
7	Shri Balchandra Sawant Assistant Director of Transport Ponda	2312749	adtponda-tran.goa@nic.in
8	Shri Sandeep Dessai Assistant Director of Transport Quepem	2664411	adtquepem-tran.goa@nic.in
9	Shri Ivo Rodrigues Assistant Director of Transport Mapusa	2250254	adtmapusa-tran.goa@nic.in
10	Shri Prakash Kholkar Assistant Director of Transport Margao	2730019	adtmargao-tran.goa@nic.in

11	Shri Kishor Lotlikar Assistant Director of Transport Canacona	2644433	adtcanacona-tran.goa@nic.in
12	Shri Meghashyam M. Pilankar Assistant Director of Transport Pernem	2201114	adtpernem-tran.goa@nic.in
13	Shri Vinod Arlekar Assistant Director of Transport Dharbandora	2614222	adtdharbandora-tran.goa@nic.in

On every Tuesday the Public Grievance Officer will be available in the morning session to meet the public and redress the matter.

The following are the Officers of the Directorate of Transport:

Sr. No.	Name of the Officer	Telephone No.
1	Shri Nikhil Desai Director of Transport	2225724
2	Shri Amul Gaonkar Dy Director (Admin)	
3	Shri Agnelo I De S Machado Accounts Officer (Directorate of Transport)	
4	Shri Prakash Azavedo Dy. Director of Transport (N)	2225636
5	Shri Gurudas Narvekar Dy. Director of Transport (S)	
6	Shri. Rajesh alias Ramkrishna Naik Assistant Director of Transport (HQ)	2225606
7	Shri Abhay Naik Assistant Director of Transport Vasco	2515100
8	Shri Madan Fatarpekar Assistant Director of Transport Panaji	2438288
9	Shri Pralhad Desai Assistant Director of Transport (ENF) South, Margao	2741962
10	Shri Nandakishor Arolkar Assistant Director of Transport (ENF) North, Panaji	2437332
11	Shri Guirish Dalvi Assistant Director of Transport Bicholim	2362225

12	Shri Balchandra Sawant Assistant Director of Transport Ponda	2312749
13	Shri Sandeep Dessai Assistant Director of Transport Quepem	2664411
14	Shri Ivo Rodrigues Assistant Director of Transport Mapusa	2250254
15	Shri Prakash Kholkar Assistant Director of Transport Margao	2730019
16	Shri Kishor Lotlikar Assistant Director of Transport Canacona	2644433
17	Shri Meghashyam M. Pilankar Assistant Director of Transport Pernem	2201114
18	Shri Vinod Arlekar Assistant Director of Transport Dharbandora	2614222

DO'S AND DON'TS FOR THE PUBLIC :

1. Members of public are requested to contact the Officer on the Enquiry Counter for any problems.
2. Make applications in prescribed Forms as provided under the Act. For speedy disposal of applications, enclose all required documents. Forms are available in all offices, at a prescribed fee.
3. Beware of Agents/Touts.
4. Do not approach any Agents/Touts for they will misguide and extract money from you.
5. For any work in the Office directly approach the concerned clerk at the counter.
6. Do not hand over money for payment of fees or tax to any person, even a clerk in the office except the Cashier and obtain receipt of the amount paid immediately. Do not go without receipt.
7. Please check the endorsement on the driving licence, before leaving the office.
8. Please check the endorsement on R.C. book to see whether they are correct.
9. Please check your name, address on the documents such as RC, Learner's licence, conductor's licence, driving licence to see whether the spelling of your name, surname, etc. are correct.

Annexure 'A' may be seen for a additional information.

ANNEXURE 'A'

Time limits for disposal of different activities in the Transport Department of Government of Goa.

Sr. No.	Name of the Activity	Time limit for disposal
1	Grant of Learner's Licence	Same day
2	Renewal of Learner's Licence	Same day
3	Issue of Temporary Registration Certificate	Same day
4	Issue of Fitness Certificate	Same day
5	Renewal of Fitness Certificate	Same day
6	Grant of Temporary Permit	Same day
7	Grant of Special Permit	Same day
8	Endorsement/Cancellation	3 rd day
9	Renewal of Driving Licence	5 th day
10	Addition of Driving Licence	5 th day
11	Renewal of Conductor's Licence	5 th day
12	Transfer of Ownership	7 th day
13	Issue of Registration Certificate (R.C.)Book	15 th day
14	Grant of Driving Licence	15 th day
15	Issue of Duplicate Driving Licence	15 th day

16	Duplicate Conductor's Licence	15 th day
17	Issue of Duplicate R.C. Book	15 th day
18	Issue of Conductor's Licence/P.S.V.	30 th day

Authorization inclusive of 20 days for Police Report as well as Report on Character, Antecedents

ANNEXURE 'B'

LIST OF FORMS

Sr. No.	Forms's Name	Purpose of the Form
01	Form I	Declaration as to the physical by candidate for L.Lr.
02	Form 1 A	Medical Certificate
03	Form 2	Application for grant of learning license
04	Form 4	Application for M.D.L.
05	Form 8	Application for addition of new license
06	Form 9	Application for renewal of M.D.L.
07	Form 12	Application for grant of license for driving school
08	Form 13	Application for renewal of license for M.D. school
09	Form 16	Application for grant of renewal of trade certificate
10	Form 18	Intimation & application for Duplicate
11	Form 20	Application for registration of Motor Vehicles.
12	Form 25	Application for renewal of registration for non-transport vehicles.
13	Form 26	Application for Duplicate R.C. Book
14	Form 27	Application for new reg. Mark triplicate in case of HPA.

15	Form 28	Application for grant of NOC in triplicate
16	Form 29	Notice for Transfer ownership of vehicles.
17	Form 30	Application for transfer of ownership of the vehicles
18	Form 31	Application for transfer of ownership
19	Form 32	Application for transfer of ownership in auction
20	Form 33	Intimation of change of address
21	Form 34	Application for Endorsement of H.P.A. in duplicate
22	Form 35	Notice of intimation of H.P.A. in duplicate
23	Form 36	Application for fresh R.C. Book in the name of Financer
24	Form 40	Application for grant/renewal of letter of Authority for Authorised Testing Station.
25	Form 42	Application for reg. Of vehicle of Diplomat/Consulor.
26	Form 44	Intimation of change of State of Residence
27	Form 45	Application for grant of tourist vehicle permit
28	Form 46	Application for grant of tourist or national permit
29	Form 48	Application for grant of national permit
30	Form LPSA	Application for PSV Test
31	Form LLD	Application for Duplicate Driving license
32	Form DTVB	Application for Duplicate PSV badge
33	Form L. Con	Application for intimation to act as conductor
34	L.Con A	Application for conductor license
35	M.C. Con	Medical certificate for conductors
36	CLD	Application for duplicate conductors license
37	DCB	Application for duplicate conductors badge
38	C.R.Tem A	Application for temporary Reg.

39	C.F.A.	Application for Fitness certificate
40	C.F. R.A.	Application for renewal of fitness certificate
41	C.R.I.D.	Application for Duplicate F.C.
42	Form F.T.	Notice regarding alteration
43	Form B.T.I.	Application for Alteration of Vehicle
44	P.St. P.A.	Application for stage carriage permit
45	P.C.O.P.A.	Application for regular contract carriage
46	P.Gd.C.A.	Application for goods carriage permit
47	P.Tem.A.	Application for temporary permit
48	P.P.R.S.A.	Application private service vehicle permit
49	P.C.O.S.P.A.	Application for special contract permit
50	M.V.R.E.P.A.	Application for replacement of vehicle cover by permit
51	TR. P.A.	Application for transfer of permit
52	LAG. A.(PSV)	Application for agent license
53	L. Ag.A	Application to work as agent to collect distribute goods
54	Tax Form I	Payment of tax
55	Form VI A	Declaration of Non-use
56	Form VII	Application for refund of tax
57	Form IX	Declaration of general license for dealer or manufactures
58	Form I	Monthly returns r/o Stage carriage
59	Form VIII	Application for compassion of tax
60	Form II	Monthly r/o Stage carriage

Note : As per the recent order from Department of Transport, Forms will be available on portal and can be downloaded and use free of cost.

FOLLOW TRAFFIC RULES/SIGNS
BE SAFE AND LET OTHERS BE SAFE

- Always wear helmet while driving a two-wheeler.
- Don't mix drinking with driving.
- Avoid over speeding and be careful while overtaking.
- Please ensure that the vehicle is mechanically fit.
- Get the vehicle tested for pollution standards.
- Don't use mobile phone while driving a vehicle.