



Government of Goa
TRANSPORT DEPARTMENT

CITIZEN CHARTER

Updated on :- 26th April, 2024

Citizen Charter

Introduction

This is a regulatory department which implements Motor Vehicles Act, 1988 and Rules made there under regulating road transport, passenger and freight movement etc.

Activities of the Department:

1. 1500+ services delivered daily under 46 categories such as Driving Licence, Motor vehicles Registration, Issuance of permits, Motor Vehicle Fitness etc.
2. Creation of Transport related Infrastructure.
3. PUC
4. Road safety and Enforcement work.

1. Issue and Renewal of driving licence:-

Who can get a licence:-

- a) A person who has completed 18 years of age can get a learner's licence to drive non transport vehicles such as motorcycle with or without gear and Light Motor Vehicles, three wheelers.
- b) 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, Autorickshaw, transport vehicles etc.
- c) A person who has completed 16 years of age but below 18 years of age can obtain driving licence to drive motorcycle without gear / with gear provided motorcycle with engine capacity not exceeding 50cc with parents/guardians consent.

The applicant can also apply for learners licence Online through goatransport.gov.in or parivahan.gov.in.

How to get a licence:-

- a) 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.
- b) The Department has computerized the services of driving licenses and made available Online through goatransport.gov.in or parivahan.gov.in or mParivahan Mobile App.
- c) The application for permanent driving licence or any endorsement on the driving licence should be made in Form 2 alongwith the documents mentioned therein.

2. Registration of Vehicles:-

Fees for registration		
1.	M/Cycle	Rs.300/-
2.	Invalid Carriage	Rs.50/-
3.	Light Motor Vehicles	Rs.600/-
4.	Light Commercial Vehicles	Rs.600/-
5.	Medium Goods Vehicles	Rs.1000/-
6.	Heavy Goods Vehicles	Rs.1500/-
7.	Medium Passenger Vehicles	Rs.1000/-
8.	Heavy Passenger Vehicles	Rs.1500/-
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.
 - a) Electoral Roll
 - b) Life Insurance Policy
 - c) Passport
 - d) Pay slip issued by any office of the Central Government or State Government or local bodies
 - e) Aadhar Card
 - f) Any other document or documents as may be prescribed by the State Government under clause (k) of Section 28
 - g) Proof of legal presence in India in addition to proof of residence in case of foreigners
 - h) 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.
2. Form No. 20 Form No. 21 Form No. 22 from the dealer of vehicle
3. Insurance of the vehicle.
4. Proof of residence as mentioned above.
5. Invoice of the vehicle issued by the dealer.

3. Choice Registration Mark: An applicant can ask for a registration mark of choice which shall be issued, on payment of fees prescribed fees under Rule 310 of Goa Motor Vehicles Rules, 1991 as below:

	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. 15,000/-	Rs. 1,00,000/-	Rs. 7,500/-	Rs. 50,000/-
In 2 digits (like 0011, 0022, 0033, 0044, etc.)	Rs. 15,000/-	Rs. 40,000/-	Rs. 7,500/-	Rs. 20,000/-
In 3 digits (like 0111, 0222, 0333, 0444, etc.)	Rs. 20,000/-	Rs. 75,000/-	Rs. 10,000/-	Rs. 37,500/-
In 4 digits (like 1111, 2222, 3333, 4444, etc.)	Rs. 25,000/-	Rs. 80,000/-	Rs. 12,500/-	Rs. 40,000/-
Assignment of Registration mark in form of combination of numbers in pair (like 1122, 1133, 2233, 9988, 7733, 8800, etc.)	Rs. 15,000/-	Rs. 40,000/-	Rs. 7,500/-	Rs. 20,000/-
Assignment of registration mark in consecutive ascending order of 3 or more digits (like 0123, 0345, 1234, 0456, 5678, etc.),	Rs. 9,000/-	Rs. 25,000/-	Rs. 4,500/-	Rs. 12,500/-
Assignment of registration mark such as 0786	Rs. 40,000/-	Rs. 1,00,000/-	Rs. 20,000/-	Rs. 50,000/-
Assignment of registration mark in consecutive pair number, such as 1212, 2323, 3434, 6565 etc	Rs. 15,000/-	Rs. 40,000/-	Rs. 7,500/-	Rs. 20,000/-
Assignment of registration mark in consecutive descending order of digits like 9876, 8765, 7654, 3210 etc	Rs. 9,000/-	Rs. 25,000/-	Rs. 4,500/-	Rs. 12,500/-

Note : In case the applicant desires any number in advance except the choice number, the fee for such number shall be Rs. 10,000/- for two and three wheeler vehicle and Rs. 25,000/- 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.

In case desired number in is not available in running series, the number can be obtained from advance series on payment of fees at the rate of 3 times as specified above.

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.

All transport vehicles shall be produced before the Motor Vehicle Inspectors for fitness check. Only thereafter, application for issue of permit will be entertained.

4. Endorsement of Hire Purchase Agreement (HPA):

For endorsement of HPA, an applicant should make an application in Form No. 34 in duplicate alongwith Original Registration Certificate and Fee as prescribed in the rule 81 of CMVR 1989. Also, facility of online application submission is available on portal www.goatransport.gov.in and parivahan.gov.in.

5. Cancellation of Hire Purchase Agreement: For cancellation of HPA, an application should be submitted in Form No. 35 alongwith covering letter of the bank, Registration Certificate and Fee as prescribed in the CMVR 1989.

6. 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. Also, facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in .

7. 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. Also, facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in .

8. 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. Also, facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in .

9. Re-Registration: An application for re-registration in the State of Goa shall be made in Form No. 27 to the concerned Registering Authority alongwith Registration Certificate, Insurance, Tax, Proof of Residence, Chassis Print, NCRB report and N.O.C. in Form No. 28 issued by the original Registering Authority of Home State.

10. 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. Also, facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in .

11. 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, Insurance Certificate,

Tax and No Theft Report from Police Department. Also, facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in .

- 12. 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. Also, facility of online application submission is available on portal www.goatransport.gov.in and parivahan.gov.in.
- 13. 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. Also, facility of online application submission is available on portal www.goatransport.gov.in and parivahan.gov.in.
- 14. 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.
- 15. Duplicate Driving Licence:** Application may be made in Form LLD alongwith Police FIR Copy. 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 1991. Also, facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in .
- 16. 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.
- 17. Renewal of Conductors Licence:** Application should be made in Form L. Con.R.
- 18. 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 fees for issue of duplicate licence.
- 19. International Driving Permit (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.

- 20. Temporary permits:** Application for grant of temporary permit should be submitted in Form P. Temp. A. The documents such as Registration Certificate, Insurance, Road Tax, Fitness Certificate, Passenger Tax in case of Bus/Minibus shall be produced for verification. The fee shall be Rs. 50/- per calendar month. Also, facility of online issuance of Temporary permit is available on portal www.goatransport.gov.in and www.parivahan.gov.in .
- 21. Temporary permits for truck and Pickup:** For temporary permits for trucks and Pickups, 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. Also, facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in.
- 22. Goods permits:** For regular Goods 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/-. Also, facility of online issuance of Goods permit is available on portal www.goatransport.gov.in and www.parivahan.gov.in.
- 23. Stage Carriage Permits (For buses/Mini-buses):** 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. 900/-. The route and time-table for grant of permit should be produced by the applicant to the Asst. 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.
- 24. Contract Carriage Permit for Taxi, Autorickshaw & Motor Cycles:** Application should be made in Form P. Co. P.A. The application is considered in the meeting of Regional Transport Authority. For this, no time limit has been fixed. Fee payable for Yellow/Black Taxis is Rs. 400/-, Yellow/Black Autorickshaw is Rs. 200/- and Yellow/Black Motor cycles is Rs. 120/-.
- 25. National Permits:** An application for National Permit should be submitted in Form No. 48 with a fee of Rs. 1300/- alongwith Form 46 with fee of Rs.1000/- for home State authorisation. National Permit is issued for 5 years. Fee of Rs.1000/- for home State authorization shall be paid every year. National Permit (NP) Authorization composite fee of Rs.16,500/- shall be paid online at parivahan.gov.in every year. Also, facility of online issuance of National permit is available on portal www.goatransport.gov.in and www.parivahan.gov.in.

- 26. Countersignature Permit:** For vehicles to be plied in Karnataka or Maharashtra, application may be made in Form P.G.D.C.A. In case vacancy exists, 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.
- 27. 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. Also, facility of online of online issuance of Special permit is available on portal www.goatransport.gov.in and www.parivahan.gov.in.
- 28. 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.
- 29. All India Tourist Taxis:** Application in Form No. 45 alongwith relevant documents may be made to the Member Secretary, State Transport Authority/ Director of Transport, Panaji. 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 and Fare Meter should be produced for verification and pay permit fees of Rs.900/-. All India Tourist Permit (AITP) Authorization fee shall be paid online at www.parivahan.gov.in .
- 30. All India Tourist Maxi Cab:** Application in Form No. 45 alongwith relevant documents may be made to the Member Secretary, State Transport Authority/ Director of Transport, Panaji. 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 and pay permit fees of Rs.3000/- All India Tourist Permit (AITP) Authorization fee shall be paid online at www.parivahan.gov.in .
- 31. All India Tourist Bus:** Application in Form No. 45 alongwith relevant documents may be made to the Member Secretary, State Transport Authority/Director of Transport, Panaji. 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 and pay permit fees of Rs.3500/- All India Tourist Permit (AITP) Authorization fee shall be paid online at www.parivahan.gov.in .
- 32. All Goa Tourist Taxi:** Application in Form No. P.Co.P.A. alongwith relevant documents may be made to the Member Secretary, State Transport Authority/ Director of Transport, Panaji.. 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 and Fare Meter should be produced for verification and pay permit fees of Rs.500/-.

- 33. All Goa Tourist Maxi Cab:** Application in Form No. P.Co.P.A. alongwith relevant documents may be made to the Member Secretary, State Transport Authority/Director of Transport, Panaji. 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 and pay permit fees of Rs.2000/- .
- 34. All Goa Tourist Bus:** Application in Form No. P.Co.P.A. alongwith relevant documents may be made to the Member Secretary, State Transport Authority/Director of Transport, Panaji. 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 and pay permit fees of Rs.2500/- .
- 35. Rent A Cab Permits:** Must hold All India Tourist Taxi Permit. Then apply for cancellation of the said permit. And then Application in Form No. 45 be made to the Member Secretary, State Transport Authority/ Director of Transport, Panaji. 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 and Fare Meter should be produced for verification and pay permit fees of Rs.900/-. Authorization fee shall be paid online at www.parivahan.gov.in .
- 36. Rent A Motorcycle License:** Application in Form I may be made to the Member Secretary, State Transport Authority/Director of Transport, Panaji alongwith documents as per Standard Operating Procedure/guidelines finalized by State Transport Authority (STA) on payment of fees of Rs.1000/-.
- 37. Rent A Motorcycle Permit:** After granting permission for License, application in Form P.CO.PA be made to the Member Secretary, State Transport Authority/ Director of Transport, Panaji alongwith relevant documents. After issue of the letter of grant of permit the vehicle should be produced before the Registering Authority getting endorsement on Registration Certificate. Documents such as Registration Certificate, insurance, Tax, Fitness Certificate should be produced for verification and pay permit fees of Rs.70/-.
- 38. Renewal of Fitness Certificate :** Application shall be made in Form CFRA to the any Registering Authority alongwith a fee prescribed for class of vehicles. The vehicle should be produced before the Inspector of Motor Vehicle in immaculate condition. Also, facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in.

39. 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 :-

- a) This Scheme may be called the Goa State Subsidy for replacement of old passenger buses Scheme, 2001. 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 :-

- a) 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.
- b) 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.6.00 lakhs
between 10 to 15 years	Mini Bus	39 seater and below	Rs.4.20 lakhs
between 15 to 20 years	Bus	49 seater and above	Rs.3.90 lakhs
between 15 to 20 years	Mini Bus	39 seater and Below	Rs.3.30 lakhs
between 20 to 25 years	Bus	49 seater and above	Rs.3.30 lakhs
between 20 to 25 years	Mini Bus	39 seater and below	Rs.2.70 lakhs
Above 25 years	Bus	49 seater and above	Rs.2.70 lakhs
Above 25 years	Mini Bus	39 seater and below	Rs.2.10 lakhs

4. Condition of the Scheme:-

- a) 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.
- b) The old buses/mini buses registration of which shall be cancelled for available benefit under this Scheme should be scrapped.
- c) 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.

- a) The applicant under this Scheme shall be the owner of the bus/mini bus proposed for replacement.
- b) The passenger bus or mini bus owned by the applicant shall be more than 15 years old

from the date of its initial registration.

- c) The passenger bus or mini bus owned by the applicant shall have regular stage or contract carriage permit.
 - d) 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.
 - e) The bus or mini bus should be owned by the applicant for past 3 years.
 - f) The applicant shall purchase the chassis and build the body of the bus within the state of Goa.
 - g) 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 submits 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 :-
- a. 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.
 - b. 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.

- c. The beneficiary shall avail the subsidy granted and purchase the bus within a period of 90 days from the date of sanction.
- d. 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.
- e. 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.
- f. 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 :-

- a) The State level Committee shall decide the applications received for grant of subsidy on merit within the frame work of the scheme.
- b) The Committee shall meet normally once in a month.
- c) 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 disbursed subsidy, if approved, if he fulfils other criteria of the scheme for disbursal.

40. Goa State Compensation to Road Accident Victims, 2023 Scheme

ELIGIBILITY CRITERIA

1. Death of the Road Accident Victim should be on the spot or within 12 months of accident on account of any injury suffered during the accident provided it be the sole and direct cause of the death as certified by Registered Medical Practitioner.
2. Road Accident should be within the State of Goa.
3. Application should be submitted within 365 days of the happening.
4. Victim should be resident of Goa for more than 15 years.
5. Total family income after Accident should be less than Rs.10,00, 000/- per annum.

Documents to be enclosed

1. Aadhar Card of the Claimant
2. Aadhar Card of the Victim
3. FIR issued by the concerned Police Station OR Police Station Diary in case of self accident
4. Police Panchanama
5. Residence Certificate/ Satisfactory documents of the deceased/victim of minimum period of 15 years preceding his/her date of demise issued by the Competent Authority
6. Medical Report
7. Death Certificate
8. Bank Passbook
9. Cancelled Cheque of the claimant
10. Income Tax Returns/ Form 16/ Income Certificate of the claimant issued by the competent authority.
11. Marriage Certificate in case of the claimant is surviving spouse. Wherever such document is not available, Birth Certificate of the child showing name of father and mother
12. In case of legal heirs of victim (other than spouse), documents in support of the same and NOC from brother(s)/sisters(s)
13. Affidavit declaring that the information given is true and correct.

Application for the scheme shall be submitted online on GoaOnline portal

(www.goaonline.gov.in).

41. 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. Francisco Antonio Vaz Assistant Director of Transport (HQ)	0832-2225606	adthq-tran.goa@nic.in
2	Shri Ramkrishna @ Rajesh Naik Assistant Director of Transport Vasco	8956665329	adtvasco-tran.goa@nic.in
3	Shri Luisito Edwin DeSouza Assistant Director of Transport Panaji	8956470064 8956470065	adtpanaji-tran.goa@nic.in
4	Shri Nixon N. Pires Soares Assistant Director of Transport (ENF) South, Margao	8956470069	adtsgenf-tran.goa@nic.in
5	Shri Cedric J. Souza Cordeiro Assistant Director of Transport (ENF) North, Panaji	8956470066	adtnngenf-tran.goa@nic.in
6	Shri Rajesh G. Naik Assistant Director of Transport Bicholim	8956470057	adtbicholim-tran.goa@nic.in
7	Shri Santosh Gawde Assistant Director of Transport Ponda	8956470060	adtponda-tran.goa@nic.in
8	Shri Rajesh L. Shetye Assistant Director of Transport Quepem	8956470070 8956470071	adtquepem-tran.goa@nic.in
9	Shri Minesh C. Tar Assistant Director of Transport Mapusa	8956470056	adtmapusa-tran.goa@nic.in
10	Shri Joaquim R D'Souza Assistant Director of Transport Margao	8956470067	admargao-tran.goa@nic.in
11	Shri Francis A Quadros Assistant Director of Transport Canacona	8956470072 8956470073	adtcanacona-tran.goa@nic.in
12	Shri Kamlakant B Karapurkar Assistant Director of Transport Pernem	8956470075	adtpernem-tran.goa@nic.in
13	Shri Shrinivas P. Kamat Mhamai Assistant Director of Transport Dharbandora	8956470076 8956470077	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 P. Pravimal Abhishek, IAS, Director of Transport	0832-2225724
2.	Shri Bhalchandra A. Sawant Additional Director of Transport, North, Panaji	0832-2225606
3.	Shri Sandeep B. Dessai Additional Director of Transport, South, Margao & Chairman, Lead Agency	0832-2225606
4.	Nancy Fernandes Dy. Director (Administration)	0832-2225606
5.	Shri Naresh Mangueshker Accounts Officer	0832-2225606
6.	Shri Ramesh B. More Assistant Accounts Officer	0832-2225606
7.	Shri. Francisco Antonio Vaz Assistant Director of Transport (HQ)	0832-2225606
8.	Shri Ramkrishna @ Rajesh B. Naik Assistant Director of Transport, Vasco	8956665329
9.	Shri Luisito Edwin D'Souza Assistant Director of Transport, North, Panaji	8956470064 8956470065
10.	Shri Nixon N. Pires Soares Assistant Director of Transport, Enf., South, Margao	8956470069
11.	Shri Cedric J. Souza Cordeiro Assistant Director of Transport, Enf., North, Panaji	8956470066
12.	Shri Rajesh G. Naik Assistant Director of Transport, Bicholim	8956470057
13.	Shri Santosh Gawde Assistant Director of Transport, Ponda	8956470060
14.	Shri Rajesh L. Shetye Assistant Director of Transport, Quepem	8956470070 8956470071
15.	Shri Minesh C. Tar Assistant Director of Transport, Mapusa	8956470056
16.	Shri Joaquim R. D'Souza Assistant Director of Transport, Margao	8956470067
17.	Shri Francis A. Quadros Assistant Director of Transport, Canacona	8956470072 8956470073
18.	Shri Kamlakant B. Karapurkar Assistant Director of Transport, Pernem	8956470075
19.	Shri Shrinivas P. Kamat Mhamai Assistant Director of Transport, Dharbandora	8956470076 8956470077

Sr. No	Name of Public Grievances Officer	Designation of Public Grievances Officer	Office Email ID	Phone No.
1	Shri Francisco A. Vaz	Directorate of Transport, Head Quarters, Panaji	adthq-tran.goa@nic.in	9823375382
2	Shri Luizito Edwin D'Souza	Assistant Director of Transport, Panaji	adtpanaji-tran.goa@nic.in	9423878787
3	Shri Joaquim D'Souza	Assistant Director of Transport, Margao	adtmargao-tran.goa@nic.in	9011017374
4	Shri Rajesh Shetye	Assistant Director of Transport, Quepem	adtquepem-tran.goa@nic.in	9822985151
5	Shri Santosh Gawde	Assistant Director of Transport, Ponda	adtponda-tran.goa@nic.in	9420165132
6	Shri Rajesh B. Naik	Assistant Director of Transport, Vasco	adtvasco-tran.goa@nic.in	9850926051
7	Shri Kamlakant B. Karapurkar	Assistant Director of Transport, Pernem	adtpernem-tran.goa@nic.in	9822150015
8	Shri Minesh Tar	Assistant Director of Transport, Mapusa	adtmapusa-tran.goa@nic.in	9422390022
9	Shri Rajesh G. Naik	Assistant Director of Transport, Bicholim	adtbicholim-tran.goa@nic.in	9822181869
10	Shri Shrinivas P. Kamat Mhamai	Assistant Director of Transport, Dharbandora	adtdharbandora-tran.goa@nic.in	7666210779
11	Shri Francis A. Quadros	Assistant Director of Transport, Canacona	adtcanacona-tran.goa@nic.in	9922001539
12	Shri Cedric J. Cordeiro	Assistant Director of Transport, Enforcement, North, Panaji	adtngef-tran.goa@nic.in	9822161610
13	Shri Nixon N. Pires Soares	Assistant Director of Transport, Enforcement, South, Margao	adtsgef-tran.goa@nic.in	9822434233

DO'S AND DON'TS FOR THE PUBLIC:

- i. Members of public are requested to contact the Officer on the Enquiry Counter for any problems.
- ii. Make applications in prescribed Forms as provided under the Act. For speedy disposal of applications, enclose all required documents. Forms are available on department portal (www.goatransport.gov.in) and can be downloaded and use free of cost.
- iii. Facility of online application submission is available on portal www.goatransport.gov.in and www.parivahan.gov.in and thereafter pre-filled forms can be downloaded and submitted in office.
- iv. Beware of Agents/Touts.
- v. Do not approach any Agents/Touts for they will misguide and extract money.
- vi. For any work in the Office directly approach the concerned clerk at the counter.
- vii. Do not hand over money for payment of fees or tax to any person, even a clerk in the office Department is now cashless hence pay fees or taxes through Debit/Credit Card or Online Payment and obtain receipt of the amount paid immediately. Do not go without receipt.
- viii. Please check the endorsement on the driving licence to see the correctness of details.
- ix. Please check the endorsement on R.C. book to see whether they are correct.
- x. 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' and Annexure 'B' may be seen for additional information and details of Forms required for various services.

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	Issue of Temporary Registration Certificate	Same day
3	Issue of Fitness Certificate	Same day
4	Renewal of Fitness Certificate	Same day
5	Grant of Temporary Permit	Same day
6	Grant of Special Permit	Same day
7	Endorsement/Cancellation	2 nd day
8	Renewal of Driving Licence	Same day
9	Addition of Driving Licence	Same day of passing the test
10	Renewal of Conductor's Licence	Same day
11	Transfer of Ownership	7 th day
12	Issue of Registration Certificate (R.C.) Book	7 th day
13	Grant of Driving Licence	Same day of passing the test
14	Issue of Duplicate Driving Licence	Same day
15	Duplicate Conductor's Licence	Same day
16	Issue of Duplicate R.C. Book	Same day
17	Issue of Conductor's Licence/P.S.V.	Same day

**ANNEXURE 'B'
LIST OF FORMS**

Sr.No.	FORM TYPE	Form Name
1	APPLICATION FOR REGISTRATION OF A MOTOR VEHICLE	Form 20
2	FORM OF APPLICATION FOR RENEWAL OF CERTIFICATE OF REGISTRATION OF A MOTOR VEHICLE, OTHER THAN A TRANSPORT VEHICLE	Form 25
3	INTIMATION OF LOSS OR DESTRUCTION ETC. OF THE CERTIFICATE OF REGISTRATION AND APPLICATION FOR THE ISSUE OF DUPLICATE CERTIFICATE OF REGISTRATION	Form 26
4	APPLICATION FOR ASSIGNMENT OF NEW REGISTRATION MARK ON REMOVAL OF A MOTOR VEHICLE TO ANOTHER STATE	Form 27
5	APPLICATION FOR GRANT OF NO OBJECTION CERTIFICATE	Form 28
6	NOTICE OF TRANSFER OF OWNERSHIP OF A MOTOR VEHICLE	Form 29
7	APPLICATION FOR INTIMATION AND TRANSFER OF OWNERSHIP OF A MOTOR VEHICLE	Form 30
8	APPLICATION FOR THE TRANSFER OF OWNERSHIP IN THE NAME OF THE PERSON SUCCEEDING TO THE POSSESSION OF THE VEHICLE	Form 31
9	APPLICATION FOR TRANSFER OF OWNERSHIP IN CASE OF A MOTOR VEHICLE PURCHASED OR ACQUIRED IN PUBLIC AUCTION.	Form 32
10	INTIMATION OF CHANGE OF ADDRESS TO BE RECORDED IN THE CERTIFICATE OF REGISTRATION.	Form 33
11	APPLICATION FOR MAKING AN ENTRY OF AN AGREEMENT OF HIRE-PURCHASE / LEASE/ HYPOTHECATION SUBSEQUENT TO REGISTRATION	Form 34
12	NOTICE OF TERMINATION OF AN AGREEMENT OF HIRE PURCHASE /LEASE /HYPOTHECATION	Form 35
13	APPLICATION FOR ISSUE OF A FRESH CERTIFICATE OF REGISTRATION IN THE NAME OF THE FINANCIER	Form 36
14	MONTHLY RETURN IN RESPECT OF STAGE CARRIAGE AUTHORIZED TO BE USED EXCLUSIVELY AS A CONTRACT CARRIAGE	Form-I TPG TAX
15	FORM OF DECLARATION TO BE MADE IN RESPECT OF MOTOR VEHICLE USED OR KEPT FOR USE IN THE STATE	Form-I_TAX
16	A. MONTHLY RETURN IN RESPECT OF PUBLIC CARRIER VEHICLE	Form-II TPG TAX
	B. MONTHLY RETURN IN RESPECT OF STAGE CARRIAGE OTHER THAN THE ONE AUTHORIZED TO BE USED EXCLUSIVELY AS A CONTRACT CARRIAGE	
17	APPLICATION FOR A SPECIAL PERMIT IN RESPECT OF A CONTRACT CARRIAGE UNDER SECTION 88 (8)	Form-P.CO.S.P.A
18	APPLICATION FOR REFUND OF TAX	Form-VII refund of Tax
19	APPLICATION FOR CERTIFICATE OF FITNESS	Form C.F.A
20	APPLICATION FOR RENEWAL OF CERTIFICATE OF FITNESS	Form C.F.R.A
21	AN APPLICATION FOR TEMPORARY REGISTRATION	Form C. R. TEM. A.

22	FORM FT	Form FT
23	FORM OF INTIMATION OF NON USE IN RESPECT OF MOTOR VEHICLE	Form VI - A
24	NOTICE IN REGARD TO AN ALTERATION IN A MOTOR VEHICLE	Form B.T.I.
25	FORM OF APPLICATION FOR REGISTRATION OF MOTOR VEHICLE BY OR ON BEHALF OF A DIPLOMATIC/CONSULAR OFFICER	Form 42
26	INTIMATION OF CHANGES OF STATE OF RESIDENCE AND APPLICATION FOR ASSIGNMENT OF FRESH REGISTRATION MARK BY OR ON BEHALF OF A DIPLOMATIC OR CONSULAR OFFICER	Form 44
27	INTIMATION OF LOSS/DESTRUCTION OF CERTIFICATE OF FITNESS / REGISTRATION AND APPLICATION FOR THE ISSUE OF A DUPLICATE CERTIFICATE OF FITNESS IN PLACE OF ANY CERTIFICATE LOST / DESTROYED / TORN / DEFACED	Form C.R.L.D
28	FORM OF APPLICATION FOR LEARNER'S LICENCE	Form 2
29	APPLICATION-CUM-DECLARATION AS TO PHYSICAL FITNESS	Form 1
30	MEDICAL CERTIFICATE	Form IA
31	FORM OF MEDICAL CERTIFICATE FOR A CONDUCTOR (TO BE FILLED IN BY A REGISTERED MEDICAL PRACTITIONER)	Form M. C. Con
32	FORM OF APPLICATION FOR DRIVING LICENCE	Form 2
33	FORM OF APPLICATION FOR ADDITION OF A NEW CLASS OF VEHICLE	Form 2
34	FORM OF APPLICATION FOR RENEWAL OF DRIVING LICENCE	Form 2
35	APPLICATION-CUM-DECLARATION AS TO PHYSICAL FITNESS	Form 1
36	MEDICAL CERTIFICATE	Form IA
37	FORM OF MEDICAL CERTIFICATE FOR A CONDUCTOR (TO BE FILLED IN BY A REGISTERED MEDICAL PRACTITIONER)	Form M. C. Con
38	FORM OF APPLICATION FOR CHANGE OF ADDRESS OR NAME	Form 2
39	INTIMATION OF LOSS OR DESTRUCTION OF DRIVING LICENCE AND APPLICATION FOR DUPLICATE	Form L.L.D
40	FORM OF APPLICATION FOR ISSUE OF INTERNATIONAL DRIVING PERMIT TO DRIVE A MOTOR VEHICLE IN OTHER COUNTRIES	Form 4-A
41	FORM OF APPLICATION FOR A CONDUCTOR'S LICENCE	Form L. Con. A
42	FORM OF APPLICATION FOR RENEWAL OF A CONDUCTOR'S LICENCE	Form L.CON. R
43	FORM L.CON.	Form L.CON
44	APPLICATION FOR DUPLICATE OF CONDUCTOR'S BADGE	Form D.C.B

45	INTIMATION OF LOSS OF DESTRUCTION OR CONDUCTOR'S LICENCE AND APPLICATION FOR DUPLICATE	Form G.L.D
46	APPLICATION FOR AUTHORIZATION PUBLIC SERVICE VEHICLE	Form L.P.S.A
47	APPLICATION FOR DUPLICATE OF A PUBLIC SERVICE VEHICLE (STAGE CARRIAGE OR CONTRACT CARRIAGE) AUTHORISATION BADGE	Form D.T.V.B
48	FORM OF APPLICATION FOR RENEWING A LICENSE TO ENGAGE IN THE BUSINESS OF IMPARTING INSTRUCTIONS IN DRIVING OF MOTOR VEHICLES	Form 13
49	DECLARATION FOR GRANT OF GENERAL LICENCE	Form IX
50	APPLICATION FOR GRANT OR RENEWAL OF RENT A BIKE LICENCE	Form 1
51	APPLICATION FOR GRANT OR RENEWAL OF RENT A CABLICENCE	Form 1
52	APPLICATION FOR GRANT OR RENEWAL OF LICENCE FOR RENTING MOTOR CABS IN R.O. BRANCH OFFICE, IN OTHER STATE	Form 2
53	FORM OF APPLICATION FOR AN AGENT'S LICENSE	Form L. AG. A. (PSV)
54	APPLICATION IN RESPECT OF A TEMPORARY PERMIT	Form P.Tem.A
55	APPLICATION IN RESPECT OF GOODS CARRIERS PERMITS	Form P. Gd. C. A.
56	APPLICATION FOR A SPECIAL PERMIT IN RESPECT OF A CONTRACT CARRIAGE UNDER SECTION 88 (8)	Form P.CO.S.P.A.
57	APPLICATION IN RESPECT OF A PRIVATE SERVICE VEHICLE PERMIT	Form P.Pr.Sa
58	APPLICATION FOR TRANSFER OF PERMIT	Form TR P.A
59	APPLICATION FOR COMPOSITION OF THE TAX	Form VIII
60	APPLICATION FOR A PERMIT IN RESPECT OF A CONTRACT CARRIAGE TO BE REGULARLY SO USED (TAXI/AUTORICKSHAW/TOURIST TAXI/AIR CONDITIONED CONTRACT CARRIAGE)	Form P. CO. P.A
61	MONTHLY RETURN IN RESPECT OF STAGE CARRIAGE AUTHORIZED TO BE USED EXCLUSIVELY AS A CONTRACT CARRIAGE	Form 1
62	FORM OF APPLICATION FOR A LICENCE TO ENGAGE IN THE IMPARTING INSTRUCTIONS IN DRIVING OF MOTOR VEHICLES	Form 12
63	FORM OF APPLICATION FOR GRANT OR RENEWAL OF TRADE CERTIFICATE	Form 16
64	INTIMATION OF LOSS OR DESTRUCTION OF A TRADE CERTIFICATE AND APPLICATION FOR DUPLICATE	Form 18
65	APPLICATION FORM FOR GRANT OR RENEWAL OF LETTER OF AUTHORITY	Form 40
66	APPLICATION FOR GRANT OF PERMIT IN RESPECT OF TOURIST VEHICLE	Form 45
67	FORM OF APPLICATION FOR GRANT OF AUTHORISATION FOR TOURIST PERMIT OR NATIONAL PERMIT	Form 46
68	APPLICATION FOR THE GRANT OF NATIONAL PERMIT	Form 48

69	FORM OF APPLICATION FOR FRESH LICENCE OR RENEWAL TO WORK AS AGENT FOR COLLECTING, FORWARDING OR DISTRIBUTING GOODS CARRIED BY GOODS VEHICLES OR FOR OPENING ADDITIONAL BRANCH OFFICE	Form L.Ag.A
70	APPLICATION FOR A PERMIT IN RESPECT OF A PARTICULAR STAGE CARRIAGE	Form P.St.P.A
71	FORMAT OF REGISTER TO BE MAINTAINED BY RENT A BIKE LICENCEE	Form 3
72	FORMAT OF REGISTER TO BE MAINTAINED BY RENT A BIKE LICENCEE IN CASE VEHICLE IS HIRED TO A FOREIGNER	Form 4
73	COMPLAINT BOOK TO BE MAINTAINED BY RENT A BIKE LICENCEE	Form 5
74	REGISTER TO BE MAINTAINED BY RENT A CAB LICENSEE	Form 5
75	REGISTER TO BE MAINTAINED BY RENT A CAB LICENSEE IN CASE WHERE CAB IS RENTED TO A FOREIGNER	Form 6
76	COMPLAINT BOOK - RENT A CAB SCHEME	Form 7

Note: All forms are available on department portal (www.goatransport.gov.in) 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.