



# Vision

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To have a sustainable, efficient, safe, automated, national benchmark comparable, transport infrastructure in Jharkhand to ensure revenue generating, customer-focused, affordable and environmentally sustainable integrated transportation solutions. It shall be a modern vehicle of inclusive growth, connecting regions, communities, and centres of industry, commerce, tourism and pilgrimage across state.

## Background and Mission

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Transport and Communication related activities are important in respect to Service Sector outcome. Smooth movement of public goods and hassle free public transport system is the backbone of modern and better administered state. A modern transportation system works as catalyst for growth oriented public economy and utility services. To achieve this target the State Government of Jharkhand is taking all initiative so that following long term goals may be achieved:-

1. To enable Citizen friendly and automated Transport related e-services
2. To promote public transport and advanced quality of service through private players.
3. To promote road safety and modern traffic management through different stakeholders.
4. To coordinate with Ministry of Railways to expand the railway network in the state.

## Strategy and Road Map

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- Automation/IT enablement for issuance of permit, licenses and tax collection . . . .
- Increase in revenue from tax collection..
- Modernization and enhancement of bus connectivity in Rural and urban areas.
- Establishing Heavy and Light Motor Vehicle Training Institutes with the help of Department of Higher & Technical Education, under Skill Development Mission.
- Enhancing Road Safety in Jharkhand
- Enhancing connectivity by rail to all the districts and coalfield, mining areas, industrial areas, tourist areas and other remote areas.
- Increase in air connectivity within Jharkhand and with other places.

# About Citizens' Charter

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A Citizens' Charter is basically a set of assurances and genuine commitments made by a Department to all its stakeholders by defining and explaining the various services delivered by it and the service standards set by the Department for the delivery of a particular service. The Charter strives to make an Department Transparent, Accountable and citizens friendly. Further the Charter helps the stakeholders to understand the nature of services they should expect from a particular Department.

**CITIZENS' CHARTER FOR  
DEPARTMENT OF TRANSPORT, GOVERNMENT OF JHARKHAND**

S.No.	Details of Services'	Nodal Officer	Service Standard	1 <sup>st</sup> Authority	Appellate Authority	Service standard	2 <sup>nd</sup> Appellate Authority	Service Standard
1.	Issuance/renewal of Driver's License	District Transport Officer	45 Working Days	Secretary, Regional Transport Office	Secretary, Regional Transport Office	15 Working Days	Divisional Commissioner	15 Working Days
2.	Issuance /endorsement of duplicate copy of Driver's License	District Transport Officer	45 Working Days	Secretary, Regional Transport Office	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week
3.	Conversion of normal licenses to Smart Card based Driver's License	District Transport Officer	10 Working Days	Secretary, Regional Transport Office	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week
4.	Issuance of international Driver's License	District Transport Officer	10 Working Days	Secretary, Regional Transport Office	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week
5.	Temporary Registration of Vehicles	District Transport Officer	One week	Secretary, Regional Transport Office	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week
6.	Issuance of second copy of the registration certificate	District Transport Officer	10 Working Days	Secretary, Regional Transport Office	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week
7.	Renewal of registration certificate	District Transport Officer	One week	Secretary, Regional Transport Office	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week
8.	Issuance of No Objection Certificate	District Transport Officer	10 Working Days	Secretary, Regional Transport Office	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week

S.No.	Details of Services`	Nodal Officer	Service Standard	1 <sup>st</sup> Appellate Authority	Service standard	2 <sup>nd</sup> Appellate Authority	Service Standard
9.	Issues related to change in structure of vehicle	District Transport Officer	10 Working Days	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week
10.	Cancellation of Vehicle Registration	District Transport Officer	1 Month	Secretary, Regional Transport Office	15 Working Days	Divisional Commissioner	15 Working Days
11.	Issuance of Tax Token	District Transport Officer	3 Working Days	Secretary, Regional Transport Office	3 Working Days	Divisional Commissioner	3 Work Days
12.	Surrender of vehicle	District Transport Officer	One week	Secretary, Regional Transport Office	One week	Divisional Commissioner	One week
13.	Extension of application for Tax Waiver/ Refund	District Transport Officer	1 Month	Secretary, Regional Transport Office	15 Working Days	Divisional Commissioner	15 Working Days
14.	Issuance/Renewal of registration of Patrol Pump Licenses	District Transport Officer	1 Month	Secretary, Regional Transport Office	15 Working Days	Divisional Commissioner	15 Working Days
15.	Issuance/Renewal of Fitness Certificate for transport vehicle	Motor Vehicle inspector/Approved Testing Centres	10 Working Days	Secretary, Regional Transport Office	10 Working Days	Divisional Commissioner	10 Working Days
16.	Inspection report of Surrendered/Accidental Vehicle	Motor Vehicle inspector	15 Working Days	Secretary, Regional Transport Office	7 Working Days	Divisional Commissioner	7 Working Days
17.	Issuance of duplicate copy of Fitness certificate	Motor Vehicle inspector	10 Working Days	Secretary, Regional Transport Office	10 Working Days	Divisional Commissioner	10 Working Days
18.	Issuance of approval certificate for establishment of Driver's	District Transport Officer	15 Working Days	Secretary, Regional Transport Office	15 Working Days	Transport Commissioner	15 Working Days

S.No.	Details of Services`	Nodal Officer	Service Standard	1 <sup>st</sup> Appellate Authority	Service standard	2 <sup>nd</sup> Appellate Authority	Service Standard
	Training Centres- Putting up of the proposals to the competent authority after due diligence with recommendation						
19.	Issuance of approval certificate for establishment of Driver's Training Centres After scrutiny of the received proposals, issuance of the certificate	Deputy Commissioner	15 Working Days	Secretary, Regional Transport Office	15 Working Days	Secretary, Transport Department	15 Working Days
20.	License issuance/renewal for approval of private pollution inspection centres – Issuance of certificate after due diligence/ inspection report from DTOs/MVIs on the proposals received	Joint Transport Commissioner	45 Working Days	Secretary, Regional Transport Office	15 Working Days	Secretary, Transport Department	15 Working Days
21.	License issuance/renewal for approval of private	Joint Transport Commissioner	45 Working Days	Secretary, Regional	15 Working Days	Secretary, Transport	15 Working Days

S.No.	Details of Services`	Nodal Officer	Service Standard	1 <sup>st</sup> Appellate Authority	Service standard	2 <sup>nd</sup> Appellate Authority	Service Standard
	Fitness Centres –		Days	Transport Office	Days	Department	Days
	Issuance of certificate after due diligence/ inspection report from DTOs/MVIs on the proposals received						
22.	Vehicle Permit (STA)	Joint Transport Commissioner	120 Working Days	Transport Commissioner	15 Working Days	Secretary, Transport Department	15 Working Days
23.	Vehicle Permit (RTA)	Secretary, Regional Transport Office	60 Working Days	Divisional Commissioner	15 Working Days	Transport Commissioner	15 Working Days

### **Nodal Officer for Public Grievance**

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