

Citizen Charter for
Motor Vehicle
Department
Government of
Jammu & Kashmir

2021

2021

CITIZEN CHARTER

UT Transport Commissioner, Jammu & Kashmir.

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CHAPTER 1

1. VISION

The vision of the Transport Department is to formulate & implement policies for integrated Road Transport so as to make the Transport System in the UT managed Safe, clean and dynamic UT.

To provide hassle free transport documentation and regulate flow of goods & passenger transport by road comparable with world class standards.

2. MISSION

- To provide a performance driven transparent and accountable organization that values its people resources and pertains, and challenges through leadership, innovation and team work.
- To provide efficient mechanism for on the spot documentation required under the Motor Vehicles Act/Rules for owning as well as driving a vehicle.

- To enforce the Provisions of Motor Vehicle Act, 1988 efficiently which inter-alia would not only reduce the number of accidents but would help in saving the precious human lives.
- To work toward making roads less congested and polluted by use of latest technologies keeping in view the safety road conditions in the UT of J&K
- To provide policy guideness for improving passenger and freight travel and development new transportation schemes.

3. SERVICES AND SERVICE STANDARDS

3.1 RESPONSIBILITIES

- i) Administration of the Motor Vehicles Act, 1988 and Rules framed there under
- ii) Issuance and renewal of driving licenses
- iii) Registration of motor vehicles and its related activities
- iv) Issuance of Trade Certificate to Motor Vehicles Dealers of the vehicles
- v) Issue of permits to various categories of transport vehicles and issue of countersignatures in respect of other UT transport vehicles
- vi) Road safety issues with special emphasis on safety of the passengers etc.

3.2 FUNCTIONS

The Motor Vehicles Department is entrusted with the Administration of Motor Vehicles Act 1988 CMV Rule 1989, JK MV Rules 1991, J&K MV Taxation Act, 1957. Under the provisions of these enactments, the main functions of the RTO's/ARTO's are as under:-

I		Registration
	1.	Registration of Vehicles
	2.	Re-Registration of Vehicles
	3.	Temporary Registration
	4.	Grant of No -Objection Certificates
	5.	Change of Address
	6.	Transfer of Ownership/RC
	7.	Hire Purchase endorsement/Cancelation
	8.	Issue of Duplicate Registration Certificate
	9.	Renewal of Registration Certificate
	10.	Suspension/Cancelation of Registration
	11.	Renewal of Registration Certificate
II		Issue/Renewal of Fitness Certificate in respect of Commercial/Non-Commercial Vehicles
III		Grant of Conductors Licences
IV		Grant of Permits
	1.	Stage Carriage Permits
	2.	Contract Carriage Permits
	3.	Private Service Vehicles Permits
	4.	Goods Carriage Permits
	5.	Renewal of all kinds of Permits
	6.	Transfer of Permits
	7.	Replacement of Vehicles
	8.	Cancelation/Suspension of Vehicles
	9.	Temporary Permits
	10.	Issue of Duplicate Permits
	11.	Counter Signature of Permits
	12.	Regulation of timing of departure and arrival of Stage Carriage (Time Table)
V		Motor Vehicle Taxation
	1.	Collection of Token Tax and Assessment
	2.	Issuance of Token
	3.	Recording of payment in the certificate of vehicles/ledgers
	4.	Composition for belated payment of Token Tax
VI		Driving Licences
	1.	Issue/Renewal of Driving Licences in respect of Commercial/Non-Commercial Vehicles
	2.	Taking the test of competence for Driving a Commercial/Non-Commercial Vehicles
	3.	Issuance/Renewal of Licences established for imparting Driving Skills
	4.	Issue/Renewal of Learner Licences
	5.	Cancellation/Suspension of Driving Licences

3.3 SERVICE DELIVERY OFFICES

The department has the following types of offices rendering different services shown against each type of office.

S.No	Office	Services offered
1.1	Regional Level / Regional Transport Officer.	All Transactions related to Issuance of various kinds of permits to the transport vehicles.
1.2	District Transport Offices/ Assistant Regional Transport Officers	All Transactions related to Driving Licence, Conductor Licence, Licence to Driving Training Schools, Registration of Vehicles, Issue of Fitness Certificates, Issue of Private Carriage Permits / Temporary Permits, and Collection of Motor Vehicle Taxes.
1.3	Board of Inspections (BOI) Jammu & Srinagar	Issue of Fitness Certificates to the Commercial vehicle.

3.4 OUR KEY SERVICES AND SERVICE STANDARDS

S.No	Service	Documents required	Fees	Postal Charges	Smart Card Fees	Time Frame
1	Issue and Renewal of Learner's License	<ol style="list-style-type: none"> Form 1 & Form 2 Age Proof (Min 16 Yrs for Motor Cycle upto 50 cc, Min 18 Yrs for Motor Cycle above 50 cc & Other Non Transport Vehicles and Min 25 Yrs for Transport Vehicles) Residence Proof Form IA (Medical Certificate) (If applicant's age exceeds 50 years or for addition of Transport class) Proof of passing 8th std. (for applicant of transport vehicle) 	Rs. 150 (Application Fee for each class of vehicle) Rs. 50 (Test fee)	---	--	15days (Applicant has to undergo basic test of regarding traffic rules & Driver's responsibilities and has to pass the same. Learner's License will be handed over After 2 days. Those applying for addition of another class or a second LLR are exempted from test)
2.	Issue of Permanent Driving Licence (Can apply only after 30 days of issue of Learner's License)	<ol style="list-style-type: none"> Form 4 Original Learner's Licence Form 5, issued from approved Driving School (mandatory for commercial license) 	Rs. 200 (Application Fee) Rs. 300/- (Test fee for each class of vehicle)	Rs 50/-	Rs. 200 (form -7 fee)	15 days

S.No	Service	Documents required	Fees	Postal Charges	Smart Card Fees	Time Frame
3.	Addition of another class to Driving License	<ol style="list-style-type: none"> Form 8 Original Learner's License Original Driving License (With one year experience in Non – Transport Category if applying for addition of Transport Class) Form 5 issued by recognized Driving School (Required only for addition of Transport Class for commercial license) 	<p>Rs. 500 (Application Fee)</p> <p>Rs. 300 (Test Fee for each Class of vehicle)</p>	Rs. 50/-	Rs. 200	15 days
4.	Renewal of Driving License	<ol style="list-style-type: none"> Form 9 Form 1 Form 1A Original driving license. 	Renewal Fee 200 Hundred rupees and an additional fee at the rate of 1000 rupees for a period of delay of one part thereof reckoned from the date of expiry of the grace period	Postal Charges Rs. 50/-	Rs. 200/-	15 days
5.	Duplicate Driving License	<ol style="list-style-type: none"> Form LLD Copy of FIR, (in case of loss of driving license) Affidavit Proof of Date of Birth Proof of Address 	Rs. 200/-	Rs. 50/-	Rs. 200/-	15days
6.	Issue of Conductor License	<ol style="list-style-type: none"> Form 'L Con A' Medical Fitness certificate First Aid Certificate Age Proof (min 18 yrs) Proof of educational qualification (Min X pass) Residence Proof 	Rs. 200	--	--	7 days
7.	Renewal of Conductor's License (should apply within 30 days of expiry)	<ol style="list-style-type: none"> Form 'L Con A' Medical Certificate from Registered Medical Practitioner Original Conductor's License 	Rs. 200	--	--	7 days

Licensing Related Fees & Charges

Sl. No.	Purpose	Amount in Rs.
1	Issue of learner's licence in Form 3 for each class of vehicle	Rs. 150.00/-
2	Learner's licence test fee or repeat test fee, as the case may be	Rs. 50.00/-
3	For test, or repeat test, as the case may be, of competence to drive (for each class of vehicle)	Rs. 300.00/-
4	Issue of a driving licence	Rs. 200.00/-
5	Issue of International Driving Permit	Rs. 1000.00/-
6	Addition of another class of vehicle to driving licence	Rs. 500.00/-
7	Endorsement or renewal of authorisation for vehicle carrying hazardous goods	Rs. 1000.00/-
8	Renewal of driving licence	Rs. 200.00/-
9	Renewal of a driving licence for which application is made after the grace period	Rs. 300.00/- (Additional fee at the rate of Rupees One Thousand Only for delay of each year or part thereof reckoned from the date of expiry of the grace period shall be levied.)
10	Issue or renewal of licence to a school or establishment for imparting instructions in driving	Rs. 10000.00/-
11	Issue of duplicate licence to a school or establishment for imparting instructions in driving	Rs. 5000.00/-
12	An appeal against the orders of licensing authority referred to in rule 29	Rs. 500.00/-
13	Any application for change in address or any other particulars recorded in the driving licence e.g. address etc.	Rs. 200.00/-

Vehicle Related Services

1. Temporary Registration

Documents required

For temporary registration

- Application in **Form 20**
- Sales certificate in **Form 21**
- Road worthiness certificate in **Form 22**
- Valid insurance certificate
- Proof of address (Ration card, Electricity bill etc.)*
- Pollution under control certificate*
- Copy of PAN card of **Form 60** and **Form 61** (as applicable)*

For extension of temporary registration

- Sales certificate in **Form 21**
- Road worthiness certificate in **Form 22** from the manufacturers (**Form 22A** from the Body builder)
- Pollution under control certificate
- Valid insurance certificate
- Proof of address (Ration card, Electricity bill etc.)
- Design approval copy of STA in case Trailer or Semi-Trailer
- Original sales certificate from the concerned authorities in **Form 21** in case of ex-army vehicle

2. Permanent Registration

Documents required

- Application in **Form 20**
- Sales certificate in **Form 21**
- Road worthiness certificate in **Form 22** from the manufacturers (**Form 22A** from the Body builder)
- Pollution under control certificate
- Valid insurance certificate
- Proof of address (Ration card, Electricity bill etc.)
- Design approval copy of STA in case Trailer or Semi-Trailer
- Original sales certificate from the concerned authorities in **Form 21** in the case of ex-army vehicle
- Custom's clearance certificate along with licence, and bond in case of imported vehicle
- Temporary registration, if any
- **Form 34** (in case of HP endorsement)
- Copy of PAN card of **Form 60** and **Form 61** (as applicable) *
- Permit proceedings in case of transport vehicle*
- Dealer and manufacturer invoice*
- Passport size photographs*
- Proof of Date of Birth*
- Chassis & Engine Pencil Print*
- Form CMV **Form 22A** in case of Body built vehicle (EX. Goods vehicle, bus etc.)*
- Bonafide agriculture certificate issued by Tehsildar in case of registration of tractor-trailer unit used for agriculture*
- Form-A under Taxation Act, 1997*

3. Renewal of RC

Documents required

- Application in **Form 25**
- Pollution under control certificate
- R.C.Book*
- Fitness certificate*
- Certificate of registration*
- Proof for the payment of up-to-date road tax paid*
- Insurance certificate*
- Copy of PAN card or **Form 60** & **Form 61** (as applicable) *
- Chassis & Engine Pencil Print*
- Signature Identification of owner*

4. Duplicate RC

Documents required

- Application in **Form 26**
- Police certificate
- Pollution under control certificate
- Valid insurance certificate*
- Proof of address*
- Challan clearance from traffic police & Enforcement wing Transport Department in commercial vehicles*
- Tax clearance from Accounts Department in commercial vehicles*
- Attested copy of PAN Card or **Form 60** & **Form 61**(as applicable)*

- Chassis & Engine Pencil Print*
- Signature Identification of owner*
- Affidavit stating that RC is lost and has not been impounded*

5. No objection certificate

Documents required

- Application in **Form 28**
- Certified copy of the certificate of registration
- Certified copy of the certificate of insurance
- Evidence of payment of motor vehicle tax up-to-date
- Pollution under control certificate
- Chassis & Engine Pencil Print*
- Signature Identification of owner*

Additional documentary evidence for transport vehicle

- Vehicle is not covered by any permit issued by any transport authority
- Sum of money agreed upon to be paid by the holder of the permit, if any, is not pending recovery
- Evidence of payment of tax on passengers and goods under any law for the time being in force up to the date of application for no objection certificate

6. Change of Address

Documents required

- Application in **Form 33**
- Certificate of registration
- Proof of new address
- Valid insurance certificate
- Pollution under control certificate
- No Objection Certificate from financier (in case of hypothecation)*
- Smart card fee*
- Attested cop of PAN card or **Form 60** and **Form 61**(as applicable)*
- Chassis & Engine Pencil Print*
- Signature Identification of owner*

7. HP Endorsement

Documents required

- Application in **Form 34**
- Certificate of registration
- Certificate from financier for having retained full dues from the financier (for deletion case only)
- Proof of address*
- Valid insurance certificate*
- Pollution under control certificate*
- R.C.Book*
- Attested copy of PAN Card or **Form 60** & **Form 61**(as applicable)*
- Chassis & Engine Pencil Print*
- Signature Identification of owner*

8. HP Termination

Documents required

- Application in **Form 35**
- Certificate of registration
- Allotment letter of the vehicle

- Valid insurance certificate
- Proof of address*
- Pollution under control certificate*
- R.C.Book*
- Attested cop of PAN card or **Form 60** and **Form 61** (as applicable)*
- No Objection Certificate from financier*
- Chassis & Engine Pencil Print*
- Signature Identification of owner*

9. Reassignment

Documents required

- Application in **Form 27**
- Certificate of registration
- Proof of residence
- No Objection Certificate
- Insurance certificate
- Pollution under control certificate
- **Form 28***
- **Form 20***
- Challan clearance from traffic police or enforcement wing of transport department (in case of commercial vehicles)*
- Fitness certificate*
- PAN Card or **Form 60** and **Form 61** (as applicable)*
- Parking fee*
- Certificate manufactured regarding emission norms*
- Chassis & Engine Pencil Print*
- Proof of Date of Birth*
- Proof of seller's address*
- Signature identification of seller

10. Trade Certificate

Documents required

- Application in **Form 16**

11. Issue of Duplicate Trade Certificate

Documents required

- Application in **Form 18**

12. Diplomatic Vehicles

Documents required

- Application in **Form 42**
- Road worthiness certificate in **Form 22** from the manufacturers (**Form 22A** from the Body builder)
- Pollution under control certificate
- Valid insurance certificate
- Proof of address (Ration card, Electricity bill etc.)
- Design approval copy of STA in case Trailer or Semi-Trailer
- Original sales certificate from the concerned authorities in **Form 21** in the case of ex-army vehicle

- Custom's clearance certificate along with licence, and bond in case of imported vehicle
- Temporary registration, if any

13. Ownership Transfer

Documents required

- **Transfer of ownership in case of normal sale**

- **Form 29**

- **Form 30**

Form I

- Certificate of registration
- Certificate of insurance
- Certificate of pollution under control*
- PAN card (seller and purchaser) or **Form 60***
- Chassis & Engine Pencil Print*
- Proof of Date of Birth of purchaser*
- Proof of address*
- R.C. Book
- Purchaser's undertaking*
- Passport size photograph*
- Tax clearance certificate*

Form II

- A no objection certificate granted by the registering authority
- an order of the registering authority refusing to grant the no objection certificate; or
- where the no objection certificate or the order, as the case may be, has not been received, a declaration by the transferor that he has not received any such communication together with—
 - The receipt obtained from the registering authority; or
 - The postal acknowledgement received from the registering authority where the application for no objection certificate has been sent by post.

- **Transfer of ownership on death of owner of the vehicle**

- **Form 31**

- Certificate of registration
- Certificate of insurance
- Death certificate in relation to the registered owner
- Certificate of pollution under control*
- PAN card (successor) or **Form 60***
- Chassis & Engine Pencil Print*
- Proof of Date of Birth of successor*
- Proof of address*
- Signature Identification of Seller*
- Declaration by the applicant and all other Legal Heirs of the deceased*
- Verification of vehicle on **Form 20***
- R.C. Book
- Passport size photograph*
- Proof of succession*

- **Transfer of ownership of vehicle purchased in public auction**

- **Form 32**
- Certificate of registration
- Certificate of insurance
- Certificate or order confirming the sale of the vehicle in his favour duly signed by the person authorised to conduct the auction; and
- Certified copy of the order of the Central Government or State Government authorising the auction of the vehicle
- Certificate of pollution under control*
- PAN card (seller and purchaser) or **Form 60***
- Chassis & Engine Pencil Print*
- Proof of Date of Birth of purchaser*
- Proof of address*
- Purchaser's undertaking*
- R.C. Book
- Passport size photograph*

Fees & User Charges

Sl.No.	Purpose	Amount	Rule	Section
1.	Grant or renewal of trade certificate in respect of each class of vehicle:			
	(a) Motorcycle	Rupees Five Hundred Only	34(1)	---
	(b) Invalid Carriage	Rupees Five Hundred Only	34(1)	---
	(c) Others	Rupees One Thousand Only	34(1)	---
2.	Duplicate trade certificate:			
	(a) Motorcycle	Rupees Three Hundred Only	38(1)	---
	(b) Invalid Carriage	Rupees Three Hundred Only	38(1)	---
	(c) Others	Rupees Five Hundred Only	38(1)	---
3.	Appeal under rule 46	Rupees One Thousand Only	46(1)	---
4.	Issue or renewal of certificate of registration and assignment of new registration mark:			
	(a) Invalid Carriage	Rupees Fifty Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	(b) Motor cycle	Rupees Three Hundred Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	(c) Three wheeler/Quadricycle/Light Motor Vehicles:			
	i) Non transport;	Rupees Six Hundred Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	ii) Transport	Rupees One Thousand Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	(d) Medium goods vehicle	Rupees One Thousand Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---

Sl.No.	Purpose	Amount	Rule	Section
	(e) Medium passenger motor vehicle	Rupees One Thousand Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	(f) Heavy goods vehicle	Rupees One Thousand and Five Hundred Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	(g) Heavy passenger motor vehicle	Rupees One Thousand and Five Hundred Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	(h) Imported motor vehicle	Rupees Five Thousand Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	(i) Imported motor cycle	Rupees Two Thousand and Five Hundred Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
	(j) Any other vehicle not mentioned above	Rupees Three Thousand Only	47(1) 52(1) 54(1) 76(1) and 78(1)	---
Note 1: Additional fee of Two Hundred Rupees shall be levied if the certificate of registration is a smart card type issued or renewed in Form 23A.				
Note 2: In case of delay in applying for renewal of certificate of registration, an additional fee of Rupees Three Hundred Only for delay of every month or part thereof in respect of motor cycles and Rupees Five Hundred Only for delay of every month or part thereof in respect of other classes of non transport vehicles shall be levied.				
5.	Issue of duplicate certificate of registration	Half of the fee mentioned against Serial No.4	53(2)	---
6.	Transfer of ownership	Half of the fee mentioned against Serial No.4.	55(2)(iii), 55(3), 56(2)(a) and 57(1)(a)	---
Note: In case of delay in submission of 'No Objection Certificate', an additional fee of Rupees Three Hundred Only for delay of each month or part thereof in case of motor cycles and Rupees Five Hundred Only for each month of delay or part thereof for other vehicles shall be levied.				
7.	Change of residence	Half of the fee mentioned against Serial No.4.	59	---
Note: In case of delay in submitting 'No Objection Certificate' for change of residence, an additional fee of Rupees Three Hundred Only for delay of each month or part thereof in case of motor cycles and Rupee Five Hundred Only for each month of delay or part thereof for other vehicles shall be levied.				
8.	Recording alteration in the certificate of registration	Half of the fee mentioned against Serial No.4	---	---
9.	Endorsing hire purchase/lease/hypothecation agreement:			
	(a) Motorcycle	Rupees Five Hundred Only	60	---

Sl.No.	Purpose	Amount	Rule	Section
10.	(b) Three wheeler/quadracycle/light motor vehicle	Rupees One Thousand and Five Hundred Only	60	---
	(c) Medium or heavy vehicle	Rupees Three Thousand Only	60	---
	Note: No separate fee will be levied for cancellation of lease, etc, or for issue of fresh Certificate of Registration thereafter.			
	Conducting test of a vehicle for grant or renewal of certificate of fitness:			
	(a) Motorcycle	(i) Manual: Rupees Two Hundred Only (ii) Automated: Rupees Four Hundred Only	62(2)	---
11.	(b) Three wheeled or light motor vehicle or quadracycle	(i) Manual : Rupees Four Hundred Only (ii) Automated: Rupees Six Hundred Only	62(2)	---
	(c) Medium or heavy motor vehicle	(i) Manual: Rupees Six Hundred Only (ii) Automated: Rupees One Thousand Only	62(2)	---
	Grant or renewal of certificate of fitness for motor vehicle	Rupees Two Hundred Only.	62(2)	---
Note: Additional fee of Rupees Fifty Only for each day of delay after expiry of certificate of fitness shall be levied.				
12.	Grant or renewal of letter of authority	Rupees Fifteen Thousand Only	63(2)(a)	---
13.	Issue of duplicate letter of authority	Rupees Seven Thousand and Five Hundred Only	66(2)	---
14.	Appeal under rule 70	Rupees Three Thousand Only	71(1)	---
15.	Any application not covered under entries at Serial Nos. 1 to 14 above	Rupees Two Hundred Only	64(p)	---

Note 1: For the removal of doubts, it is hereby clarified that medium passenger motor vehicles, heavy goods vehicles, imported motor vehicles or any other vehicles not mentioned against Serial No.4 of the above Table include both transport and non-transport vehicles.

Note 2: Where the certificate of registration issued is in the form of any Smart Card Type, an additional fee of Rupees Two Hundred Only shall be charged *except* in the case of issue of fresh certificate of registration after cancellation of hire purchase or lease or hypothecation agreement.

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Acceptable Documents for Proof of Age

- Birth Certificate issued by Municipal authorities
- School Certificate
- Passport
- Affidavit sworn before an Executive Magistrate or a First Class Judicial Magistrate or a Notary Public

* **Acceptable Documents for Proof of Residence**

- Aadhaar Card
- Electoral Roll
- Life insurance policy
- Passport
- Pay slip issued by any office of the central / UT government or a local body / any other document or documents as may be prescribed by the UT government.
- Affidavit sworn before an Executive Magistrate or a First Class Judicial Magistrate or a Notary Public
- Municipal tax receipt / notice
- Bank pass book from any scheduled bank
- Electricity bill /Water bill
- Landline telephone bill

3.5 MOTOR VEHICLE TAX

Sr No.	Categories of Motor Vehicles	Rate of Motor Vehicles Tax	Reference
1.	All Motor Vehicles	One Time Tax @9% of the cost of vehicle	SRO, 492 dated 1 st August 2019
2	Motor Cycles costing above 1.5 lakh	One time tax @10% of the cost of vehicle	

S. No	Class of vehicles	Quarterly tax to be levied on the vehicles registered upto 03/08/2019
1. Vehicles for carrying passengers not plying for hire:		
	Motor scooters and cycles with attachments for propelling the same by mechanical power.	120.00
i.	Motor Cycles	200.00
ii.	Motor Cycles with side car	300.00
iii.	Motor Cars of an upto 14 H.P	300.00
iv.	Motor Cars above 14 H.P	1000.00
v.	Motor Cars if used for drawing a trailer, in addition to the tax payable under items 4 & 5 for each trailer.	300.00
vi.	Invalid carriage	120.00
2. Buses other than commercial buses:		
i.	Not less than 8 persons and not more than 21 persons	1200.00
ii.	Not less than 22 persons and not more than 33 persons.	1500.00
iii.	34 persons or more	2000.00
iv.	Trailors	500.00
3. Commercial Buses:		
i.	Not less than 8 persons and not more than 21 persons	1200.00

S. No	Class of vehicles	Quarterly tax to be levied on the vehicles registered upto 03/08/2019
ii.	Not less than 22 persons and not more than 33 persons.	2000.00
iii.	34 persons or more	2200.00
4. Other than Buses i.e. Taxis/ Auto Rickshaws		
i.	Upto 5 persons	500.00
ii.	More than 5 persons	750.00
iii.	Trailors	500.00
5. Goods vehicle		
i.	Vehicles with registered unladen weight upto 1000 kgs	800.00
ii.	Vehicles with registered unladen weight exceeding 1000 Kgs but not exceeding 3600 kgs	1800.00
iii.	Vehicles with registered unladen weight exceeding 3600 Kgs but not exceeding 8100 Kgs	2000.00
iv.	Vehicles with registered unladen weight exceeding 8100 Kgs	2200.00

The tax for which vehicle owner liable to pay and declare accordingly, the schedule for payment will be as follows:-

- For the first quarterly period before the 30th day of April,
- For the second quarterly period before the 31st day of July,
- For the third quarterly period before the 31st day of October and
- For the fourth quarterly period before the 31st day of January.

4. GRIEVANCE REDRESS MECHANISM

4.1 NOTIFYING CENTERS FOR RECEIPT OF GRIEVANCES

The department has a well laid out mechanism for efficient and effective resolution of grievances/complaints of citizens. The details are as given below:

How to file your grievance/complaint			
Mode of filling	Whom to contact	Mode of contact	
		By registered post	by e-mail
Manual	UT Transport Commissioner, J&K,	Old Secretariat Srinagar (May-Oct) and Rail Head Complex Jammu	tptcommissionerjk@gmail.com
	Joint Transport Commissioner, UT of J&K	Old secretariat Srinagar(May to Oct), Rail Head	jtcommissionertptjk@gmail.com
		Complex Jammu(Nov to April)	
	Regional Transport Authority,	RTO Kashmir	rtokashmir@gmail.com
		RTO Jammu	rtojammu@gmail.com
		RTO Kathua	rtokathua@gmail.com

Nodal officer Joint Transport commissioner, Old Secretariat Srinagar (May-Oct) and Rail Head Complex Jammu (November to April)

Contact No. 0194-24506688

Email ID jtcommissionertptjk@gmail.com

The following format will be maintained for the redressal of the complaints / grievances:-

		Particulars of Complainant				Particulars of the Complaint / Grievance			
#	Date of Receipt	Name	Address	Landline/ Mobile/ Email	Whether Acknowledgement given at the time of receipt	Subject of the grievance	Office	Brief Description	Date of acknowledgement Date of Redress
1	2	3	4	5	6 (Yes / No)	7	8	9	10

The department would make the best efforts to redress a

grievance/complaint received at any level through any means. The department also makes efforts to categorize grievances to identify services/officers/offices with persisting problems and take systemic measures to eliminate such problems.

4.2 COMMUNICATIONS TO COMPLAINANT

- a) The complainant will be given the grievance / complaint no. to facilitate him for monitoring and for furnishing reminders for the grievance / complaint.
- b) The complainant will also be given the time limit for redressal of his grievance / complaint.

In case of field offices, if the grievance / complaint of the complainant is not redressed within the prescribed time limit, in that case, he can contact the Nodal Officer (Joint Transport commissioner, Old Secretariat Srinagar (May-Oct) and Rail Head Complex Jammu (November to April or through Email ID jtcommissionertptjk@gmail.com).

4.3 CRITERIA FOR CLASSIFICATION

The criteria for classification of complaint / grievance of the complainant is laid out as under:-

Sr. No	Grievance Category
1	Charter related
2	Policy procedure related
3	Personnel
4	Miscellaneous

4.4 TIME NORMS FOR REDRESSAL

The time norms for the redressal of grievance / complaint is laid out as under:-

Sr. No	Grievance Category	Time norms for Redress
1	Charter related	15 days
2	Policy procedure related	30 days
3	Personnel	20 days
4	Miscellaneous	20 days

4.5 LEVEL OF RESPONSIBILITY FOR REDRESS

The following officers will be responsible for the redress of the grievance / Complaint of the complainant:-

Sr. No	Designation of the officer	Level
1	Joint Transport Commissioner, J&K	UT Level
2	Regional Transport Officer	Regional Level
2	Asstt. Regional Transport Officer	District Level

4.6 ANALYSIS AND PREVENTION

The root cause for the frequency of complaints / grievances will be analyzed and identified and it will be endeavored to prevent the frequency of complaints / grievances.

4.7 PERIODIC REVIEW

The complaints / grievances received from the complainants will be subject to periodic review on a monthly basis.

5. STAKEHOLDERS / SERVICE RECIPIENTS

Sr. No	Stakeholder
1	License holders
2	Vehicle owners
3	Transport operators(Stage carriage and goods transport)
4	Various association of transport operators
5	UT Transport Undertakings
6	Automobile manufacturers/dealers

6. SUBORDINATE / FIELD OFFICES

At present there are 17 District Transport Offices (ARTO) at the district headquarter and 03 (three) Regional Transport Authorities at Jammu, Kashmir, and Kathua (as per list given below).

Detail of field offices and their locations:

Sr. No	Name	Address	Email ID
1	Regional Transport Office Kashmir	Batmaloo near petrol Pump Pindich Mandi Srinagar-190018	rtokashmir@gmail.com
2	Regional Transport Office Jammu	Narwal near Transport Nagar Jammu	rtojmu@gmail.com
3	Regional Transport Office Kathua	Lakhanpur	rtokathua@gmail.com
4	Asstt. Regional Transport Office, Anantnag	D.C Office Anantnag	artoanantnagkmr@gmail.com
5	Asstt. Regional Transport, Office Bandipora	D.C office Bandipora	Artobandiporakashmir15@gmail.com
6	Asstt. Regional Transport Office, Baramulla	Opposite Police Station Amargarh Sopore	artobaramullakmr@gmail.com

Sr. No	Name	Address	Email ID
7	Asstt. Regional Transport Office Budgam	Near Mini bus Stand Budgam	artobudgamkmr@gmail.com
8	Asstt. Regional Transport Office, Doda	Near Khan Plaza Doda	artododajmu@gmail.com
9	Asstt. Regional Transport Office Ganderbal	Fatehpura Ganderbal	artoganderbal@rediffmail.com
10	Asstt. Regional Transport Office, Kupwara	Dragnmulla Near J&K Bank Kupwara	artokupwarakmr@gmail.com
11	Asstt. Regional Transport Office, Kulgam	D. C Office Kulgam	Jk18kulgam@gmail.com
12	Asstt. Regional Transport Office, Poonch	Shankar Nagar Near Horticulture Office Poonch	artopoonchjmu@gmail.com
13	Asstt. Regional Transport Office, Pulwama	Drusoo Pulwama	artopulwamakmr@gmail.com
14	Asstt. Regional Transport Office, Ramban	D. C office Maitra Ramban	artorambanjmu@gmail.com
15	Asstt. Regional Transport Office, Reasi	D. C. Office Reasi Block 1 Hall 3	artoreasijmu@gmail.com
16	Asstt. Transport Officer, Rajouri	Ward 5 Near CMO office Jawahar Nagar, Rajouri	artorajourijmu@gmail.com
17	Asstt. Regional Transport Office, Samba	Near Supwal Samba	artosambajmu@gmail.com
18	Asstt Regional Transport Office, Shopian	DC Office Shopian	artoshopiankmr@gmail.com
19	Asstt Regional Transport Office, Udhampur	Jakhani Udhampur	artoudhampurjmu@gmail.com
20	Asstt Regional Transport Office, Kishtwar	Ram Mehta Road	artokishtwarjmu@gmail.com

The main functions of the ARTO offices are issuance of Driving Licences, Conductor Licences, Registration of Motor Vehicles, permits to Transport

vehicles (goods carrier, passenger transport and private carriers), Authorization of Driving Training Schools and collection of Motor Vehicles Taxes These officers have been delegated with enforcement powers.

7. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

To have better and timely service, it will be the responsibility of the service recipients to submit their complete forms along with all the required enclosures duly attested, where required and fee if any, failing which, no form / application will be entertained / accepted.

8. PUBLIC SERVICE GAURANTEE ACT

An act to provide the delivery of public service to the people of the UT within the specific time limit and for matters connected within and incidental thereto

In reference to SRO 224 the power conferred by section 4 of Jammu & Kashmir Public Service Guarantee Act 2011 (Act No 1X of 2011) the Department hereby notify the following designated officers/Appellate authorities for redressal of public grievance.

Ist Appellate Authority / PIO's

S. No	Name of the Officer S/Shri	Designation	Nominated	For the office of	Mobile No.
1.	Sh. Raman Kumar Kesar (JKAS)	Addl. Transport Commissioner	1st Appellate Authority	Transport Commissioners Office, J&K	(0194) 2506688 (0191) 2455293 9419157901
2.	Sh. Raman Kumar Kesar (JKAS)	Addl. Transport Commissioner	1st Appellate Authority	Regional Transport Office, Kashmir	(0194) 2506688 (0191) 2455293 9419157901
3.	Sh. Gurmukh Singh, JKAS	Joint. Transport Commissioner	1st Appellate Authority	Regional Transport Office, Kathua	9419114670 (M)
4.	Shri Dhananter Singh, JKAS	RTO, Jammu	1st Appellate Authority	RTO, Office and ARTO offices of Jammu (Except Kathua)	(0191) 2479802(O) M-9419378117
5.	Rachna Sharma, JKAS	Asstt. Transport Commissioner	PIO	Transport Commissioner, Office	7006671273
6.	Shiekh Manzoor	I/C ARTO	PIO	RTO, Srinagar (JK01)	9419009429
7.	Mohammed Saleem	I/C ARTO	PIO	RTO, Narwal Jammu (JK02)	9419161281

S. No	Name of the Officer S/Shri	Designation	Nominated	For the office of	Mobile No.
8.	Peerzada Shabir Ahmad	ARTO	PIO	ARTO, Anantnag (JK03)	9419041634
9.	Jamsheed Rasool,	I/C ARTO	PIO	ARTO, Budgam (JK04)	9419408131
10.	Mubashir Jan	I/C ARTO	PIO	ARTO, Baramulla (JK05)	9419006696
11.	Kuldeep Singh	I/C ARTO	PIO	ARTO, Doda (JK06)	9419155505
12.	Neeraj Sharma	I/C ARTO	PIO	ARTO, Kathua (JK08)	9419198106
13.	Mukhtar Sofi	I/C ARTO	PIO	ARTO, Kupwara (JK09)	9419036888
14.	Shammi Kumar	I/C ARTO	PIO	ARTO, Rajouri (JK11)	9419197999
15.	Inzar Ahmad Rana, JKAS	ARTO	PIO	ARTO, Poonch (JK12)	9419353405
16.	Mauzzam Ali, JKAS Addl. Charge	ARTO	PIO	ARTO, Pulwama (JK13)	7006079583
17.	Jugal Kishore	I/CARTO	PIO	ARTO, Udhampur (JK14)	9419172730
18.	Suhayab Ah. Wani, JKAS	ARTO	PIO	ARTO, Bandipora(JK15)	7006706414
19.	Arif Parveez Shah	I/C ARTO	PIO	ARTO, Ganderbal (JK16)	9419066215
20.	R.K. Samotra	I/C ARTO	PIO	ARTO, Kishtwar (JK17)	9419162333
21.	Mohd Zubair Latoo, JKAS	ARTO	PIO	ARTO, Kulgam (JK18)	9797876251
22.	Shri Shafqat Majeed Bhat, JKAS	ARTO	PIO	ARTO, Ramban (JK19)	9419001745
23.	Rajesh Gupta	I/C ARTO	PIO	ARTO, Reasi (JK20)	9419161373
24.	Mrs. Rehana Tabasum, JKAS	ARTO	PIO	ARTO, Samba (JK21)	7006676738
25.	Mauzzam Ali, JKAS	ARTO	PIO	ARTO, Shopian (JK22)	7006079583

Note

Suggestions are invited from the general public about the activities and functioning of Citizen Charter.

The Department of Transport, Government of J&K is implementing Citizen Charter in the UT of J&K; the general public is requested to give their suggestions for retaining or changing the Provisions/scope/coverage of the services or process. The citizens are also requested to send suggestions on the ways to improve its own functioning and brighten its transparency.

The General public can communicate their suggestions within 30 days in the office of Transport Commissioner, J&K Government, either by hand or by post.