Citizen Charter

All activities carried out by the Transport Department are meant to provide better and dependable transport facilities to the citizens in a well coordinated manner. It is the endeavor of this department to come up to the expectations of the citizens in performing its duties. Every citizen is directly or indirectly linked with the transport sector. In the UT of J&K surface transport is the most convenient, common and affordable means of communication. Transport department performs its job by issuing orders and instructions to its subordinate offices for rationalization of routes so that the citizens from all corners of the State can have a hassle free transport facility. Transport Department, J&K with the objective to serve the public has recently taken the initiatives which are as below:-

1. Online Services:-

The Transport Department has launched the following online services for renewal/issuance of the documents. This would reduce the footfall in the office of the RTOs/ARTOs across the UT of J&K and would encourage paperless, cashless & faceless Government transaction:-

a) e-Vahan:-

1. Issuance of Duplicate Registration Certificate.
2. Change of address in Registration Certificate.
3. Renewal of Route Permit.

b) e-Saarthi:-

4. Issuance of Learner License.
5. Extension/Renewal of Learner License.
6. Driving License.
7. Renewal of Driving License.
8. Issuance of Duplicate Driving License.
9. Replacement of Driving License.
10. Change of particulars in Driving License.

c) Other Services through internet portal:-

11. Issuance of trade certificate.
12. Renewal of trade certificate.
13. Issuance of Goods Carriage Permit (Fresh)
14. Hypothecation Termination.
15. Hypothecation Endorsement.
16. Temporary Permission.
17. Driving School License (Fresh).
18. Renewal of Driving School License.
19. Renewal of Pollution Checking Centres.

The formalities to be completed/documents required for availing these services are available in the e-book of the department.

2. Dealer Assisted Registration:-

Transport Department has rolled out the Dealer Assisted Registration for non Transport Vehicles in the UT of J&K to provide the relief to the prospective buyers. This initiative has not only provided much awaited relief to the buyer but has also reduced the footfall in the offices of RTOs/ARTOs. Under this simplified and public friendly system, non Transport Vehicles are issued permanent registration mark through VAHAN Portal of MoRTH, GoI.

The relevant information and documents have to be uploaded and duly verified by the authorized Dealer, related to the vehicles such as Form No. 20, 21 and 22, sale invoice etc as prescribed under Central Motor Vehicle Rules, 1989 alongwith fees/taxes deposited online, in VAHAN portal. The permanent registration mark shall have to be approved by the concerned registering authority on the basis of documents upload by the dealer on VAHAN Portal and the approval shall have to be conveyed to the dealer online within a period of 72 hours from such uploading. Upon receipt of approval from the registering authorities, the dealer shall generate the print out of registration certificate carrying the scan signature of the concerned Registering

authority. The dealer shall subsequently deliver the vehicles along with RC and affixation of HSRP to the vehicle owner in hassle free manner. The purchaser has not to give any additional charges for allotment of permanent registration number, depositing of online tax, fees and uploading documents, cost of HSRP and processing of application.

This initiative has reduced the footfall in the office of RTOs and ARTOs and has reduced the interface of the general public with the official of the Motor Vehicle Department and has thus been an effective step in bringing the transparency.

3. Jammu & Kashmir Transport Subsidy Scheme:-

The Govt. has introduced a scheme called "Jammu and Kashmir Transport Subsidy Scheme" in the Transport Department for replacement of 15 years and above old buses with new eco friendly fuel efficient buses, with a subsidy of Rs. 5.00 lac per bus.

During 2020-21 Financial Year funds amounting to Rs 1.75 Crore was sanctioned by the Government to cover 35 numbers of beneficiaries in the first instance. The intending Bus owners can avail the benefits under the scheme.

4. Road Accident Victim Fund:-

Road Accident Victim Fund has been created with an objective to provide immediate succor to the dependents/kith and Kins/Legal heirs of the persons killed/injured in road accidents of the passenger cum private vehicles including the vehicles owned by Government/Corporation/ Public Sector Undertakings, etc. The Payment of relief to the victims /their Kith & kins is as :-

i) Rupees One Lac in case of death.
ii) Rupees Seventy Five Thousand in case of permanent disability.
iii) Rupees Fifty Thousand in case of grievous injuries.
iv) Rupees Ten Thousand in case of minor injury.

5. Facilitation Centres for learner's license test in Polytechnics/ITIs across UT of J&K

- The demand for learner license test is very huge and the infrastructure available in the offices of RTOs and ARTOs is unable to cope up with the demand due to COVID-19 induced lockdown.
- The Transport Department alive to the problem faced by the public, has notified the following 19 Polytechnics/ITIs across the UT of J&K for conducting online Learner License Test for the facilitation of general public:-

S.No	District	Institution
1.	Jammu	Govt. Polytechnic for Women, Jammu
2.	Udhampur	Govt. Polytechnic, Udhampur
3.	Doda	Govt. Polytechnic, Doda
4.	Samba	Govt. Polytechnic, Samba
5.	Poonch	Govt. Polytechnic, Poonch
6.	Srinagar	Govt. Polytechnic Boys, Srinagar
7.	Anantnag	Govt. Polytechnic, Anantnag
8.	Bandipora	Govt. Polytechnic, Bandipora
9.	Shopian	Govt. Polytechnic, Shopian
10.	Jammu	ITI Jammu
11.	Kathua	ITI Kathua
12.	Ramban	ITI Ramban
13.	Rajouri	ITI Rajouri
14.	Kishtwar	ITI Kishtwar
15.	Baramulla	ITI Baramulla
16.	Ganderbal	ITI Ganderbal
17.	Kupwara	ITI Kupwara
18.	Budgam	ITI Budgam
19.	Pulwama	ITI Pulwama

6. Electric vehicle policy is also being framed to give impetus to the pollution free public/private transport in the UT of Jammu and Kashmir. 100% Exemption of road tax has been extended to agricultural tractors upto 3000cc capacity, all e-vehicles and Motorized tricycles for specially abled persons vide SO No. 25 dated 25.01.2021.

7. Empowered committee under 274-A of JK MV Rules, 1991 has been done away with for the purpose of providing ease of doing business. This would help in introducing the new Transport Vehicle by the concerned dealer in J&K in a hassle free manner.

8. J&K Road Transport Corporation:-

- JKRTC has a strategic presence in J&K for last 7 decades and over the years, has rendered a yeoman service to public at large. JKRTC played a major role in safe transportation to serve public in inaccessible /far-flung areas and has prevented exploitation to poor commuters by the market players in transport sector. JKRTC plies vehicles on non-lucrative routes to serve the public purpose.
- To restore the health of J&K Road Transport Corporation under Capex Budget 2020-21, 277 trucks & 226 Buses are been inducted into the fleet of the JKRTC. The procurement of buses would help in providing transportation facility to general public on hungry routes and trucks would help in the transhipment of essential commodities/food grains in every nook and corner of UT of J&K.

9. ROAD SAFETY FUND

Pursuant to the directions of Hon'ble Supreme Court committee on road safety in line with the commitments of India being a signatory to Brasilia declaration, J&K Road Safety council Act. 2018 got enacted.

Major initiatives/activities undertaken under Road Safety:

Raising awareness about road safety

- 620 Awareness camps were conducted by MVD/ Traffic Police.
- 16 Awareness camps in Schools & Colleges were also organized.

- Health Check-up of 5075 Drivers was done.

Equipments/ machinery provided to Traffic Police

- 69 Motorcycles
- 03 Interceptor Vehicles
- 03 Breath Alcohol Analyzer
- 07 Recovery Cranes
- 03 Speed Radar Guns with Laser Cameras

Equipments/ machinery provided to Motor Vehicle Department

- 41 Motorcycles
- 44 Breath Alcohol Analyzer
- 35 PUC Devices
- 22 Projectors
- 20 HD Video cameras
- 22 DSLR Cameras
- 06 Speed Radar Guns with Laser Cameras

Road Accident Data Management System (RADMS)

- A web enabled GIS based Road Accident Data Management System (RADMS) has been established at Transport Commissioner Office, Rail Head Jammu.
- RADMS is used for identification of black spots, wrong driving practices, road infrastructure, vehicular defects, road types, damage to property, overloading issues, driver issues and other factors causing or related to road accidents. This system also facilitates for plotting of accident data on digital maps enabling in-depth spatial analysis.