

TRANSPORT DEPT TO ENSURE HOME DELIVERY OF LICENSES AND RC BOOKS

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The Directorate of Transport has decided to dispatch all the driving licences and R.C. books issued in the form of Smart Card to all the applicants directly to their residence with immediate effect with the objective of simplifying the procedures and providing door step services to the public at large. The applicants will get SMS updates about the status of their application and Smart Cards shall be received by the applicant at respective residences without having to visit various RTO offices. Acting on the feedback and complaints received from the public that they have to make numerous visits to the RTO offices to collect their Smart Cards, the Directorate of Transport has decided to implement this Citizen Friendly measure with immediate effect.

The System will be managed in joint coordination with India Post with which Directorate of Transport has tied up for rapid dispatch of Smart Cards by Speed Post service. The officials of Goa Electronics Limited (GEL) will manage the system and send SMS alerts, prepare the Smart Cards and hand over to the representative of Postal Department on daily basis for onward delivery to the respective beneficiaries. This is expected to reduce the long queues at RTO offices and provide door step services to the applicants. Sms alerts will also inform the applicants the status of their smart cards. This is among series of steps being initiated by the Department to reduce the long queues and ensure citizen friendly initiatives. Efforts are underway to ensure adoption of e-governance so that all applications etc can be submitted to various RTO Offices online and payments made through net banking/credit/ debit cards etc.