

P R E F A C E

The need for a comprehensive manual for the Motor Vehicles offices was felt for a long time. The procedures involved in providing service to the citizens have increased in complexity over the years with introduction of new tax and fees schedules, new rules and ever increasing number of court cases. The vehicle population has also increased substantially to cater to increased demand for transport as a consequence of increased economic activity. There is also an increasing demand for permits of varying descriptions from private entrepreneurs. Simultaneously with increase in complexity and vehicle population, the resources available with the Motor Vehicles offices have stagnated or in many cases actually reduced over the years.

A number of services to the public are 'provided' by the Motor Vehicles agents. Though they are not recognized by the government, they do have a significant role in all Motor Vehicles offices. In the business, for generations, they are more familiar with the rules and tax/fee structure than our own staffs who occupy their positions for a couple of years at a time and are not trained for the job. As a result the Motor Vehicles agents wield considerable clout. Often the staffs are at the mercy of these Motor Vehicles Agents, who, cannot be expected to work in the interest of the government. There is therefore a need for such a manual for all those who work in the Motor Vehicles offices.

In the district of Burdwan there are three offices dealing with Motor Vehicles: one in the Burdwan Collectorate, the other two in the offices of SDO Durgapur and SDO Asansol. Burdwan district is the largest earner of Motor Vehicles revenue after the Public Vehicle Department of Kolkata and boasts of a vehicle population of over four

lakh. The offices therefore have to provide services to a large number of vehicle owners and operators coming from different backgrounds. The working of the Motor Vehicles Offices have a direct bearing on the quality of transport service available in the districts and the revenue earned by the government. It is, therefore, essential that procedures in the offices are such that the people get the best services.

It is our experience that the procedures are not well documented and therefore varies from office to office. The vehicle owners also do not submit complete or correct information always. In the absence of a computerized environment, therefore, the process becomes more complicated. Moreover, timeframe for the different services are not specified. As a result, often there are allegations of lack of prompt service and non transparency. It is with the objective of providing a sound framework of procedures that this manual has been prepared.

The Motor Vehicles Procedure Manual brings together all the forms required for providing different services along with desirable timeframe for these services. It also provides the details of fees for different services and taxes for different classes of vehicles as a ready reference. The manual also provides a detailed list of different offences under the Motor Vehicles Acts and Rules framed thereunder and penalties for each type of offence.

I hope that the manual will help standardize procedures with the objective of providing efficient services to the public and expeditious disposal of work in the Motor Vehicle Offices. However, being the first such attempt, I believe that there is a lot of scope for improvement of the manual. We are putting up the manual on our website <http://bardhaman.nic.in> for public viewing. Suggestions for enhancements and modifications to the manual would be welcome from

all quarters. Error, if any, which may have crept in inadvertently may also be brought to our notice.

The Motor Vehicles Procedure Manual is the outcome of a lot of hard work put in by several individuals. It was produced while we chased the highest revenue target for the district ever. I must acknowledge the leadership provided by Shri Binod Kumar, IAS, Additional District Magistrate (General) who was in charge of the Motor Vehicles Section during the material time. I would specially like to mention the contribution of Shri KK Chowdhury, MVI(T), Burdwan who produced the first draft and Shri Gyalbo Bhutia, WBCS(Exe.), Deputy Magistrate on probation who went through the draft document meticulously. Shri Asim Kumar Roy, MVI(NT), Burdwan, Shri Sujit Ari, Calculator, MV Taxes, Shri Haridas Chakraborty, ARTO, Durgapur, Shri Tapas Sarkar, ARTO, Asansol and Shri Sarajit Banerjee, MVI(NT), Burdwan, contributed by going through the draft document, vetting it and suggesting enhancements. The voluminous document was composed in a short time by Ms Lila Chetri and Shri Atanu Ghosh, Data Entry Operators of NCLP and Literacy sections of Burdwan Collectorate respectively. The entire project could not have been completed in time but for the dogged persistence of Shri Utpal Biswas, WBCS(Exe.), RTO, Burdwan.


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31st July 2005
Burdwan