

PUBLIC RELATIONS DEPARTMENT,
CHANDIGARH ADMINISTRATION

**GENERAL RODRIGUES INAUGURATES NEWLY RENOVATED
REGISTRATION AND LICENSING AUTHORITY OFFICE AND
LAUNCHES WEBSITE OF TRANSPORT DEPARTMENT**

CHANDIGARH, OCTOBER 30: With a view to ensuring the improved and efficient services to the public and speeding up the Registration of Vehicles and Driving License making process, *a pleasant experience*, the Punjab Governor and Administrator, Union Territory, Chandigarh, Gen. (Retd.) S.F.Rodrigues, PVSM VSM, today inaugurated the newly renovated Registration and Licensing Authority Office and launched the website, www.chdtransport.gov.in of the Transport Department, Chandigarh Administration. The renovation work has been executed by the Engineering Department of the Chandigarh Administration.

Appreciating the initiatives, General Rodrigues directed the Transport Authority to evolve an effective mechanism to monitor the progress achieved in improving service delivery to the general public and take necessary corrective measures, after seeking periodical feedback from the people. He also wanted to create a software to facilitate the public for accessing information about the vehicles to detect offenders in accident cases to ensure *Road Safety Management*. He also wanted that the objections, if any, in the application form should be detected at the initial stages to avoid the need for a second visit to the Registration office for the desired work.

Explaining the various new initiatives to the Administrator, U.T. Chandigarh, Mrs Swati Sharma, Regional Licensing Authority, Chandigarh said that this office has been made centrally air-conditioned and the focus has been on providing comfortable, quick and efficient services to the people of Chandigarh. The office of the R&LA is the first "*disabled-friendly*" office in the UT Administration, wherein every effort has been made to ensure that there is least discomfort to the disabled people. Two new additional counters and a ramp for the physically challenged, senior citizens, defence personnel and women have been constructed. Special

anti-skid tiles, specifically for the physically and visually challenged persons, have been installed in the office.

The Website of the Transport Department, U.T. Chandigarh launched today is informative as well as is equipped with certain dynamic features. The complaints/grievances module introduced in the website aims at making the system transparent and efficient resulting in quick disposal of queries and issues of the general public. One can check the status of the complaint/grievance lodged in the office online, without any need to come to the office.

The services provided in the website by the Transport Department (R&LA and STA) have been given in detail focusing on forms/documents to be filled which can be downloaded, procedures to be followed, requisite fee to be paid, timings of the office as also the time of delivery of the Driving License, Registration Certificate etc. Further, the administrative set-up of the Transport Department, U.T. Chandigarh, Traffic Rules, Acts and Notifications and Frequently Asked Questions are also provided for the facility of the public. The section on 'What's New' provides details about any new rule, notification, facility etc. for information of the general public.

The module on Registration Details (for vehicles registered since 1994) aims to provide the relevant details to a person who furnishes the information regarding the vehicle number and the chassis number. This will be of immense help to the traffic police, the office and to the people who are interested in knowing certain details for verification purposes. This would also help in providing the relevant information relating to hit and run cases, vigilance cases and theft cases etc. whenever required.

Information regarding Theft cases of stolen vehicles and International Driving Licenses issued by the R&LA Office has also been provided to ensure assistance to the police and traffic personnel as also the general public.

The entire hardware of the office which had gone obsolete since the last five years has been changed and new equipments have been installed. Further, fire safety measures have been taken care of as also the fire alarm systems for

which adequate training has been imparted to the entire staff of the R&LA office.

New initiatives in the pipeline are the installation of the SARATHI AND VAHAN SOFTWARES of the Government of India in the Transport Department for which the customization work is presently under process in NIC Head Quarters, New Delhi. The pilot testing of the said softwares has already been done in the office. These softwares have all the features which would make the official procedures easy and simple for the public.

Another equally important endeavour in the offing is the Computerisation of the Record Room of the Registration and Licensing Authority Office which houses records relating to driving licenses and registration certificates dating since 1966 and numbering around 60 lakh.

The Adviser to the U.T. Administrator, Sh. Lalit Sharma, the Home Secretary cum Secretary, Transport, Sh. Krishna Mohan, Deputy Commissioner, Sh. R.K. Rao, Chief Engineer, Mr. V.K. Bhardwaj, Chief Architect were present along with other dignitaries.

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