



Citizen's Charter

Transport Department

III Floor, NTR Administrative Block,
Pandit Nehru Bus Station Complex,
Vijayawada-520002

(<http://www.aptransport.org/> &
<https://aprtacitizen.epragathi.org/#!/index>)

August 2022

Citizens' Charter

1. About the Department:

The Andhra Pradesh Transport Department was established for enforcement of the provisions of Andhra Pradesh Motor Vehicles Taxation Act, 1963, Motor Vehicle Act, 1988, and the rules framed there under. The department primarily functions under the provisions of Section 213 of the Motor Vehicle Act, 1988.

The Transport Department is headed by the Transport Commissioner. He is assisted by one Additional Transport Commissioner, two Joint Transport Commissioners, One Deputy Transport Commissioner, One Chief Accounts Officer, three Assistant Secretaries, one Secretary of STAT in the cadre of Joint Transport Commissioner of Transport Commissioner's Office in the Head Office. In the field, 26 Deputy Transport Commissioners/District Transport Officers, 29 Regional Transport Officers, 177 Motor Vehicles Inspectors, 246 Assistant Motor Vehicle Inspectors and 68 Administrative Officers besides other ministerial staff.

2. Vision:

Providing citizen friendly services and ensuring safe, secure and pollution-free road transport in the State of Andhra Pradesh.

3. A. Mission:

- i. The Department endeavours to be accountable, transparent, prompt and citizen friendly in the delivery of services.
- ii. The Department endeavours to undertake regulatory and enforcement measures for an efficient, safe and environment-friendly transport system for the movement of passengers and goods by roads.

B. Functions:

- i. Providing citizen-centric services like issue of driving licences, registration of motor vehicles, grant of permits, etc.
- ii. Contribution of revenue to Government exchequer through collection of taxes.
- iii. Taking measures for safety on roads.

- iv. Taking measures to control vehicular pollution.
- v. Assisting other organisations in the development of transport facilities.

C. Priorities:

- i. Improving efficiency and accountability in services through upgradation of all offices of the department through full-fledged computerisation with centralised connectivity.
- ii. Providing online accessibility to citizens to avail services from anywhere, anytime.
- iii. Enhancing road safety by leveraging technology to strengthen the testing procedures for issue of driving licenses and fitness certificates.
- iv. Improving infrastructure and strengthening human resource capacity of the department.

4. Services and Service Standards:

4.1. Service Delivery Offices:

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

Sl. No.	Office	Services offered
1.1	District Office- headed by Joint Transport Commissioner (JTC) /Deputy Transport Commissioner (DTC)/ Regional Transport Officer (RTO) and functioning as Secretary, Road Transport Authority (RTA)	All Transactions related to Driving Licence, Registration of Vehicles, Issue of Fitness Certificates, Issue of Permits, and Collection of vehicle taxes.
1.2	Sub-Divisional Office - headed by RTO	All Transactions related to Driving Licence, Registration of Vehicles, and Issue of Fitness Certificates, Issue of Permits, and Collection of vehicle taxes.

Sl. No.	Office	Services offered
1.3	Unit office- headed by Motor Vehicle Inspector	Issue of Learner's Licence, Issue of Fresh Driving Licence for Non-Transport category, Registration of Non-Transport Vehicles, Issue of Fitness Certificates.
1.4	Motor Vehicle Inspector's Office	Issue of Learner's Licences, Issue of Fitness Certificates.
1.5	Check Posts	Issue of Temporary Permits and Collection of Taxes at State Borders.

4.2. Timings:

Offices of the Department stand open from 10:00 am to 5:30 pm. Applications for Number Reservation have to be filed from 09:00 am-1:00 pm.

4.3. Our Key Services and Service Standards

A. ISSUE OF DRIVING LICENSE

Sr. No.	Purpose	Amount	Rule	Section
(1)	(2)	(3)	(4)	(5)
-4.	Issue of certificates of registration and assignment of new registration mark or renewal of certificate of registration:-		47(1) 52(1) 54(1) 76(1) 78(1)	
	(a) Invalid carriage	Fifty rupees		
	(b) Motor cycle: (1) New registration (2) Renewal of registration	(1) Three hundred rupees (2) One thousand rupees		
	(c) Three wheeler/Quadricycle: (1) New registration (2) Renewal of registration	(1) Six hundred rupees (2) Two thousand five hundred rupees		
	(d) Light motor vehicle: (1) New registration (2) Renewal of registration	(1) Six hundred rupees (2) Five thousand rupees		
	(e) Medium Goods/ Passenger vehicle. One thousand rupees			
	(f) Heavy Goods/ Passenger vehicle.	One thousand five hundred rupees		
	(g) Imported motor vehicle (Two or Threewheeled): (1) New registration (2) Renewal of registration	(1) Two thousand five hundred rupees (2) Ten thousand rupees		
	(h) Imported motor vehicle (Four or more wheeled): (1) New registration (2) Renewal of registration	(1) Five thousand rupees (2) Forty thousand rupees		
	(i) Any other vehicle not mentioned above: (1) New registration (2) Renewal of registration	(1) Three thousand rupees (2) Six thousand rupees		4

	<p>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.</p> <p>Note 2: In case of delay in applying for renewal of certificate of registration, an additional fee of three hundred rupees for delay of every month or part thereof in respect of motor cycles and five hundred rupees for delay of every month or part thereof in respect of other classes of non-transport vehicles shall be levied.¶;</p>			
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(a) after serial number (10) and the entries relating thereto, the following shall be inserted, namely: -

-10A.	Conducting test of a vehicle for grant and renewal of certificate of fitness for motor vehicles older than 15 years:	(i) Manual: Four hundred rupees (ii)Automated: Five hundred rupees (i) Manual: Eight hundred rupees (ii) Automated: One thousand rupees (i) Manual: Eight hundred rupees (ii)Automated: One thousand three hundred rupees (i) Manual: One thousand rupees (ii) Automated: One thousand five hundred rupees.¶;	62(2)	
	(a) Motorcycle			
	(b) Three wheeled or light motor vehicle or quadricycle			
	(c) Medium goods or passenger motor vehicle			
	(d) Heavy goods or passenger motor vehicle			

(b) after serial number (11) and the entries relating thereto, the following shall be inserted, namely: -

-11A.	Grant or renewal of certificate of fitness for motor vehicles (transport) older than 15 years:	One thousand rupees	62(2)	
	(a) Motorcycle			

	(b) Three wheeled or quadricycle	Three thousand five hundred rupees		
	(c) light motor vehicle	Seven thousand five hundred rupees		
	(d) Medium goods or passenger motor vehicle	Ten Thousand rupees		
	(e) Heavy goods or passenger motor vehicle	Twelve thousand five hundred rupees		
Note: Additional fee of fifty rupees for each day of delay after expiry of certificate of fitness shall be levied. ll.				

Documents and time frame for rendering services:

Sl. No.	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
1.	Learner's Licence	1. Form 1 2. Form 2 3. Age Proof * (Min 16 Yrs for Motor Cycle upto 50CC, Min 18 Yrs for Motor Cycle above 50 CC & Other Non Transport Vehicles and Min 20 Yrs for Transport Vehicles.) 4. Residence proof ** 5. Form 1A (Medical Certificate) (If applicant's age exceeds 50 years or for addition of Transport class) For addition of another class to existing license	Same day (Applicant has to undergo computer test regarding basic traffic rules & Driver's responsibilities and has to pass the same. Learner's License will be handed over immediately after test. Applicant can take a demo test in http://aptransport.org/html/demotest.php . Those applying for addition of another class or a second LLR are exempted from test)	Unit Office/MVI office RTO DTC/JTC	RTO/DTC DTC TC

All documents in Smart Card format will be dispatched through speed post

MVI-Motor Vehicle Inspector, RTO- Regional Transport Officer, DTC - Deputy Transport Commissioner, JTC - Joint Transport Commissioner

	6. Copy of driving license For addition of Transportclass to existing license			
	7. Proof of passing VIII th std.			

Sl. No.	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
2.	Fresh Driving Licence (Can apply only after 30 days of issue of Learner's License)	1. Form 4 2. Original Learner's Licence	24 hours The applicant has to pass the Driving Test on a Vehicle of the type he/she has applied for	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
3.	Addition of another class to Driving License	1. Form 8 2. Original Learner's License 3. Original Driving License (With one year experience in Non- Transport category if applying for addition of Transport Class) 4. Form 5 issued by recognized Driving School	24 hours The applicant has to pass the Driving Test on a Vehicle of the type he/she has applied for.	Unit Office RTO DTC/JTC	RTO/DTC DTC TC

All documents in Smart Card format will be dispatched through speed post

MVI-Motor Vehicle Inspector, RTO- Regional Transport Officer, DTC - Deputy Transport Commissioner, JTC - Joint Transport Commissioner

Sl. No.	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
		(Required only for addition of Transport Class other than Light Motor Vehicle Cab)			
4.	Renewal of Driving License	1. Form 9 2. Form 1 3. Form IA 4. Original driving license (Apply within 30 days of expiry of original Driving License failing which late fee @Rs.50/year will be applicable)	24 hours	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
5.	Duplicate Driving License	Form LLD	24 hours	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
6.	Change of Address	Form LCA	24 hours	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
7.	International Driving Permit	1. Form 4A 2. Form 1 3. Form 1A	Same day	RTO DTC/JTC	DTCTC

All documents in Smart Card format will be dispatched through speed post

MVI-Motor Vehicle Inspector, RTO- Regional Transport Officer, DTC - Deputy Transport Commissioner, JTC - Joint Transport Commissioner

Sl. No.	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
		4. Valid Passport and Visa 5. Valid Driving License (Originals to be furnished for verification)			
8.	Issue of Conductor's license	1. Form CLA 2. First Aid Certificate 3. Age proof * (Min 18 Yrs) 4. Proof of educational qualification (Min X Pass) 5. Form MCC 6. First Aid Certificate issued by St. John Ambulance or any Competent Authority. 7. Residence proof **	Same day	RTO DTC/JTC	DTC TC
9.	Renewal of Conductor's Licence (Should apply within 30 days of expiry)	1. Form CRLA 2. Medical Certificate from Registered Medical Practitioner 3. Original Conductor's Licence	Same day	RTO DTC/JTC	DTC TC

All documents in Smart Card format will be dispatched through speed post

MVI-Motor Vehicle Inspector, RTO- Regional Transport Officer, DTC - Deputy Transport Commissioner, JTC - Joint Transport Commissioner

B. REGISTRATION OF NEW VEHICLES / OTHER STATE VEHICLES

Sl. No	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
1.	Issue of temporary Registration Certificate	<ol style="list-style-type: none"> 1. Form 20 with pencil impression of the chassis number 2. Invoice 3. Form 21 4. Form 22 5. Residence proof ** 6. Valid IC 7. Proper Tax (Life tax/quarterly tax) 8. PAN card (for 4 wheelers) 	Same day	<p style="text-align: center;">RTO</p> <p style="text-align: center;">DTC/JTC</p> <p style="text-align: center;">Authorized automobile dealers</p>	<p style="text-align: center;">DTC/ JTC</p> <p style="text-align: center;">TC</p> <p style="text-align: center;">RTO/DTC/ JTC</p>
2.	Registration of new vehicle	<ol style="list-style-type: none"> 1. Form 20 with pencil impression of the chassis number (in duplicate if covered by finance alongwith financier's signature) 2. Original temporary RC 3. Invoice 4. Form 21 5. Form 22 6. Form 22A (If body is fabricated incase of transport vehicles) 7. Residence proof ** 8. Valid IC 9. Proper Tax (Life tax/quarterly tax) 10. PAN card (for 4 wheelers) 	Same day	<p style="text-align: center;">Unit Office</p> <p style="text-align: center;">RTO</p> <p style="text-align: center;">DTC/JTC</p>	<p style="text-align: center;">DTC</p> <p style="text-align: center;">DTC</p> <p style="text-align: center;">TC</p>

Sl. No	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
3.	Reservation of Registration Number	<ol style="list-style-type: none"> 1. Form RRMA 2. Copy of temporary RC 3. Copy of Tax receipt 4. Copy of residence proof ** 5. Copy of PAN card 6. Form RRMTA (if more than one application is received for a number, sealed tender has to be filed) 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
4.	Issue of Duplicate Registration Certificate	<ol style="list-style-type: none"> 1. Form 26 (in duplicate if covered by finance along with financier's signature) 2. NOC from police 3. Valid IC 4. Valid PUCC 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
5.	Renewal of registration	<ol style="list-style-type: none"> 1. Form 25 along with pencil impression of chassis number 2. Original RC 3. Valid IC 4. Valid PUCC 5. Green Tax (Vehicle has to be produced for inspection) 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC

Sl. No	Service	Documents required	Office rendering the service	Office to be contacted for delay or default in service
6.	Transfer of ownership	<ol style="list-style-type: none"> 1. Form 29 in duplicate 2. Form 30 (in duplicate if covered by finance along with financier's signature) 3. Residence proof ** 4. Original RC 5. Valid IC 6. Valid PUC 7. NOC from other State (if vehicle belong to other State) 8. Clearance Certificate (if vehicle registered at other Office of AP) 	<p>Unit Office</p> <p>RTO</p> <p>DTC/JTC</p>	<p>RTO/DTC</p> <p>DTC</p> <p>TC</p>
7.	Transfer of ownership in case of death	<ol style="list-style-type: none"> 1. Form 31 (in duplicate if covered by finance along with financier's signature) 2. Death Certificate 3. Affidavit/NOC from all legal heirs on Rs.10 non-judicial stamp paper duly attested by notary 4. Original RC 5. Valid IC 6. Valid PUC 7. Residence proof ** 	<p>Unit Office</p> <p>RTO</p> <p>DTC/JTC</p>	<p>RTO/DTC</p> <p>DTC</p> <p>TC</p>

Sl. No	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
8.	Change of address in RC	<ol style="list-style-type: none"> Form 33 (in duplicate if covered by finance along with financier's signature) Original RC Valid IC Valid PUCC Residence proof ** NOC from other State (if vehicle belong to other State) Clearance Certificate (if vehicle registered at other Office of AP) 	<p>Same day (For vehicles belonging to AP)</p> <p>1 month (For vehicles entering from other states)</p>	<p>Unit Office</p> <p>RTO</p> <p>DTC/JTC</p>	<p>RTO/DTC</p> <p>DTC</p> <p>TC</p>
9.	Issue of RC particulars	<ol style="list-style-type: none"> Application in white paper Valid IC Valid PUCC 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
10.	Endorsement of Hire Purchase in RC	<ol style="list-style-type: none"> Form 34 in duplicate Original RC Valid IC Valid PUCC Covering letter from Financer 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
11.	Termination of Hire Purchase in RC	<ol style="list-style-type: none"> Form 35 in duplicate Original RC Valid IC Valid PUCC Covering letter from Financer 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC

Sl. No	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
12.	Alteration in RC	<ol style="list-style-type: none"> 1. Application in white paper 2. Original RC 3. Permission proceedings of registering authority for alteration 4. Requisite documents for alteration 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
13.	Issue of NOC for other State	<ol style="list-style-type: none"> 1. Form 28 in triplicate with pencil impression of chassis number pasted with Rs.3 non-judicial court fee stamp (In quadruplicate if it comes under Hypothecation) 2. Original RC 3. Valid IC 4. Valid PUCC 	1 week	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
14.	Re-assignment of Registration Mark	<ol style="list-style-type: none"> 1. Form 27 (in duplicate if covered by finance along with financier's signature) 2. Original RC 3. Valid IC 4. Valid PUCC 5. Fitness Certificate (for transport vehicle) 	1 week (For non- transport vehicle) 2 week (For transport vehicle)	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
15.	Issue/renewal of Fitness Certificate	<ol style="list-style-type: none"> 1. Form CFA 2. Valid Insurance certificate 3. Valid PUCC 4. Original RC 5. Vehicle for inspection 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC

Sl. No	Service	Documents required	Time frame	Office rendering the service	Office to be contacted for delay or default in service
16.	Issue of duplicate Fitness Certificate	<ol style="list-style-type: none"> 1. Application in plain paper 2. RC 3. Valid tax token 4. Valid IC 5. Valid PUCC 	Same day	Unit Office RTO DTC/JTC	RTO/DTC DTC TC
17.	Issue of fresh RC in the name of financier	<ol style="list-style-type: none"> 1. Form 36 2. RC and Permit (if available) 	<p>1 week (Subject to surrender of original RC and permit)</p> <p>1 month (If original RC and permit not submitted)</p>	<p>RTO</p> <p>DTC/JTC</p>	<p>DTC</p> <p>TC</p>

C. ISSUE/RENEWAL OF PERMITS

Sl. No	Service	Documents required	Fees	User charges	Time frame	Office rendering the service	Office to be contacted for delay or default in service
1.	Stage carriage	1. Form PSCA 2. RTA Grant Proceedings	Rs.5000	Rs.100	Same day	RTO DTC/JTC	DTC TC
2.	Goods carriage	Form PUCA	Rs.1000	Rs.100	Same day	RTO DTC/JTC	DTC TC
3.	National Permit for goods carriage	Form 48	Rs.1000	Rs.50	Same day	RTO DTC/JTC	DTC TC
4.	Authorisation for national permit	Form 46	Rs.1000	Rs.50	Same day (On payment of composite fee of Rs. 16500)	RTO DTC/JTC	DTC TC
5.	Contract carriage of seating capacity exceeding 13 in all	Form PCOA	Rs.5000	Rs.100	Same day	RTO DTC/JTC	DTC TC
6.	Maxi cabs	Form PCOA	Rs.2000	Rs.100	Same day	RTO DTC/JTC	DTC TC
7.	Motor cabs	Form PCOA	Rs.1000	Rs.100	Same day	RTO DTC/JTC	DTC TC
8.	Autorikshaws	Form PCOA	Rs.500	Rs.50	Same day	RTO DTC/JTC	DTC TC

Sl. No	Service	Documents required	Fees	User charges	Time frame	Office rendering the service	Office to be contacted for delay or default in service
9.	Private service vehicle of seating capacity exceeding 13 in all	Form PTVA	Rs.3000	Rs.100	Same day	RTO DTC/JTC	DTC TC
10.	Private service vehicle of seating capacity upto 13 in all	Form PTVA	Rs.2000	Rs.100	Same day	RTO DTC/JTC	DTC TC
11.	Educational Institution bus of seating capacity exceeding 13 in all	Form PTVA	Rs.3000	Rs.100	Same day	RTO DTC/JTC	DTC TC
12.	Educational Institution bus of seating capacity upto 13 in all	Form PTVA	Rs.2000	Rs.100	Same day	RTO DTC/JTC	DTC TC
13.	Temporary Permit	Form PTA/PT (Passengers' list and Contract letter in case of Contract Carriages)	Rs. 50	Rs.200	Same day	RTO DTC/JTC	DTC TC
14.	Special permits	1. Form PTOVA 2. Passengers' list 3. Contract letter	Rs. 50	Rs.200	Same day	RTO DTC/JTC	DTC TC
Original RC, Valid tax, Valid Fitness Certificate, Valid IC, Valid PUCC required for all above categories S.No 1 to 14							

D. Issue of Tax Receipts:

Sl. No	Service	Documents required	Fees	User charges	Time frame	Office rendering the service	
1.	Issue of tax receipts	Form 1 of AP MVT rules	Nil	a. Rs.5 (for tax upto Rs.500) b. Rs. 10 (for tax above Rs.500)	2 hours	RTO DTC/JTC	DTC TC

***Acceptable Documents for Proof of Age (Copies to be attested by any gazetted officer)**

- Electoral Roll
- Life Insurance Policy
- Passport
- Pay slip issued by a central/state government office indicating date of birth
- School Certificate
- Birth Certificate issued by Municipal authorities
- Certificate issued by civil surgeon

**** Acceptable Documents for Proof of Residence (Copies to be attested by any gazetted officer)**

- Ration Card
- Multi-purpose household card
- Payslip issued by Public sector organisation showing his/her office address or residential address
- Municipal tax receipt/notice
- Bank pass book from any scheduled bank
- Cooking gas connection allotment order
- Electricity bill issued by APTRANSCO
- Water bill issued by municipality or water works departments
- Any telephone bill including landline or mobile
- A driving license or Registration certificate issued by the licensing authority or registering authority as the case may be
- Aadhar Card

Our measures for your convenience

All forms are available at the help desk in some offices. The forms can also be downloaded from our website <http://www.aptransport.org>

To make services more reliable and less time consuming, we dispatch all statutory documents by speed post. Document delivery status can be tracked through our website at <http://210.212.213.82:81/emsdetails/>

- 4.4. **Contact Officers:** The details of all officers to be contacted for service delivery are given in annexure 1
- 4.5. **Description of forms:** Description of all forms mentioned in the tables above is given in annexure 2
- 4.6. **Jurisdiction details:** Details of jurisdiction of offices where citizens can avail services are given in annexure 3
- 4.7. **Electronic Services:**

Sl. No	Services	Access points
1.	Online booking of time slot for Learner's License test	https://aprtacitizen.epragathi.org/#!/llrinstructions
2.	Online booking of time slot for driving competence test	https://aprtacitizen.epragathi.org/#!/dlmodule
3.	Payment of fees	Net banking/credit/debit card
4.	Payment of periodical tax	Net banking/credit/debit card
5.	Facilities for Authorised Automobile Dealers in Andhra Pradesh	<ul style="list-style-type: none"> • Pay the Life tax online either through net banking or a credit card for the Vehicles sold by them • Issue Temporary Registration Certificate, Form 20 and other Documents required for permanent registration of the Vehicle in printed format.

5. Facilities Available to Citizens for Obtaining Information:

- a. **Help desk:** Key offices of the Department are equipped with a help desk to answer all queries of the citizens and provide the relevant forms.
- b. **Website:** The Departmental website (<http://www.aptransport.org>) is designed to provide comprehensive information to citizens on every aspect of road transport related services and transactions. For instance, citizens can obtain details of all application processes in the FAQ page (www.aptransport.org/html/faq.php) as well as information about any vehicle and driving license (RC details, driving license details, NOC details, tax verification) through our website.
- c. **Information under RTI Act:** For information on APIOs, PIOs and Appellate Authorities of all offices of the department, please refer the RTI Manual available in the departmental website (www.aptransport.org>Home Page>RTI Manual)

6. Grievance/Complaint Redress Mechanism:

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

a. Grievance/Complaint Filing Mechanism

How to file your grievance/complaint		
Mode of filing	Whom to contact	Mode of contact
Manual	Head of the Office (MVI/RTO/DTC/JTC/TC)	Personal visit/phone/email
Help line	Call Centre	https://aprtacitizen.epragathi.org/#!/helpline

How to file your grievance/complaint		
Mode of filing	Whom to contact	Mode of contact
Internet	Website	https://aprtacitizen.epragathi.org/#!/ticket

b. Grievance/Complaint Monitoring Mechanism

- i. The grievance/complaint received by any means will be redressed within seven days.
- ii. If a grievance/complaint registered manually before MVI/ RTO/ DTC is not solved within seven days, the complainant can contact RTO/ DTC/ JTC respectively.
- iii. In case of a grievance/complaint registered through toll free number or through website, an unsolved complaint will be escalated to next level officer after seven days. If not solved at this level, the complaint will be escalated to the Transport Commissioner after 15 days.

c. Grievance/Complaint Redress Mechanism

The department would make the best efforts to redress a grievance/complaint received at any level through any means within seven days. The department also makes efforts to categorise grievances to identify services/officers/offices with persisting problems and take systemic measures to eliminate such problems.

7. Stakeholders:

S.No	Stakeholder
1.	Citizens
2.	License holders
3.	Vehicle owners

4.	Fleet operators
5.	Various association of operators
6.	AP state transport corporation
7.	Andhra Pradesh Tourism Development Corporation (APTDC)
8.	Emergency Management and Research Institute (EMRI)
9.	NGOs engaged in road safety initiatives
10.	Automobile manufacturers and dealers
11.	Employees' Association

8. Indicative Expectations from Citizens:

No.	Expectations from Citizens - Citizens are expected to:
1.	Submit duly completed application forms in the correct order
2.	Not approach agents/mediators for availing services
3.	Obtain receipt for amount paid
4.	Adhere to the time stipulated (if any) for completion of procedures
5.	Ensure transfer of vehicles soon after the sale/purchase of any old vehicle
6.	Carry original RC, IC, PUC and DL while driving a non-transport vehicle and original RC, Permit, FC, IC, PUC, and DL while driving a transport vehicle
7.	Follow the provisions of motor vehicles Act and rules. Non-compliance with the rules would be penalised
8.	Validate information/latest position in any matter with concerned officials before raising a query/grievance
9.	Check our website regularly for updates on policies and procedures
10.	Maintain queues, be patient and give us a chance to serve you better

9. Our Commitment:

The department stands fully committed to the Citizen's Charter and strives to achieve the timelines set by the Charter for service delivery. We aim for continuous improvement in the administration of processes and procedures to avoid delays and accomplish the stated mission of being a responsive and transparent department.

Our officers and staff are committed to providing citizen friendly services with courtesy and ensuring the fulfilment of citizen's service delivery requirements to their utmost satisfaction.

The Transport Commissioner would oversee the implementation of Citizen's Charter. Citizens are invited to give their feedback on implementation of the Charter through the feedback section in our website (<http://aptransport.org/html/feedback.htm>)

10. Month and Year for the Next Review of the Charter:

This Citizen's Charter has been prepared by the Department on 23th August, 2022 and this will be revised on or before 1st September, 2023.

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Annexure 1
Contact Details of Officers

1) Please click on the link below to get the contact details of Commissioner's Office

<https://aptransport.org/html/aboutus-organisational-structure-comm-office.html>

2) Please click on the link below to get the contact details of Deputy Transport Commissioner/District Transport Officers

<https://aptransport.org/html/aboutus-contactdirectory-deputytransportcommissioner.html>

3) Please click on the link below to get the contact details of Regional Transport Officers

<https://aptransport.org/html/aboutus-contactdirectory-rtooffices.html>

Annexure 2: Description of Forms

Sl. No.	Name of form	Purpose
1	Form 1	Physical fitness self declaration
2	Form 1A	Medical Certificate
3	Form 2	Application for grant and renewal of Learner's License
4	Form 3	Learner's License
5	Form 4	Application for Driving License
6	Form 4A	Application for International Driving Permit
7	Form 7	Form of Driving license (laminated/smart card)
8	Form 8	Application for addition of another class to driving license
9	Form 9	Application for renewal of driving license
10	Form 20	Application for registration of motor vehicle
11	Form 21	Sale certificate issued by manufacturer/dealer
12	Form 22	Initial certificate of compliance with pollution standards, safety standards of components and road worthiness (to be issued by manufacturer)
13	Form 22A	Initial certificate of compliance with pollution standards, safety standards of components and road worthiness (applicable in case body is fabricated separately. This has to be issued by the manufacturer and body builder)
14	Form 23	Certificate of registration
15	Form 23A	Certificate of registration in electronic medium as smart card
16	Form 25	Application for renewal of registration for non-transport vehicle
17	Form 26	Application for issue of duplicate certificate of registration
18	Form 27	Application for assignment of new registration mark
19	Form 28	Application for grant of No Objection Certificate
20	Form 29	Notice of transfer of ownership of a motor vehicle
21	Form 30	Application for intimation and transfer of ownership of a motor vehicle
22	Form 31	Application for transfer of ownership in the name of the person succeeding to the possession of the vehicle
23	Form 33	Application for change of address in registration certificate
24	Form 34	Application for making an entry of an agreement of Hire Purchase/hypothecation in registration

		certificate
25	Form 35	Application for termination of an agreement of Hire Purchase/hypothecation in registration certificate
26	Form 46	Application for grant of authorisation for national permit (goods carriages)
27	Form 48	Application for grant of national permit (goods carriages)
28	Form LLD	Intimation of loss or destruction of license and application for issue of duplicate license
29	Form LCA	Application for intimation of temporary /permanent change of address in respect of driving license
30	Form CLA	Application for issue of Conductor's license
31	Form MCC	Medical certificate for Conductor's license
32	Form CRLA	Application for renewal of conductor's license
33	Form RRMA	Application for reservation of registration number
34	Form RRMTA	Application for tendering for reservation of registration number
35	Form CFA	Application for grant/renewal of fitness certificate
36	Form PSCA	Application for issue of stage carriage permit
37	Form PUCA	Application for issue of goods carriage permit
38	Form PCOA	Application for issue of contract carriage permit
39	Form PTVA	Application for issue of private service vehicle permit
40	Form PTA/PT	Application for issue of temporary permit
41	Form PTOV-A	Application for issue of special permit
42	Form 1 of APMVT Rules	Application for obtaining tax receipt

Annex 3: Jurisdiction Details

Please click on the below link to get the jurisdictional details.

Step-1: Click on <https://aptransport.org/index.html>

Step-2: Displayed the Andhra Pradesh State Map

Step-3: Click on the district blinked in the Map

Step-4: To get the details of concerned district jurisdictions.