

CITIZENS CHARTER
(Updated as on July, 2015)

1. VISION :

To formulate & implement policies for Integrated Road Transport so as to make Delhi a well managed, clean and dynamic city serving its citizens as a model capital city.

2. MISSION

To provide safe, eco-friendly, cost effective and efficient mode of transportation through well integrated, multi-modal transport system reducing road fatalities and dependence of private transport.

3. RESPONSIBILITIES

- i) Administration of the Motor Vehicles Act, 1988 and Rules framed there under
- ii) Issue and renewal of driving licenses/International Driving Permits
- iii) Registration of vehicles and its related activities.
- iv) Issue of trade certificate to dealers of the vehicles.
- v) Issue of permits to various categories of transport vehicles and countersignatures in respect of permits of other-state transport vehicles.
- vi) Road safety issues with special emphasis on safety of school buses.
- vii) Enforcement of emission and safety related norms for vehicles.
- viii) Integration of Road Transport with Metro, Railways & Airports.

4. OFFICES

A) STA BRANCH

As per provisions laid down under section 68 of the Motor Vehicles Act, Transport Department has constituted a STA Board which is headed by the Commissioner (Transport) with four other members – Special Commissioner of Police (Traffic), Secretary (STA) and two persons nominated by the Government. The Board meets periodically and deliberates upon various policy issues of the transport system of the city, especially public transport. The permits to passenger and goods vehicles are issued by STA branch. It enters into Reciprocal Inter-State Transport Agreements with the neighboring and other State Governments. It also counter-signs the permits issued by other States. STA has issued Stage Carriage permits to mini buses/RTVs. Fares for stage carriage buses autos, taxis etc. are also fixed and revised from time to time, by the STA.

“Government of Delhi has launched a new scheme for corporatization of private stage carriage bus operations in Delhi, in the year 2011. Under this “Cluster Bus Scheme”, the city’s bus routes have been bundled into seventeen clusters. In each cluster, stage carriage buses will be plied by only two operators, namely, DTC and a private bus company. Under the new scheme 5500 private buses on different routes in Delhi will be plied. DTC and cluster buses operate in 50:50 ratios on every route. The bus operation is based on a Unified Time Table. The operation of buses in the first cluster was launched on 5th May, 2011 and at present 1056 buses are plying under this scheme.”

S.No	Activities/Services provided by the branch	Document / fee/ Any other requirement	Time limit/taken	Responsible officer (Designation)	Type of common grievance
1	Issue of temporary permit	Documents required Temporary permit fee receipt *Rs.100/- per day	Same day	LDC/UDC	
2	Issue of fresh stage carriage permit (as per the schemes announced by STA from time to time)	Documents required i. Application in form P.ST.A. ii. Copy of Registration Certificate iii. Copy of valid fitness certificate iv. Particulars of drivers and conductors v. Receipt of stand fee vi. Affidavit on Rs.10/- Non Judicial Stam Paper duty attested vii. Copy of PAN/Election ID Card viii. Permit fee receipt	10 days	Asstt. Secretary	

		ix. Copies of two driver"s authorization card x. Rs.2500/- for HPV xi. Rs.2000/- for LPV			
3	Renewal of stage carriage permits	Documents required (ii) Original Permit (iii) Copy of valid Fitness Certificate (iv) Copy of receipt of Stand fee (v) Affidavit on Rs. 10/- Non-Judicial Stamp Paper duly attested. (vi) Copy of PAN/Election I D card (vii) Copies of two driver"s Authorization Card (if change in driver) (viii) Permit fee receipt (ix) Personal appearance of the Permit holder in case of late renewal of permit (x) Smart Card (xi) Pending suspension Traffic report (xii) Rs.2500/- for HPV (xiii) Rs.2000/- for LPV	15 days	Asstt. Secretary	
4	Permanent surrender of Stage Carriage Permits	Documents required i) Application in prescribed form ii) Original Permit iii) Copy of valid Fitness Certificate. iv) Copy of receipt of upto date Stand fee v) Affidavit on Rs. 10/- Non-Judicial Stamp Paper duly attested. vi) Traffic Police challan clearance vii) Personal appearance of the Permit holder viii) Late fee (wherever applicable) ix) Copies of PAN Card/Election I Card, (x) Pending suspension Traffic Report (xi) No fee applicable	10 days	Asstt. Secretary	
5	Replacement of vehicle	Documents required (i) Application in prescribed form (ii) Original Permit (iii) Copy of valid Fitness Certificate (iv) Receipt of up to date Stand fee (v) Invoice of new chassis (vi) Affidavit on Rs. 10/- Non-Judicial Stamp Paper duly attested and undertaking on Rs. 10 Non Judicial stamp paper (vii) Composite fee if applicable (viii) Copy of Registration Certificate of outgoing vehicle (ix) Copies of PAN Card/Election I-Card (x) Personal appearance of the p/holder (xi) Pending suspension Traffic Report (xii) Traffic challan clearance) (xiii) No fee applicable	10 days	Dy. Secretary	
6	Authorisation and issue and renewal of AITP	Documents required (i) Application in Form-45 & 46 (ii) Copy of valid Fitness Certificate (iii) Original permit (in case of renewal) (iv) Personal appearance of permit holder if renewal of permit is late by more than 3 months (v) Rs.500/-	15 days	Asstt. Secretary	
7	Grant and renewal of	Documents required	15 days	Asstt. Secretary	

	CC permits for buses	(i) Application in form-PCA or PRA(for renewal) (ii)) Permit fee receipt (iii) Copy of R.C (iv) Copy of valid Fitness Certificate (v) Affidavit on Rs. 10/- Non-Judicial Stamp Paper duly attested. (vi)Original Permit(in case of renewal) (vii) Smart Card fee receipt (viii) Personal appearance of permit holder if renewal of permit is late by more than 3 months <ul style="list-style-type: none"> Rs. 2500/- for Heavy PV Rs. 2000/- for LPV 			
8	Grant of renewal of local permits for goods vehicles	Documents required (i) Application in Form-PGA/PRA (ii) Affidavit on Rs.10/-Non-Judicial Stamp Paper duly attested (iii) Copy of R.C. (iv) Deposit Slip of old Permit (in case of vehicle Permit) (v)Copy of valid Fitness Certificate (vi) Permit fee receipt (vii) Smart Card (viii) Personal appearance of permit holder if renewal of permit is late by more than 3 months <ul style="list-style-type: none"> Rs. 2500/- for Heavy PV Rs. 2000/- for LPV 	15 days	Asstt. Secretary	
9	Issue of bank challans for National Permits	Documents required (i) Copy of RC, (ii) Copy of valid Insurance, (iii) Copy of valid certificate of fitness (iv) Copy of old National Permit for renewal (v) copy of deposit slip, if applicable	7 days	LDC/UDC	
10	Grant / renewal of National Permit	Documents required (i) Application in Form No.46 & 48 (ii) Affidavit on Rs.10/- Stamp Paper duly attested (iii) Photocopy of the Registration Certificate (iv) Deposit Slip of old Permit (in case vehicle already having Permit) (v)PAN/Election I D card (vi)Copy of valid Fitness Certificate (vii)Composite Fee to be submitted in SBI (RS. 15000/-) (viii) Copy of permit(in case of renewal) (ix)Permit fee receipt (x) Smart Card fee receipt (xi) Pending Suspension Traffic Report (xii) Fresh Permit fee receipt (xiii) Personal appearance of permit holder if renewal of permit is late by more than 3 months Rs. 16500/- incase of renewal fee (as sl. no. 45) for one year. Ps.1000/- (Authorization fee per year) LGV - Rs.3015/- MGW HGV –Rs.3515/-	15 days	Asstt. Secretary	

11	Duplicate permit for all type of vehicles	Documents required (i) Application (ii) Copy of NCR (iii) Affidavit on Rs.10/- Non- Judicial Stamp Paper duly attested (iv) Photocopy of permit. (v) PAN/Election I D card (vi) Challan clearance Traffic Police (vii) Pending Suspension Traffic Report (vii) Duplicate Permit fee receipt (viii) Personal appearance of the Permit holder Half of the permit fee	15 days	Asstt. Secretary	
12	Transfer of permits	Documents required (i) Application in prescribed form (ii) Appearance of Transferor & Transferee (iii) Residence proof of Transferee** (iv) Traffic Challan Clearance (v) Affidavit of Transferor on Rs. 10/- Non-Judicial Stamp Paper duly attested. (vi) Indemnity Bond of Transferee (vii) Original Permit (viii) Copy of valid Fitness Certificate (xi) PAN/Election I D card (x) Proof of SC/ST/Ex-serviceman etc. in case of reserved categories of permit. (xi) Copies of driver"s Authorization Card (for stage carriages) (xii) Pending Suspension Traffic Report (xiii) Smart Card required after transfer of vehicle in favour of transferee. Rs. 2000/- for Auto & Local Taxi Rs. 5000/-for other Transport Vehicles	10 days	Dy. Secretary	
13	Transfer of permit in death case	Documents required (i) Death Certificate issued by competent authority (ii) Succession Certificate / surviving certificate issued by SDM (iii) Appearance of Legal heir & other dependents (iv) NOC of other dependents in favour of Legal heir(in form of an affidavit) (v) Residence proof of Legal heir** (vi) Challan Clearance from Traffic Police (vii) Copy of valid Fitness Certificate (viii) PAN/Election I D card (ix) Original permit (x) Copy of letter from successor giving information about the death of the permit holder (xi) Particulars of drivers and conductors (for stage carriage only) (xii) Copies of driver"s Authorization Card (for stage carriages) (xiii) Pending Suspension Traffic Report (xiv) Smart Card Rs. 2000/- for Auto & Local Taxi Rs. 5000/-for other Transport Vehicles	10 days	Dy. Secretary	

		Composite fee as per DMV Rules, if applicable.			
14	Deposit of all type of permits (other than stage carriage)	Documents required i. Original permit ii. Traffic challan clearance iii. Photocopy of RC iv. Affidavit v. Pending Suspension Traffic Report vi. Late fee if applicable	10 days	Asstt. Secretary	
15	Appearance of permit holder	Documents required i).Original PAN/ Election I.Card ii) Photograph	Same day	Asstt. Secretary	

Renewal of Permit-The last date for depositing the fee for renewal of permit is fifteen days prior to the expiry of permit. If any fee is not paid by the due date the following late fee is payable:-

Sl.No.	Type of vehicle	Late fee payable(Rs)	
		Upto the expiry of permit	After the expiry of permit
(i)	Auto rickshaw	Rs. 50/-	Rs. 50/- + Rs.3/- per day
(ii)	Local Taxies	Rs 100/-	Rs. 100/- + Rs.10/- per day
(iii)	LMV/MMV/Deluxe Taxies	Rs 200/-	Rs. 200/- + Rs.15/- per day
(iv)	HMV/HGV	Rs 300/-	Rs. 300/- + Rs.20/- per day

B) POLLUTION CONTROL DIVISION

It is responsible for monitoring and controlling pollution levels of vehicles on the road. Its activities include:-

- (1) To spread awareness amongst the people about ill-effects of vehicular pollution.
- (2) To provide pollution Checking facilities to motorists. Presently there are 668 computerized Pollution Checking Centers (at Petrol pumps/Workshops) spread all over Delhi. Validity of the pollution under Control Certificate (PUCC) is one year for Bharat Stage IV vehicles and for other vehicles the validity is 3 months.

Fees for pollution checking of the vehicles is as under.

- | | |
|--|----------|
| (a) Petrol/CNG/ LPG (including bi-fuel) driven 2&3 Wheelers- | Rs.60/- |
| (b) Petrol/CNG/ LPG (including bi-fuel) driven 4 Wheelers- | Rs.80/- |
| (c) Diesel driven vehicles- | Rs.100/- |

- (3) Fine for violations of Rules i.e non-possession of valid PUCC is Rs.1000/ for 1st offence and Rs. 2000/- for any subsequent offence. Fine for vehicle emitting excess visible smoke is Rs.250/-.

Emission Norms

- (1) (Petrol/Compressed Natural Gas/Liquefied Petroleum Gas driven vehicles, manufactured as per Bharat Stage-IV norms)

Sr. No	Type of vehicle	Idle emission limits	High idle emission limits
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(1)	(2)	(3)		(4)	
		CO%	HC(n hexane equivalent) ppm	CO%	Lambda (RPM-2500 + 200)
1.	Compressed Natural Gas/Liquefied petroleum Gas driven 4-wheelers manufactured as per Bharat Stage-IV norms.	0.3%	200 ppm	-	-
2.	Petrol driven 4-wheelers Manufactured as per Bharat Stage –IV norms.	0.3%	200 ppm	0.2	1/+0.03 or as Declared by the vehicle manufacturer.

(2) Petrol/CNG/LPG vehicles:

S.No	Vehicle Type	Co%	HC(n-hexane equivalent) ppm
1	2&3-Wheelers (2/4-stroke) (Vehicles manufactured on and before 31/3/2000)	4.5	9000
2	2&3-Wheelers (2-stroke) (Vehicles manufactured after 31/3/2000)	3.5	6000
3	2&3-Wheelers (4-stroke) (Vehicles manufactured after 31/3/2000)	3.5	4500
4	4-Wheelers manufactured as per pre Bharat Stage II, norms.	3.0	1500
5	4-Wheelers manufactured as per Bharat Stage II, Bharat Stage III	0.5	750

(3) For (Diesel Vehicles):

Sr. No.	Method of test	Maximum smoke density	
(1)	(2)	(3)	
		Light absorption coefficient 1/metre)	Hartidge units

S.No	Activities/Ser vice provided by branch	Document / fee/ Any other requirement	Time limit/ taken	Responsible officer (Designation)	Type of common grievance
1	Authorization of new Pollution Checking Center	i. Free acceleration test for turbo charged engine and naturally aspirated engine for vehicles manufactured as per pre-Bharat Stage-IV norms. ii. Application iii. Proof of land iv. Invoice of approval equipment v. Proof of technical qualification of signature	2.45 10 Days	Pollution Control Officer (HQ)	
2.		Free acceleration test for turbo charged engine and naturally aspirated engine for vehicles manufactured as per Bharat Stage-IV norms.	1.62	50	
		Fee Charges			

		Rs. 5000/-			
2	Authorization of the employee of a Pollution Checking Center for pollution checking of vehicles and issue of PUC certificates	Documents required <ol style="list-style-type: none"> Application form Submission of applicant in the prescribed format by the Pollution Checking Center along with required documents (technical qualification proof and photographs) No Fee Applicable	2 days	Pollution Control Officer (HQ)	
3	Sending response/Feedback about Pollution Checking Centers by the motorists.	Documents required Submission of response/feed back as per Response Form printed at the back of PUC certificate. No Fee Applicable	15 days in cases of compliant against the PCC	Pollution Control Officer (HQ)	
4	Giving approval to an authorized Pollution Checking Center for changes viz location, pollution checking equipment etc.	Documents required <ol style="list-style-type: none"> Submission of application by the pollution checking center along with required documents. Giving approval to the center No Fee Applicable	7 days	Pollution Control Officer (HQ)	

C) ENFORCEMENT BRANCH

It is responsible for enforcing various provisions of the Motor Vehicles Act, 1988 and the rules framed there under. It checks both transport and non-transport vehicles and launches prosecution against vehicles found violating the provisions of the Motor Vehicles Act, 1988 & rules. Challans are sent to concerned courts of Metropolitan Magistrates. Generally, one month time is given to an offender to appear before the Court. However, if one desires to compound the offence at the spot/before the due date of appearance at the designated court, this can be done before sending the challans to the designated court. The penal amount/composition fee fixed for various offences under Motor Vehicles Act 1988, are as under:-

S. No	Section of Motor Vehicles Act, 1988	Type of offence	Amount of penalty (Rs.)	Amount for composition fee (Rs.)
1.	177 (first offence)	General (if no penalty provided in other sections)	upto Rs. 100	Rs. 90
2.	177 (second offence)	General (if no penalty provided in other sections)	upto Rs. 300	Rs. 270
3.	178 (1) or (2)	Traveling in a stage carriage without pass or ticket	upto Rs. 500	Rs. 450
4.	178 (3) (a)	Refusal by three-wheeler to carry passengers	upto Rs. 50	Rs. 45
5.	178 (3) (b)	Refusal by other contract carriages to carry passengers	upto Rs. 200	Rs. 180
6.	179 (1) or (2)	Disobeyance of orders, obstruction and refusal of information	upto Rs. 500	Rs. 450
7.	180	Allowing unauthorized persons to drive vehicles	upto Rs. 1000	Rs. 900
8.	181	Driving vehicles without licence or by underage person	upto Rs. 500	Rs. 450
9.	182 (1)	Driving vehicles by disqualified person.	upto Rs. 500	Rs. 450
10.	182 (2)	Acting as conductor by a disqualified person	upto Rs. 100	Rs. 90
11.	183 (1)	Driving at excessive speed	upto Rs. 400	Rs. 360

	(first offence)			
12.	183 (1) (second offence)	Driving at excessive speed	upto Rs. 1000	Rs. 900
13.	183 (2) (first offence)	Causing the employee to drive at excessive speed	upto Rs. 300	Rs. 270
14.	183 (2) (second offence)	Causing the employee to drive at excessive speed	upto Rs. 500	Rs. 450
15.	184 (first offence)	Driving dangerously	upto Rs. 1000	Rs. 900
16.	184 (second offence)	Driving dangerously	upto Rs. 2000	Rs. 1800
17.	185 (first offence)	Drunken Driving/under the influence of drugs	upto Rs. 2000	Not Compoundable
18.	185 (second offence)	Drunken Driving/under the influence of drugs	upto Rs. 3000	Not Compoundable
19.	186 (first offence)	Driving when mentally and physically unfit to drive	upto Rs. 200	Rs. 180
20.	186 (second offence)	Driving when mentally and physically unfit to drive	upto Rs. 500	Rs. 450
21.	187 (first offence)	Offences related to accidents	Upto Rs.500	Not Compoundable
22.	187 (second offence)	Offences related to accidents	Upto Rs. 1000	Not Compoundable
23.	189	Racing and trials of speed without the consent of State Government	Upto Rs. 500	Rs. 450
24.	190(1)	Using vehicle in unsafe condition.	Upto Rs. 250	Not Compoundable
25.	190(1)	Accident caused by using vehicle in unsafe condition.	Upto Rs. 500	Not Compoundable
26.	190 (2) (first offence)	Violation of standard of vehicular air and noise pollution	Rs. 1000/-	Rs. 900/-
27.	190 (2) (second offence)	Violation of standard of vehicular air and noise pollution	Rs. 2000/-	Rs. 1800/-
28.	190 (3) (first offence)	Carriage of hazardous/dangerous goods	upto Rs. 3000/-	Not Compoundable
29.	190 (3) (second offence)	Carriage of hazardous/dangerous goods	upto Rs.5000/-	Not Compoundable
30.	191	Sale of Vehicle by an importer or dealer of the vehicle in contravention of the Act	upto Rs. 500/-	Rs. 450/-
31.	192 (first offence)	Using vehicle without registration	Rs. 2500- Rs. 5000	Rs. 4500/-
32.	192 (second offence)	Using vehicle without registration	Rs. 5000- Rs. 10000	Rs. 9000/-
33.	192A (first offence)	Using vehicle without permit	Rs. 2500- Rs. 5000	Not Compoundable
34.	192A (second offence)	Using vehicle without permit	Rs. 5000- Rs. 10000	Not Compoundable
35.	193 (first offence)	Unauthorised agents or canvassers	upto Rs. 1000	Not Compoundable
36.	193 (second offence)	Unauthorised agents or canvassers	upto Rs. 2000	Not Compoundable
37.	194(1)	Driving vehicle exceeding permissible weight	Rs.2000+ Rs.1000 per ton of excess load + charges of off load	Rs. 2000 + Rs. 1000 per ton of excess load + charges of off load
38.	194 (2)	Refusal to stop and submit the vehicle to weighing	upto Rs.3000	Rs. 2700
39.	196	Driving uninsured vehicle	upto Rs. 1000	Rs. 900
40.	197(1)	Taking vehicle without authority	upto Rs. 500	Not

				Compoundable
41.	197(2)	Taking vehicle unlawfully	upto Rs. 500	Not Compoundable
42.	198	Unauthorized interference with vehicle	upto Rs. 100	Rs. 90

S.No	Activities/Services provided by the branch	Document / fee/ Any other requirement	Time limit/taken	Responsible officer (Designation)	Type of common grievance
1	Issue of Challan Clearance Report	No Documents required No Fee Applicable	Same day	Enforcement Officer (HQ)	

D) ACCOUNTS BRANCH

It is responsible for realizing road tax and various fees from the commercial vehicle owners. The details of Road Tax chargeable from different categories of vehicles are as under:-

(1) Road Tax Rates of Pvt./Non Commercial vehicles.

	Description of Motor Vehicle (1)	Amount (2)
GROUP – A	Motor Vehicles fitted solely with Pneumatic Tyres	Rupees
1.	Two wheelers costing upto Rs. 25,000/-	2% of the cost price
2.	Two wheelers costing above Rs. 25,000/- and upto Rs. 40,000/-	4% of the cost price
3.	Two wheelers costing above Rs. 40,000/- and upto Rs. 60,000/-	6% of the cost price
4.	Two wheelers costing above Rs. 60,000/-	8% of the cost price
5.	Non Transport category three wheelers	4% of the cost price
6.	Four wheeled and more than four wheeled motor vehicles costing upto Rs. 6 lakhs	4% of the cost price
7.	Four wheeled and more than four wheeled vehicles costing above Rs. 6 lakhs and upto Rs. 10 lakhs.	7% of the cost price
8.	Four wheeled and more than four wheeled vehicles costing above Rs. 10 lakhs	10% of the cost price

Note: - Cost Price shall mean:

- In the case of motor vehicles manufactured in India the basic manufacturing cost and excise duty plus sales tax without allowing any cash or trade discount; and
- In the case of imported motor vehicles, the price shown in the Bill of Entry and shall be inclusive of customs duty, sales tax or any other levy, as may be applicable.

	Additional tax payable in respect of vehicles, if such vehicles are used for drawing trailers	
(a)	For each trailer the registered unladen weight of which does not exceed one tone	One Thousand Eight Hundred Forty Only
(b)	For each trailer the registered unladen weight of which exceed one tone	Three Thousand Six Hundred Sixty Five only
GROUP B	Motor Vehicles other than those fitted solely with pneumatic tyres.	The amount shown in Group A of this part plus fifty percent thereof

*Tax is paid at the time of registration of the vehicles.

** In addition, parking fee charged extra on behalf of three MCD"s.

(2) Annual Tax Rate for Commercial Passenger vehicles

Type of passenger Vehicles: Licensed to carry Passengers:	Annual Tax Rate
Not more than 2 excluding driver	Rs. 305/-
More than 2 & not more than 4 excl. Driver & Conductor	Rs. 605/-
More than 4 & not more than 6 excl. Driver & Conductor.	Rs. 1,130/-
More than 6 & not more than 18 excl. Driver & Conductor.	Rs. 1,915/-
More than 18 & above excl. Driver & Conductor.	Rs. 1, 915 + Rs.280/-per passenger. In addition to 18 passengers.

(3) Annual Tax Rate for Commercial Goods vehicles

Loading capacity of Goods vehicles having laden weight	Annual Tax Rate
Upto 1 Tonne	Rs. 665/-
More than 1 Tonne & not more than 2 Tonne	Rs. 940/-
More than 2 Tonne & not more than 4 Tonne	Rs. 1,430/-
More than 4 Tonne & not more than 6 Tonne	Rs. 1915/-
More than 6 Tonne & not more than 8 Tonne	Rs. 2,375/-
More than 8 Tonne & not more than 9 Tonne	Rs. 2,865/-
More than 9 Tonne & not more than 10 Tonne	Rs. 3,320/-
More than 10 Tonne & above	Rs. 3,320/-+ Rs. 470/- per Tonne In addition to 10 Tonnes.
Trailers	
Additional of 10 Tonne + less 2 Tonne of trailer	Rs. 3,320/- + Rs.470/- per Tonne + Rs. 465/-
Additional of 10 Tonne + more than 2 Tonne of trailer	Rs. 3,320/- + Rs. 470/- per Tonne + Rs. 925/-

Note: - Additional Tax @ 25% of Road Tax for all vehicles propelling on Diesel fuel.

E) VEHICLE INSPECTION UNIT, BURARI

To ensure that various rules and regulations regarding fitness, pollution, CNG safety and other road safety norms prescribed for transport vehicles, promulgated by Central/State Government, are complied with, there is a Vehicle Inspection Unit at Burari, Delhi. This Unit is responsible for issuance/renewal of Certificate of Fitness to the transport vehicles (buses, trucks, tourist taxis and three-wheeled goods).

S.No	Activities/Services provided by the branch	Document / fee/ Any other requirement	Time limit/taken	Responsible officer (Designation)	Type of common grievance												
1.	Grant of Certificate of Fitness to new transport vehicles.	<p>Documents required</p> <p>1. Form-20 (application for registration) affix chassis pencil print.</p> <p>2. Form-21 (Sale Certificate).</p> <p>3. Form-22 (Initial certificate of compliance with pollution standards, safety standards of components and road-worthiness).</p> <p>4. Form-22 A, Part-I (Initial certificate of compliance with pollution standards, safety standards of components and road-worthiness from the manufacturer) where body is fabricated separately.</p> <p>5. From-22 A, Part-II (from body builder).</p> <p>6. Manufacturer"s sales invoice.</p> <p>7. Dealer"s sales invoice.</p> <p>8. Custom clearance for imported vehicles and Bill of Entry/Bill of Laden.</p> <p>9. Temporary Registration Certificate (wherever applicable).</p> <p>10.Speed governor installation certificate (wherever applicable).</p> <p>11.CNG kit installation certificate alongwith Annexure-A (check-list).</p> <p>12.Copy of approved CNG kit system"s lay-out plan.</p> <p>13.Copy of approved CNG kit technical specification.</p> <p>14.Copy of CNG cylinders certificates from Petroleum and Explosive Safety Organization (PESO).</p> <p>15.Copy of CNG cylinder"s valves certificate from Petroleum and Explosive Safety Organization (PESO).</p> <p>16.Copy of Bank Account Number and PAN/Voter I. Card.</p> <p>17.Fitness fee receipt from Transport Department.</p> <p>18.Copy of model approval from Testing agency/Transport Department.</p> <p>19. Copy of trade certificate of dealer.</p> <p>Fee Charges</p> <p>At Transport Department's Counter Towards grant of certificate of fitness- Rs.100/-</p> <table><tr><th>Types of vehicle</th><th>Inspection fee Rs.</th></tr><tr><td>HMV & HGV</td><td>400/-</td></tr><tr><td>MMV & MGW</td><td>300/-</td></tr><tr><td>LMV & LGV</td><td>200/-</td></tr><tr><td>Taxis</td><td>200/-</td></tr><tr><td>Auto- rickshaw</td><td>100/-</td></tr></table>	Types of vehicle	Inspection fee Rs.	HMV & HGV	400/-	MMV & MGW	300/-	LMV & LGV	200/-	Taxis	200/-	Auto- rickshaw	100/-	15 Days	Chief Motor Vehicle Inspector	
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HMV & HGV	400/-																
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LMV & LGV	200/-																
Taxis	200/-																
Auto- rickshaw	100/-																
2.	Renewal of Annual Certificate of Fitness	<p>Documents required</p> <p>1. Registration Certificate (RC).</p> <p>2. Valid Permit (wherever applicable).</p> <p>3. Current fitness certificate.</p>	-----	De MLO (concerned zone)puty Commissioner													

		<div>4. Current PUC certificate (valid).</div> <div>5. Valid AMC certificate of Speed Governor (wherever applicable).</div> <div>6. All four quarters CNG leak test certificate with Log-book (wherever applicable).</div> <div>7. Valid CNG Cylinder certificate (wherever applicable).</div> <div>8. Fitness fee receipt and MCD parking fee from Transport Department.</div> <div>9. Challan clearance report from Enforcement Wing of Transport Department.</div> <div>Fee Charges</div> <div>At Transport Department's Counter:-</div> <div>Towards grant of certificate of fitness-rs.100/- &</div> <div>Annual MCD Parking fee (w.e.f. 01.09.2004)</div> <div>HMV-Rs.4000</div> <div>MMV-Rs.4000</div> <div>LMV-Rs.2500</div> <div>Tourist Taxis-Rs. 1500/-</div> <div>DL1N/DL1VB-Rs.2500/-</div> <div>(Govt. vehicles are exempted from payment of MCD parking fee)</div> <table><tr><th>Type of vehicle</th><th>Inspection charges (in Rs.)</th></tr><tr><td>HMV & HGV</td><td>400/-</td></tr><tr><td>MMV & MGV</td><td>300/-</td></tr><tr><td>LMV & LGV</td><td>200/-</td></tr><tr><td>Taxis</td><td>200/-</td></tr><tr><td>Auto- rickshaw</td><td>100/-</td></tr></table>	Type of vehicle	Inspection charges (in Rs.)	HMV & HGV	400/-	MMV & MGV	300/-	LMV & LGV	200/-	Taxis	200/-	Auto- rickshaw	100/-		(VIU) Burari	
Type of vehicle	Inspection charges (in Rs.)																
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Taxis	200/-																
Auto- rickshaw	100/-																
3.	Issue of duplicate certificate of fitness	<div>Documents required</div> <div>1. Application on plan paper requesting for duplicate fitness giving details of vehicles.</div> <div>2. FIR/NCR.</div> <div>3. Valid Pollution Under Control Certificate.</div> <div>4. Omitted.</div> <div>5. Duplicate fitness fee.</div> <div>6. No challan clearance report from Delhi Traffic Police.</div> <div>7. No challan clearance report from Enforcement branch, Transport Department.</div> <div>Fee Charges</div> <div>At Transport Departments" d Counter Rs. 150/-</div>	5Days	MLO (concerned zone)													
4.	Issue of Zero Fitness/No dues Certificate for NOC, etc.	<div>Documents required</div> <div>1. From No. 28.</div> <div>2. No challan clearance report from Delhi Traffic Polices.</div> <div>3. No challan clearance report from Enforcement Branch Transport Department.</div> <div>4. NCR „B" report.</div>	5 Days	MLO (concerned zone)													

		5. I.D proof vehicle owner. (Self Attested) 6. Undertaking with signature by vehicle owner. 7. In case of Stolen Vehicle (FIR, Untracable report insurance company settlement letter, Court order. Fee Charges HMV-400/- MMV-300/- LMV-200/- TAXI-200/-			
5.	Third Party Inspection of CNG Buses	Documents required 1. Installation certificate. 2. Form 21 (Sale certificate). 3. Form 22 (Road worthiness). 4. Form 22A, Part-I. 5. Form 22 A, Part-II Body building certificate. 6. CNG cylinder certificate from Petroleum and Explosive Safety Organization (PESO). 7. CNG installation lay out plan. Fee Charges HMV-Rs. 1600 (Re-inspection fee is Rs. 1000) • MMV-Rs. 900/-(Re-inspection fee is Rs. 600) • LMV-Rs.1200/-(Re-inspection fee is Rs. 800)	Same day	MLO (concerned zone)	

F) AUTO RICKSHAW UNIT, BURARI

This unit has two sub units 1) Taxi Unit, 2) Auto-Rickshaws Unit. Here, all matters related to registration, issue/cancellation of permits, inspection and issue of Certificate of Fitness are dealt in respect of auto rickshaws, local taxis, phat-phat sewa, eco-friendly sewa, school cab, Gramin sewa, economy radio taxis and radio taxis.

G) COMPUTER BRANCH

Following activities have been computerized:

Activity	Status of Computerization
Registration of Vehicles on Smart card	All activities relating to registration of vehicles, transfer of ownership, Hypothecation addition/deletion, change in address etc have been computerized &. Smart I Card based RC is issued to the citizen in all zonal offices for commercial & private vehicle
Road Tax Collection	Collection of taxes and all types of fees is computerized.
All operations relating to permits	All types of permits i.e. National Permit, All India Tourist Permit, Stage Carriage Permit & Contract Carriage Permit etc. is computerised and smart card based Permit issued to the permit holder.
Smart Card Based driving	The department is issuing smart card based driving license including computerized Learner License having colour photographs on LL itself.

License																																											
Enforcement of Provisions of Motor Vehicles Act & Rules	All notices and challans in respect of violation of provisions of the MV Act and rules are computer generated. Complaints regarding violation of rules, misbehavior, overcharging etc. by the public/commercial transport operators, can be registered on Delhi Government helpline number.																																										
Fitness Activities	Fitness related activities have been computerized at Inspection Unit, Burari and all the fitness related records are computerised.																																										
Online self registration	The facility for online self-registration has been started to decentralize the work of registration and for the convenience of the public as their visits to the zonal office have been reduced. Registered dealers are giving on-line registration facilities to the Public. Delhi is the first State in India to have On-Line self registration facility (http://transport.delhigovt.nic.in)																																										
Online appointment	The online appointment system for the general public visiting MLO offices for various types of work has been started since 2004. (http://transport.delhigovt.nic.in)																																										
Online Verification of Driving License and Vehicle NOC	(a) View Driving Licence Details by Licence No for general public. (b) Query/verification of driving license details at Deptt. level. (c) Query/verification of issued NOCs of vehicle. (http:// transport.delhigovt.nic.in) at Dept. Level.																																										
Online E-payment	1. The department is now receiving fee of driving license/learning license through E-payment online. (http:// transport.delhigovt.nic.in), 2. Online Payment of road tax for Commercial Vehicle (http:// transport.delhigovt.nic.in)																																										
E-Sla	<table border="1"> <thead> <tr> <th colspan="2">There are total 19 E-Sla Services included in the e-SLA as mentioned below:</th> </tr> <tr> <th>Name of Service</th> <th>Delivery Days</th> </tr> </thead> <tbody> <tr><td>1. Addition of Hypothecation</td><td>30</td></tr> <tr><td>2. Deletion of Hypothecation</td><td>30</td></tr> <tr><td>3. Duplicate of National Permit</td><td>7</td></tr> <tr><td>4. Duplicate of route permit</td><td>15</td></tr> <tr><td>5. Issuance of Certificate of Vehicle Fitness</td><td>15</td></tr> <tr><td>6. Issuance of International Driving License – Delhi</td><td>2</td></tr> <tr><td>7. Issuance of International Driving License – Other State</td><td>35</td></tr> <tr><td>8. Issuance of Learner's Driving License</td><td>3</td></tr> <tr><td>9. Issuance of Permanent Driving License</td><td>3</td></tr> <tr><td>10. Issuance of Registration Certificate of Vehicle</td><td>30</td></tr> <tr><td>11. Issuance of second copy of Driving License</td><td>3</td></tr> <tr><td>12. Issuance of second copy of Registration Certificate</td><td>30</td></tr> <tr><td>13. Issue of fresh National Permit</td><td>15</td></tr> <tr><td>14. Issue of fresh route permit</td><td>15</td></tr> <tr><td>15. Renewal of National Permit</td><td>15</td></tr> <tr><td>16. Renewal of Permanent Driving License</td><td>3</td></tr> <tr><td>17. Renewal of route permit</td><td>15</td></tr> <tr><td>18. Temporary Registration of Vehicle</td><td>15</td></tr> <tr><td>19. Transfer of Ownership of Vehicle</td><td>30</td></tr> </tbody> </table>	There are total 19 E-Sla Services included in the e-SLA as mentioned below:		Name of Service	Delivery Days	1. Addition of Hypothecation	30	2. Deletion of Hypothecation	30	3. Duplicate of National Permit	7	4. Duplicate of route permit	15	5. Issuance of Certificate of Vehicle Fitness	15	6. Issuance of International Driving License – Delhi	2	7. Issuance of International Driving License – Other State	35	8. Issuance of Learner's Driving License	3	9. Issuance of Permanent Driving License	3	10. Issuance of Registration Certificate of Vehicle	30	11. Issuance of second copy of Driving License	3	12. Issuance of second copy of Registration Certificate	30	13. Issue of fresh National Permit	15	14. Issue of fresh route permit	15	15. Renewal of National Permit	15	16. Renewal of Permanent Driving License	3	17. Renewal of route permit	15	18. Temporary Registration of Vehicle	15	19. Transfer of Ownership of Vehicle	30
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H) PLANNING BRANCH

This branch is responsible for formulation of the Five Year Plans and Annual Plans of this department and monitoring thereof. It co-ordinates the activities of the department in respect of Delhi Metro, BRT/ITC Corridors, RRTS Corridors, PRT, Automatic Passenger Mover and coordination with UTTIPEC, DDA, M/o Railways, DIMTS, EPCA, DTC etc. different studies to be conducted in the area of urban transport and action taken thereon and implementation of the Plan Scheme- "Road Safety".

I) OPERATIONS BRANCH

District Code	Name of Zonal Office	Addresses & Phone Nos.	Area of Jurisdiction	Registration series
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- (i) The activities of Operation Branch include policy matters related to registration of vehicles, issue of Driving License and Self Registration Scheme. Other activities of the branch include Type Approval of new models, Speed Limiting Device approval and CNG Kit approval. Issuance of Trade Certificate and Motor Driving Training School Licenses.
- (ii) The Operation Branch is also the administrative in-charge of Zonal MLO offices. These offices are responsible for issue of Driving Licenses and registration of Motor Vehicles and other related issues. At present, 13 MLO zonal offices and MLO (HQ) are working at various locations in Delhi. Interested persons can contact office given below for work relating to registration of non-transport vehicles and driving licenses. Registration of transport motor vehicles and other activities of transport vehicles are carried out at MLO (HQ).

1. Address and Jurisdictions of Zonal offices:-

1.	NORTH DISTRICT	TRANSPORT DEPARTMENT, MALL ROAD 23819191 23819192	Civil Lines, Pratap Bagh, Kotwali, Bela Road, Andha Mugal, Mori Gate, Majnu Ka Tila, Gulabi Bagh, Red Fort, Sant Nagar, Sarai Rohilla, Yamuna Bazar, Roop Nagar, Inder Lok, Lahori Gate, Maurice Nagar, Sadar Bazar, Church Mission, Shakti Nagar, Ahata Kedara, Town Hall, Subzi Mandi, Bara Hindu Rao, Nai Sarak, Tis Hazari, Kashmere Gate, Chandni Chowk.	DL-1C, DL-1S CD vehicles Registration, VIP and Jumping registration, Temporary registration Certificate
2.	NEW DELHI DISTRICT	TRANSPORT DEPARTMENT, IP DEPOT 23378886 23378877	Tilak Marg, R.M.L. Hospital, Chanakya Puri, Parliament St., Sucheta Kriplani Hospital Tughlaq Road, Boat Club, Mandi House, North Avenue Panchkuian Road, Bapa Nagar, South Avenue, Gole Market, Rabinder Nagar, Malcha Marg, Connaught Place, Kaka Nagar	DL-2C, DL-2S DNA, DNE, DNF, DNH
3.	SOUTH DISTRICT	TRANSPORT DEPARTMENT, DDA MARKET, SHEIKH SARAI 29259800 29253535	Hauz Khas, Amar Colony, C.R Park Malviya Nagar, Garhi, Ambedkar Nagar, Saket, Okhla, Madangir, Pushp Vihar, Sunlight Colony, Sainik Farm, Mehrauli New Friends Colony, Kalkaji, Defence Colony, Nehru Place, Gulmohar Park, Sukhdev Vihar, Badarpur, AIIMS, Bharat Nagar, Sarita Vihar, Lodhi Colony, Hz Nizammudin, Sangam Vihar Pragati Vihar, Jangpura, East Kidwai Nagar, Khan Pur, Sarai Kale Khan, Lajpat Nagar, Greater, Kailash, Panchsheel.	DBF, DBH, DBI, DBM, DBO, DBQ, DBV, DBW, DBX, DBY, DBZ, DEE, DEF DEH, DEI, DEJ, DEK , DEM, DEN, DEO, DEQ, DES, DET (upto 8000), DEU, DEV, DEW, DEX, DEY, DEZ, DHE, (part), DL-3 C & DL-3 S
4.	WEST DISTRICT-I	TRANSPORT DEPARTMENT, COMMUNITY CENTRE, B-BLOCK, GROUND FLOOR, JANAKPURI 25551618 25531002	Janakpuri, Vikaspuri, Keshopur, Tilak Nagar, Uttam Nagar, Mohan Garden, Nawada, Kakrola, Paschim Vihar, Meera Bagh, New Multan Nagar, Nangloi, Tikri Border, Nilothi, Nangloi Jat, Mundka, Baprola, Hari Nagar, Ashok Nagar, Prem Nagar, Subhash Nagar.	DL-4C, DL-4S, DAI, DAJ, DAM DAN, DBB, DBE, DBK, DBU (Part DDD, DDH, DDR, DDX, DNB, DNE, DNM, DNW
5	NORTH – EAST DISTRICT	TRANSPORT DEPARTMENT, LONI ROAD, NEAR POWER HOUSE, SHAHDARA 22813475	Seelampur, Gamri, Nand Nagari, Gokalpur, Shahdara, Ashok Nagar, Khazuri Khas, Welcome Colony, Sunder Nagar, Karawal Nagar, Mansarovar Park, Harsh Vihar, Bhajanpura, Seemapuri, Yamuna Vihar, G.T.B. Nagar,	DL-5C, DL-5S, DHD, DHE, DHH DHI, DHJ, DHK, DHM, DHN, DHO, DHP, DHQ, DHS, DHU, DH V, DHW, DHX, DHY, DHZ, DLV, DLE, DLI, DLJ
6.	CENTRAL DISTRICT	TRANSPORT DEPARTMENT, ISTB, SARAI KALE KHAN 24351100	Daryaganj, Lalkuan, Prasha Nagar, Chandni Mahal, I.P. Estate, Rajender Nagar, Turkmangate, LNJP Hospital, Pusa Road, Jama Masjid, Pahar Ganj, Sita Ram Bazar, Kamla Market, DBG Road, Sangtrashan, Shahganj, Shidipura, Nabi Karim, Hauz Qazi, Govt. Qr. Dev Nagar, Ballimaran, Karol Bagh,	DL-6C, DL-6S, DDA, DDB, DDC, DDE, DDF, DDI, DDJ, DDK, DDN, DDO, DD P, DDQ, DDS, DDW, D DY, DDZ, DAB, DAD, DAE, DAF, DAK, DAM, DAQ
7.	EAST DISTRICT-I	TRANSPORT DEPARTMENT,	Kalyan Puri, Laxmi Nagar, Preet Vihar, New Ashok Nagar, Patparganj,	DL-7CA onwards, DL-7SR onwards

		DTC DEPOT MAYUR VIHAR PH-I 22753800	Shakarpur, Trilokpuri, Mayur Vihar-I&II, Karkardooma	
8.	NORTH- WEST DISTRICT-I	TRANSPORT DEPARTMENT, DTC Depot, Wazirpur 27182122 27192122	Model Town, Jahangirpuri, Sangam Park, Adarsh Nagar, Vijay Nagar, Keshav Puram, Ashok Vihar, Shalimar Bagh, Wazirpur, Saraswati Vihar, Kingsway Camp, Pitampura, Mukherjee Nagar, Rani Bagh, Azadpur. Rampura, Tri Nagar, Gujrawalan	DL-8C, DL- 8S, DBT (Part), DAT (Part), DBX (Part), DDT (Part), DEA, DEB, DEC, D ED, DET (Part), DHA, DHB, DHC, DHD, DHE (Part), DIB, DIZ, DLA, DLB, DLC, DLD, DLK,
9.	SOUTH- WEST DISTRICT-I	DTC Bus Terminal, Dwaraka Sec-10 25624064	Inderpuri, Naraina, Mayapuri, Najafgarh, Kapashera, Dabri, Zafarpur Kalan, Dwaraka	DL-9C & DL-9S
10.	WEST DISTRICT-II	TRANSPORT DEPARTMENT, DTC DEPOT, RAJA GARDEN 25163616	Anand Parbat, Moti Nagar, Patel Nagar, Punjabi Bagh, , Kirti Nagar Rajouri Garden	DL-4CC to DL- 4CM, DL-4CNA DL-4SL DL-4SN, DL- 4SP DL-4SR, DL-4SNA DL-10S, DL-10C
11.	NORTH- WEST DISTRICT-II	TRANSPORT DEPARTMENT, DTC DEPOT, ROHINI 27571151	Sultanpuri, Mangolpuri, Samaypur Badli, Prasant Vihar, Auchandi Border, Bawana , Alipur, Rohini, Kanjhawala, Narela, Kirari, Aman Vihar, Mubarakpur, Qutab Garh, Jonti, Mungeshpur, Mukandpur, Khera Kalan	DL-8C to DL-8CD DL-8S to DL-8SZ DID, DIE, DIF, DIH, DII, DIJ, DIK, DIM, DIN, DIO, DIQ, DIS, DIT, DIU, DIV, DIW, DIX, DIY, DIZ, DNA, DND DNH, DNI, DNK, DNN, DNU, DNV,
12.	SOUTH- WEST DISTRICT-II	TRANSPORT DEPARTMENT DTC DEPOT, VASANT VIHAR 26146498	Vasant Vihar, R.K. Puram, Sarojini Nagar, Vasant Kunj, Delhi Cantt. Dabri,	DL-12C DL-12S
13.	EAST DISTRICT-II	TRANSPORT DEPARTMENT CBD GROUND, SURAJMAL VIHAR 22383900	Gazipur, Gandhi Nagar, Krishna Nagar, Anand Vihar, Old Seelampur, Mandawali, New Shahdara, Geeta Colony, Vivek Vihar, Jheel.	DL-7C, DL-13C DL-7S to DL- 7SQ DL-13S DL- 14C, DL-14S
14	MLO (HQ)	5/9, UNDER HILL ROAD, TRANSPORT DEPARTMENT DELHI-110054 23921924	Entire NCT	DL-1A, DL-1E, DL- 1G, DL-1L, DL-1M, DL-1P, DL-1V

3 PUBLIC GRIEVANCE REDRESSAL MACHINERY

(i.) CONTACT OFFICERS - For redressal of grievances, one can contact the concerned Branch-in-charge. However, if not satisfied with the replies of concerned Branches in-charge, following senior officers at HQ of Transport Department at 5/9, Under Hill Road, Delhi-54, can be contacted between 11.00 AM to 1.00 PM on every working day.

S.No.	Designation	Tel/Fax	E-mail Address
1.	Dy. Commissioner (Ops-I)	23961194	dcotpt1.delhi@nic.in
2.	Dy. Commissioner (Ops-II)	23947204	dcotpt3.delhi@nic.in

(ii) RIGHT TO INFORMATION ACT – 2005

- The Names, Designations & other particulars of CPIO & First Appellate Authority are as under:-

CPIO

S.No.	Designation	Office Address	Tele. No.	E-mail Address	Jurisdiction	Designation of Link Officer
1	MLO (North District)	Transport Department Mall Road	23819191 23819192	mloz1.delhi@gov.in	Transport Department	MLO (Loni Road)
2	MLO (New Delhi District)	Transport Department I.P. Depot.	23378886 23378877	mloz2.delhi@gov.in	Transport Department	MLO (Sarai Kale Khan)
3	MLO (South District)	Transport Department DDA Market Sheikh Sarai	29259800 29253535	mloz3.delhi@gov.in	Transport Department	MLO (Vasant Vihar)
4	MLO (West District-1)	Transport Department Community Centre, B-Block, Ground Floor Janakpuri	25551618 25531002	mloz4.delhi@gov.in	Transport Department	MLO (Palam)
5	MLO (North East District)	Transport Department, Loni Road, near Power House, Shahdara	22813475	mloz5.delhi@gov.in	Transport Department	MLO (Mall Road)
6	MLO (Central District)	Transport Department, ISBT, Sarai Kale Khan	24351100	mloz6.delhi@gov.in	Transport Department	MLO (New Delhi)
7	MLO (East District-I)	Transport Departemnt, DTC Depot Mayur Vihar Ph-1	22753800	mloz7.delhi@gov.in	Transport Department	MLO (Suraj Mal Vihar)

8	MLO (North-West District-I)	Transport Department, DTC Depot, Wazirpur	27182122 27192122	mloz8.delhi@gov.in	Transport Department	MLO (HQ)
9	MLO (South West District-I)	DTC Bus Terminal, Dwaraka Sec-10	25624064	mloz9.delhi@gov.in	Transport Department	MLO (Palam)
10	MLO (West District-II)	Transport Department, DTC Depot, Raja Garden	25163616	mloz10.delhi@gov.in	Transport Department	MLO (Rohini)
11	MLO (North West District-II)	Transport Department, DTC Depot, Rohini.	27571151	mloz11.delhi@gov.in	Transport Department	MLO (Raja Garden)
12	MLO (South West District-II)	Transport Department DTC Depot, Vasant Vihar	26146498	mloz12.delhi@gov.in	Transport Department	MLO (Sheikh Sarai)
13	MLO (East District-II)	Transport Department CBD Ground, Surajmal Vihar	22383900	mloz13.delhi@gov.in	Transport Department	MLO (Mayur Vihar)
14	MLO (Operations)	5/9, Under Hill Road, Delhi-54	23947204		Transport Department	--
15	MLO (HQ)	5/9, Under Hill Road, Delhi-54	23921924	mlozhq1.delhi@gov.in	Transport Department	--

(iii) First Appellate Authority

S. No.	Designation	Office Address	Tele. No.	E-mail Address	Jurisdiction	Designation of Link Officer
1	Dy. Commissioner (Operation- II)	5/9, Under Hill Road, Delhi-54	01123947204	dcotpt1.delhi@gov.in	Operation Branch	Dy. Commissioner (Ops- I)

4. Details of activities, required documents, fees to be paid and time taken for compliance

S.No	Activities/Services provided by the branch	Document / fee/ Any other requirement	Time limit/taken	Responsible officer (Designation)	Type of common grievance
1	Issue of new Registration Certificate on Form-23A	Documents required <ol style="list-style-type: none"> Application for registration, Form - 20 Sale Certificate, Form -21 Initial Road worthiness Certificate, Form- 22 Certificate of Road worthiness where body is fabricated separately, Form – 22A (pt – I / II) Original Invoice of dealer along with copy of Manufacturer invoice Attested copy of address proof Attested copy of valid vehicle insurance / 	30 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.

		<p>cover note</p> <p>viii. Valid Temporary Registration Certificate, if any</p> <p>ix. In case vehicle is under hypothecation, Form-34</p> <p>x. One time road tax as applicable</p> <p>xi. Prescribed registration fee</p> <p>xii. Prescribed MCD Parking fee</p> <p>xiii. Additional documents for transport vehicles</p> <ol style="list-style-type: none"> Fitness certificate from board of inspection Speed limiting device (Wherever applicable) GPRS (Wherever applicable) Antecedents verification of vehicle owner <p>xiv. Custom's clearance certificate in case of Imported vehicles along with the license and bond, if any:</p> <p>Provided that in the case of imported vehicles other than those under the Baggage Rules, 1998, the procedure followed by the registering authority shall be same as those procedure followed for registering of vehicles manufactured in India.</p> <ol style="list-style-type: none"> Bill of Entry. Prevailing Mass emission compliance certificate Invoice & details of vehicles. <p>Fee Charges</p> <ol style="list-style-type: none"> Invalid Carriage - Rs. 50/- Motor Cycle - Rs. 300/- LMV <ol style="list-style-type: none"> Non-Transport - Rs.600/- Light Commercial Vehicle Rs.1000/- Imported Motor Vehicle- Rs. 5000/- Imported Motor cycle – Rs. 2500/- MGV/ MPV - Rs.1000/- HGV/HPV - Rs.1500 Other Vehicles - Rs.3000/- (Rs.200/- extra for Smart Card)+ Postal Charges Rs 30/- 			
2	Duplicate Registration Certificate on Form-23A	<p>Documents Required</p> <ol style="list-style-type: none"> Application in Form 26 (in duplicate – one copy attested) Copy of FIR / NCR (in case of lost) Original registration certificate (in case of mutilated) Attested copy of valid vehicle insurance / cover note Challan clearance from Delhi Traffic Police and Enforcement Wing of Transport Department (for transport vehicles only) Prescribed fee Attested copy of proof of present residence (In case of transport vehicle) <p>Fee Charges</p> <p>Half of the fee mentioned against Serial. NO.</p>	30 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.

		1 (Rs.200/- extra for Smart Card)+ Postal Charges Rs 30/-			
3	Temporary Registration Certificate on Form-CR Tem. Foil A	Documents required <ul style="list-style-type: none"> i. Application, Form - 20 ii. Copy of Sale Certificate, Form - 21 iii. Copy of Initial road worthiness Certificate, Form-22 and Form- 22 A (where ever applicable) iv. Copy of invoice from Manufacturer and Dealer v. Attested copy of valid vehicle insurance / cover note vi. Attested copy of address proof Fee Charges <ul style="list-style-type: none"> 1. Half of the fee mentioned at Sl. 1. 2. In case chassis is detained (For not more than 3 months) for body building an additional fee of Rs. 600/- pm. 3. Additional Motor Vehicle Tax <ul style="list-style-type: none"> i. Non-Transport vehicle of Rs.200/- per month ii. Transport vehicles Rs. 350/- Per month 	15 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
4	Transfer of ownership of a Motor Vehicle on Form-23A	Documents required <ul style="list-style-type: none"> i. Notice of transfer of ownership in Form - 29 (in duplicate , one copy attested) ii. Application for intimation and transfer of ownership in Form 30 (in duplicate) iii. Original Registration Certificate iv. Attested copy of valid vehicle insurance / cover note v. Attested copy of purchaser"s address vi. Prescribed fee vii. In case of transport vehicle, additional Document : <ul style="list-style-type: none"> a. Permit surrender slip from STA. b. Fitness certificate from the Board of Inspection Free Charges <p>Half of the fee mentioned in Sl. No. 1 (Rs.200/- extra for Smart Card)</p>	30 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
5	Transfer of ownership of Motor vehicle in case of Death on Form-23A	Documents required <ul style="list-style-type: none"> i. Application for transfer of ownership in Form – 31 (in duplicate) ii. Death Certificate in relation to the registered owner iii. Original Registration Certificate iv. Attested copy of valid vehicle insurance / cover note v. Prescribed fee <p>Surviving member"s certificate & NOC from all legal heirs on an affidavit of Rs. 10/- non-judicial stamp paper duly attested by Notary Public/Oath Commissioner/SDM or Succession Certificate or registered will.</p> Free Charges <p>Half of the fee mentioned in Sl. No. 1 (Rs.200/- extra for Smart Card)</p>	30 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
6	Endorsement of Hypothecation on	Documents required <ul style="list-style-type: none"> i. Application in Form - 34 (in duplicate) 		MLO (concerned zone)	Grievances normally

	Registration certificate	ii Original Registration Certificate iii Attested copy of valid vehicle insurance / cover note iv Prescribed fee Free Charges Motor Cycle – Rs 500/- Medium or heavy – 3000/- Others – 1500/-	30 days		arise when documents are incomplete.
7	Deletion of Hypothecation from Registration Certificate	Documents required i Application in Form - 35 (in duplicate) ii NOC from Financier on letter pad ii Original Registration Certificate iv Attested copy of Valid vehicle insurance policy / cover note v Prescribed fee Fee Charges NIL	30 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
8	Change of address in Registration certificate on Form-23A	Documents required i Intimation of change of address in Form - 33 ii Original Registration Certificate iii Attested copy of Valid vehicle insurance policy / cover note iv Attested copy of the new address proof v NOC from financier (if vehicle under hypothecation) vi Prescribed fee Fee Charges Half of fee mentioned at Sl. No. 1 (Rs.200/- extra for Smart Card)	15 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
9	Alteration in R.C. on Form-23A	Documents required i Application on a plain paper ii Original Registration Certificate iii Requisite documents for alteration Fee Charges Half of fee mentioned at Sl. No. 1 (Rs.200/- extra for Smart Card)	15 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
10	Issue of NOC to a Motor Vehicle for reassignment of registration mark in other state	Documents required I Application and grant of NOC, Form - 28 (in quadruplicate) li Copy of registration certificate lii Attested copy of valid vehicle insurance policy / cover note Iv NOC from the financier (if vehicle under hypothecation) NB : Issuance of NOC subject to Clearance from National Crime Report Bureau (NCRB) Fee Charges None	03 weeks	MLO (concerned zone)	Grievances normally arise when documents are incomplete.

11	Re-Assignment of Registration mark brought from other state On Form-23A	<p>Documents required</p> <ul style="list-style-type: none"> I Application for assignment of new registration mark, Form – 27 (in triplicate) ii NOC in Form - 28 from the parent state (in duplicate) iii Original registration certificate Iv Attested copy of valid vehicle insurance policy / cover note V Attested copy of valid Pollution Under Control Certificate Vi Attested copy of address proof Vii Indemnity Bond in the prescribed format as per ANNEXURE-I Viii Prescribed fee ix Road Tax x Attested copy of sale invoice issued at the time of initial registration of the vehicle for the purpose of calculation of tax xi Prescribed MCD parking fee xii Certificate from manufacturer that the vehicle is meeting the current mass emission norms prevailing in Delhi xiii Certificate of fitness from Board of Inspection (for transport vehicles only) <p>NB : Re-assignment of registration mark subject to clearance to national crime report bureau (NCRB)</p> <p>Fee Charges As per Sl. No. 01</p>	15 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
12	Grant or renewal of Trade Certificate On Form-17	<p>Documents required Online & Hard Copies</p> <ul style="list-style-type: none"> I Application for grant of Trade Certificate., Form – 16 ii Compliance to the department guidelines for issue of Trade Certificate. lii Letter of intent from the manufacturer that the applicant is their bona- fide dealer Iv Other requisite requirement by the department from time to time V Prescribed fee <p>Fee Charges</p>	30 Days	Grant by Dy. Comm.(Ops) issued by MLO (concerned zone)	Grievances normally arise when documents are incomplete.

		MotorCycle-Rs.500/- Invalid Carriage- Rs.500/- Others-Rs.1000/-			
13	Duplicate Trade Certificate On Form-17	Documents required <ol style="list-style-type: none"> Intimation of loss of Trade Certificate and application for duplicate T.C., Form – 18 Compliance to the department guidelines for issue of Trade Certificate FIR / NCR Prescribed fee Fee Charges MotorCycle-Rs.300/- Invalid Carriage- Rs.300/- Others-Rs.500/-	07 Days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
14	Grant of type approval certificate to new model / its variants	Documents required <ol style="list-style-type: none"> Application on the letter head of manufacturer Type approval certificate for compliance to the Central Motor Vehicle Rules with all ANNEXURES Technical specifications of the vehicle with all ANNEXURES CNG technical specifications with all ANNEXURES Specific CNG system layout plan(s) of the vehicle Other relevant TAC documents / ANNEXURES Fee Charges None	30 days	Dy. Comm(Ops-II)	Grievances normally arise when documents are incomplete.
15	CNG/LPG kit approval for in-use vehicles	Documents required <ol style="list-style-type: none"> Application on the letter head of kit manufacturer Type approval certificate for compliance to the Central Motor Vehicle Rules with all ANNEXURES Technical specification of the vehicle with all ANNEXURES Technical specification for CNG / LPG conversion kit with all ANNEXURES Specific CNG / LPG system layout plan(s) of the vehicle Type approval Mass Emission Test Report Other relevant TAC documents / ANNEXURES Fee Charges None	15 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
16	Approval of speed limiting device (SLD)	Documents required <ol style="list-style-type: none"> Application on letter head Compliance certificate from testing agency Test report from testing agency Authorization certificate by manufacturer/ dealer Inspection/ test report from VIU, Burari 	30 days	Dy. Comm.	Grievances normally arise when documents are incomplete.

		Fee Charges None			
17	Issue of Learner's License On Form-3	Documents required I Application- cum - Declaration as to physical fitness, Form- I ii Medical Certificate, Form-1A (for transport vehicle's license) iii Application for grant of learner's license, Form – 2 iv Attested copy of proof of residence v Attested copy of proof of age vi Attested copy of proof of class- 8 th Pass (for transport vehicle's license) vii Copy of effective driving license, already held (in case of transport vehicle learner's license) viii Prescribed fee NB: Applicants those are above 16 years of age and not completed 18 years are eligible to drive a Motorcycle without gear with engine capacity not exceeding 50cc cylinder. Fee Charges Rs. 150/- for each class of vehicle	Same day	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
18	Issue of Permanent Driving License On Form-7	Documents required I Application for license to drive a motor vehicle, Form – 4 ii An effective Lerner's License (original) iii Driving certificate, Form – 5 (for transport vehicle's license) iv Prescribed fee NB : 1. Requisite category vehicle for test of competence to drive a vehicle along with its requisite valid documents. 2. Affix a plate or card (10 x 9 sq. cm) to the front and rear, the letter "L" in red on a white background Fee Charges Rs. 300/- for test of competency to drive each class of vehicle + (Rs. 200/- for smart card)	03 days (Licence is delivered by courier)	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
19	Addition of another class of motor vehicle to the driving license On Form-7	Documents required i Application for the addition of a new class, Form – 8 ii An effective Lerner's License (original) iii An effective driving license (original) iv Driving certificate, Form – 5 (for transport vehicle's license) v Prescribed fee NB : 1. Requisite category vehicle for test of competence to drive a vehicle along with its requisite valid documents. 2. Affix a plate or card (10 x 9 sq. cm) to the front and rear, the letter "L" in red on a white background	03 days (Licence is delivered by courier)	MLO (concerned zone)	Grievances normally arise when documents are incomplete.

		Fee Charges Rs. 500/- for test of competency to drive each class of vehicle + (Rs. 200/- for smart card)			
20	Renewal of Driving License On Form-7	Documents required <ol style="list-style-type: none"> Application for the renewal Driving License, Form – 9 Original Driving license held Certificate of refresher course issued by an authorized institute by the Transport Department (HMV category only) Application- cum - Declaration as to physical fitness, Form- I Medical Certificate, Form – 1A (for transport vehicles or wherein any other case the applicant has attained the age of 40 years) Prescribed fee <p>NB: For renewal of driving license should be applied within 30 days from the date of expiry of validity</p> Fee Charges Rs. 400/- including cost of Smart Card	03 days (Licence is delivered by courier)	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
21	Duplicate Driving License On Form-7	Documents required <ol style="list-style-type: none"> Intimation of loss and application for duplicate, Form – L.L.D FIR / NCR In case of Loss & mutilated D/L , no challan pending , certificate not required. Prescribed fee Fee Charges Rs. 400/- including cost of Smart Card	03 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
22	International Driving Permit On Form-6	Documents required <ol style="list-style-type: none"> Application for issue of I.D.P. , Form- 4 A Valid driving license Valid medical certificate in Form – 1A Valid proof of passport Valid proof of visa, wherever applicable Prescribed fee Fee Charges Rs. 1000/-	1. 02 days (Delhi D/L), 2. 35 Days (Other State D/L)	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
23	Issue of conductor"s Licence On Form-L.CON	Documents required <ol style="list-style-type: none"> Application for issue of conductor"s license , Form–L.CON.A. Medical Certificate in Form – M.C.CON. Valid adult First-aid certificate from St. John Ambulance Association (India) Attested copy of proof of residence Attested copy of proof of age Antecedents verification by the Police Conductor Training Certificate from institution duly authorized by the transport department. Prescribed fee 	03 Days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.

		Fee Charges Rs. 200/-			
24	Renewal of Conductor"s Licence On Form-L.CON	Documents required <ol style="list-style-type: none"> Application for issue of conductor's license , Form–L.CON.A. Medical Certificate in Form – M.C.CON. Valid adult First-aid certificate from St. John Ambulance Association (India) Original Conductor"s License held Conductor Training Certificate from institution duly authorized by the transport department. Prescribed fee Fee Charges Rs. 200/-	03 Days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
25	Duplicate conductor"s licence On Form-L.CON	Documents required <ol style="list-style-type: none"> Application for duplicate conductor"s license , Form–L.CON.A. FIR / NCR Prescribed fee Fee Charges Rs. 200/-	03 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
26	Issue of driver"s PSV Badge on Smart Card	Documents required <ol style="list-style-type: none"> Application for issue of PSV Badge , Form–L.CON.A Attested copy of proof of residence Medical certificate Antecedents verification by the Police Attested copy of an affective driving license PSV Badge training certificate Prescribed fee NB : Minimum educational qualification do not apply to those who are holding a driving license (transport vehicle) before 26/03/2007 Fee Charges Rs.200/-	03 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.
27	Duplicate driver"s PSV badge On Smart Card	Documents required <ol style="list-style-type: none"> Application for issue of PSV Badge , Form–L.CON.A Attested copy of proof of residence Medical certificate Attested copy of an affective driving license PSV Badge training certificate Prescribed fee NB: If antecedents of verification is not endorsed in computer record then antecedents verification required. Fee Charges	03 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.

		Rs.200/-			
28	Issue of Authorisation Card	Documents required <ol style="list-style-type: none"> A joint application by the owner of motor vehicle and the driver appointed by the owner A copy of an affective driving license and PSV Badge duly attested by the permit holder A copy of valid permit attested by the permit holder A copy of registration certificate attested by the permit holder Two recent Passport Size Photograph <p>NB: (a) NO educational institution bus or any other omni bus transport vehicle used for the purposes of a school shall be driven by a driver who has less than 5 years experience of driving a vehicle of the category i.e. being driven (b) No transport vehicle will be driven by a person other than the authorized driver.</p> Fee Charges None	03 days	Asstt. Secy. (STA)	Grievances normally arise when documents are incomplete.
29	Issue of license to Motor Driving Training School On Form-11	Documents required <ol style="list-style-type: none"> Application for grant of MDTs license, Form- 12 All documents & formalities prescribed in rule 24-27 of the CMV rules 1989 Compliance of Department MDTs guidelines Prescribed fee Fee Charges Rs. 10000/-	60 days	Joint Commissioner (Ops)	Grievances normally arise when documents are incomplete.
30	Renewal of license to Motor Driving Training School On Form-11	Documents required <ol style="list-style-type: none"> Application for grant of MDTs license, Form- 13 All documents & formalities prescribed in rule 24-27 of the CMV rules 1989 Compliance of Department MDTs guidelines Prescribed fee Fee Charges Rs. 10000/-	15 days	Joint Commissioner (Ops)	Grievances normally arise when documents are incomplete.
31	Duplicate license to Motor Driving Training School On Form-11	Documents required <ol style="list-style-type: none"> Application for duplicate MDTs license, Form- 13 FIR / NCR Prescribed fee Fee Charges Rs. 5000/-	15 days	Joint Commissioner (Ops)	Grievances normally arise when documents are incomplete.
32	Particulars of registration certificate	Documents required <ol style="list-style-type: none"> Application on plain paper. Purpose for which particulars required and present status of the registration certificate already issued Fee Charges	3 days	MLO (concerned zone)	Grievances normally arise when documents are incomplete.

LATE FEE

Renewal of driving license:- One has to get one's driving license renewed within 30 days from the date of expiry of the validity of the driving license. A late fee of Rs.300/-for a period of delay of less than one year or part thereof reckoned from the date of expiry of the grace period of one month.

Additional fee of Rs 1000/- for delay of each year thereafter.

NOTE

The forms can also be downloaded from <http://www.transport.delhigovt.nic.in/Transport/down.html>

Document(s) accepted as a proof of address and Age

- (1) Electoral roll / voter identity Card (2) Life Insurance Policy (3) Passport (4) Pay slip issued by any office of the Central/State Government or a local body (5) School Certificate (6) Birth Certificate issued by Municipal Corporation (7) Certificate granted by the registered medical practitioner not below the rank of a Civil Surgeon as to the age of the applicant (8) In case of foreigners, proof of legal presence in India in addition to proof of residence is also required. (9) Aadhar Card

If an affidavit sworn before a Notary Public or any Competent Magistrate is submitted for address proof, same should be accompanied by one of the following documents:-

a) In the case of firm / Company/ Organization

- i) Certificate of registration of firm supported by lease agreement
- ii) Certificate of incorporation from registrar of companies registered lease agreement

b) In case of individual.

- i) Latest Water Bill (Delhi Jal Board). ii) Latest Electricity Bill iii) Latest Telephone bill (MTNL only) iv) Property ownership like registered conveyance deed, registered sale deed v) Post office or bank pass book indicating residential address vi) House tax mutation order vii) House allotment / possession letter issued by Estate Officer, DDA, PWD, Co-operative Group Housing Society viii) certificate from employer in case of Govt. servant with Pay slip ix) Computerized ration card x) Marriage certificate issued by designated magistrate xi) Domicile certificate / cast certificate / senior citizen certificate issued by district administration xii) AADHAR Card xiii) CGHS / DHS card showing name of the applicant supported by house allotment in favour of family member xiv) Serving certificate alongwith dependent card for defence personal and their family members

The documents showing applicant's name is only to be accepted

- (2) All public dealing offices of Transport Department are open on all working days except on all Sundays, Second Saturdays and gazetted holidays, from 8.30 AM to 1.00 PM for all zonal offices.
- (3) Requisite forms are available free of cost in all the field offices of the department. These can also be downloaded from the above mentioned website of Transport Deptt.
- (4) The time frames mentioned are followed if all the required documents are submitted. Therefore, all the documents should be submitted along with the application to avoid any delay.
- (5) Applications should be submitted at the specified counter in the prescribed form along with the required documents. The prescribed fee should also be deposited alongwith requisite documents.

J) CITIZEN INTERFACE

Details at www.delhi.gov.in of major activities of this department including forms to be filled up for these activities are available. Transport Department also provides information data related to Road Transport Sector to various organizations for academic and research purposes. For any specific information, regarding Transport Department, please contact Public Relations Officer, 5/9, Under Hill Road, Delhi-54 at Phone No.23973867. Complaints can be lodged against any transport vehicles round the clock on the HELPLINE number of the Government of Delhi.i.e. 42-400-400.

Right to Information Act - 2005

CPIO and First Appellate Authority for the Transport Department Govt. of NCT of Delhi

S. No.	CPIO	Jurisdiction	Office Address	Tele No.	First Appellate Authority
1	MLO (Mall Road)	Mall Road Zone	Mall Road, Delhi	23819191	DC(Ops)
2	MLO (New Delhi)	New Delhi Zone	DTC Depot, I.P. Estate, New Delhi	23378886	DC(Ops)
3	MLO (Seikh Sarai)	Seikh Sarai Zone	DDA Mkt Seikh Sarai , New Delhi	29259800	DC(Ops)
4	MLO (Sarai Kale Khan)	Sarai Kale Khan Zone	ISBT, Sarai Kale Khan, New Delhi	24351100	DC(Ops)
5	MLO (Palam)	Palam Zone	DTC Bus Terminal, Dwaraka Sec-10	25624064	DC(Ops)
6	MLO (Janakpuri)	Janakpuri Zone	B-Block Janakpuri , New Delhi	25624024	DC(Ops)
7	MLO (Raja Garden)	Raja Garden Zone	DTC Depot Raja Garden, New Delhi	25163616	DC(Ops)
8	MLO (Loni)	Loni Zone	Loni Road, Delhi	22813475	DC(Ops)
9	MLO (Mayur Vihar)	Mayur Vihar Zone	DTC Depot Mayur Vihar Phase-I, New Delhi	22753800	DC(Ops)
10	MLO (Surajmal Vihar)	Surajmal Vihar Zone	CBD Ground Surajmal Vihar, Delhi	22383900	DC(Ops)
11	MLO (Wazirpur)	Wazirpur Zone	DTC Depot Wazirpur, Delhi	27182122 27192122	DC(Ops)
12	MLO (Rohini)	Rohini Zone	DTC Depot, Rohini Delhi	27563535	DC(Ops)
13	MLO(Vasant Vihar)	Vasant Vihar Zone	DTC Depot Vasant Vihar, New Delhi	26146498	DC(Ops)
14	MLO VIU, Burari	VIU, Burari, Delhi	VIU, Burari, Delhi	27617215	DC(VIU)
15	MLO (ARU)	ARU Burari, Delhi	ARU Burari, Delhi	27612635	DC(ARU)
16	MLO (Taxi)	Taxi Unit Burari, Delhi	Taxi Unit Burari, Delhi	27618063	DC(ARU)
17	MLO, (HQ)	Zonal Office at 5/9 Under Hill	Zonal Office at 5/9 Under	23921924	DC(Ops)

		Road, Delhi-54	Hill Road, Delhi-54		
18	OIC(Care Taking)	CT Branch, HQ	5/9 Under Hill Road, New Delhi	23986167	Dy. Commissioner (Care Taking)
19	PRO	PRO Branch	5/9 Under Hill Road, New Delhi	23986167	Dy. Commissioner (Public Relation)
20	System Analysis	Computer Branch	5/9 Under Hill Road, New Delhi	23960244	Dy. Commissioner (Ops.)
21	MLO (Ops.)	Operation Branch	5/9 Under Hill Road, New Delhi	23960244	Dy. Commissioner (Ops.)
22	Asstt. Secy (STA)	STA Branch	5/9 Under Hill Road, New Delhi	23934159	Dy. Secretary (STA)
23	Admn. Officer and in his absence, MLO (HQ)	Admn. Branch	5/9 Under Hill Road, New Delhi	23974024	Dy. Commissioner (Admn.)
24	PCO (PCD)	Vigilance Branch	5/9 Under Hill Road, New Delhi	23974024	Vigilance Officer
25	Accounts Officer	Accounts Branch	5/9 Under Hill Road, New Delhi	23963343	DCA Accounts
26	PCO (PCD)	PCD Branch	5/9 Under Hill Road, New Delhi	23914049	Dy. Secretary (STA)
27	Stastical Officer (Pig)	Planning Branch	5/9 Under Hill Road, ND	23954665	Dy. Commissioner (Plg)
28	Asstt. Dir. (Project)	Projects	5/9 Under Hill Road, New Delhi	23934159	Dy. Commissioner (Planning)
29	Enforcement Officer(HQ)	Enforcement Branch	5/9 Under Hill Road, New Delhi	23960497	Dy. Commissioner (Enforcement)
30	PCO (DTC Cell)	DTC	5/9 Under Hill Road, New Delhi	23967011	Dy. Secretary (STA)
31	PCO (Sectt.)	Sectt. Branch	5/9 Under Hill Road, New Delhi	--	Dy. Commissioner (STA)
32	Reader (STAT)	STA Branch	5/9 Under Hill Road, New Delhi	--	Dy. Commissioner (STA)
33	PCO (STA)	Cluster	5/9 Under Hill Road, New Delhi	--	Dy. Commissioner (STA)

DC (RTI) will monitor the progress of disposal of RTI application by the CPIOs by obtaining fortnightly reports and submit the same to higher authorities.
