

**OFFICE OF THE TRANSPORT COMMISSIONER-CUM-CHAIRMAN,  
STATE TRANSPORT AUTHORITY, ODISHA, CUTTACK.**

No. LX-418/2018/.....10852...../TC

Date 10-10-2019

From

**The Transport Commissioner,  
Odisha.**

To

**All Regional Transport Officers.**

Sub: - Facilitation for citizen centric service in RTO offices.

Sir,

In continuation to previous communications regarding facilitation for citizen centric service in RTO offices and considering the present scenario, you are directed to extend the working hours in all working days depending upon the no. of LL/DL applications pending in your office, so that the offices will remain closed on the Govt. holidays. You may hold LL Camps in interior areas on Govt. holidays as per requirement.

Moreover, to improve the availability of slots at an earliest, you are once again directed to take the following measures:

1. To use more nos. of computers for LL Test to accommodate more candidates in each slot.
2. Where the slot duration is more than 10 mins., it should be reduced to 10 mins.
3. To facilitate the public for applying and getting LL by organizing camps in School, College and Block Offices where Computer lab is available and take fees and biometrics of the applicants on the spot.
4. To train the nearby CSC Centres and Cyber café to fill up the applications online fee payment, double verification of fee payment, receipt generation, slot booking for the applicant.
5. Allow new applicants to appear in vacant slot where the applicants are absent.
6. Some applicants, who have already been issued with DL, are deliberately applying as fresh candidate to evade late fine for RDL. In such cases, at the time of LL approval, the Sarathi shows their existing D/L and on such cases the option as "same applicant" should be selected so that they will be directed to apply RDL/AEDL.

Yours faithfully,

  
**Transport Commissioner, Odisha**

Date 10-10-2019

Memo No. 10853/TC

Copy to Principal Secy. to Govt. Commerce & Transport Department, Odisha, Bhubaneswar for kind information.

  
**Transport Commissioner, Odisha**

Memo No.....10854...../TC

Date:

10-10-19

Copy to All Collectors/ All SPs for information and necessary action.

  
Transport Commissioner, Odisha

Memo No.....10855...../TC

Date..10-10...../2019

Copy to all Deputy Commissioners Transport for information and necessary action.

  
Transport Commissioner, Odisha.

Memo No.....10856...../TC

Date..10-10...../2019

Copy to M/S Smart Chip Pvt. Ltd for information and necessary support for implementation of the order to facilitate the public.

  
Transport Commissioner, Odisha.