



**GOVERNMENT
OF
MIZORAM**

**TRANSPORT
DEPARTMENT**

**CITIZENS'
CHARTER** **(2022)**

**Adress : Directorate of Transport
Near Vanapa Hall
Aizaw, Mizoram**

Website : <https://transport.mizoram.gov.in>

Date of Issue : 13th May, 2022

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DIRECTORATE OF TRANSPORT

I. VISION:

- Department endeavors to be accountable, transparent, prompt and citizen friendly in the delivery of services.
- To have a sustainable, efficient, safe and rationally comparable quality of infrastructure to meet the requirement and satisfaction of the public

II. MISSION:

- Providing citizen centric services like issue of Driving Licences, Registration of Vehicles, etc.
- To improve road safety scenario in the state
- To strengthen public transport system
- to promote IT for facilitating online service

III. MAIN SERVICES:

1) MST WING -

- **Process for delivery of service within department/ office**
 - o Policy matter on the services of MST Vehicles
- **Responsible official**
 - o R. Lalrammawia,
Director of Transport
0389-23216080 (O)
zoramtpt@nic.in

2) Railway Out Agency / Passenger Reservation System -

- **Process for delivery of service within department/ office**
 - o Computerised Railway seats reservations for various destinations throughout India.
 - o Various travel concessions for students, tribals, Sports personnel, old age and cancer and other patients prescribed under Railway Ministry
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o ID proof for old age concession
 - o Application in prescribed format for student/sport personnel concession
 - o Medical certificate for patients
- **Fees for the service**
 - o As per Govt. Notification
- **Responsible official**
 - o Lalzarliani
Superintendent (OP)
9436198020 (M)

3) MV Wing -

- **Process for delivery of service within department/ office**
 - o Enforcement of MV Acts and Rules
 - o Licensing and Registration of vehicles
 - o Collection of taxes, fees, fines etc.
 - o General policy-making on Motor vehicles
 - o Implementation of Passenger and Goods (Taxation) Act, 2005
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o As per Acts or Rules.

- **Fees for the service**
 - o As per Govt. approved rate
- **Responsible official**
 - o Lalrinawma,
Joint Director (MV)
9436143691 (M)

4) STA Wing -

- **Process for delivery of service within department/ office**
 - o Fixation of fares and freights for Public Service Vehicles
 - o Issue of various permits for public service vehicles like – taxi, Bus, maxi cab, Auto rickshaws, etc.
 - o Issue of special road permit and temporary permit
 - o Issue of plying permit
 - o To formulate general and specific policies on public service vehicles
- **Responsible official with designation**
 - o C. Lalbiakthanga,
Joint Director (STA)
0389-2325888 (O)

5) OPERATION WING -

- **Process for delivery of service within department/ office**
 - o Matters relating to Departmental Verification of Inspection Board
 - o Matters relating to Vehicle Condemnation Board
 - o Calling of Tender or Quotation for supply of materials required for the functioning of the Department
 - o Disposal of Condemned Department Vehicle
 - o Issue of concession card of Old Age, Cancer patients, HIV +ve, etc.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o As per Govt. Notification.
- **Fees for the service**
 - o As per Government Notification
- **Responsible official**
 - o Lalzarliani
Superintendent (OP)
9436198020 (M)

6) IT Cell -

- **Process for delivery of service within department/ office**
 - o Implementation of Vahan 4
 - o Implementation of Sarathi 4
 - o Digital Signature
 - o Agreement of Smartcard
 - o E-challan and On-line payment
- **Responsible official with designation**
 - o Assistant Director of Transport (IT)
0389-2326077 (O)
zoramtpt@nic.in

IV. GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	Zothangzuala Chhangte	0389-2316090	zoramtpt@nic.in	
2	Lalbiakkimi	0389-2324855		

V. LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Citizens

VI. EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS:

We expect our clients to be reasonable and prompt in exercising their rights and obligation in all their transactions.

OFFICE OF THE JOINT DIRECTOR OF TRANSPORT (OPERATION)

I. VISION:

- To provide and to promote the provision of an efficient economical, affordable and reliable road passenger transport to remote and rural parts of the state including inter-state bus service.

II. MISSION:

- To ensure reliable, safe and regular services.
- To ensure road transport services at affordable price.
- To move forward towards providing simpler and easier transactions through e-ticketing
- Generating and harnessing potential revenue with the aim to enhance the State exchequer.
- To provide quality services and amenities to the public.
- To ensure timely address of public grievances.
- To implement strict quality control management and continual improvement by way of releasing new buses on road, continuous training to employees including Drivers, Conductors and technical personnels with special emphasis on maintenance of vehicles, accident avoidance, fuel efficiency, neatness and courteous behavior towards the public.

III. MAIN SERVICES

1) Providing safe and regular Bus services at affordable price

- **Process for delivery of service within department/ office**
 - o Obtaining approval of JD(OP)
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o To obtain bus ticket
- **Fees for the service**
 - o As per Govt. approved rate
- **Responsible official**
 - o Vanlalrinawma Pachuau, ADT (OP)
0389-2347959 (O); 9436147590 (M)
vanlalrinawmapachuau@gmail.com

2) Exploring possibilities of widening MST network on public demand

- **Process for delivery of service within department/ office**
 - o Obtaining approval of Minister i/c, Transport Department, GOM through Administrative Deptt.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Application from desiring clients
 - o Road survey report
 - o Proposal by JD(OP)
 - o Approval of Minister i/c through Administrative Department
- **Fees for the service**
 - o NIL
- **Responsible official**
 - o Joint Director (OP)
0389-2348315 (O); 9862739124 (M)
lalsangpuiihmarmcs@gmail.com

3) To provide bus/ crane/ recovery van service on hire basis to private citizens/ Department/ Organizations including NGOs

- **Process for delivery of service within department/ office**
 - o Obtaining approval of JD(OP)
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Application
- **Fees for the service**
 - o As per Govt. approved rate.
- **Responsible official**
 - o Vanlalrinawma Pachuau, ADT (OP)
0389-2347959 (O); 9436147590 (M)
vanlalrinawmapachuau@gmail.com

4) Sale of bus tickets at MST Counter

- **Process for delivery of service within department/ office**
 - o Booking of bus ticket including advance booking
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o NIL
- **Fees for the service**
 - o NIL
- **Responsible official**
 - o C.L. Zathang, ADT (Booking)
9612017161 (M)

5) Providing travelling facilities at free/ Concessional rates to the physically handicapped/ blind/ Old aged/ patients suffering from cancer/ HIV, and women above 60 years of age.

- **Process for delivery of service within department/ office**
 - o Approval of Director of Transport, Govt. of Mizoram
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Concession Card
- **Fees for the service**
 - o Free or concession as per Govt. rate
- **Responsible official**
 - o C.L. Zathang, ADT (Booking)
9612017161 (M)

IV. SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the Department/ office to citizen or other departments or other department/ organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/ weeks/months)
1	Proposal for opening new routes for MST services	3 months
2	Issuing bus tickets at MST Counter	Daily basis
3	Hiring of bus/ crane/ recovery van service to private citizens/ Department/ Organizations including NGOs	2 days prior to actual requirement date

V. GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	Joint Director (OP)	9862739124 (M) 0389-2348315 (O)	lalsangpuiihmarmcs@gmail.com	1 month

VI. LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Firms dealing with supply of vehicle parts & spares
2	Village Councils
3	State Govt. of Assam and Meghalaya through Dy. Resident Commissioner, Silchar/ Guwahati / Shillong

VII. EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS:

Sl. No.	EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS
1	We expect our clients to be reasonable and prompt in exercising their rights and obligations in all their transactions.
2	We expect our clients to travel with valid tickets.
3	We expect our clients to observe all safety rules for passengers during journey.

**OFFICE OF THE DISTRICT TRANSPORT OFFICER,
AIZAWL (Registering Authority)**

I. VISION:

- To have a sustainable, efficient, safe and rationally comparable quality of infrastructure to meet the requirement and satisfaction of the public
- To provide a safe and reliable infrastructure in transportation for the citizens
- Department endeavors to be accountable, transparent, prompt and citizen friendly in the delivery of services.

II. MISSION:

- To improve road safety scenario in the state
- To strengthen public transport system
- To promote IT for facilitating online service
- To enforce MV Act and Rules
- To collect vehicle revenue for the Government
- Providing citizen centric services like issue of Registration of Vehicles, etc.

III. MAIN SERVICES

1. VEHICLE REGISTRATION, PLYING PERMIT ETC.

a) Registration of Vehicle:

- **Process for delivery of service within department/ office**
 - o Prior DTO signature is required on duly filled form. Then, after MVI inspection, necessary fee for registration will be paid to the counter.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Forms 17,21,20,22,80
 - o Disclaimer
 - o Insurance
 - o Address proof
- **Fees for the service**
 - o For two wheeler ₹ 300,
 - o LMV(NT) ₹ 600
 - o LMV(TR) ₹ 1000
 - o MMV ₹ 1000
 - o HMV ₹ 1500
- **Responsible official**
 - o H. Lalhmingliana, DTO
0389-2318239 (O); 8413808270 (M)
teahauhnar@gmail.com

b) Renewal of Plying Permit

- **Process for delivery of service within department/ office**
 - o Depends on the requirement of the customer, counter person will decide to resolve the needs.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Application/Form available at DTO office
- **Fees for the service**
 - o Rate varies on type of vehicles

c) Renewal of Agent's Licence

- **Process for delivery of service within department/ office**
 - o Prior DTO signature is required on duly filled up form/application, approval of STA Mizoram is necessary and then appropriate fee will be paid to the counter.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Application/Form available at DTO office
- **Fees for the service**
 - o ₹ 3000/-

d) Trade Certificate

- **Process for delivery of service within the department/ office**
 - o N/A
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Application/Form available at DTO office
- **Fees for the service**
 - o Two wheeler @ ₹ 500/-
 - o Other class of vehicle @ ₹ 1000/-

- **RESPONSIBLE OFFICIAL**

- o H. Lalhmingliana, DTO
0389-2318239 (O); 8413808270 (M)
teahauhna@gmail.com

2) INSPECTION OF VEHICLE, ISSUANCE OF FITNESS, ETC.

a) Inspection of Vehicle for Registration, Replacement, Accident and Condemnation

c) Repair (Govt. Vehicle)

d) Issuance of Fitness Certificate

- **Process for delivery of service within department/ office**
 - o Application has to reach to DTO for signature and then proceed to necessary action.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Application form
- **Fees for the service**
 - o N/A
- **Responsible official**
 - o H. Lalhmingliana, DTO
0389-2318239 (O); 8413808270 (M)
teahauhna@gmail.com

IV. SERVICE DELIVERY STANDARD

Sl.No.	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1	Registration of Vehicles	2 to 3 days	Subject to availability of internet access.
2	Smart Card	Two weeks	Subject to availability of internet access and postal service
3	Renewal of Plying permit	2 to 3 days	Subject to availability of internet access.

4	Replacement	N/A	Replace has to be approved by STA. Hence, no stipulated time limit.
5	Fitness Certificate	1 to 3 day(s)	Subject to availability of internet access.
6	Trade Certificate	1 to 3 day(s)	Subject to availability of internet access.

V. GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	H. Lalhmimgliana, DTO (R/A)	0389-2318239 (O)	teahauhna@gmail.com	10 days

VI. LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Citizen

VII. EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS:

Sl. No.	EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS
1	Submit duly completed application in the correct order
2	Obtain receipt for amount paid
3	Adhere to the time stipulated (if any) for completion of procedures
4	To carry valid documents while driving vehicles
5	Timely update of vehicle documents

**OFFICE OF THE DISTRICT TRANSPORT OFFICER,
AIZAWL (Licencing Authority)**

I. VISION:

- To have a sustainable, efficient, safe and rationally comparable quality of infrastructure to meet the requirement and satisfaction of the public
- To provide a safe and reliable infrastructure in transportation for the citizens
- Department endeavors to be accountable, transparent, prompt and citizen friendly in the delivery of services.

II. MISSION:

- To improve road safety scenario in the state
- To strengthen public transport system
- To promote IT for facilitating online service
- To enforce MV Act and Rules
- To collect vehicle revenue for the Government
- Providing citizen centric services like issue of Driving Licence, etc.

III. MAIN SERVICES

1) DRIVING LICENCE

a) Issue of New Driving Licence

- **Process for delivery of service within department/ office**
 - o Application forms are available at DTO office. Medical fitness certificate has to be attached with the duly filled up form.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Valid Learner Licence
- **Fees for the service**
 - o New applicants Rs. 700/-

b) Renewal of Driving Licence

- **Process for delivery of service within department/ office**
 - o The duly filled up form along with necessary document enclosed therein, is therefore put-up for DTO Signature, and then proceed to MVI depends on the requirement.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Old Driving Licence has to be enclosed
- **Fees for the service**
 - o Four hundred plus one thousand per year late fee (₹ 400 + ₹ 1000 late fee/year)

c) Issue of Duplicate Driving Licence

- **Process for delivery of service within department/ office**
 - o The duly signed form has to be carried to the counter for submission of necessary fee.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Police Verification
- **Fees for the service**
 - o Four hundred only (₹ 400/-)

• RESPONSIBLE OFFICIAL

Responsible Officials	Phone number	Email
Lalengthanga Hnamte, DTO (L/A)	9862958265	lalengthangahnamte@gmail.com
Zonunmawia, MVI	9774172639	zonuna41@gmail.com

2) LEARNER LICENCE**a) Issue of New Learner Licence**

- **Process for delivery of service within department/ office**
 - o Application forms are available at DTO office. Medical fitness certificate has to be attached with the duly filled up form.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Voter ID/Adhaar/Birth Certificate/School Certificate
 - o Passport Photo
- **Fees for the service**
 - o Two hundred only (₹ 200/-)

b) Renewal Learner Licence

- **Process for delivery of service within department/ office**
 - o The duly filled up form along with necessary document enclosed therein, is therefore put-up for DTO Signature, and then proceed to MVI depends on the requirement.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Old Learner Licence
- **Fees for the service**
 - o One hundred and fifty only (₹ 150/-)

c) Issue of Duplicate Learner Licence

- **Process for delivery of service within department/ office**
 - o The duly signed form has to be carry to the counter for submission of necessary fee.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Voter ID/Adhaar/Birth Certificate/School Certificate
 - o Passport photo
- **Fees for the service**
 - o One hundred and fifty only (₹ 150/-)

- **RESPONSIBLE OFFICIAL**

Responsible Officials	Phone number	Email
Lalengthanga Hnamte, DTO (L/A)	9862958265	lalengthangahnamte@gmail.com
Zonunmawia, MVI	9774172639	zonuna41@gmail.com

3) CONDUCTOR LICENCE**a) Issue of New Conductor Licence**

- **Process for delivery of service within department/ office**
 - o Application forms are available at DTO office. First Aid certificate and Medical fitness certificate has to be attached with the duly filled up form.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Voter ID/Adhaar/Birth Certificate/School Certificate
 - o Passport photo
 - o First Aid Certificate
- **Fees for the service**
 - o One hundred only (₹ 100/-)

b) Renewal of Conductor Licence

- **Process for delivery of service within department/ office**
 - o The duly filled up form along with necessary document enclosed therein, is therefore put-up for DTO Signature, and then proceed to MVI depends on the requirement.

- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Old CL has to be enclosed
- Fees for the service
 - o One hundred only (₹ 100/-)

c) Issue of Duplicate Conductor Licence

- Process for delivery of service within department/ office
 - o The duly signed form has to be carry to the counter for submission of necessary fee.
- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Police verification
- Fees for the service
 - o One hundred only (₹ 100/-)
- RESPONSIBLE OFFICIAL

Responsible Officials	Phone number	Email
Lalengthanga Hnamte, DTO (L/A)	9862958265	lalengthangahnamte@gmail.com
Zonunmawia, MVI	9774172639	zonuna41@gmail.com

4) CONDUCTION OF TEST, ETC.

Conducting Test for Learner and Driving Licence

- Process for delivery of service within department/ office
 - o Application has to reach to DTO for signature and then proceed to necessary action.
- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Application form
- Fees for the service
 - o N/A
- RESPONSIBLE OFFICIAL

Responsible Officials	Phone number	Email
Lalengthanga Hnamte, DTO (L/A)	9862958265	lalengthangahnamte@gmail.com
Zonunmawia, MVI	9774172639	zonuna41@gmail.com

IV. SERVICE DELIVERY STANDARD

Sl.No.	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1	Driving Licence (1) New (2) Renew (3) Duplicate	2 to 5 days	Subject to availability of internet access.
2	Learner Licence	1 to 2 day(s)	Subject to availability of internet access
3	Conductor Licence (1) New (2) Duplicate (3) Renew	2 to 5 days	Subject to availability of internet access

4	Smart Card	Two weeks	Subject to availability of internet access and postal service
5	Agent's Licence	N/A	The licence has to be approved by STA as such no stipulated time limit
6	Renewal of Agent's Licence	N/A	The licence has to be approved by STA as such no stipulated time limit

V. GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1	Lalengthanga Hnamte, DTO (L/A)	9862958265	lalengthangahnamte@gmail.com	10 days
2	K. Lalrinsanga, MVI	9612366642	atetea84@yahoo.co.in	
3	Zonunmawia, MVI	9774172639	zonuna41@gmail.com	

VI. LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Citizen
2	Holders of Learner Licences
3	Holders of Driving Licences

VI. EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS:

Sl. No.	EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS
1	Submit duly completed application in the correct order
2	Obtain receipt for amount paid
3	Adhere to the time stipulated (if any) for competition of procedures
4	To carry valid documents while driving vehicles
5	Timely update of vehicle documents

DISTRICT TRANSPORT OFFICES
(Lunglei, Siaha, Champhai, Kolasib, Serchhip, Lawngtlai, Mamit)

I. VISION:

- To have a sustainable, efficient, safe and rationally comparable quality of infrastructure to meet the requirement and satisfaction of the public
- To provide a safe and reliable infrastructure in transportation for the citizens
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II. MISSION:

- To improve road safety scenario in the state
- To strengthen public transport system
- To promote IT for facilitating online service
- To enforce MV Act and Rules
- To collect vehicle revenue for the Government
- Providing citizen centric services like issue of Driving Licences, Registration of Vehicles, etc.

III. MAIN SERVICES

1) DRIVING LICENCE

a) Issue of New Driving Licence

- **Process for delivery of service within department/ office**
 - o Application forms are available at DTO office. Medical fitness certificate has to be attached with the duly filled up form.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Valid Learner Licence
- **Fees for the service**
 - o New applicants Rs. 700/-

b) Renewal of Driving Licence

- **Process for delivery of service within department/ office**
 - o The duly filled up form along with necessary document enclosed therein, is therefore put-up for DTO Signature, and then proceed to MVI depends on the requirement.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Old Driving Licence has to be enclosed
- **Fees for the service**
 - o Four hundred plus one thousand per year late fee (₹ 400 + ₹ 1000 late fee/year)

c) Issue of Duplicate Driving Licence

- **Process for delivery of service within department/ office**
 - o The duly signed form has to be carried to the counter for submission of necessary fee.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Police Verification
- **Fees for the service**
 - o Four hundred only (₹ 400/-)
- **RESPONSIBLE OFFICIAL**

District	Responsible Officials	Phone number	Email
LUNGLEI	David Lalrinawma, DTO	0372-2324662 (O)	dtolunglei@gmail.com
SIAHA	Mathai Chozah, DEO(PE)	9436149759 (M)	mttcmrchzh8@gmail.com
CHAMPHAI	Lalhruaitluanga, MVI	8413932698	hruaiaraltesept1989@gmail.com

KOLASIB	Lalnunmawia, MVI	9774635231	htctetea@gmail.com
	Biakchungnungi, DEO	9436372434	
SERCHHIP	Lalrohluia, MVI	7005340163	hmarrohluia456@gmail.com
LAWNGTLAI	Joseph Lalthansanga Pachuau, MVI	9436148144	joseph7mvi@gmail.com
MAMIT	Benjamin Vanlalmangaiha Sailo, MVI	8414806111	sailoben@gmail.com

2) LEARNER LICENCE

a) Issue of New Learner Licence

- **Process for delivery of service within department/ office**
 - o Application forms are available at DTO office. Medical fitness certificate has to be attached with the duly filled up form.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Voter ID/Adhaar/Birth Certificate/School Certificate
 - o Passport Photo
- **Fees for the service**
 - o Two hundred only (₹ 200/-)

b) Renewal of Learner Licence

- **Process for delivery of service within department/ office**
 - o The duly filled up form along with necessary document enclosed therein, is therefore put-up for DTO Signature, and then proceed to MVI depends on the requirement.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Old Learner Licence
- **Fees for the service**
 - o One Hundred and fifty only (₹ 150/-)

c) Issue of Duplicate Learner Licence

- **Process for delivery of service within department/ office**
 - o The duly signed form has to be carry to the counter for submission of necessary fee.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Voter ID/Adhaar/Birth Certificate/School Certificate
 - o Passport photo
- **Fees for the service**
 - o One hundred and fifty only (₹ 150/-)

• RESPONSIBLE OFFICIAL

District	Responsible Officials	Phone number	Email
LUNGLEI	David Lalrinawma, DTO	0372-2324662 (O)	dtolunglei@gmail.com
SIAHA	Mathai Chozah, DEO	9436149759 (M)	mttcmrchzh8@gmail.com
CHAMPHAI	Lalhruaitluanga, MVI	8413932698	hruaiaraltesep1989@gmail.com
KOLASIB	Lalnunmawia, MVI	9774635231	htctetea@gmail.com
	Biakchungnungi, DEO	9436372434	
SERCHHIP	Lalrohluia, MVI	7005340163	hmarrohluia456@gmail.com
LAWNGTLAI	Joseph Lalthansanga Pachuau, MVI	9436148144	joseph7mvi@gmail.com

MAMIT	Benjamin Vanlalmangaiha Sailo, MVI	8414806111	sailoben@gmail.com
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3) CONDUCTOR LICENCE

a) Issue of New Conductor Licence

- **Process for delivery of service within department/ office**
 - o Application forms are available at DTO office. First Aid certificate and Medical fitness certificate has to be attached with the duly filled up form.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Voter ID/Adhaar/Birth Certificate/School Certificate
 - o Passport Photo
 - o First Aid Certificate
- **Fees for the service**
 - o One hundred only (₹ 100/-)

b) Renewal of Conductor Licence

- **Process for delivery of service within department/ office**
 - o The duly filled up form along with necessary document enclosed therein, is therefore put-up for DTO Signature, and then proceed to MVI depends on the requirement.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Old CL has to be enclosed
- **Fees for the service**
 - o One hundred only (₹ 100/-)

c) Issue of Duplicate Conductor Licence

- **Process for delivery of service within department/ office**
 - o The duly signed form has to be carry to the counter for submission of necessary fee.
- **Documents if any, required for obtaining the service to be submitted by citizen/client**
 - o Police verification
- **Fees for the service**
 - o One hundred only (₹ 100/-)

• RESPONSIBLE OFFICIAL

District	Responsible Officials	Phone number	Email
LUNGLEI	David Lalrinawma, DTO	0372-2324662 (O)	dtolunglei@gmail.com
SIAHA	Mathai Chozah, DEO(PE)	9436149759 (M)	mttcmrchzh8@gmail.com
CHAMPHAI	Lalhruaitluanga, MVI	8413932698	hruaiaraltesep1989@gmail.com
KOLASIB	Lalnunmawia, MVI	9774635231	htctetea@gmail.com
	Biakchungnungi, DEO	9436372434	
SERCHHIP	Lalrohluah, MVI	7005340163	hmarrohluah456@gmail.com
LAWNGTLAI	Joseph Lalthansanga Pachuau, MVI	9436148144	joseph7mvi@gmail.com
MAMIT	Benjamin Vanlalmangaiha Sailo, MVI	8414806111	sailoben@gmail.com

4) ISSUE OF SMART CARD

- **Process for delivery of service within department/ office**
 - o After all necessary tasks have completed in the cash counter, the fee receipt has to be brought to the Smart Card counter for further processing.

- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Fee receipt from the office cash counter
- Fees for the service
 - o One hundred only (₹ 100/-)
- RESPONSIBLE OFFICIAL

District	Responsible Officials	Phone number	Email
LUNGLEI	David Lalrinawma, DTO	0372-2324662 (O)	dtolunglei@gmail.com
SIHA	Mathai Chozah, DEO(PE)	9436149759 (M)	mttcmrchzh8@gmail.com
CHAMPHAI	Lalhruaitluanga, MVI	8413932698	hruaiaraltesept1989@gmail.com
KOLASIB	Lalnunmawia, MVI	9774635231	htctetea@gmail.com
	Biakchungnungi, DEO	9436372434	
SERCHHIP	Lalrohluah, MVI	7005340163	hmarrohluah456@gmail.com
LAWNGTLAI	Joseph Lalthansanga Pachuau, MVI	9436148144	joseph7mvi@gmail.com
MAMIT	Benjamin Vanlalmangaiha Sailo, MVI	8414806111	sailoben@gmail.com

5) VEHICLE REGISTRATION, PLYING PERMIT, ETC.

a) Registration of Vehicle

- Process for delivery of service within department/ office
 - o Prior DTO signature is required on duly filled form. Then, after MVI inspection, necessary fee for registration will be paid to the counter.
- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Forms 17,21,20,22,80
 - o Disclaimer
 - o Insurance
 - o Address proof
- Fees for the service
 - o For two wheeler ₹ 300,
 - o LMV(NT) ₹ 600
 - o LMV(TR) ₹ 1000
 - o MMV ₹ 1000
 - o HMV ₹ 1500

b) Renewal of Plying Permit

- Process for delivery of service within department/ office
 - o Depends on the requirement of the customer, counter person will decide to resolve the needs.
- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Application/Form available at DTO office
- Fees for the service
 - o Rate varies on type of vehicles

c) Renewal of Agent's Licence

- Process for delivery of service within department/ office
 - o Prior DTO signature is required on duly filled up form/application, approval of STA Mizoram is necessary and then appropriate fee will be paid to the counter.

- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Application/Form available at DTO office
- Fees for the service
 - o ₹ 3000/-

d) Trade Certificate

- Process for delivery of service within the department/ office
 - o N/A
- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Application/Form available at DTO office
- Fees for the service
 - o Two-Wheeler @ ₹ 500/-
 - o Other class of vehicle @ ₹ 1000/-
- **RESPONSIBLE OFFICIAL**

District	Responsible Officials	Phone number	Email
LUNGLEI	David Lalrinawma, DTO	0372-2324662 (O)	dtolunglei@gmail.com
SIAHA	Mathai Chozah, DEO(PE)	9436149759 (M)	mttcmrchzh8@gmail.com
CHAMPHAI	Lalhruaitluanga, MVI	8413932698	hruaiaraltsept1989@gmail.com
KOLASIB	Lalnunmawia, MVI	9774635231	htctetea@gmail.com
	Biakchungnungi, DEO	9436372434	
SERCHHIP	Lalrohluah, MVI	7005340163	hmarrohluah456@gmail.com
LAWNGTLAI	Joseph Lalthansanga Pachuau, MVI	9436148144	joseph7mvi@gmail.com
MAMIT	Benjamin Vanlalmangaiha Sailo, MVI	8414806111	sailoben@gmail.com

6) CONDUCTION OF TEST, INSPECTION OF VEHICLE, ISSUANCE OF FITNESS, ETC.

a) Conducting Test for Learner and Driving Licence

b) Inspection of Vehicle for Registration, Replacement, Accident and Condemnation

c) Repair (Govt. Vehicle)

d) Issuance of Fitness Certificate

- Process for delivery of service within department/ office
 - o Application has to reach to DTO for signature and then proceed to necessary action.
- Documents if any, required for obtaining the service to be submitted by citizen/client
 - o Application form
- Fees for the service
 - o As per Government order.

• **RESPONSIBLE OFFICIAL**

District	Responsible Officials	Phone number	Email
LUNGLEI	David Lalrinawma, DTO	0372-2324662 (O)	dtolunglei@gmail.com
SIAHA	Mathai Chozah, DEO(PE)	9436149759 (M)	mttcmrchzh8@gmail.com
CHAMPHAI	Lalhruaitluanga, MVI	8413932698	hruaiaraltsept1989@gmail.com

KOLASIB	Lalnunmawia, MVI	9774635231	htctetea@gmail.com
	Biakchungnungi, DEO	9436372434	
SERCHHIP	Lalrohluia, MVI	7005340163	hmarrohluia456@gmail.com
LAWNGTLAI	Joseph Lalthansanga Pachuau, MVI	9436148144	joseph7mvi@gmail.com
MAMIT	Benjamin Vanlalmangaiha Sailo, MVI	8414806111	sailoben@gmail.com

IV. SERVICE DELIVERY STANDARD

Sl.No.	Services delivered by the department/office to citizens or other departments/ organizations including non-governmental organizations	Stipulated time limit for delivery of service (days/ weeks/ months)	Remarks, if any
1	Driving Licence (1) New (2) Renew (3) Duplicate (4) Change of Address	2 to 5 days	Subject to availability of internet access and electric current.
2	Learner Licence	1 to 2 day(s)	Subject to availability of internet access and electric current.
3	Conductor Licence (1) New (2) Duplicate (3) Renew	2 to 5 days	Subject to availability of internet access and electric current.
4	Smart Card	Two weeks	Subject to availability of internet access, electric current and postal service
5	Registration of Vehicles	2 to 3 days	Subject to availability of internet access and electric current.
6	Renewal/ Duplicate of Plying permit	2 to 3 days	Subject to availability of internet access and electric current.
7	Agent's Licence	N/A	The licence has to be approved by STA. As such, no stipulated time limit.
8	Renewal of Agent's Licence	N/A	The licence has to be approved by STA. As such, no stipulated time limit.
9	Trade Certificate	1 to 3 day(s)	Subject to availability of internet access and electric current.
10	Replacement	N/A	Replacement has to be approved by STA. Hence, no stipulated time limit
11	Fitness Certificate a) Fitness b) Duplicate Fitness	1 to 3 day(s)	Subject to availability of internet access and electric current.

V. GRIEVANCE REDRESS MECHANISM

Website address to lodge grievance pgportal.gov.in

District	Name of the responsible officer to handle public grievance in the office	Contact number	Email	Time limit for redress of grievances
LUNGLEI	DTO	0372-232442	dtolunglei@gmail.com	10 days
	Benjamin C. Lalthantluanga, MVI	9436965248	Benachhangte77@gmail.com	
SIAHA	DTO	03835-220045		
	Lalrinliana Pachuau, MVI	8974205468	Krinpachau83@gmail.com	
	Mathai Chozah, DEO(PE)	9436149759	mttcmrchzh8@gmail.com	
CHAMPHAI	D.T.O	03831-234881		
	R. Lalhrualtuanga, MVI	8413932698	hruaiaraltesep1989@gmail.com	
KOLASIB	DTO	03837-221568	teahauhnar@gmail.com	
	Lalnunmawia, MVI	9774635231	htctetea@gmail.com	
	Biakchungnungi, DEO	9436372434	lalteiralte@gmail.com	
SERCHHIP	DTO	03838-822296		
	Lalrohluia, MVI	7005340163	hmarrohluia456@gmail.com	
LAWNGTLAI	DTO	03835-232222		
	Joseph Lalthansanga Pachuau, MVI	9612133424	Joseph7mvi@gmail.com	
MAMIT	Benjamin Vanlalthman-gaiha Sailo, MVI	8414806111	sailoben@gmail.com	

VI. LIST OF STAKE HOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Owners of Motor Vehicles
2	Applicants or Holder of Learner Licence
3	Applicants or Holder of Driving Licence
4	Citizen

VII. EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS:

We expect our clients to be reasonable and prompt in exercising their rights and obligations in all their transactions
