

## **CITIZEN CHARTER**

### **MOTOR VEHICLES DEPARTMENT.**

The Motor Vehicles Department in the State was established in the year 1963 on Nagaland attaining the Statehood pursuant to section 133-A of the M.V.Act, 1933 (section 213 of the M.V. Act, 1988). The powers and functions and of the Department are regulated under the provisions of the Motor Vehicles Act,1988 (then M.V.Act,1933 ), the Central Motor Vehicles Rules 1989, the Nagaland Motor Vehicles Act, 1967 and the Motor Vehicles Taxation Rules 1972. The main functions and duties of the department are

- i. Registration and Licensing of Motor Vehicles,
- ii. Revenue collection on account of Road tax,
- iii. Passengers and Goods tax,
- iv. Issue of Driving Licenses,
- v. Issue of Conductors Licenses,
- vi. Grant and Renewal of Permits,
- vii. Motor Vehicles pollution control,
- viii. Awareness of Road safety.
- ix. Administration of NRSA.
- x. Enforcement of MV Acts & Rules.

The Transport Commissioner is the head of the department. He is assisted by a Joint Transport Commissioner, a Dy. Transport Commissioner and a District Transport Officer (E) at the Directorate. To deal in matters regarding Motor Vehicles statistics a Statistical Officer with one Inspector and a Field Assistant are on attachment from the Directorate of Economics and Statistics Department. The Engineering wing of the N.S.T. Department under an Assistant Engineer has been delegated charge to look after the Civil Works of the department in addition to their own duty.

The Regional Transport Officer at Kohima and Mokokchung and District Transport Officers at Mon, Tuensang, Wokha, Dimapur, Phek and Zunheboto are the eight Registering and Licensing Offices in the State. To strictly enforce the MV Acts & Rules, the department also have the Enforcement wing comprising of Sr. Enforcement Inspectors, Enforcement Inspectors, Assistant Enforcement Inspectors and Motor Vehicle Checker's stationed at Regional Transport Office Kohima, Regional Transport Office Mokokchung and District Transport Office Dimapur.

To adjudicate the Motor Accident Claims cases, a Motor Accident Claim Tribunal has been constituted and is located at Dimapur which covers the whole state. At present Mr. C. Sosang Rtd. D.C. (Judicial) is appointed as a Member of the MACT.

With the objective of creating awareness of the services provided by the Department among the citizens and for their guidance the Department presents this "Citizen Charter".

Sl No	Description of service	Eligibility of applicant	Forms prescribed	Documents to be enclosed	Fees to be paid	Whom to apply	Competent (sanction/Grant) authority	Duration of disposal	Appellate authority
<b>1. Driving License</b>									
1	Learners Driving License	<p>i. Completion of age of 16 years for Motor Cycle Without Gear Not exceeding 50CC</p> <p>ii. Completion of age of 18 years for Motor Cycle with gear &amp; Light Motor Vehicle.</p> <p>iii. Completion of age of 20 years for Transport Vehicle.</p> <p>iv. Applicant should appear in person for fresh L.L.R.</p>	<p>1. Form No 1</p> <p>2. Form No 2</p> <p>3. Form No 3</p> <p>4. Form No 14 ( form 14 only for those who are trained through Driving School)</p>	<p>1. Address Proof: (any one of the following to be produced)</p> <p>i. Ration Card</p> <p>ii. Electoral Roll</p> <p>iii. LIC Policy</p> <p>iv. Passport</p> <p>v. Electric or Telephone bill.</p> <p>vi. Pay slip issued by Govt. Office or a local body.</p> <p>vii. House tax Receipt</p> <p>viii. School Certificate.</p> <p>ix. Birth Certificate</p> <p>x. Affidavit given by the Magistrate or Notary Public.</p> <p>2. Age Proof:</p> <p>i Birth Certificate</p> <p>ii. School Certificate</p> <p>iii. Passport</p> <p>iv. LIC Policy</p> <p>v. Affidavit given by the Magistrate or Notary Public.</p> <p>vi. Certificate given by Civil Surgeon.</p> <p>3. Passport Size Photo 1 Nos.</p>	<p>₹ 15/- for test of grant of L.L</p> <p>₹30!- for grant of L.L</p>	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-

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<b>1. Driving License</b>									
2	Driving License	<p>i. Completion of age of 16 years for Motor Cycle Without Gear Not exceeding 50CC</p> <p>ii. Completion of age of 18 years for Motor Cycle with gear &amp; Light Motor Vehicle.</p> <p>iii. Applicant should appear in person.</p>	<p>1. Form 4</p> <p>2. Form 5 (Form 5 only for those who trained through Driving School)</p>	<p>1. Learner's License</p> <p>2. Vehicle with records.</p> <p>3. Consent letter from vehicle owner, to conduct driving test in his vehicle, if the vehicle is not owned by the applicant.</p>	<p>1. ₹ 200 for Smart Card license.</p> <p>2. ₹50/- for Test of competence to drive.</p>	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
3	Endorsement in Driving License to drive any class of vehicle	<p>i. Completion of 18 years for Motor Cycle with gear &amp; Light Motor Vehicle</p> <p>ii. Completion of 20 years for Transport Vehicle with 1 year experience in LMV &amp; Badge.</p> <p>iii. Applicant should appear in person.</p>	<p>1. Form 8</p> <p>2. Form 5 ( form 5 only for those who are trained through Driving School)</p>	<p>1. Driving License</p> <p>2. Learner's License.</p> <p>3. Vehicle with records.</p> <p>4. Consent letter from vehicle owner, to conduct driving test in his vehicle, if the vehicle is not owned by the applicant.</p>	₹200	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-

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<b>1. Driving License</b>									
4	Public Service Badge	i. Completion of 20 years of age ii. Applicant should appear in person	i. Form LPSA ii. Form 1&1a iii. Form 5	i. Driving License ii. Medical Certificate iii. Certificate on First Aid training	₹ 40/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
5.	Endorsement to hazardous goods vehicle	i. Should have a driving License to drive Transport vehicle. ii. Training Certificate from I.R.T. and other recognised institutions. iii. Applicant should appear in person	Requisition letter	i. Driving Licence ii. I.R.T. Certificate or recognized institution certificate.	₹50/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
6.	International Driving License permit	i. Holder of Driving License ii. Applicant should appear in person	Form IDPL	i. Driving License ii. Passport. iii. Visa. iv. Passport size photo 3 copies.	₹500/-	Transport Commissioner	Transport Commissioner	Same day	Transport Commissioner with fees of ₹25/-

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<b>1. Driving License</b>									
7	Renewal of Driving License	i. Holder of Driving License ii. Applicant should appear in person. iii. Re-test & renewal when D.L. expires more than five years.	i. Form 9 ii. Form 1 & 1a (1a if the applicant is above 40 yrs.)	i. Driving License	₹ 250/- inclusive of Smart Card	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
8	Duplicate Driving License	i. Holder of Driving License. ii. Applicant should appear in person for Smart Card.	i. form LLD	i. Details of Driving License ii. Police Certificate	₹ 200/- inclusive of Smart Card	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
9	Change of address in Driving License	i. Holder of Driving License.	Requisition letter	i. Driving License ii. Address Proof (as in item No. 1)	₹ 250/- inclusive of Smart Card	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-

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<b>2. Conductor's License</b>									
1	Conductor's License	i.Completion of 18 yrs. Of age. ii.Read upto class x iii.Applicant should appear in person.	i.Form L.Con.A ii.Form M.C.Con	i.School certificate ii.Conduct certificate from police Deptt. iii. Certificate on First Aid Training. iv.Address proof. v. Pasport size photos 4 copies.	₹ 20/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
2	Renewal of Conductor's Licence	Holder of conductor's license	i.Form L.Con.R ii.Form MCC	i.Conductor's License. ii. Pasport size photos 4 copies.	i.₹ 20/- ii.For belated renewal ₹10/- per year	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-

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<b>2. Conductor's License</b>									
1	Duplicate Conductor's License	Holder of Conductor's License	i. Form CLD ii. Form M.C. Con.	i. Conductor's License particulars. ii. Police certificate iii. Passport size photos 2 copies.	₹10/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
2	Change of address in Conductor's License	Holder of Conductor's License	Requisition letter	i. Conductor's License. ii. Address proof.	₹10/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-

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<b>3. Registration of Motor Vehicle</b>									
1	Temporary Registration	On behalf of the owner of the vehicle, Dealer should apply	i. Form-C.R.Tem.A ii. Form-21 (in duplicate). iii. Form 22	i. Insurance ii. Address Proof iii. Photocopy of form 21 & 22	₹50/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
2	Registration of Motor Vehicles	By or on behalf of the owner	i. Form-20 ii. Form 27 (if transferred from other state)	i. Address Proof ii. Insurance Certificate iii. Form-21 iv. Form-22 v. Form-28 & C/R (if transferred from other state) vi. Imported vehicle vii. Any other vehicle not mentioned above.	i. Invalid carriage ₹20/- ii. M/Cycle ₹60/- iii. LMV(NT) ₹200/- iv. LMV(Tr) ₹300/- v. MMV ₹400/- vi. HMV ₹600/- vii. M/Cycle ₹200/- viii. LMV ₹800/- ***	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
*** ₹200 for Smart Card.									



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<b>3. Registration of Motor Vehicle</b>									
3	Change of Address in registration certificate	Owner of the vehicle	Form 33	i.Registration Certificate ii. Insurance Certificate iii.Address proof iv.NOC from financier if the vehicle is HP v.Valid tax	i. ₹20/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
4	Duplicate Registration Certificate	Owner of the vehicle	Form 26	i. Police certificate ii.Valid tax token iii.Insurace certificate NOC from financier	i.M/Cyl-₹30/- ii.LMV(NT) ₹100/- iii.LMV(Tr) ₹150/- iv.MMV ₹300/- v. HMV ₹300/- vi. Imported vehicle (M/Cycle ₹100/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
5	Endorsing Hire purchase agreement	Owner of the vehicle	Form 34 in duplicate	i.Registration Certificate ii. Insurance Certificate iii.Valid tax	₹100/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
6	Hire purchase termination	Owner of the vehicle	Form 35 in duplicate	i.Registration Certificate ii. Insurance Certificate iii.Valid tax iv.NOC from financier	₹100/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
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<b>3. Registration of Motor Vehicle</b>									
7	Renewal of Registration	On completion of 15 years from the date of original registration of NON-Transport vehicles (by the owner)	Form 25	i.Registration Certificate ii. Insurance Certificate iii.Emission certificate (the registration can be renewed within 60days before the expiry of the registration). iv.Valid tax	i.M/C ₹60/- ii. LMV ₹200/- iii. Imported Vehicle ₹800/- iv. Imported M/Cyl. ₹200/- Compounded fee for belated renewal- ₹50/- per month.	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
8	Transfer of ownership of a vehicle	Owner of the vehicle	i.Form 29 in duplicate ii.Form 30 in duplicate	i.Registration Certificate ii. Insurance Certificate iii.Address proof iv.NOC from financer if the vehicle is with HP v.Valid tax vi.Form 28 for other state vehicle	i.M/Cyl-₹30/- ii.LMV(NT) ₹100/- iii.LMV(Tr) ₹150/- iv.MMV ₹200/- v. H MV ₹300/- vi. Imported vehicle ₹400/- vi. Imported motorcycle ₹100/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
9	Re-Registration of vehicle	Vehicle owner of the other state vehicle	i.Form 20 ii.Form 27 iii.Form 28	i.Registration Certificate ii. NOC from previous registering Authority iii. Address proof	i.M/Cyl-₹60/- ii.LMV(NT) ₹200/-	RTO/DTO	RTO/DTO	3 days	Transport Commissioner with fees of ₹25/-
*** ₹200 for Smart Card.									

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<b>3. Registration of Motor Vehicle</b>									
10	Fitness certificate for Transport vehicle	Transport vehicle owner	Form CFA	i.Registration Certificate ii. Insurance Certificate iii.Emission certificate iv.Valid tax v. Permit	i. LMV ₹200/- ii.MMV ₹300/- iii.HMV ₹400/-	RTO/DTO	MVI	Same day	Transport Commissioner with fees of ₹25/-
11	No Objection certificate	Owner of the vehicle	Form 28 (in 3 copies)	i.Registration Certificate ii. Insurance Certificate iii.Police certificate iv.Valid tax	₹50/-	RTO/DTO	RTO/DTO	Same day	Transport Commissioner with fees of ₹25/-
12	Alteration of vehicle	Owner of the vehicle	Form BTA	i.Registration Certificate ii. Insurance Certificate iii.Emission certificate iv.Valid tax	₹50/-	RTO/DTO	RTO/DTO	same day	Transport Commissioner with fees of ₹25/-
*** ₹200 for Smart Card.									

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<b>3. Registration of Motor Vehicle</b>									
1	Registration of new vehicle	By or on behalf of the owner	Form 20	i. Address Proof ii. Insurance Certificate iii. Form-21 iv. Form-22	Non transport vehicle= 5% of the cost of vehicle.  Transport vehicles (Goods)= 0-2MT=₹500/year 2-5MT=₹1000/year 5-10MT=₹1500/year 10-20MT=₹2000/year 20-30MT=₹2500/year Above 30MT=₹3000/yr.	RTO/DTO  RTO/DTO	RTO/DTO  RTO/DTO	Same day  Same day	Transport Commissioner with fees of ₹25/-  Transport Commissioner with fees of ₹25/-
*** ₹200 for Smart Card.									

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<b>4. Permits (A) Contract carriage permit.</b>									
1	Auto rickshaw	Owner of the vehicle	Form P.Co. PA	i.Registration Certificate ii. Insurance Certificate iii.Address proof	Permit fees ₹150 per year.	Regional Transport Authority	Secretary Regional Transport Authority	30 days	State Transport Appellate Tribunal with fees of ₹25/-
2	Motor Cab (Taxi)	Owner of the vehicle	Form P.Co. PA	i.Registration Certificate ii. Insurance Certificate iii.Address proof	Permit fees ₹200 per year.	Regional Transport Authority	Secretary Regional Transport Authority	30 days	State Transport Appellate Tribunal with fees of ₹25/-
3	Motor Cab (Tourist)	Owner of the vehicle	Form P.Co. PA	i.Registration Certificate ii. Insurance Certificate iii.Address proof	Permit fees ₹200 per year.	Regional Transport Authority	Secretary Regional Transport Authority	30 days	State Transport Appellate Tribunal with fees of ₹25/-
4	Omni Bus Contract Carrier	Owner of the vehicle	Form P.Co. PA	i.Registration Certificate ii. Insurance Certificate iii.Address proof	Permit fees ₹300 per year.	Regional Transport Authority	Secretary Regional Transport Authority	30 days	State Transport Appellate Tribunal with fees of ₹25/-

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<b>4. Permits (A) Contract carriage permit.</b>									
5	Omni Bus Contract Carrier (Inter State)	Owner of the vehicle	Form CCPA	i.Registration Certificate ii. Insurance Certificate (if the vehicle is registered one) iii.Address proof iv.Valid tax	₹300 per year.	State Transport Authority	Secretary State Transport Authority	30 days	State Transport Appellate Tribunal with fees of ₹25/-
6	All India Tourist Motor Cab Authorization	Owner of the vehicle	Form 45 Form 46	i.Registration Certificate ii. Insurance Certificate (if the vehicle is within 9 years old) iii.Address proof iv.Valid tax	₹500 per year.	State Transport Authority	Secretary State Transport Authority	5 days	State Transport Appellate Tribunal with fees of ₹25/-
7	All India Tourist Vehicle (Omni Bus)	Owner of the vehicle	Form 45 Form 46	i. .Registration Certificate ii. Insurance Certificate (if the vehicle is within 9 years old) iii.Address proof iv.Valid tax	₹500 Authorization fee by D.D.	State Transport Authority	Secretary State Transport Authority	30 days	State Transport Appellate Tribunal with fees of ₹25/-

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<b>4. Permits (B) Goods carriage permit.</b>									
1	Goods Carriage Permit	Owner of the vehicle	Form P.Gd. CA	i.Registration Certificate ii. Insurance Certificate (if the vehicle is Registered one) iii.Address proof iv.Valid tax	Permit fees ₹25 per MT per year.	Regional Transport Authority	Secretary Regional Transport Authority	5 days	State Transport Appellate Tribunal with fees of ₹25/-
2	National Permit	Owner of the vehicle	Form 48 Form 46	i. .Registration Certificate ii. Insurance Certificate (if the vehicle is Registered one) iii.Address proof iv.Valid tax	₹1000 (authorization fee by D.D.)	State Transport Authority	State Transport Authority	5 days	State Transport Appellate Tribunal with fees of ₹25/-
<b>4. Permits (C) Stage carriage permit.</b>									
1	Stage carriage permit	Owner of the vehicle	Form P.St. SA	i. .Registration Certificate ii. Insurance Certificate (if the vehicle is Registered one) iii.Address proof iv.Valid tax	₹ 300/- per year	1.Secretary Regional Transport Authority for intra district route. 2.Secy S.T.A. for inter district route	1.Secretary Regional Transport Authority for intra district route. 2.State Transport Authority	5 days	State Transport Appellate Tribunal with fees of ₹25/-
2	National Permit	Owner of the vehicle	Form 48 Form 46	i. .Registration Certificate ii. Insurance Certificate (if the vehicle is Registered one) iii.Address proof iv.Valid tax	₹500 (authorization fee by D.D.)	Same as above	1.Secretary Regional Transport Authority for intra district route. 2.State Transport Authority	5 days	State Transport Appellate Tribunal with fees of ₹25/-

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<b>4. (D) Private Service Vehicle permit.</b>									
1	Private Service vehicle & educational bus permit	Owner of the vehicle	Form P.Pr.SA	i.Registration Certificate ii. Insurance Certificate (if the vehicle is Registered one) iii.Address proof iv.Valid tax	₹ 300/- per year.	Regional Transport Authority	Secretary Regional Transport Authority	5 days	State Transport Appellate Tribunal with fees of ₹25/-
<b>4. (E) Temporary permit.</b>									
1	Temporary permit	Stage Carriage Goods & Contract Carriage Permit holder	Form Pco.Sp.A	i.Registration Certificate ii. Insurance Certificate iii.Primary Permit iv.Valid Tax	₹ 25/- per day	Regional Transport Authority	Secretary Regional Transport Authority	Same day	State Transport Appellate Tribunal with fees of ₹25/-



## V. COMPOSITION OF OFFENCES.

Authorized officers to compound offences.

i) In the rank and above the rank of Sub-Inspector in the case of officer of Police Dept.

ii) In the rank and above the rank of Enforcement Inspector in the case of Officer of MVD.

Offence			Prescribed amount of compound fee	
			First offense	Second offense
1	Section 177	General offences	₹ 100/-	₹ 300/-
2	Section 178	Sub section (1) & (2) Sub section (3)	₹ 250/- ₹ 100/-	₹ 500/- ₹ 200/-
3	Section 179		₹ 250/-	₹ 500/-
4	Section 180		₹ 500/-	₹ 1000/-
5	Section 181		₹ 250/-	₹ 500/-
6	Section 182	Sub section (1) Sub section (2)	₹ 250/- ₹ 50/-	₹ 500/- ₹ 100/-
7	Section 182 A		₹ 1000/-	₹ 4000/-
8	Section 183	Sub section (1) Sub section (2)	₹ 250/- ₹ 200/-	₹ 1000/- ₹ 400/-
9	Section 189		₹ 200/-	₹ 500/-
10	Section 190	Sub section (1) Sub section (2) Sub section (3)	₹ 250/- ₹ 1000/- ₹ 2000/-	₹ 500/- ₹ 2000/- ₹ 4000/-
11	Section 192	Sub section (1)	₹ 2000/-	₹ 8000/-
12	Section 192 A		₹ 2000/-	₹ 8000/-
13	Section 194	Sub section (1) Additional per MT of excess load	₹ 2000/- ₹ 1000/-	₹ 2000/- ₹ 1000/-
14	Section 196		₹ 500/-	₹ 1000/-
15	Section 198		₹ 100/-	₹ 200/-