

To

ALL Managing Committee Members / Members
AIMTC

Urgent & Important: Information Solicited from Members regarding Contactless and Faceless Services by Transport Departments of various States / UTs

Dear Members

The MoRTH issued S.O. 4353(E) on 16 September 2022, through which a total of 58 citizen-centric services related to driving license, conductor license, vehicle registration, permit, transfer of ownership etc. can be now availed completely online, eliminating the need to visit the RTO.

We are to gather information on the current status of faceless services within transport departments across different States/UTs. The objective of this exercise is to identify areas where human interference still persists and where technical interventions are required to enhance transparency and efficiency in service delivery.

As part of this initiative, we kindly request your assistance in providing information from your respective states regarding the following:

1.0) Please check and inform whether the Transport Department in your respective State / UT has started providing faceless services.

2.0) If yes, please Identify and list all the transport-related services in your state that have been transitioned to a faceless or online mode. These are services where no human intervention is required, offering a streamlined and transparent experience for users.

3.0) Highlight services within your state's transport department where human interference remains significant, leading to potential inefficiencies or lack of transparency. Please specify the nature of these services and how technical interventions could improve them.

Kindly compile the relevant information from your state / UT and submit it to us at the earliest at aimtc1936@gmail.com. Please do not send on Whatsapp.

We appreciate your cooperation and participation in this important initiative.

Amritlal Madan
President

Dr G R Shanmugappa
Chairman