

GOVERNMENT OF ASSAM  
OFFICE OF THE COMMISSIONER OF TRANSPORT, ASSAM  
PARIBAHAN BHAWAN, JAWAHAR NAGAR,  
KHANAPARA, GUWAHATI-22  
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No CST-E/19/2012/Pt-(II)/2153

Dated Guwahati the 3<sup>rd</sup> Sept. '2019

From :- Sri Virendra Mittal, IAS  
Commissioner of Transport, Assam  
Paribahan Bhawan, Khanapara,  
Guwahati-22,

To,  
State Informatics Officer  
National Informatics Centre (NIC)  
Assam State Unit, Dispur

Sub. :- Assam Citizen Centric Service Delivery (ACCSD) Project- Technical changes  
pertaining to the implementation of the BPR Recommendations and Functional  
Requirement Specifications

Madam,

With reference to the subject, I have the honour to inform you that Transport  
Department included 12 services under ACCSD project. for conducting Business Process Re-  
engineering (BPR) Study. The services are listed below :-

1. Issuance of learner's licence for non-transport vehicle
2. Issuance of learner's licence for transport vehicle
3. Issuance of permanent driving licence for non-transport vehicle.
4. Issuance of permanent driving licence for transport vehicle
5. Issuance of duplicate driving licence for Transport and Non-transport vehicle
6. Vehicle registration for non-transport vehicle
7. Vehicle registration for transport vehicle
8. Duplicate registration certificate for non-transport vehicle
9. Duplicate registration certificate for transport vehicle
10. No objection certificate (for transfer of registration to other Registering Authority  
(RA)
11. Certificate of fitness for transport vehicle
12. Ownership transfer for transport / non-transport vehicle

This office has received BPR recommendations and corresponding FRS reports for  
the services from Sl. No. 1 to 4 which are considered by ARIASS for Phase- 1 implementation  
There are few technical changes to be initiated for the implementation of these BPR  
recommendations and FRS reports, within the departmental applications, i.e. Vahan and Sarathi  
We request you to take it forward under considerations to implement the changes for  
strengthening the service delivery process in a more citizen-centric manner than the present state

The BPR recommendations and FRS reports for the above mentioned services are  
attached herewith for your reference and onward necessary action

Enclosures: As above

Yours faithfully,

*Vittal*  
Commissioner of Transport,  
Assam, Guwahati-22  
31/9/19

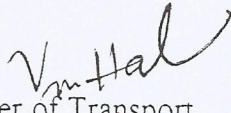
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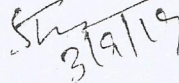
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Copy to :-

1. Commissioner & Secretary to the Govt. of Assam, Administrative Reforms and Training (AR&T) Department, Assam Secretariat, Dispur, Guwahati-6 for information.
2. Additional Secretary to the Govt. of Assam, AR & T Department, Assam Secretariat, Dispur for information.
3. State Project Director, ARIAS Society for information.

  
Commissioner of Transport,  
Assam, Guwahati-22

  
3/9/19