

## Loksatta Party welcomes action against touts at RTOs

Written by Maharashtra Administrator  
Friday, 23 January 2015 18:33 -

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**Mumbai:** The Loksatta Party has welcomed transport commissioner Mahesh Zagade's drive to cleanse regional transport offices in Maharashtra of touts and streamline the system to make it more citizen-friendly.

The commissioner has ordered all RTOs to forbid touts from entering their premises and warned of exemplary action against officials who are found to be flouting his directive. RTO officials have since set up guidance cells for the convenience of the citizens.

The party also backed Zagade's plan to outsource non-critical jobs like issuing of learner licences, saying this will help give citizens a hassle-free experience and allow RTOs to focus on critical functions like issuing of driving licences and checking the road-worthiness of vehicles.

"The decision will ease the workload on RTOs and give them more time to pay attention to regulation," Loksatta Party state unit general secretary Rajeev D Pai said. "At the same time, Zagade should see to it RTO procedures are simplified, work and records are computerised, and rules are kept to a minimum and rigorously enforced. This will help make our streets safer."

Pai suggested a Citizen's Charter should be displayed regarding the timely delivery of various services by the RTO so that citizens receive the services without unnecessary delay. "Also, adequate help desks should be provided to guide citizen about information on requirements and filling up various forms. The rooms at the RTO must have open doors and the department and heads' names must be displayed prominently with their numbers," said Pai.