







## 2 Years of A Remarkable Journey of Transport Department, Assam



### A TECHNOLOGY-BASED APPROACH TO PROVIDE HASSLE-FREE SERVICES TO PUBLIC

Implemented :

- 50 contactless services
  - Fitness testing through m-VAHAN with Geo-fencing technology
  - Online PUCC payment
- Ensures a smooth service to the public & brings in transparency



### CM-TRANS: BRAINCHILD OF CHIEF MINISTER, ASSAM

It is an innovative online workflow network, a vision of the Chief Minister of Assam turned into reality. First of its kind in India in Transport services, it is connected to all DTOs, ensuring equal distribution of work, increasing efficiency, transparency, and faster service delivery without intermediaries.



### PIONEERING IN IMPLEMENTING DEALER-POINT REGISTRATION

Assam becomes the first state in India to allow Automobile Dealers to register both commercial and personalized in-built vehicles by empowering them with the power of "Registering Authority". Also allowed the dealers to print Registration Certificates (RCs), thereby eliminating the need to visit DTO offices and decreasing the annual footfall significantly.

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### INTRODUCTION TO THE VEHICLE SCRAPPAGE POLICY OF ASSAM 2022

The first comprehensive policy of its kind in the Country offers specified incentives for handing over vehicles to Registered Vehicle Scrapping Facility (RVSF) & also for setting up of RVSF. Assam has already granted industry status to RVSF. After its implementation, the 1st operational RVSF in Eastern & Northeastern India was established in Rangia, followed by the approval given to another at Amingaon, Kamrup Rural.

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### ASSAM TAKES THE LEAD: SCRAPPING GOVERNMENT VEHICLES OVER 15 YEARS OLD

As a part of the vehicle scrappage policy, Assam is the first state to make it mandatory to scrap all Govt. vehicles above the age of 15 years under State Government.

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### ACHIEVING HISTORICAL MILESTONES: MEETING REVENUE COLLECTION TARGETS FOR 2 CONSECUTIVE FINANCIAL YEARS

Transport Department has successfully achieved the assigned revenue collection targets outlined in the budget for 2 consecutive financial years (2021-22 and 2022-23)

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### INTEGRATION OF MOTORCYCLE TAXIS

Assam Motor Vehicle Aggregator Rules, 2023 allows integration of motorcycle taxis to the aggregators (including non-transport motorcycles) & enhances shared mobility in the city by encouraging vehicle pooling













Government of Assam



# REDEFINING THE WAY CITIZENS ENGAGE WITH LAW ENFORCEMENT AGENCIES



**Assam Police Seva Setu**  
to be inaugurated by

**Shri Amit Shah**

Minister of Home Affairs and Minister of  
Cooperation, Government of India

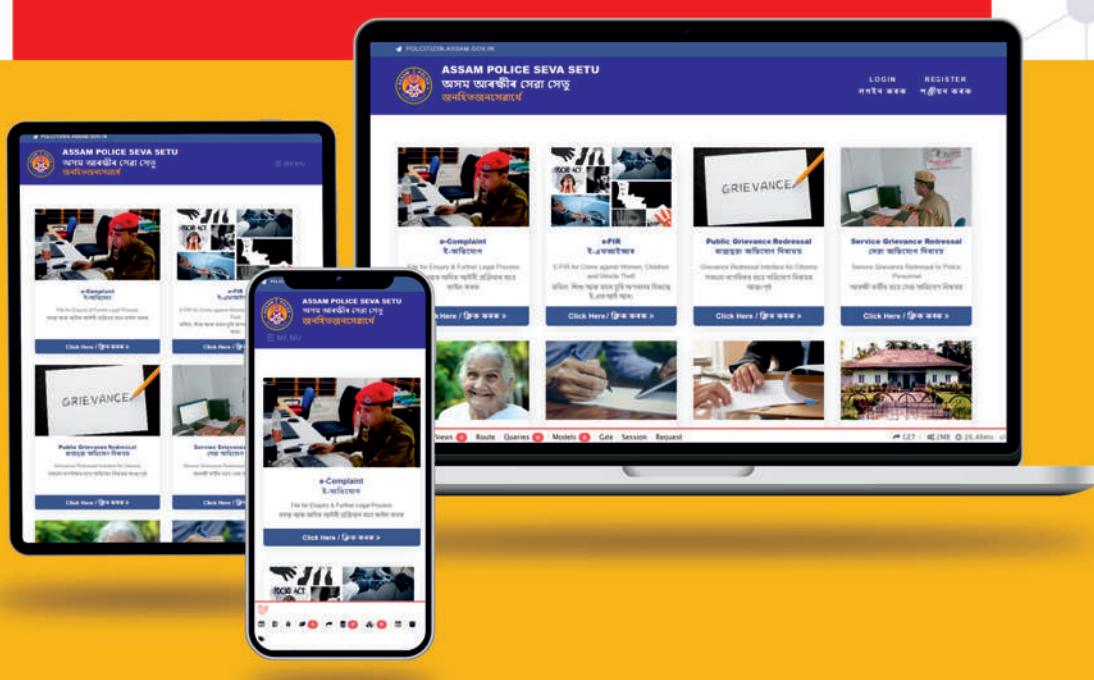
in the august presence of

**Dr. Himanta Biswa Sarma**

Chief Minister, Assam

Citizens can register and log in to  
**POLCITIZEN.ASSAM.GOV.IN**

- Go to <https://polcitizen.assam.gov.in> on your web browser
- Click on "REGISTER"
- Fill details- name, mobile number, password and Captcha
- Click on "GET OTP"
- Enter the OTP received on your mobile number
- Once registered, click on "LOGIN" and avail the services
- One Time Registration only



## ASSAM POLICE SEVA SETU

Interactive Citizen Services Portal for  
Greater Transparency | Real-time Communication  
Community Engagement

### Salient Features of the Portal

- ✓ Bilingual portal – in Assamese and Bengali
- ✓ Instant reporting of crimes, submitting of grievances and reaching out to police
- ✓ Online registration of senior citizens living alone
- ✓ Verification of Government/PSU/private job applicants
- ✓ Verification of tenants, PG inmates and domestic help
- ✓ Filing reports for missing persons, child-related issues and lost & found items
- ✓ Applying for event permission/NOC
- ✓ Security clearance for commercial construction, petrol pump, gas agency, etc
- ✓ Applying for permission/NOC for firecracker sale, temporary bar licence, etc
- ✓ Providing feedback
- ✓ Sharing of crime-related information secretly

### And avail 26 citizen-centric Services

- e – Complaint • e- FIR • Public Grievance Redressal • Service Grievance Redressal • Registration of Senior Citizens • Government Employment Verification • Private Employment Verification • Tenant/PG Verification
- Domestic Help Verification • Missing Person's Complaint • Children Related Complaint • Lost and Found Property • Permission/NOC for Cultural Events
- Permission/NOC for Political Events • Permission/NOC for Sports Events
- Permission/NOC for Religious Events • Permission/NOC for Social Awareness Events • Permission/NOC for Entertainment/ Commercial Events • Permission for Unmanned Aerial Vehicles/ Drones • Police Clearance for Commercial Construction • Police Clearance for Petrol Pump/ Gas Agency • Police Clearance for Explosives Movement & Storage • NOC for Sale for Fire Crackers • NOC for Temporary Bar License • Passport Seva • Citizen's Tip

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