

KERALA STATE ROAD TRANSPORT CORPORATION

Abstract

**Kerala State Right to Service Act, 2012** – Services rendered –  
Designated officers, time limit and Appeal Authorities – Orders issued –

GENERAL SECTION, Transport Bhavan  
No. 560/GL1/2012/RTC. Dated, Thiruvananthapuram, Monday, 1<sup>st</sup> April, 2013.

Read:- 1. G.O (P) No. 55/2012/P&ARD dated 27-10-2012  
2. G.O (P) No. 56/2012/P&ARD dated 27-10-2012

O R D E R

In pursuance to section 3 of Kerala State Right to Service Act 2012 (18 of 2012), the Chairman & Managing Director, KSRTC, hereby notify, the services that will be rendered by KSRTC, the designated officers, the first Appellate Authority, the second Appellate Authority and the stipulated time limit, for the purpose of the Act.

**Services rendered by KSRTC for the public  
as per Kerala State Right to Service Act, 2012 and the time limits.**

Sl. No.	Services	Designated Officer	Time limit (in days)	First Appellate Authority	Second Appellate Authority
1	Issue of concessional travel pass to Blind, Physically handicapped, Deaf & Dumb and other disabled persons.	Administrative Officer, Labour Section, Chief Office.	Thirty (30) days from the date of submission of application.	Personnel Manager	Executive Director (Administration) / General Manager
2	Issue of students' Concession Tickets	Unit Officer	On the day of submission of application OR within three (3) days.	Chief Traffic Manager	Executive Director (Operations) / General Manager

  
Chairman & Managing Director

To

1. General Manager / Executive Director (O) / Personnel Manager / A.O (Labour Section)
2. All Unit Officers & Zonal Officers

Copy to:- All Section heads & Officers in Chief Office  
File/Stock File.

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