

Procedure followed in decision- making process

{Section 4(1) (b) (iii)}

A) Investigation: - Investigation according to Cr.P.C is to collect the evidence, regarding the commission of a crime.

Sl. No.	Activity	Level of action	Time frame
1.	Registration of FIR	As prescribed in Cr.P.C (Investigation officer)	As prescribed in Cr.P.C
2.	Examination of witness	As prescribed in Cr.P.C	As prescribed in Cr.P.C
3.	Visit of investigation officer at the scene of offence	As prescribed in Cr.P.C	As prescribed in Cr.P.C
4.	Collection of evidence.	As prescribed in Cr.P.C	As prescribed in Cr.P.C
5.	Preparation of site plan	As prescribed in Cr.P.C	As prescribed in Cr.P.C
6.	Arrest of the accused	As prescribed in Cr.P.C	As prescribed in Cr.P.C
7.	Recording of confessions	As prescribed in Cr.P.C	As prescribed in Cr.P.C
8.	Obtaining Police / Judicial custody remand	As prescribed in Cr.P.C	As prescribed in Cr.P.C
9.	Search.	As prescribed in Cr.P.C	As prescribed in Cr.P.C
10.	Seizure.	As prescribed in Cr.P.C	As prescribed in Cr.P.C
11.	Preparation of case diaries etc.	As prescribed in Cr.P.C	As prescribed in Cr.P.C
12.	Filing of charge sheet.	As prescribed in Cr.P.C	As prescribed in Cr.P.C

B) PCR

Ministry of Home Affairs (MHA), Govt. of India, has launched ERSS as nationwide unified emergency responses system with a single emergency number '112' for all kinds of emergencies and district calls including Police, fire and CAT ambulance, Police Control Room (PCR) vehicles provide assistance to callers on directions from PSAP and consist of Mobile Patrol Van (MPVs), Mobile Patrol Motorcycles on PCR Net (MPMs), Parakram Vans (PKVs), Prakhar Vans, All Women PCR (AWPCR) and Tourist Police Vans etc.

Sl. No	Activity	Level of action	Time frame
1.	The Centre Police Control Room is operational at integrated complex	Staff Deployed in PCR Vans.	The average response time of PCR is around 07 Minutes till date and it

<p>Ops. & Comm., FC-50, Shalimar Bagh, Delhi-110018. The Communication network in CPR is consisting of 15 PRI Lines and has 122 operational Channels (Expandable up to 450, as apprised by ACD officials) to receive the public calls @ 112/100 along with 1090, 1091, 1093, 1096, 1291, 155270 and 155271 direct helpline for public assistance in ERSS-112, Delhi System.</p>		<p>also depends on road and traffic conditions.</p>
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Vigilance

SI.No	Activity	Level of action	Time frame
1.	Complaint received and diary	Diarist	2 days
2.	Complaint will go to computer cell for making the unique No.	I/C Computer Cell	One day
3.	Complaint will go to the concern Head Asstt. for furnishing the reply	Head Asstt.	Same day
4.	Complaint go to concern E.O.	E.O.	Same day
5.	Enquiry shall be completed	By E.O.	Time frame needs to be changed from three weeks to one Month (refer. Para 4(V) of standing order No.293/2010)
6.	Enquiry report will be submitted to the Senior Officer	DCP/Vigilance Delhi Joint CP/Vigilance Commissioner of Police/Delhi	Same day
7.	Enquiry back received for taking action	DCP/Vigilance	One Day
8.	Action taken by Head. Asstt.	Head Asstt.	Same day as per the orders. May take action within 2/3 days. In case of DE one extra week may be required.
9.	Information to the applicant	Head Asstt.	After four weeks.

D) Traffic

SI.No	Activity	Level of action	Time frame
1.	Regulation of Traffic	By all traffic officers/ men & signals	Round the clock
2.	Notice – Flow chart as below:- Traffic officer deputed on particular point of duty notes down violator vehicle's registrations number, colour, make, date, place and time of occurrence on the prescribed Performa.	By all traffic police officers	As per instructions.

3.	Then all the notices handed over to MHC of the circle concerned.	TI/Circle	Same day.
4.	All the notices received in the circle are sent to Notice Branch. Traffic (HQ) for issuing notice u/s 133 MV act to the violator after verifying their address from the record of RTO.	1) Notice Branch 2) Computer Branch	Next day.
5.	Then notices are issued to the registered owner of the vehicles as per the record available in the databank and notice are sent by speed post.	1) Notice Branch 2) Computer Branch	Within a week time
6.	On receiving the notice the violator can deposit the compounding amount/fine by cash/DD/Cheque at (i) Notice Branch, Traffic Police (HQ), Dev Parkash Shashtri Marg, New Delhi. (ii) P.S R.K. Puram at Sector-12 (iii) DCP/Traffic -Northern Range Office at Old Police Lines, Rajpur Road (iv) DCP/Traffic-Southern Range office, Sadiq Nagar (v) ACP/Traffic-East office, P.S. Shakarpur (vi) ACP/Traffic-North/West office , P.S Keshav Puram (vii) Traffic Park-Punjabi Bagh.	HC and above	02 Minutes
7.	Through notice U/S 133 MV Act, 15 days time is given to the defaulter to pay the compounding amount or contest it. He is free to accept the violation or make representation to traffic police or contest before the designated evening courts.		
8.	Complaint for issuing notices can be made by the general public Through E-mail at info@delhitrafficpolice.nic.in on traffic helpline No. 25844444 and on 100 Number.	1)PIU/T 2) Computer Branch 3) Notice Branch	Within a week time

E) Provisions and Logistics

Sl. No.	Activity	Level of action	Time Frame
1.	Call indents for various items from all Distts/Units	Incharge Store	One month
2.	To prepare consolidated indent on the basis of requirements of Distts/Units	Incharge Store	Within one week

3.	Submit the Indent to Inspector (Incharge)	Incharge Store	Same day
4.	Examined thoroughly by the Inspector (Incharge)	Inspector	Same day
5.	Forward the consolidated indent to Sr. Officers	Inspector	Next day
6.	Sr. Officer examined the indent Examination of indent by Senior Officers.	ACP, DCP, Addl. CP and Jt. CP	One week
7.	Finalizing the indent	Jt. CP/P&L	Same day
8.	Indent sent to PHQ for approval	Clerk	Same day
9.	Indent examined at PHQ Level	Inspr./Admn, ACP/PHQ, FA to CP, DCP/HQ, Addl.CP/GA, Spl CP/A&T	One month
10	Final approval of Indent conveyed by PHQ	Inspr. /Admn. /PHQ	One day
11	Indent received by Insp./Admn. and submitted to Sr. officers	Inspr. /Admn. /P&L	Same day
12	Sr. officers peruse the indent and pass their remarks for necessary action merit wise on it	Sr. officers	Same day
13	Collect the Inventory, Demand and Justification in view of the Annual Indent	ACP/CSA	One day
14	After obtaining the Inventory, Demand and justification, the purchase process through DGS&D and through tender process etc. as the case may be	Inspr./ACP/CSA	One month
15	Competent authority decides the mode of procurement	Jt. CP/P&L	Two days
16	The case/proposal sent to PHQ for obtaining Expenditure sanction of the competent authority	Inspr./Admn./PH Q, FA to CP, ACP/HQ, DCP/HQ, Addl.CP/GA and Spl.CP/A&T	15 days
17	After receiving expenditure sanction, the case is submitted for final order	Clerk	Same day
18.	Case examined at Sr. level and decided	ACP/CSA, DCP/P&L/ Addl.CP/P&L and Jt.CP/P&L	Two days
19.	Letter issued to the concerned for supply the articles after obtaining the security money in case of tender	Clerk, Insp./CSA, ACP/CSA, DCP/P&L	Three days
20	Supply received by Incharge Stores	Incharge Stores	Within Delivery period
21	Survey committee carries out the inspection of the articles	Survey Committee	Next day
22	After taking into stock the articles distributed to the concerned through Road Certificate	Incharge Store	Next day

F) Special Branch

The (APP Branch) Passport Verification Section of Special Branch of Delhi Police deals with verification of passport received online. The passport applications are received from Passport Seva Kendras (PSKs), Regional Passport Offices (RPOs) and Embassy/Consulate concerned to the tablets

directly which have been allotted to Enquiry Officer (E.O.) for conducting verification of the applicants. After completing the verification, the Enquiry Officer uploads the verification report and forwarded it to Inspector Zone ACP, who approved the verification report by using DSC (Digital Signature Certificate) and submits the report to Regional Passport Office, Ministry of External Affairs or to the authority concerned. Since the introduction of Tablets, the passport verification is required to be completed and submitted to RPO/authority concerned within 5 days. An average of 1800-2000 passport applications are received online per day.

The APP Branch also deals with the verification of "O" Pass (Passport applications received for verification from other countries and other states), NORI (No Obligation to Return to India) and discreet enquiries received from Regional Passport Offices, RTI and E-mails. The applicant can send their feedback on this office E-mail IDs i.e. dcp-splbranch-dl@nic.in and dpapp.sb@delhipolice.gov.in. They can also ask their queries on the landline number i.e. 011-23230577.

(G) Procedure followed normally in decision making, process, including channels of supervision and accountability in English Branches/Accounts Branches of Delhi Police:-

The cases are, generally, processed at the Section/Branch/Desk level under the supervision of Inspector of concerned Distt./Unit and the files are submitted to concerned ACP/Addl.DCP/DCP/Addl.C.P./Joint C.P./Special C.P. and C.P. Delhi, as per the requirement of each case. In accounts matters files are being sent to Financial Advisor to C.P. and I.F.A. as per the requirement of each case.

(H) Procedure for Registration & Verifications of Servant

I. (S.O. 29/2010)

For convenience of the employers, servant verification will be got done through beat constables. He will go to the employer's residences, request them to fill in forms and return the forms to the Division Officers at the Police Station after beat patrolling duty is over. Adequate attention must be paid by the Division Officer/SOs to this important matter.

The Division officer and the beat patrolling constable will be required to jointly do this job from time to time. They will take with them sufficient number of forms (Appendix 'A') go to houses of the employees and get the forms filled in triplicate for all private/domestic servants/casual workers employed in tent-houses, Halwai Shops, casual labors, plumbers, electricians and also the chowkidars employed by Resident/Market Welfare Associations. One copy of their photographs be retained in Police Stations and their forms shall be entered in the servant verification register and shall be sent to the Police Station concerned, in duplicate, for verification in the form of stranger Roll. Concerned SHO will check their antecedents from CRO, whether they are involved in any case in Delhi or otherwise.

II.Registration:-

For the convenience of employers, servant registration forms as shown in **Annexure- 'A'** Have been made available on Delhi Police website www.delhipolice.nic.in and copies of the same are available in all Police Stations. Employers may deposit the duly filled up form in respect of their employees in their area Police Station and gets a receipt for the same. Beat Officers may also visit the employer's residence, request him/her to fill in the form and deposit the same in the concerned Police Station.

The following procedure shall be followed for registration of the particulars of the domestic servant, private employee, plumbers, chowkidars etc.: -

1. A receipt for every completed form received in the Police Station should be given to the employer.
2. The SRR No. at which the details are entered in the Register should be mentioned on the receipt.
3. Verification of employees who are residents of Delhi shall be done by the concerned Police Station in a time bound manner. The result of these enquiries will be entered in the relevant column of the register.
4. All out-station Servant Registration Forms of the Districts should be sent centrally from the DCP Office and reminders be issued to the concerned S.P. periodically if the verification is not received.
5. To verify the address of the individual, the electorate list of the concerned State should also be checked from the concerned State/Election Commission Website.

On receipt of result of verification, an entry shall be made in the appropriate column of the servant registration register and employers shall also be informed of the result thereof under proper receipt.

(I) Departmental Enquiry Cell

Departmental Enquiries Cell in Delhi Police was established vide No. 14014/41/85-UTP, dated 09/04/86 by the Govt. of India, Ministry of Home Affairs, New Delhi. At present the same is functioning at 8th Floor, P.S. Barakhamba Road Building New Delhi.

As per Standing Order No. Vig. & Pub. TPT/07/2021, the departmental enquiries arising out of vigilance enquiries and such other departmental enquiries as may be considered necessary by the Commissioner of Police/Spl. Commissioner of Police to be held centrally from time to time depending on the functional strength of this Cell and other administrative exigencies are being conducted. Delhi Police (Punishment & Appeal) Rules-1980, are applicable to all officers and men of subordinate ranks i.e. Constable to Inspector.

Districts/Units cannot send departmental enquiries to DE Cell directly without the prior approval of the PHQ. In view of this, District/Unit DCsP may send appropriate requests to the Spl. CP/Vigilance in respect of DEs which are required to be transferred to the DE Cell for his approval and if there is no Spl. CP/Vigilance then to the Spl. CP/Administration. All such requests should be routed through the concerned Addl. CP/Joint CP/ Spl.CP. While it is difficult to lay down the broad criteria on the basis of which DEs are to be transferred to the DE Cell, this is at best be left to the judgment of the concerned officers. Supervisory officers need to closely monitor DEs initiated and in appropriate cases they may themselves initiate action to have the DE proceedings transferred.