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Manual-4
Norms set for the discharge of functions
[Section 4(1)(b)(iv)]

Some of the norms are indicated below:

Illustration

Activity	Time frame / Norm	Remarks
I) INVESTIGATION		
1) Registration of FIR. 2) Examination of witness. 3) Visit of investigation officer at the scene of offence. 4) Collection of evidence. 5) Preparation of site plan. 6) Arrest of the accused. 7) Recording of confessions. 8) Obtaining Police / Judicial custody remand. 9) Search. 10) Seizure. 11) Preparation of case diaries etc. 12) Filing of charge sheet.	As per Cr.P.C.	
II) PCR		
There are 10 PRI lines (300 Channels) to receive the public calls @ 112/100 along with 1090, 1091, 1093, 1096, 1291, 155270 and 155271 direct help lines for public assistance in ERSS-112, Delhi system. The average response time for PCR Vans in 6 minutes till date and it also depends on road and traffic conditions.		

III) Vigilance :-

Vigilance Branches receives complaints through various authority and directly from public at large. On functioning of CMTS, CPGRAMS, CVC, LG Listening posts and PGMS program almost these complaints are being monitored online. The Complaints, which are serious in nature, are dealt by Vigilance branch by way of Vigilance enquiries.

SL.No.	Activity	Time Frame	Remarks
1.	Complaint received and diary	2 days	Due to large numbers of complaints received and take time to mark the same.
2.	Complaint will go to computer cell for making the unique No.	One day	-
3.	Complaint will go to the concern Head Asstt. for furnishing the reply	Same day	-
4.	Complaint goes to concern E.O. for furnishing enquiry report	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).	
	Moreover, CMTS has been changed /replaced with ICMS, which came in existence since 08.11.2020.		
6.	Enquiry report will be submitted to the Senior Officer's	Same day	-
7.	Enquiry back received for taking action	One Day	-
8.	Action taken by Hd. Asstt.	Same day as per the orders. May take action within 2-3 days. In case of DE will being another one week.	
9.	Information to the applicant	After 4 weeks	

IV) Traffic :-

Regulation of Traffic	By all traffic officers / men	Round the clock
<p>Notice- The notices for traffic violations are issued only after the receipt of notice slip duly filled up by Gazetted officer/field staff of traffic police in which the number of the vehicle, date, place and time are noted down in prescribed performa. These notice slips are scanned by computer and editing of each notice is also done manually. Then only the notices are issued to the registered owner of the vehicles as per record in the databank. Through the notice itself 15 days time is given to the defaulter to explain or contest it. He is free to accept the violation or make representation to Traffic Police or contest in the courts. Evening courts are working at different places for disposal of notices issued by Notice Branch Traffic.</p> <p>Challan- (1)Compounding Challan- for which traffic rules violator pay</p>	<p>By all traffic police officers as well as by public through complaint card, SMS, E-mail, help line No.011-25844444 and PCR No. 100.</p> <p>Head Constable and above Head Constable and above.</p>	<p>8 AM to 8 PM (through special drive any time in day or night)</p>

fine on the spot. (2) Court Challan- for which documents i.e. license/RC is seized by traffic police officers and sent to concerned court.		
Through E-mail	info@delhitraffic police.nic.in	Round the clock.

V) Special Branch

The (APP Branch) passport verification section of Special Branch of Delhi Police deals with the verification of passport received through online. The passport applications are downloaded and printed by TCS (Tata Consultancy Services) at ITO, Herald House and forwarded to concerned Zonal Inspector through ACP/Zone on day to day basis for conduction of verification through field staff. After completing the verification Inspector Zone upload the verifaiction repot and transmit the same (duly verified) to Zonal ACP, who approve the verification repot by using DSC (Digital Signature Certifiacte) and submit the same to Regional Passport Office, Ministry of External Affairs or to the authority concerned. As per Special Brnach Manual, Passport verification to require to be completed and submitted to Regional Passport Office/ Authority concern within 21 days.

VI) Departmental Enquiry Cell

A 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.

The duties of Departmental Enquiries Cell are as under :-

1. The expeditious disposal of 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.
2. Reports/returns connected with departmental enquiries
3. To conduct training courses on "How to conduct Departmental Enquiries" for the staff of Delhi Police from time to time.
4. Delhi Police (Punishment & Appeal) Rules, 1980, are applicable to all officers and men of subordinate ranks i.e. Constable to Inspector.

AUTHORISATION FOR DEPARTMENTAL ENQUIRIES

(A) In accordance with rule 14.4 of Delhi Police (Punishment & Appeal) Rules-1980 disciplinary action has to be initiated against officers of subordinate ranks by the competent authority under whose disciplinary control the police officer concerned is posted at the time it is decided to initiate disciplinary action.

(B) 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 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.