

Manual- 3

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 a nationwide unified emergency responses system with a single emergency number '112', for all kinds of emergencies and distress 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), Parakaram Vans (PKVs), Prakhari 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 Ops & Comm., FC-50, Shalimar Bagh, and Delhi-110018. THE Communication network in CPCR consists of 10 PRI Lines (300 Channels) to receive the public calls @ 112/100 along with 1090, 1091, 1093, 1096, 1291, 155270, and 155271 direct	Staff deployed in PCR vans.	The average response time for PCR is 6 Minutes till date and it also depends on road and traffic conditions.

	helplines for public assistance in ERSS-112, Delhi System.		
--	--	--	--

C) Vigilance

Sl.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 Hd. 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 week.

D) Traffic

Sl.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.	Finalising 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 Inspr./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./PHQ, 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, Inspr./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 the Special Branch of Delhi Police deals with

the verification of passports received through online. The passport applications are downloaded and printed by TCS (Tata Consultancy Services) at ITO, Herald House, and forwarded to the 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 verification report and transmit the same (duly verified) to Zonal ACP, who approves the verification report by using DSC (Digital Signature Certificate) and submits the same to Regional Passport Office, Ministry of External Affairs or to the authority concerned. As per Special Branch Manual, Passport verification to require to be completed and submitted to Regional Passport Office/ Authority concern within 21 days.