

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 BNSS | | |
| II) PCR | | | |
| There are 15 PRI lines having 122 channels (Expandable upto 450 as apprised by ACD) to receive the public call @112/100 along with 1090, 1091, 1096, 1291, 155270, and 155271 & other direct help lines for public assistance in ERSS-112, Delhi System. The average response time for PCR Vans is approx. 06:30 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 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.</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> | 8 AM to 8 PM (through special drive any time in day or night) |
| 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 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 conducted 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 05 days. An average of 1800-2000 passport application is 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.

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.

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 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.

Time Frame/Norm:-

As per Standing order No. Vig & Pub. TPT/07/2021, the Enquiry Officer shall try to complete the departmental enquiry with a period of six month from the date of service of summary of allegation on the delinquent, if possible. Delhi Police (punishment & Appeal) Rules, 1980, are applicable to all officers and men of subordinate rank i.e. Constable to Inspector.

EOW

| Sl. No | Activity | Time Frame | Remarks |
|--------|---|--|--|
| | Received complaints through online , post and by hand and diarised | 1-5 days | Due to large number of voluminous complaints received may take time to diarised the same |
| | Compliants sent to Complaint Banch for Unique number | 1-5 days | Due to large number voluminous complaints received may take time to give Unique the same. |
| | After perusal of Senior Officers complaints put up before DCsP/EOW for making to concerned sections working under them. | 1-5 days | Due to large number voluminous complaints received may take time to mark the same. |
| | Enquiry time | As per judgement of Hon’ble Supreme Court direction in Lalita Kumari V/s State of UP | Since complaints are voluminous and multi victims in nature, hence may take considerable time to approach each & every connected/concerned authority/ person. All out efforts are made to complete the same as erliest possible. |
| | Action taken information to the applicant | On copletion of enquiry | Immediate after completion of enquiry. However, complainants are at liberty to approach concerned I.O. during working days/hours to know the progress in their complaints. |