

STANDING ORDER NO.20/ 2014

COMPLAINT OF MISBEHAVIOUR, OVERCHARGING AND REFUSAL TOWARDS PUBLIC AND ACTION THEREON RELATING TO TAXI/TSR DRIVERS.

1. INTRODUCTION

The city of Delhi has witnessed a tremendous increase in urban population and a corresponding increase in the number of taxis/auto-rickshaws (TSRs). Consequently, complaints alleging misbehaviour, charging excess fare and refusal to carry passengers to their desired destination have also increased. A duty, is therefore, cast upon the local police in general and the Traffic Police in particular to check such malpractices on the part of the erring drivers and to take appropriate legal action against them. It is necessary that all police officers must be conversant with the procedure to be followed in such cases which has been outlined below.

2. MODE OF COMPLAINT

An aggrieved passenger may lodge a complaint against erring drivers by any of the following methods:

1. Physically to a police officer on road-side, Pre Paid Service Booths, in Police Stations, PCR vans, etc.
2. Through telephone on the designated helpline number **011-25844444 and 1095.**
3. By post in the form of letter or by postage free complaint cards.
4. By Short Message Service (SMS) on 56767.
5. Through facebook, twitter, Whats App on 8750871493, Delhi Traffic police mobile application.
6. Through E-mail on the following E-mail IDs: -

CP/Delhi	delpol@vsnl.com
SPL. C.P./Traffic	Spkcpt-dtp@nic.in
Joint CP/Traffic	jtcpt-dtp@nic.in
Addl.CP/Traffic(Ops.)	addlcpt-ops.dtp@gmail.com
Addl.CP/Traffic (HQ)	Addlcpt-dtp@nic.in
DCP/Traffic (HQ)	dcpthq-dtp@nic.in
DCP/Traffic – SR	dcptsr-dtp@nic.in
DCP/Traffic - CR	dcptndr-dtp@nic.in
DCP/Traffic – NR	dcptnr-dtp@nic.in
DCP/Traffic – WR	dcptwr-dtp@nic.in
DCP/Traffic – ER	Dcpter07@gmail.com

3. DETAILS OF MODALITIES

The following steps be taken in each of the above mentioned modes of filing complaints:-

1. Physically to a police officer on roadside, in Pre Paid Service Booths, in Police Stations, to PCR vans, etc.
- (a) **On the road side** – All police officers on field duty namely Traffic, District or PCR Vans shall take cognizance of complaints of misbehaviour, overcharging and refusal by Taxi and TSR drivers. Police Officers, empowered to challan, shall make out a challan for the offence committed by the erring driver under the relevant provisions of the Motor Vehicle Act, 1988 and the Delhi Motor Vehicle Rules, 1993. Those, not empowered to challan, shall inform the Notice Branch, **Delhi Traffic Police Headquarters, Dev Prakash Shastri Marg, near PUSA, New Delhi – 110012** for issuing notice u/s **133 M.V. Act** along with particulars of the complainant and details of complaint and offending vehicle/driver.
- (b) **In Pre Paid Service Booths** – The traffic police has set up Pre-Paid Service Booths at the following places, to facilitate commuters using Taxi and TSR services:-

SL. No.	Name of Pre-paid Booth
1.	A.I.I.M.S. Main Gate
2.	Dhaura Kuan
3	Delhi Hatt
4	H.N. Din Rly. Station
5	IGI Airport (Terminal-III)
6	ISBT/Anand Vihar
7	ISBT /K.Gate
8	ISBT/Sarai Kale Khan
9	Makbara Chowk
10	NDRS (Ajameri Gate Side)
11	NDRS (Paharganj Side)
12	Old Delhi Rly. Stn. (Two Booths)
13	Palam Airport
14	Palika/Janpath
15	R.M.L. Hospital
16	Safdarjung Hospital
17	Sarojini Nagar Market
18	Town Hall, Chandni Chowk
19	Vasant Vihar (Priya Cinema)

The Pre Paid Service Booths are manned on a regular basis by pre-paid workers. Traffic police personnel are also deputed at these booths to assist the public for arranging the TSRs. Public persons can lodge their complaints in these booths. The traffic police personnel posted at such booths shall enquire into the complaint and prompt action shall be taken. If the driver against whom complaint is made is present, he shall be challaned on the spot. Otherwise, the Notice Branch, **Delhi Traffic Police Headquarters, Dev Prakash Shastri Marg, near PUSA, New Delhi – 110012** shall be informed to initiate notice u/s 133 M.V. Act.

- (c) **In Police Stations** – When a complainant lodges a complaint in person at any police station or any traffic police office, legal action shall be initiated under the provisions of Motor Vehicle Act, 1988 and Delhi Motor Vehicles Rules, 1993 against the violator.
- (d) **By PCR Vans** – It shall be the duty of PCR van officers to receive complaints whenever approached by the public and to inform the traffic police for taking necessary action along with particulars such as date and time of offence, place of occurrence, particulars disclosed by the complainant, registration number of the offending vehicle, type of vehicle along with the details of complaint enumerated above.
- (e) **Complaints on Telephone** – Hunting lines are available at Traffic Helpline on dedicated telephone numbers **011-25844444 and 1095 in Public Interface Unit (PIU), Delhi Traffic Police Headquarters, Dev Prakash Shastri Marg, near PUSA, New Delhi – 110012** for receiving calls from public on any type of complaint related to Taxis/TSRs. The Traffic Police Helpline is manned round the clock and published for information of public through media from time to time. **Helpline** - Complaints, suggestions received in traffic helpline shall be noted down in a register by the operator in Public Interface Unit.

The same shall also be entered in a database through dedicated programme devised by Insp. Comp/Traffic for analyzing on fortnightly basis. All the information shall be sent to the concerned branches/area traffic police officers. Information received regarding traffic jam or any other information shall be immediately passed through Wireless (India – 87) to concerned area traffic police officers. Matters related to the civic road agencies shall be sent to the concerned agency through Hot Line and Police Control Room. Complaints related to overcharging, refusal, misbehavior by TSR/Taxi drivers should be sent to Computer Centre on a prescribed proforma for issuing Notices u/s 133 Motor Vehicle Act, 1988. After getting the replies/action taken reports from the concerned ranges/branches, the complainants shall be informed about the action taken telephonically.

The functions and responsibilities of the Helpline shall be as follows: -

- a. To receive calls and take necessary action for immediate relief by communicating the same to the concerned officer.
- b. To enter the complaints/calls in computer database for analyzing the information collected, put up analysis diaries to senior officers for further directions.
- c. The complaints relating to traffic violations by motorists shall be forwarded to Computer Centre for initiating prosecution against them. In case there is an urgent need to intercept a person violating the traffic rules, a message shall be flashed to the field staff deployed in the particular area for intercepting and prosecuting him.
- d. Complaints relating to traffic jams, accidents or any other problem which require immediate intervention shall be conveyed to the concerned TI/Circle.
- e. To inform the complainant about action taken on his/her complaint.
- f. Supervisory officers shall also be informed of the complaint requiring immediate attention.
- g. Suggestions made on traffic helpline shall be sent on the prescribed proforma to the concerned branch e.g. suggestion on traffic engineering may be sent to TE Branch, those on road safety education to Road Safety Cell and matters involving legal sanctity may be sent to Legal Cell. A copy of the complaint shall also be sent to the concerned DCP/Traffic.
- h. Feed back to public callers/complaints and fortnightly analysis of nature of complaints received from different corners.

A log book shall be maintained on the prescribed proforma (copy enclosed) in which the details of the complaints and their final disposal shall be entered. The Helpline desk will work in co-ordination with other sections of the Public Interface Unit.

- (f) **By post** – The DCP/Traffic – Hdqrs. shall arrange to print and distribute postage free complaint cards among the public for lodging complaints against erring drivers. Such complaint cards shall contain the details as outlined earlier. All officers of Traffic Police, PCR Vans, local police, all GOs shall arrange to collect such cards from **DCP/Traffic (HQ)** and keep them in their vehicles for distribution to public. These cards shall be distributed to commuters for lodging complaints against drivers of Taxis and TSRs for over-charging, misbehaviour, refusal etc., if any.

- (g) **Complaints on 56767** – The Delhi Traffic Police has also launched the Short Message Service on 56767 to lodge complaints against Auto Rickshaw and Taxi drivers for refusal, overcharging, misbehaviour or harassment. The passengers can SMS their complaints from mobile phone service and on receiving the complaints, Notice Branch shall take suitable action immediately by initiating proceedings u/s 133 Motor Vehicles Act, 1988 for issuance of notices to the violators and subsequent prosecution.
- (h) **Facebook/Twitter/Mobile App** – Delhi Traffic Police has also introduced new interfaces viz. facebook, twitter, Whats App (Mobile No. 8750871493), mobile application on social media network with an objective to envisage direct communication and participation of community and general public in the management of traffic and transportation needs etc. of the city. The public can lodge their complaints against Auto Rickshaw and Taxi drivers for refusal, overcharging, misbehaviour or harassment on these platforms. Traffic Police shall take suitable action immediately by initiating proceedings u/s 133 Motor Vehicles Act 1988 for issuance of notices to the violators and subsequent prosecution by Notice Branch.
- (i) **E-mails** - All the complaints received through E-mail against Taxis/TSRs shall be forwarded to Incharge Notice Branch, Delhi Traffic Police for initiating proceedings u/s 133 Motor Vehicles Act, 1988 for issuance of notices to the violators and subsequent prosecution.

4. ACTION BY NOTICE BRANCH

The Incharge Notice Branch, Traffic shall ensure that notices u/s 133 M.V Act are issued to the violators on the complaints received from general public through all above means. On the basis of the reply of the driver/owner of the vehicle complained against, further action shall be initiated as follows :-

- (a) Vehicle driver/owner responds to the notice
- (i) The driver/owner of vehicle who pleads guilty to the charge shall be charged compounding amount as per the rules.
- (ii) The driver/owner of vehicle who wishes to contest the charge shall be given a date for appearance in the designated court and the notice shall be forwarded to the concerned court for further action.
- (b) Vehicle owner does not respond to the notice – If a period of 30 days elapses from the date of issue of notice, and the erring owner does not respond, a challan shall be made out and sent to the concerned court for further action.

5. REGISTERS

The officer incharge of the Notice Branch shall maintain registers for complaints, their disposal, details of challans (compounded at Notice Branch, sent to court, action by court etc.). Incharge Notice Branch shall also submit fortnightly/monthly reports indicating details of action taken against each mode of complaint to supervisory officers and also keep the relevant records in the Notice Branch. **DCP/Traffic (HQ)** shall inspect the records in this regard on a regular basis.

6. SUSPENSION OF PERMIT OF TAXI/TSR

Violations such as misbehaviour, overcharging, refusal to carry passengers, use of tampered defective meter are a violation of permit conditions and should be dealt for suspension of permits by ACSP/Traffic Districts who have been empowered by the STA to suspend permits of commercial vehicles for violation of permit conditions. Details of notices u/s 133 M.V. Act, compounded by driver/owner of the offending Taxi/TSR in Notice Branch shall be informed to concerned ACSP/Traffic – Districts by TI/Notice Branch alongwith all details, for initiating proceedings u/s 86 M.V. Act for suspension of permits.

In cases where the driver/owner has desired to contest the notice in the court, details shall be forwarded to concerned ACSP/Traffic-Districts for following up the matter in the concerned courts through respective Naib Courts. On imposition of fines/conviction, permit suspension proceedings shall be initiated against the offending Taxi/TRS driver.

7. SUPERSESSSION CLAUSE

This order supersedes the earlier S.O. issued vide this Hdqrs. circular No. 14209-14440/Record Branch/PHQ dated 22.07.2009.

All concerned must ensure strict compliance of this standing order.

Bhim Sain Bassi
8/12/2014

(BHIM SAIN BASSI)
COMMISSIONER OF POLICE,
DELHI

O B No. 23 /RB/PHQ Dated 09-12-2014

No. 4604-4966 /Record Branch/PHQ/ dated Delhi, the 09-12-2014

Copy forwarded for information and necessary action to the:-

1. All Special Commissioners of Police, Delhi.
2. Managing Director, Delhi Police Housing Corporation, Delhi.
3. All Joint Commissioners of Police, Delhi.
4. All Additional Commissioners of Police, Delhi.
5. Principal/DTC, Jharoda Kalan, Delhi

6. All Deputy Commissioners of Police of Districts/ Units, including FRRO, Delhi/New Delhi.
7. SO to Commissioners of Police, LA to Commissioners of Police, and F.A. to C.P., Delhi.
8. All ACsP in PHQ.
9. ACP/IT Centre with the direction to upload the Standing order in Intra DP net.
10. All ACsP Sub Division.
11. P.A. to C.P., Delhi.
12. All SHOs/Delhi Police through their respective DCsP with the direction to place the Standing Order in register No.3 Part-1 of the Police Stations.
13. All Inspectors/PHQ, including Reader to CP, Delhi
14. Librarian/ PHQ.
15. Record Branch/PHQ with 10 spare copies.