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

**(A) <u>Investigation</u>: - Investigation** according to BNSS 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 BNSS (**Investigation officer)** | As prescribed in BNSS |
| 2. | Examination of witness | As prescribed in BNSS | As prescribed in BNSS |
| 3. | Visit of investigation officer at the scene of offence | As prescribed in BNSS | As prescribed in BNSS |
| 4. | Collection of evidence. | As prescribed in BNSS | As prescribed in BNSS |
| 5. | Preparation of site plan | As prescribed in BNSS | As prescribed in BNSS |
| 6. | Arrest of the accused | As prescribed in BNSS | As prescribed in BNSS |
| 7. | Recording of confessions | As prescribed in BNSS | As prescribed in BNSS |
| 8. | Obtaining Police / Judicial custody remand | As prescribed in BNSS | As prescribed in BNSS |
| 9. | Search. | As prescribed in BNSS | As prescribed in BNSS |
| 10. | Seizure. | As prescribed in BNSS | As prescribed in BNSS |
| 11. | Preparation of case diaries etc. | As prescribed in BNSS | As prescribed in BNSS |
| 12. | Filing of charge sheet. | As prescribed in BNSS | As prescribed in BNSS |

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**(B) PCR**

Ministry of Home Affairs (MHA), Govt. of India, has launched ERSS as nationwide unified emergency response 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 Central Police Control Room is operational at integrated complex Ops.& Comm., FC-50, Shalimar Bagh, and Delhi-110018. The Communication network in CPCR 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, 155271 & others direct helpline for public assistance in ERSS-112, Delhi System. | Staff Deployed in PCR Vans. | The average response time of PCRs is around 07 Minutes till date and it also depends on road and traffic conditions. |

**(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 |

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

| | | | |
|---|---|---|---|
| 5. | Enquiry shall be completed | By E.O. | One month |
| 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) <u>Traffic</u>**

| 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:-<br>I. Traffic Officer deputed on particular point of duty to capture violation through Voca App (Violation on Camera App)<br>II. Violation are also reported through cameras.<br>III. By public through Traffic Prahari App. | I. Traffic Pollice<br>II. RLVD Branch | Round the clock |
| 3. | I. All the violation is sent to server automatically for authentication. In case of Voca, violation is checked by circle staff and report offences are sent to server for notice | I. Circle Staff<br>II. RLVD Branch | Round the clock |

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| | | | |
|---|---|---|---|
| | generation.<br>II. Violation reported through camera and public are checked by RLVD Branch. | | |
| 4. | Notice generated is sent to registered owner of the vehicle as per the record on Vahan Portal, through SMS or speed post. | I. Computer Branch<br>II. Notice Branch | I. Within 15 days for non compoundable offences<br>II. Within 30 days for compoundable offences |
| 5. | On receiving notice violator can deposit compounding amount<br>I. Online on Delhi Traffic Police Website.<br>II. By DD/Cheque at Notice branch, Traffic Police HQ., Dev Prakash Shastri Marg, New Delhi<br>III. Through Echallan machine in Circle | Computer Branch<br>Notice Branch | 2 to 3 days |
| 6. | I. Non-Compoundable notice are sent to Court after 15 days.<br>II. Payment of compoundable notices can be made on Delhi Traffic Police Website within 90 days. After that it is sent to Court. | Through NIC automatically | I. Non-Compoundable sent to Court after 15 days<br>II. Compoundable notices are sent to Court after 90 days |
| 7. | Grievance redressal is available on Delhi Traffic Police Website. Violator can lodge grievance within 15 days of receiving SMS/printed notice. It is checked by RLVD Branch and action is taken accordingly. | I. RLVD Branch<br>II. Computer Branch | Within 15 days |

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## (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 for examination thoroughly by the Inspector (Incharge) | Inspector | Same day |
| 4. | Forwarding the consolidated indent to Sr. officers | Inspector | Next Day |
| 5. | Examining the indent by Sr. officers and recommendation for forwarding to PHQ for approval of Competent Authority | ACP-DCP-Addl. CP-Joint CP | One week |
| 6. | Finalising the indent | Jt. CP/P&L | Same day |
| 7. | Indent sent to PHQ for approval of Competent Authority | Clerk | Same day |
| 8. | Indent examined at PHQ Level | Clerk -- Inspr. Admn—ACP—DCP-- FA to CP-Addl. CP/GA—Spl. CP/P & FD | One month |
| 9 | Final approval of Competent Authority against Indent conveyed by PHQ | ACP/GA | One day |
| 10. | Receipt of indent approved by Inspr. Admn. and submitted to Sr. Officers | Inspr./Admn. /P&L | Same day |
| 11 | Sr. officers peruse the approval of indent and pass their remarks for necessary action merit wise on it | Sr. officers | Same day |
| 12 | Procurement process initiated for the indent approved items & quantity through e-bidding on GeM portal merit wise and | Inspr. Admn./CSA | Two-Three months |

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| | | | |
|---|---|---|---|
| | Completion of codal formalities (21 days for bid submission from the date of inviting and other formalities) | | |
| 13 | The case/proposal sent to PHQ for obtaining Expenditure sanction of the Competent Authority | ACP-DCP-Addl. CP-Joint CP/P&L | Within one week |
| 14 | Examining the proposal at PHQ for Level for expenditure sanction of Competent Authority and conveyed to P & L | Clerk- Inspr Admn-ACP-DCP-FA toCP-Addl. CP/GA-Special CP/ P & FD | One month |
| 15. | Receipt of expenditure sanction by Inspr. Admn and submitted to Sr. officers. | Inspr. Admn/P&L | Same day |
| 16 | After receiving expenditure sanction, the case is submitted for perusal and approval of Sr. offices for issuance of supply order to successful contractual bidder through GeM portal. | Clerk | Two days |
| 17 | Placing the supply /contract to successful bidder on Gem portal against the e-bid. | Clerk | One day |
| 18 | Obtaining performance security and receipt of supply in P&L stores. | Clerk and Incharge store | Within 14 days |
| 19 | Survey committee /Technical Committee carries out the inspection of the articals. | Survey Committee/ Technical Committee | Seven days |
| 20 | After taking into stock the articles distributed to the concerned through Road Certificate. | Incharge Store | Two days |

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## (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. After that the Inspector Zone transmits the same after due verification to Zonal ACP, who approved the verification report by using DSC (Digital Signature Certificate) and submits the report to Regional Passport Office, Ministry of External Affair or to the authority concerned. As per Standard Operating Procedures (SOP), the passport verification is required to be completed and submitted to RPO/authority concerned within 21 days. An average of 2000-2500 passport application 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.sb1@delhipolice.gov.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

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/SHOs 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

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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.

**I.Registration:-**

For the convenience of employers, servant registration forms as shown in **Annexure-'A'** Have been made available on Delhi Police website www.delhipolice.gov.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) <u>Departmental Enquiry Cell</u>**

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.

As per Standing Order No. Vig. & Pub. TPT./11/2022, the departmental enquiries arising out of vigilance enquiries and such other departmental enquiries as may be considered necessary by the Commissioner of Police to be done centrally from time to time depending on the functional strength of this Cell and other administrative exigencies are being

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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 Commissioner of Police, Delhi. In view of this, District/Unit DCsP may send appropriate requests in respect of DEs which are required to be transferred to the DE Cell through the concerned Addl. CP/Joint CP/ Spl.CP to CP/Delhi. 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.

**(J) EOW**
**Investigation conducted according to Cr. P. C regarding commission of crime (Financial Fraud).**

| SL. NO. | ACTIVITY | LEVEL OF ACTION | TIME FRAME |
|---|---|---|---|
| 1. | Receive complaints through on-line, post and by hand | Diarist in General Diary | One day |
| 2. | After that the complaint is sent to Complaint Branch for Unique Number | I/C Complaint Branch | One day |
| 3. | Complaint is sent to concerned Section Head for enquiry | Reader to Section Head | 1-3 days |
| 4. | Complaint marked to Enquiry Officer | Enquiry Officer | Same day |
| 5. | Enquiry time | By Enquiry Officer | 14 days |
| 6. | Enquiry submitted to Senior Officer | DCP/EOW and Spl./Commissioner | Immediate after completion of enquiry |
| 7. | Enquiry received back for taking action as per remarks | DCP/EOW | As earliest possible |
| 8. | Action taken by Section Head | Reader to Section Head | Same day as per the directions, may take action within 2/3 days |
| 9. | Information to the applicant | Reader to Section Head | 3-7 days |
| 10. | If FIR registered, further investigation starts | As per Cr.PC/BNSS.(Investigating Officer) | As prescribed in Cr.PC/BNSS |

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