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

Some of the norms are indicated below:

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 in 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. 07:00 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	

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IV) 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:- I. Traffic Officer deputed on particular point of duty to capture violation through Voca App (Violation on Camera App) II. Violation are also reported through cameras. III. By public through Traffic Prahari App.	I. Traffic Pollice 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 generation. II. Violation reported through camera and public are checked by RLVD Branch.	I. Circle Staff II. RLVD Branch	Round the clock
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 II. Notice Branch	I. Within 15 days for non-compoundable offences II. Within 30 days for compoundable offences
5.	On receiving notice violator can deposit compounding amount I. Online on Delhi Traffic Police Website. II. By DD/Cheque at Notice branch, Traffic Police HQ., Dev Prakash Shastri Marg, New Delhi III. Through Echallan machine in Circle	Computer Branch Notice Branch	2 to 3 days
6.	I. Non-Compoundable notice are sent to Court after 15 days. 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 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 II. Computer Branch	Within 15 days

V) <u>Special Branch</u>

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, 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 Affairs 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 applications are received online per day.

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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.

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 to be done 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 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/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.

Time Frame/Norm:-

As per Standing order No. Vig & Pub. TPT/11/2022, the Enquiry Officer shall try to complete the departmental enquiry within 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.

VII) EOW

Sl. No	Activity	Time Frame	Remarks
1.	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
2.	Complaints sent to Complaint Branch for Unique number	1-5 days	Due to large number voluminous complaints received may take time to give Unique the same.
3.	After perusal of Senior Officers complaints put up before DCsP/EOW for marking to concerned sections working under them.	1-5 days	Due to large number of voluminous complaints received may take time to mark the same.
4.	Complaints marked to section (ACP)	Same day	May take time due to specific reason
5.	Enquiry time	As per judgment of Hon'ble Supreme	Since complaints are voluminous and multi victims in nature, hence may take considerable time to approach each & every connected/concerned authority/ person. All

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		Court direction in Lalita Kumari V/s State of UP	out efforts are made to complete the same as earliest possible.
6.	Action taken information to the applicant	On completion 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.

VIII) DPA

S. No.	Activities	Time Frame/Norm	Remarks
1.	Foundation Trg. Of DANIPS (Probs.)	01 Year	
2.	Attachment of Delhi Judicial	02 Weeks	
3.	Trg. on Drill and Etiquette of Asst. Communication officer of DCPW/MHA (Group non-Gazetted)	03 Weeks	
4.	Basic Trg. of Inspr. /SI Computer	04 Months	
5.	Basic Trg. Of PSIs (DP)	01 Year	
6.	Basic Trg. Of PSIs (Other states & UTs)	11 Months	
7.	Basic Trg. Of ASI Steno	04 Months	
8.	Basic Trg. Of APSIs (Chandigarh)	11 Months	
9.	Basic Trg. Of HC (Min.)	04 Months	
10.	Drill Instructor Course	09 Months	
11.	Basic Trg. Of Tihar Jail Matrons	04 Months	
12.	Basic Trg. Of Recruits Constables	09 + 01 Months	
13.	Basic Trg. Of Recruits Constables (Other States & UTs)	09 + 01 Months	
14.	Promotional course of Sub Inspector	04 Weeks	
15.	Promotional course of Asstt. Sub Inspector	06 Weeks	