CHANDIGARH POLICE

STANDING ORDER NO. 76/2015

CHANDIGARH TRAFFIC POLICE

In supersession of previous standing orders No.4/1997, 19/2003 and 22/2003 pertaining to Chandigarh Traffic Police, this new standing order is hereby issued in order to further streamline the functioning of Chandigarh Traffic Police:-

1. **OBJECTIVE:**

   The primary objective of the Chandigarh Traffic Police is to provide a safe and secure transportation environment to all the road users within the territory of Chandigarh UT. The large number of road accidents over the years in the country and the loss of human life and injuries in road accidents is a matter of grave national concern. For the purpose of achieving this primary objective of providing safe roads to all road users, Chandigarh Traffic Police shall follow the four pronged strategy of 4Es i.e. Enforcement, Education, Engineering changes and Emergency Care training.

   (a) **ENFORCEMENT & REGULATION:**

   (i) Primarily, it shall be the duty of the Chandigarh Traffic Police to enforce the provisions of the Motor Vehicle Act, Central Motor Vehicle Rules and other related laws, rules and notifications, Hon’ble Court orders enforceable for the time being in the Union Territory of Chandigarh. Further, on roads and in parking areas, the Chandigarh Traffic Police shall support the Chandigarh Police crime control machinery by detecting and detaining vehicles and persons suspected of being involved in any crime till the Police Station/Crime wing or any other unit of police takes over. Any traffic, police station or police post police officer of the rank of Head Constable or above of, as well as all the ASPs/DSPs of the Chandigarh Police (irrespective of their unit) are authorized to issue a challan against any offender of Motor Vehicle Act, Central Motor Vehicle Rules or other related law, rules and notifications enforceable for the time being in the territory of Chandigarh, UT. In fact, whenever any ASPs/DSPs of
any units witness any traffic violation, he must take legal action. Every ASPs/DSPs shall give his written report to the SSP/Traffic & Security regarding the challan issued by him personally in the previous month by the 5th of every month. SSP/Traffic shall compile the same and put up the consolidated monthly report to the IGP/Chandigarh.

(ii) The traffic police shall effectively regulate the traffic.

(iii) During heavy traffic congestion, festivals, special occasions or whenever any traffic related problem is anticipated, traffic police will take the help of all other wings of the Chandigarh police such as PCR, Police Station staff, etc. who shall fully and effectively support the Chandigarh Traffic Police.

b) EDUCATION:
  i. The Chandigarh Traffic Police shall make every endeavor to educate all sections of society about the importance of road safety. Working on the "catch them young" philosophy, the Chandigarh Traffic Police will especially focus on the road safety education of youngsters of schools, colleges, etc. who are presently driving on the roads or may potentially be driving on the roads in the future.
  ii. Special attention shall be given to educate the more vulnerable groups of road users like pedestrians, cyclists and two-wheeler riders.
  iii. There exists a Chandigarh Traffic Police road safety account in which funds from various sponsors are placed. This fund shall be used by DSP Tr. Admn. for various road safety events, drives, etc under intimation to SSP/Sec & Traffic. The IGP/Chandigarh or SSP Tr. & Sec. may also direct the use of the funds for a specific purpose. This is separate from the funds allotted by the Chandigarh Administration for the purpose of road safety which is used as per various financial rules and orders.
c) **ENGINEERING CHANGES:**

i) The Chandigarh Traffic Police shall send Road Engineering proposals to the Engineering Department of Chandigarh Administration/Municipal Corporation, Chandigarh/Architecture Department of Chandigarh Administration on the basis of field observation/analysis by police officers, suggestions from the general public, etc.

ii) The Chandigarh Traffic Police shall also put up its major concerns about engineering changes and road safety in the State Road Safety Council for discussion and consideration.

iii) In this regard, a DSP/Traffic (Road Safety and R & D) has been posted and Road Accident Analysis Cell has been set up to study, in detail, various road accidents and to propose suitable engineering changes to SSP Traffic, Chandigarh to prevent road accidents.

d) **EMERGENCY CARE TRAINING:**

The Chandigarh Traffic Police shall arrange training for its manpower and PCR personnel regarding on the spot handling of the road accident victims. Such training shall be provided in the basic and refresher courses being organized by RTC, Chandigarh Police. The content of s.o. No. 54/2013 and 58/2013 regarding handling of road accident victims shall be brought into the knowledge of all Chandigarh Traffic Police personnel for compliance.

2. **ORGANIZATIONAL STRUCTURE:**

i) The Chandigarh Traffic Police shall work under overall command and control of SSP Traffic & security who shall report to the IGP, Chandigarh.

ii) He shall be assisted by three Deputy Superintendent of Police rank officers with following designations:-

a) DSP (Central) Traffic – He shall supervise the Central Zone of traffic.

b) DSP (East & Administration) Traffic- He shall supervise the East Zone of traffic and all administrative duties including the working of the Challaning Branch.
c) DSP (South, R&D & Road Safety) Traffic- He shall supervise the South East Zone and South West Zone of traffic, the Children Traffic Park and the Accident Analysis Cell. He shall be personally present and conduct the driving license tests being taken by Chandigarh Traffic Police at the Children Traffic Park, Sector-23, Chandigarh. However, he may not go to the test due to exigencies of other official work, with the prior approval of the SSP/Traffic & Security and when he has night patrolling the previous day.

DSPs/Traffic shall closely supervise the work of the staff under them. They shall also comply with various orders issued from time to time including the standing order issued regarding handling of road accident victims vide order No.54/2013 & 58/2013 (corrigendum). Traffic DSPs shall also perform any other duty assigned to them by the IGP, DIGP, SSP/Traffic & Security or the duties assigned by security branch and the Law & Order wing of Chandigarh Police. Further, they shall personally and proactively challan traffic law and rules offenders on regular basis. They shall also remain in the field as per the checking roster issued by the SSP/Traffic & Security from time to time and also during the VIP movement and peak traffic hours. Further, they shall also rush to the field if there is a heavy traffic congestion and accident in their zone. All the major and fatal accident spots must be visited by DSPs Traffic. Similarly, DSPs and Inspectors of Traffic Unit must visit the places of occurrence and ensure proper legal action whenever traffic is obstructed/police personnel manhandled while doing his/her duties.

The three DSP ranks officers shall be assisted by Inspectors with following designations:-

a) DSP (Central) Traffic shall be assisted by Inspector, Central zone (Traffic)

b) DSP (East & Administration) Traffic shall be assisted by Inspector traffic East zone, Inspector Administration, Traffic and Inspector Incharge Challaning Branch.

c) DSP (South, R&D & Road Safety) Traffic shall be assisted by Inspector Traffic, South East Zone, Inspector Traffic, South West zone and Inspector, Incharge Children Traffic Park.
3. ROLE AND RESPONSIBILITIES OF ZONAL INSPECTORS

i) All the zonal Inspectors shall be responsible for the effective enforcement of all traffic laws, rules, regulations and notifications enforceable in the territory of Chandigarh UT for the time being and to support the Chandigarh Police crime control machinery, as explained above, in their respective zones. They shall proactively and personally challan traffic law and rules violators. They must visit all traffic accidents sports without fail.

ii) They shall be responsible to ensure in their respective zones that the enforcement of traffic rules and regulations is done in a fair and unbiased manner. The principle of equality before the law shall necessarily be adhered to and the traffic police staff shall not indulge in any type of malpractice or corrupt practice. The DSPs Traffic and Zonal Inspectors shall be personally responsible for ensuring that their personnel do not indulge in any corrupt practice.

iii) They shall be responsible for effective and proper regulation of traffic in their respective zones, particularly during the peak traffic hours, festivals, special occasions, etc.

iv) They shall be responsible for effectively supervising the traffic duties in their respective zones, especially at the time of traffic congestion on the roads caused due to any road accident, any kind of procession, road block due to any law & order problem, hazardous weather condition, road engineering work or due to any other reason whatsoever.

v) They shall deploy (in consultation with Insp. Admn. Tr.) and supervise all the Traffic duties for various protected persons' movement or any other programme/function as per the orders issued by the Spl. Security Branch or Law & Order Branch of the Chandigarh Police. In case of multiple duties being assigned at the same time, timely guidance and directions will be taken from the SSP/Traffic & Security.

vi) They shall be responsible for laying of special Traffic rules enforcement nakas in their own zones or some other zone as per the orders issued by the SSP, Traffic & Security. They shall also be responsible for the supervision of other nakas under the
supervision of a sub-Inspector rank or lower rank officer in the same zone in which their own naka is laid.

However, it is made clear that this general supervisory role of zonal inspectors may be modified by the order of SSP Traffic & Security for any special drive or for nakas or dates like New Year Eve, Valentine Day, Independence Day, etc.

vii) They shall be responsible for effectively implementing all the direction of Hon’ble Supreme Court of India, Hon’ble High Courts and other learned courts related to functioning of the traffic police.

viii) They shall be responsible for ensuring that the Standing Order No.54/2013 & 58/2013 (corrigendum) regarding handling of road accident victims as well as all other orders issued from time to time are implemented in letter and spirit in their respective zones.

ix) They shall, from time to time, suggest road-engineering changes for better traffic management in their respective zones and point out in writing, road engineering defects, which come to their knowledge for onwards submission to the authorities concerned through SSP Traffic & Security.

x) They shall supervise the working of the prepaid booths situated in their zones.

xi) Any other duty, assigned by the senior officers from time to time.

4. **ROLE AND RESPONSIBILITIES OF INSPECTOR ADMINISTRATION (TRAFFIC):**

i) He shall be responsible for the implementation of all the posting /transfer orders of Traffic Police Staff, deployment of staff as per the agenda and static deployment orders received from the office of the SSP, Traffic & Security and deployment of Traffic staff (in consultation with zonal traffic inspectors) for various protected persons’ movement and Law & order programmes as per the orders received from the Special Security Branch and the Law & Order Branch of the Chandigarh Police.

ii) He shall pursue all the court matters related to the Chandigarh Traffic Police pending in the Hon’ble Supreme Court of India, Hon’ble Punjab & Haryana High Court and the Ld. District Court, Chandigarh.
iii) He shall supervise the working of the Traffic Store and ensure that all the articles/gadgets/accessories etc are issued to the Traffic Staff under proper receipt. He shall also ensure that a proper stock register is maintained in which there are entries made for all the items belonging to the Chandigarh Traffic Police.

iv) He shall be responsible for maintenance & repair of all traffic equipments & vehicles and for timely calibration of all the alco sensors and other equipments belonging to the Chandigarh Traffic Police as per the rules.

v) He shall be responsible for the supervision of working of the Traffic Control Room and the Traffic Helpline.

vi) He shall supervise the working of MHC Staff, night duty officer, night recovery driver and other staff like plumber, painter, electrician, gardener, sweeper, etc.

vii) He shall be responsible for ensuring that the Standing Order No.54/2013 & 58/2013 (corrigendum) regarding handling of road accident victims as well as all other orders issued from time to time are implemented in letter and spirit in their respective zones.

viii) He shall proactively and personally challan traffic law and rules violators.

ix) Any other duty assigned by senior officers from time to time.

5. **ROLE AND RESPONSIBILITIES OF INSPECTOR, INCHARGE CHANDIGARH TRAFFIC PARK:**

i) He shall be responsible for ensuring that the road safety awareness drives of the Chandigarh Traffic Police reach to all the sections of society, with the help of Road Safety Vans, pamphlets, lectures, CDs, books, etc. The help of other departments of the Chandigarh Administration like Education and Transport, NGOs and the Traffic Marshals may be taken in this endeavor.

ii) He shall be personally present during the driving test taken by the Chandigarh Traffic Police for issuance of the regular driving license. He shall be responsible to ensure that this test is conducted in a fair, unbiased and transparent manner. However, he may not go to the test due to exigencies of other official work, with the prior approval of the SSP, Tr. & Sec and when he has night patrolling the previous night.
iii) He shall supervise the functioning of the Road Accident Analysis Cell of the Chandigarh Traffic Police and initiate follow-up action under intimation to DSP, In-charge.

iv) He shall follow up the pending road engineering proposals with the Engineering Department of Chandigarh Administration, Municipal Corporation, Chandigarh, Architecture Department of Chandigarh Administration, etc for the timely implementation of these proposals.

v) He shall be responsible for ensuring that the Standing Order No.54/2013 & 58/2013 (corrigendum) regarding handling of road accident victims as well as all other orders issued from time to time are implemented in letter and spirit in their respective zones.

vi) He shall proactively and personally challan traffic law and rules violators.

vii) Any other duty assigned by senior officers from time to time.

6. **ROLE AND RESPONSIBILITIES OF INSPECTOR, INCHARGE CHALLANING BRANCH:**

i. He shall be responsible for ensuring that the Traffic challans are compounded at the Challaning Branch strictly as per the rules and after the public is given at least 30 minutes lecture on road safety. However, in case of need, the traffic DSPs, zonal traffic inspectors and SI’s can also compound traffic challan, as per rules.

ii. He shall be responsible for the proper maintenance of all the record of the Challaning Branch, including daily soft copy back up.

iii. He shall be responsible for ensuring that the uncompounded/ non-compoundable Traffic challans are dispatched to court in time as per the rules. The details of previous challans of a person challaned for driving under the influence of an intoxicant should be attached with the person’s challan while being sent to court. Also on such cases, he shall ensure that the challaning officer appears in the court (in coordination with his supervisory officer) at the time of hearing of the case for demanding maximum punishment for the offender.
iv. He shall be responsible for the safe custody of all the vehicles impounded by Chandigarh Police under various types of traffic rules and regulations and court orders and also for the timely disposal of unreleased vehicles as per the rules. In this regard, the Traffic & Security lines main gate guard and impounded vehicle employees will report to him.

v. He shall obtain the updated list of newly registered vehicles of Chandigarh, Panchkula, Mohali, Punjab & Haryana every month, as per letters already issued by SSP, Traffic & Security to the concerned registering authorities.

vi. He shall search for and put up every month, the proposal to take legal action against habitual offenders.

vii. He shall maintain proper liaison with the respective courts where challans are sent.

viii. Any other duty assigned to him by Senior Officer from time to time.

It is made clear that apart from above-mentioned role & responsibilities of all the DSPs and Inspectors traffic, the SSP Traffic & Security can issue further orders from time to time for more detailed and micro-level distribution of work among all the DSPs and Inspectors of Chandigarh Traffic Police.

Further, all the said inspectors shall comply with the orders of their supervisory DSPs, who may issue orders which do not clash with this standing order or orders of senior officers.

7. GENERAL RESPONSIBILITIES AND DUTIES OF ALL TRAFFIC STAFF:

i. It shall be the duty of all the Traffic Police personnel to enforce traffic law, rules, regulations and notifications and to support the crime control machinery, as explained above, strictly as per the law and in a fair, unbiased and transparent manner.

ii. No traffic police personnel shall indulge in any corrupt or malafide practices.

iii. All the traffic Police personnel shall acquaint themselves with the latest amendments in various laws, rules and instructions, and with the various directions of Hon’ble Supreme Court of India, Hon’ble High Court, etc related to working of the Traffic Police.

iv. They shall deal with the general public in a firm but polite and courteous manner.
v. They shall learn how to use the modern technical gadgets like alco sensors, speed detecting radar systems, tint meters, wireless sets, cameras, etc.

vi. They shall pay proper attention to traffic regulation at the point of their duty so that the traffic congestion should be removed from their point of duty as early as possible. They shall also ask the traffic control room for reinforcements if the traffic congestion is unmanageable.

vii. They shall wear neat and clean traffic police uniform with visible name plate. During darkness, they shall also wear reflective jacket for safety. They shall never consume alcohol or any other intoxicant during duty hours.

viii. They shall immediately bring it to the knowledge of Traffic Control Room any defect in ATC signals at their point of duty, upon which the traffic control will inform the zonal traffic Inspector and the concerning engineering department officials.

ix. They shall perform their duties in a highly disciplined and sincere manner.

x. They shall focus on their duties and not waste time talking on phone for private phone calls.

8. ROLE AND RESPONSIBILITIES REGARDING COMMUNITY POLICING INITIATIVES OF THE CHANDIGARH TRAFFIC POLICE:

a) THE TRAFFIC HELP LINE (1073):

i). The Traffic Helpline operator shall listen (24x7) to every caller very patiently and politely and shall try to grasp the problem/suggestion raised by the caller for further necessary action. He shall transmit information received on Traffic help line to concerned officer without any loss of time.

ii) The Traffic Helpline operator shall immediately inform the Traffic Control Room wireless operator about the problem raised by the caller so that necessary directions can be given to the traffic staff or main control room (Oscar-26) on wireless set regarding the problem as per the need.

iii) The Traffic Helpline operator and wireless operator shall immediately inform the zonal Inspector, Zonal DSPs and SSP Traffic & security (In this order) regarding any traffic blockage, any attack on the traffic staff, any accident with the traffic staff,
any allegation of corruption against traffic staff, etc. The zonal
DSP Traffic & zonal Inspector traffic shall immediately report it to
the SSP Traffic & Security and also act on it as per the law.

iv) The Traffic Helpline operators and the traffic control room
wireless operators shall maintain proper log for each call
received on helpline number and the further action taken on each
such call.

v) Inspector Administration (Traffic) shall supervise the working of
Traffic Helpline and Traffic Control Room.

b) **THE TRAFFIC POLICE WEBSITE**
   (www.chandigarhtrafficpolice.org):

   i) The DSP Traffic & Inspector Incharge Chandigarh Traffic Police
      website shall ensure that any technical defect in the functioning
      of website is removed as soon as possible.

   ii) The contents of website shall be analyzed every third day for any
       kind of modification or updation required, with the approval of
       SSP, Traffic & Security.

c) **THE CHANDIGARH TRAFFIC POLICE FACEBOOK PAGE**
   (WWW.FACEBOOK.COM) AND **WHATSAPP MESSENGER**
   **SERVICE (9779580985):**

   i) These services shall operate 24x7.

   ii) The traffic staff deployed and the Inspector Incharge shall ensure
       that all the genuine complaints, suggestions, traffic violation
       pictures traffic problems, issues raised by the general public, etc
       are answered appropriately and timely and also sent to the
       concerned competent authorities for further necessary action,
       through proper channel.

   iii) It shall be ensured that no abusive and unparliamentarily
       language is used nor any non-traffic issue is raised by any user
       on facebook page or WhatsApp messenger service.

   iv) Proper logs, records and reports shall be maintained for each of
       the services.

   v) The information of achievements of enforcement drives of the
       Chandigarh Traffic Police, photographs of Traffic Awareness
       Functions, road accidents, traffic diversions information, etc shall
be uploaded regularly on the facebook page and Whatsapp messenger.

vi) Detailed daily and weekly diary shall be sent to the supervisory DSP through supervisory inspector, while a detailed weekly diary shall be sent to SSP, Tr. & Sec. through the above mentioned channel.

d) **THE CHANDIGARH TRAFFIC POLICE YOU-TUBE VIDEOS:**
The Inspector Incharge shall ensure that more and more videos of road accidents scenes (after the challan has been produced in the Hon’ble Court) and Traffic Awareness Videos, etc are uploaded on youtube facility of the Chandigarh Traffic Police regularly as per the rules.

e) **TRAFFIC MARSHAL SCHEME:**
i) The Traffic Marshal Scheme was introduced in year 2004 in order to improve the Chandigarh Traffic Police's interface with the citizens. The traffic marshals serve as the community observer for ensuring complete transparency and impartiality in the enforcement drive of the Chandigarh Traffic Police.

ii) The Traffic marshals shall be enrolled as per the well established system by the office of the SSP Traffic & Security which is as under:-

a) The volunteer citizen fills the application form with photograph and submits it in the office of SSP, Tr. & Sec.

b) The SSP, Traffic & Security shall get the police verification done through DSP/CID of the persons willing to be traffic marshals.

c) Those who are cleared in the police verification will be called for interview by the SSP, Traffic & Security who would then select fit persons as traffic marshals.

d) If later, a FIR is registered against a traffic marshal and he is also charge sheeted, then he shall immediately be removed from the role of traffic marshal.

iii) All the Chandigarh Police Traffic staff shall behave with the Traffic Marshals in a polite and courteous manner.
iv) The services of the Traffic Marshals shall be used in the road safety awareness drives and during various checkings of the Chandigarh Traffic Police also.

v) The traffic marshals are purely voluntarily citizens and they may be removed from the role of traffic marshals at any time and without giving any notice or reason.

9. **CCTV CAMERAS CONTROL ROOM:**

i) The Chandigarh Traffic Police has at present 100 Nos. of Cameras at 20 major roundabouts/traffic intersections in the city.

ii) The Incharge CCTV Control Room and the supervisory Inspector shall ensure that all the cameras remain functional and any defect in the working of these cameras shall be got removed at the earliest with the help of authorities concerned, as per the rules. The details of the complaints sent to the concerned company/department should be promptly recorded in a register, to be maintained in the said CCTV control room.

iii) The TVIS shall be timely issued for the traffic violations captured through these CCTV cameras for further action as per the rules.

iv) Proper logs, reports and record shall be maintained of its functioning.

v) Detailed daily and weekly diary shall be sent to the supervisory DSP through supervisory inspector, while a detailed weekly diary shall be sent to SSP, Tr. & Sec. through the above mentioned channel.

10. **ROAD ACCIDENT ANALYSIS CELL:**

i) The Road Accident Analysis Cell shall visit various road accidents spots, analyse them and put up detailed reports (with drawings and photographs) suggesting specific engineering changes, if any. In this regard, all SHO's, Inspector photo section and IO's will fully cooperate with them. Further, the standing order No.54/2013 & 58/2013 (corrigendum) regarding handling of road accident victims shall be complied with in letter and spirit.

ii) This cell shall be responsible for analyzing and compiling of all the data related to road accidents, fatalities, injuries, etc required for submission of various returns as required by the
Hon’ble Courts, Ministry of Road & National Highways, annual publishing of the black book of the Chandigarh Traffic Police, etc.

11. **PRE-PAID AUTO BOOTH SERVICES:**

I. A large number of complaints from the general public were being regularly received against TSR drivers for over charging, faulty meters, refusal, misbehavior, harassment, etc. Many such instances went unreported, as the passenger concerned did not have either the time or the requisite knowledge to register his complaint. In order to cope with this problem, the Chandigarh Traffic Police introduced a “Pre-Paid Auto Booth Service”. The Pre-Paid Auto Booth Service is a purely optional one for the passengers. The passengers are at liberty to avail the TSR through the pre-paid service or to hire the TSR and pay the meter charges.

In order to meet the expenses incurred for the running of the Pre Paid Booths an additional amount of Rs.07/- shall be charged as service charge from the passengers availing this facility.

II. **FUNCTIONING:** The passenger, who intends to avail this facility shall approach the Pre-Paid TSR Booth and shall disclose his destination to the counter clerk on duty at the booth. The clerk shall then request the passenger to deposit the scheduled approved fare at the booth. The passenger shall also be required to pay an additional Rs.07/- as service charges per journey of the TSR. A duly signed receipt indicating the TSR receipt indicating the TSR Registration number, the destination and the amount charged shall be given to the passenger. The TSR owner waiting in a queue outside the booth shall be required to take the passenger to the declared destination. On reaching the destination, the passenger shall be required to give his signature on that receipt and hand it over to the driver. The TSR driver on this return shall produce this receipt to the pre paid booth and collect the fare and baggage charge, if any, from the staff booth. The traffic police personnel on duty at the booth shall be duty bound to assist the passenger and to ensure that the TSR driver and the counter clerk on duty at the Pre Paid booth do not refuse or over charge any passenger who wants to avail the Pre-Paid Services. The drivers of TSRs available near the Prepaid Booths
shall not refuse to go by prepaid slips. Any such refusal shall attract legal action under the MV Act/rules. The traffic Police personnel as well as the staff of prepaid booth should have a helpful attitude and should be courteous to the passengers. The latest fare structures shall be displayed at all the booths and at some prominent points near the booths. Their timings shall be decided by the SSP, Tr. & Sec.

III. **CENTRAL COMMITTEE**: There shall be a Central Committee consisting of DSP Traffic Admn., Insp. Traffic Admn & Insp. Traffic Central Zone. The SSP Tr. & Sec. has the right to overrule the decision of the committee. The committee will be responsible for Management of its funds, revision of fare rates (with revision in the schedule rates approved by STA), paying of monthly wages to the staff on the basis of their daily attendance and other official aspects.

IV. **STAFF: COUNTER CLERK & ACCOUNTS CLERK**: The staff shall be appointed on daily wages basis by the committee comprising of DSP Traffic Admn., DSP Traffic South (Road Safety and R & D) and Inspector Tr. Admn. Besides, there shall be a Central Pre-Paid officer functioning under the personal supervision of Inspector Traffic Administration, at Traffic Police Lines Sector-29B, Chandigarh. The said committee shall give advertisement in 02 English and 02 Hindi leading newspapers of the tri city through PRO Chandigarh Police for inviting candidates for walk in interview with applications. Only those candidates who have passed in math at least class 12th in English medium shall be considered for the said work. The preference be given those candidates, who are physically handicapped in terms of their walking (provided that it does not hamper their ability to perform their said duty while sitting). Also, before taking them on the said work, their police verification shall be done to ensure that they have no criminal case registered against them. Also, it will be taken in writing from them that they fully understand and accept the terms & conditions of their work as detailed in the standing order.

V. **DUTIES OF THE COUNTER CLERK**: The counter clerk on duty at the pre paid booth shall ascertain the destination of the passenger. The scheduled fare, baggage charges and service
charges shall be collected from the passenger concerned at the pre-paid booth and a signed receipt in triplicate indicating the "TSR Registration Number, Destination & Total Amount charged" shall be issued. The original copy of the receipt shall be maintained in the receipt book for record. Two copies of the receipt shall be given to the passenger, one of which shall be signed and returned by the passenger to the TSR driver on the successful completion of his journey. The TSR driver shall then present the same to the counter clerk at the prepaid booth. The counter clerk shall then pay the amount already deposited by the passenger to the concerned TSR driver on production of the said receipt with the signature of the passenger. The TSR driver shall sign the receipt to acknowledge the receipt of the fare. The counter clerk shall affix "PAID" stamp on this receipt after making the payment to the TSR driver and attach the same on the reverse of the original copy of the receipt book for record. The format of the prepaid fare receipt is annexed at Annexure 'A'. The counter clerk shall record the entries for each receipt in the TSR register. The format of the TSR register is annexed at Annexure 'B'. The amount of service charges shall be retained and shall be deposited with the account clerk at the central pre-paid office, Traffic Police Lines, Sector-29B Chandigarh. The counter clerk shall also submit the daily statement to the central prepaid office on the prescribed perform as shown at Annexure 'C'.

VI. DUTIES OF THE ACCOUNTS CLERK: - The accounts clerk working at the Central Prepaid office, Traffic Lines shall closely monitor the accounts of the prepaid booths. He shall check the details of payment made to the TSR drivers and the service charges realized from passengers. He shall be watchful for any discrepancy/mistake in account presented by the counter clerks. The counter clerks shall daily deposit the service charges collected by them with the accounts clerk. The accounts clerk shall then consolidate these amounts and deposit the same in the bank account maintained for the purpose. He shall periodically obtain the balance sheet from the bank and keep it in record. He shall consolidate the accounts and statements of the different prepaid booths and send the detailed and consolidated daily,
weekly & monthly statement of the different prepaid booth through Inspector Traffic Admn. to DSP Traffic Administration, who shall discuss it in the committee comprising of DSP Traffic Admn., Inspector Traffic Admn. & Inspector Traffic Central. Further, a detailed weekly diary shall be sent to SSP Traffic through the said channel. The performa prescribed for the daily statement of the Central Pre-Paid office and monthly statement of receipt & expenditure are shown at Annexure 'D', 'E', and 'F' respectively.

VII. **SUPERVISION**: The above mentioned committee of DSP Traffic Admn. as well as the zonal traffic inspectors (in their respective zones) shall supervise the day to day functioning of the booths and their staff. The zonal traffic inspectors shall report any shortcoming to the said committee for further necessary action. The traffic Inspector Admn. shall daily check the cash at the prepaid counters and verify it with record/register available at the booth. The Central prepaid office shall work under the supervision of Inspector Traffic Administration. The DSP Traffic Administration is also required to closely monitor the functioning of the booths and the staff deployed on the counters and at the central prepaid office.

VIII. **SERVICE CONDITIONS OF THE STAFF**:  
   a. The Pre-Paid staff shall work on daily wage basis. The wage rates shall be subject to revision from time to time by the committee comprising of SSP, Traffic, DSP Traffic Admn., & Inspector Traffic Admn. The wages will be paid on a monthly basis, according to the number of days actually worked in a month.  
   b. They shall not be entitled to any claim for regular government employment as they are not at all govt. employees from the employment point of view.  
   c. Their services may be terminated at any time and without giving any prior notice or reason.  
   d. If any member of the prepaid staff remains absent from duty without prior permission, then he may be liable to be removed from this work with immediate effect by the SSP/Tr. & Sec.  
   e. The staff can be shifted from one Prepaid Booth to another booth at any time by the SSP/Tr. & Sec.
f. Their wages will be paid out of the total service free charged and collected from the public.

IX. **PERIOD OF DESTRUCTION OF RECORD:-**
   I. Prepaid Fare Receipt Book- After three(3) years
   II. TSR Register – After three(3) years
   III. Service Charge Register- After three(3) years
   IV. Receipt & Expenditure Register-permanent record
   V. Stationary Register- After three(3) years
   VI. Stock Register- Permanent record
   VII. Salary (pay) Register- After three(3) years
   VIII. Attendance Register- After three(3) years
   IX. Inspection Register- Permanent record
   X. Annual Audit File- Permanent record
       The record will be destroyed after the expiry of prescribed period by the committee of DSP/Tr. Admin., Inspector Traffic Admin. and Inspector Central zone.

X. **FUNDS:-** Adequate funds shall be generated for meeting the expenditure incurred on the running of the prepaid fare service. The fund shall consist of earning through service charge collected at the prepaid booths. All amounts realized shall be credited to the saving bank account maintained for the purpose. The amount received through service charge shall be ordinarily deposited in the bank on the next working day. The fund shall be operated by the committee comprising of DSP Traffic Admin., Inspector Traffic Admin. and Inspector Traffic Central Zone. W/IGP, Chandigarh as well as the SSP/Tr. & Sec. may also issue directions regarding the use of this fund for specific purposes.

XI. **OBJECTS OF THE FUND:-** The fund will be utilized for carrying out the following tasks:-
   1. To purchase stationary, receipt books and other material for running these prepaid booths.
   2. To pay wages of the staff.
   3. For road safety efforts.
   4. For any other purpose as desired by the committee, by the undersigned or by the SSP/Traffic & Security.

XII. **AUDIT:-** The account shall be audited by an Internal Auditor every year provided by the Superintendent Accounts, PHQ,
Sector-9 Chandigarh every year. The report of the audit shall be submitted to the undersigned through proper channel.

12. RECORD:

The following registers/records shall be maintained by the Chandigarh Traffic Police in addition to record already directed above and by various other orders:

i) **DAILY DIARY**: A Daily Diary Register shall be maintained in form 22.48(1) in duplicate by carbon copy process. The daily diaries shall be a complete record of all important proceeding, duties, movements, etc of Traffic wing. The MHC staff, closely supervised by Inspector Traffic Admn., will ensure that correct entries are made in the daily diary (alongwith proper signatures, date and time) and that it is neatly maintained. The carbon copy shall be submitted to the DSP Traffic Admn, after it is closed for the day for his information and further action, who shall closely supervise this work.

ii) **DUTY ROSTER (Naukri Chitha)**: A detailed daily register of various duties deployed as per the agenda and static deployment orders, of personnel on rest as per roster, of personnel on leave, etc shall be maintained by the MHC staff, who shall be closely supervised by the DSP/Traffic (Admn.) and Inspector Admn. Traffic.

iii) **STANDING ORDERS/CIRCULARS/ OTHER ORDERS FILE**: A file shall be maintained in which various standing orders, circulars and other orders received from senior officers shall be kept by the MHC staff under the close supervise on DSP/Traffic Admn. and Inspector Admn. Traffic.

iv) **DISPATCH AND RECEIPT REGISTER**: A register in the prescribed form shall be maintained for the entry of dispatch and receipt of all kinds of orders, complaints, miscellaneous dak, etc. in the office of SSP/Traffic, DSPs/Traffic, Inspectors Traffic, CCTV control room, children traffic park, challaning branch, facebook & whatsapp cell, etc.

v) **REGISTER NO 16**: A register in the form No.5-16(1) shall be maintained regarding the Govt. property belonging to the Chandigarh Traffic Police by the store incharge under the close supervision of DSP/Traffic Admn. and Inspector Admn. Traffic.
v) A register of all complaints sent regarding prompt repair of the traffic CCTV Control Room cameras shall be maintained there.

vi) **Leave Register**: A register containing details of casual leaves availed and due of all traffic personnel will be maintained in the office of DSP/Traffic Admin. The employee shall be issued a 'parwana' i.e. leave memo only after checking this register, after maintaining proper entries of the same and after complying with all their orders relating to leave.

Meticulous compliance be made of these orders.

(R.P. Upadhyay, IPS)
Inspector General of Police,
Union Territory, Chandigarh

No. 315-50 UT/E-6 dated Chandigarh the: 01.01.2015.

A copy is forwarded to the following for information and necessary action please:-

1. DIGP/Chandigarh
2. Commandant IRB/ Chandigarh.
3. SSP/Chandigarh
4. SSP/Traffic & Security
5. All ASPs, DSPs and Ad.O
6. SP/Accounts
7. All SHOs/Inspectors I/C Units.
8. Standing Orders Centralized Record Branch
ANNEXURE-A

Book No. ___________  Receipt No. ___________

"We Care for You"

CHANDIGARH TRAFFIC POLICE
PRE-PAID FARE RECEIPT

Date:- ___________  Time:- ___________

Destination_________________________

TSR/Taxi Registration No._________________________

Scheduled Fare paid by the Passenger Rs._________________________

Service Charges paid by the Passenger Rs._________________________

Total Rs._________________________

Signature of Counter Clerk

Note:- For any complaints/suggestions you may contact the Office of DSP(Admn.) Traffic, Police Lines Sector-29-B, Chandigarh or may call on the Traffic Help Line 1073

I have completed the journey satisfactorily and the Fare Paid by me may be released to the TSR/Taxi driver.

Signature of Passenger

I have received the Fare due to me for performing above journey

Received Rs. ___________

Signature of TSR/Taxi Driver

"LANE DRIVING IS SANE DRIVING"
# ANNEXURE-B

**TSR Register Maintain at Booth**

Date __________ Day __________

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Date</th>
<th>Department</th>
<th>To Whom</th>
<th>Diary No.</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>
**ANNEXURE-C**

Daily Statement of Pre-Paid Booth Location at ____________________________

for the Date _____________________ Book No. ________________________
Slip No. ________________________ To __________________________

<table>
<thead>
<tr>
<th>Total T. S. R. S. availed by the passengers</th>
<th>Total fare received from the passengers</th>
<th>Total fare paid to T.S.R drivers</th>
<th>Total Service charges deposited in central pre-paid office</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Signature of Counter Clerk
## ANNEXURE-D

Daily of Service Charge Pre-Paid TSRs dated ______

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Location of Booths</th>
<th>Total T.S.R availed by the passengers</th>
<th>Total fare received from the passenger</th>
<th>Total fare paid to T.S.R driver's</th>
<th>Service charge deposited in central pre-paid office</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Neelam Sec-17</td>
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<tr>
<td>2.</td>
<td>Old gate PGI</td>
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<tr>
<td>3.</td>
<td>New OPD PGI</td>
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<tr>
<td>4.</td>
<td>Sub-Way Sec-22 Mkt opp ISBT-17</td>
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<td>5.</td>
<td>ISBT Sec-17 exit gate</td>
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<tr>
<td>6.</td>
<td>Rock Garden</td>
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<tr>
<td>7.</td>
<td>Sukhna lake</td>
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<tr>
<td>8.</td>
<td>ISBT-43 entry gate</td>
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<td><strong>Total</strong></td>
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</tbody>
</table>

Submitted please.

I/C Pre-Paid
Traffic Lines, Sector-29
UT, Chandigarh.
# ANNEXURE-E

Monthly Diary of Service Charge Pre-Paid TSRs

Date ________ to ________

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Location of Booths</th>
<th>Total T.S.R availed by the passengers</th>
<th>Total fare received from the passenger</th>
<th>Total fare paid to T.S.R driver's</th>
<th>Service charge deposited in central pre-paid office</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Neelam Sec-17</td>
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<tr>
<td>2.</td>
<td>Old gate PGI</td>
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<td>3.</td>
<td>New OPD PGI</td>
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<td>4.</td>
<td>Sub-Way Sec-22</td>
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<td></td>
<td>Mkt opp ISBT-17</td>
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<td>5.</td>
<td>ISBT Sec-17</td>
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<td>exit gate</td>
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<td>8.</td>
<td>ISBT-43</td>
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<td>entry gate</td>
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<td>Total</td>
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</table>

Submitted please.

I/C Pre-Paid
Traffic Lines, Sector-29
UT, Chandigarh.
## ANNEXURE-F

Receipt and Expenditure for the Month of _______

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Location of Booths</th>
<th>Total T.S.R availed of facility</th>
<th>Total service charge received</th>
<th>Total service charge deposit</th>
<th>Salary paid to counter clerk</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Neelam Sec-17</td>
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<td>7.</td>
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<td>8.</td>
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<td>9.</td>
<td>ISBT Sec-17 exit gate</td>
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<td>10.</td>
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<td>11.</td>
<td>Rock Garden</td>
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<td>12.</td>
<td>Sukhna Lake</td>
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<td>13.</td>
<td>Sukhna Lake</td>
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<td>14.</td>
<td>ISBT-43 entry gate</td>
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<td>15.</td>
<td>ISBT-43 entry gate</td>
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