

SUBJECT: -REGARDING PRE-PAID TSR SERVICE.

1. GENERAL

A large number of complaints from the general public were being regularly received against TSR drivers for over charging, faulty meters, refusal, misbehaviour, harassment, etc. Many such instances went unreported as the passenger concerned either did not have 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 TSR Fare Service*" on lines of a similar system being run successfully by the Delhi Traffic Police since 1986. The '*Pre-Paid TSR Fare Service*' is a purely optional one for the passengers. The passengers are at liberty to avail the TSR through the Pre-paid System or to hire the TSR and pay the actual meter charges.

Under this scheme the city has been divided into various zones based on the distance of the destination in kilometers from the originating point i.e. the Pre-paid booth. Each zone has predetermined fares approved by the STA. Efforts are made to narrow down the distance zones to the extent possible and the actual distance of prominent places like hotels, hospitals, national monuments, parks and cinemas are measured from all pre-paid booths for the purpose of determining the fare.

In order to meet the expenses incurred for the running of the Pre-paid Booths an additional amount of Rs.3/- shall be charged as *Service Charge* from the passengers availing this facility.

2. 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 Scheduled Fare for Scooter-Rickshaws plying in UT Chandigarh as fixed by the Chandigarh Administration vide the Home Department's Notification No. 4/1/25-H III (2)-2000/806 dated 8th January, 2001 is annexed at *Annexure 'A'*. The passenger shall also be required to pay an additional Rs3/- as *Service Charges* per journey of the TSR. A duly signed 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 his return shall produce this receipt to the Pre-paid booth and collect the fare and baggage charge, if any, from the staff on duty at the booth. The payment to the TSR drivers will be made from all Pre-paid booths. The traffic police personnel on duty at the booth shall be duty bound to assist the passengers and to ensure that the TSR drivers and the Counter Clerk on duty at the pre-paid booth do not refuse any passenger who wants to avail the Pre-paid services. The drivers of TSRs available near the Pre-paid booths shall not refuse to go by Pre paid slips. Any such refusal shall attract legal action under the M.V. Act/Rules. The traffic police personnel as well as the staff of pre-paid booth should have a helpful attitude and should be courteous to the passengers. The fare structure shall be displayed at all the booths and at some prominent points near the booth.

3. **CENTRAL COMMITTEE**

There shall be a Central Committee consisting of SP/Traffic as Chairman and two Members of the rank of DSP/Inspector. The Members shall be nominated by SP/Traffic. The Committee will be responsible for co-ordination, the revision of wages (with revisions in the rates fixed by Government), management of funds, revision of fare rates (with revisions in the Scheduled Rates approved by STA) and other official aspects.

4. **STAFF**

The requirement of man-power, its deployment and duty hours shall be determined by DSP Traffic in consultation with the Traffic Inspectors of the area for each pre-paid booth based on the work load. Such staff shall be appointed on daily wages at Government rates by SP/Traffic. Besides, there shall be a Central Pre-paid Office functioning under the personal supervision of Inspector/ Administration, at Traffic Police Lines at Sector 29B, Chandigarh.

5. **ELIGIBILITY FOR PRE-PAID STAFF**

S.NO	POST	MINIMUM QUALIFICATION	MINIMUM AGE	JOB DESCRIPTION	DAILY WAGES
1	COUNTER CLERK	10+2	18 Years	Issuing of Pre-paid Receipts, Maintenance of Accounts for the Pre-paid Booth and such other work as may be assigned by Seniors	Rs. 101/- per day *
2	ACCOUNTS CLERK	Graduate	18 Years	To supervise the functioning of Pre-paid Booths, to maintain proper records and accounts at the Central Pre-paid Office and such other work as may be assigned by Seniors	Rs. 101/- per day *

NOTE: The Central Committee shall have full powers to relax any of the eligibility conditions.

* The daily wages shall be subject to revision in case of changes in the rates fixed by Government.

6. **DUTY OF COUNTER CLERKS**

The Counter Clerk on duty at the Pre-paid booth shall ascertain the destination of the passenger. He shall check the list to decide the zone of the destination. The scheduled fare, baggage charges and service charge 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 the journey. The TSR driver shall then present the same to the Counter Clerk at the pre-paid booth. The Counter Clerk shall then pay the amount already deposited by the passenger to the concerned TSR Driver on production of the 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 paste the same on the reverse of the Original Copy in the Receipt Book for record. The format of the *Pre-paid 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 Accounts 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 Pre-paid Office on the prescribed proforma shown at Annexure 'C'.

7. DUTY OF THE ACCOUNTS CLERK

The Accounts Clerk working at the Central Pre-paid Office shall closely monitor the accounts of the Pre-Paid Booths. He shall check the details of payments made to the TSR drivers and the Service Charges realized from passengers. He shall be watchful for any discrepancy/mistake in accounts presented by 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. He shall consolidate the accounts and statements of the different Pre-paid Booths and send the consolidated Daily, Monthly and Annual Statements of the Pre-paid booths through DSP Traffic to the Office of SP/Traffic. The proforma prescribed for the *Daily Statement of the Central Pre-paid Office* and the *Monthly and Annual Statements of Receipt & Expenditure* are shown at Annexure 'D', 'E' and 'F' respectively. He shall also maintain registers as prescribed at Serial No. 10.

8. SUPERVISION

The Traffic Inspector (TI) concerned shall exercise close supervision on the day to day functioning of the booth and its staff. The TI shall daily check the cash at the counter and verify it with records/register available at the booth. He shall detail the staff on shift-wise duty. The Central Pre-Paid Office shall work under the supervision of Inspector/Administration and shall be responsible for the day to day monitoring of the Pre-paid Services. The DSP (Traffic) is also required to closely monitor the functioning of the booth and the staff, deployed on the counters and at the Central Pre-paid Office. All the Reports, Diaries and Statements will be sent by the Central Office through DSP (Traffic) to the Office of the SP (Traffic).

9. SERVICE CONDITIONS OF STAFF

1. The Pre-paid staff shall work on daily wage basis as applicable under Govt. rules. The wage rates shall be subject to revision from time to time by the Central Committee. The wages will be paid according to the number of days, the member of the staff worked. Uniformity in wages of the staff of same post in different booths will be maintained.
2. They shall not be entitled to any claim for regular employment.
3. The staff deployed on the Pre-paid booth shall wear prescribed uniform and name plates.
4. If any member of the Pre-paid staff remains absent without prior permission/intimation, no payment shall be made to him for that day.
5. The staff can be transferred from one Pre-paid booth to another booth.

10. **REGISTERS**

REGISTERS MAINTAINED AT PRE-PAID BOOTH	REGISTERS MAINTAINED AT CENTRAL PRE-PAID OFFICE
1. Pre-paid Fare Receipt Book 2. TSR Register	1. Service Charge Register. 2. Pay (Salary) Register. 3. Attendance Register. 4. Inspection Register. 5. Receipt & Expenditure Register. 6. Stationery Register. 7. Stock Register. 8. Audit Register.

11. **DIARY/STATEMENT**

1. Daily Statement of Pre-paid Booth and Central Pre-paid Office.
2. Monthly Statement of Receipt & Expenditure.
3. Annual Statement of Receipt & Expenditure.

12. **PERIOD OF DESTRUCTION OF RECORD:**

1. Pre-paid Fare Receipt Book - after three years.
2. TSR Register- after three years.
3. Service Charge Register - after three years.
4. Receipt & Expenditure Register- permanent record.
5. Stationery Register- after three years.
6. Stock Register- permanent record.
7. Salary (Pay) Register - after three years.
8. Attendance Register- after three years.
9. Inspection Register - permanent record.
10. Annual Audit File - permanent record.

The records will be destroyed by burning after expiry of prescribed period with the approval of SP/Traffic under the supervision of DSP/ Traffic.

9. **FUNDS.**

Adequate funds shall be generated for meeting the expenditure incurred on the running of the Pre-paid Fare Service. The fund shall consist of earning through service charges collected at the Pre-paid booths. All amounts realized shall be credited to the saving bank account maintained for the purpose. The amount received through service charges shall be ordinarily deposited in the bank on the next working day. The fund shall be operated with the approval of SP/Traffic. The cheque book will be under the charge of the SP/Traffic.

14.

OBJECTS OF THE FUND:

The fund will be utilized for carrying out the following tasks:-

- a) To purchase Stationery, receipt book and other material for running these Pre-paid Booths.
- b) To pay salary/wages of the staff.
- c) Upkeep and maintenance of the Pre-paid booth and its publicity.
- d) To purchase equipments for Pre-paid booths. The servicing and maintenance of these equipments.
- e) For any other purpose as desired by the Committee.
- f) For the welfare of TSR drivers/Pre-paid staff passengers.
- g) For Road Safety.

15. **AUDIT.**


The accounts shall be audited by an Internal Auditor every year. The report of the audit shall be submitted by SP/Traffic to IGP/ UT. An honorarium, as applicable under the rules shall be paid to the Auditor.

16. **FINANCIAL POWER:**

- 1) SP/TRAFFIC - Full power.
- 2) DSP/Traffic - Up to Rs.1000/- at one time.

17. **INTERPRETATION CLAUSE**

No deviation from this order will be permitted or amendments thereto made except with the prior approval of the undersigned. Should any dispute arise or clarification/needed about the interpretation of the order, the order of the undersigned shall be final.


(RAJESH KUMAR)IPS
Inspector General of Police
UT, Chandigarh.

No. 8259-62 /UT/E-5 dated Chandigarh, the- 27/03/03

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

- 1) SSP/HO
- 2) SSP/Chandigarh
- 3) SP/Sec & Tr.
- 4) SP/Opr.
- 5) PS/IGP
- 6) DSP/Traffic
- 7) Inspr. Admn Traffic

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 (TRAFFIC) TRAFFIC POLICE LINES, SECTOR 29-B, CHANDIGARH or may call on the TRAFFIC HELP LINE 103

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

ANNEXURE - B

TSR REGISTER											
S.NO.	DATE	TIME	COUNTER CLERK ON DUTY	DESTINATION	TSR REGISTRATION NO.	SCHEDULED FARE PAID BY PASSENGER	SERVICE CHARGES PAID BY PASSENGER	PRE-PAID FARE RECEIPT NO.		FARE RELEASED TO TSR DRIVER	BALANCE CASH
								Book No.	Page No.		

ANNEXURE - C

DAILY STATEMENT OF PRE-PAID BOOTH LOCATED AT _____ FOR THE DATE _____			
TOTAL NO. OF TSRs AVAILED BY PASSENGERS	TOTAL FARE RECEIVED FROM PASSENGERS	TOTAL PAYMENT OF FARE TO TSR DRIVERS	TOTAL SERVICE CHARGES REALIZED & DEPOSITED WITH CENTRAL PRE-PAID OFFICE

ANNEXURE-F

STATEMENT OF RECEIPT & EXPENDITURE FOR THE YEAR ENDING _____

1	2	3	4	5	6	7	8	9	10
TSR SERVICE AVAILED BY THE PASSENGERS DURING THE YEAR.	SERVICE CHARGES RECEIVED DURING THE YEAR.	AMOUNT DEPOSITED IN THE BANK DURING THE YEAR.	PREVIOUS BANK BALANCE	BANK INTEREST	TOTAL AMOUNT OF COL. NO. 3,4 & 5	STATIONERY & OTHER EXPENDITURE DURING THE YEAR	STAFF SALARY PAID DURING THE YEAR	TOTAL EXPENDITURE COL.NOS. 7+8	BANK BALANCE AT THE END OF THE YEAR
		3	4	5	6	7	8	9	10