

**No. S2(a)-34453/2018/PHQ**

Police Headquarters, Kerala  
Thiruvananthapuram-695010

Dated: /03/2018

**Executive Directive No. 09/2018**

**Sub:- Attendance of Phone calls/Messages/any other mode of communication relating to traffic accidents and subsequent Police action to be complied with - Guidelines issued - Reg:-**

- Read:-
1. PHQ Circular No.12/1995 dtd 06/05/1995
  2. PHQ Circular No.11/2012 dtd 04/06/2012
  3. S.O.P No. U1-77223/2014 dtd 23/10/2014.
  4. PHQ Circular No.07/2015 dtd 07/02/2015.
  5. PHQ Circular No.28/2017 dtd 01/11/2017.

There are complaints by general public about the negligence in duty by Police relating to the attendance and handling of traffic accidents and related matters; that roads in Kerala have become a nightmare for passengers due to exorbitant increase in number of vehicles; lack of adequate wide roads / lack of awareness of road traffic rules and driving rules & regulations etc. resulting major accidents, road blocks and accidental deaths of human beings. It is a fact that a large number of accidents are occurring on our roads every day, causing loss of human lives besides loss of limbs and other injuries resulting in human tragedies. Accidents can be avoided, if proper Traffic Engineering, Enforcement, Education and Emergency Services are carried out /put in place. Time and again, there have been enough and more instructions given, either as Circulars or Executive Directives, for the proper enforcement of Traffic Laws, propagating the essential tips about good practices to be adopted as a part of traffic education and rendering Emergency services to the needy public at the time of accidents.

**02.** Timely attendance of the traffic accidents and humanitarian services by the police in appropriate measures will make the Police dearer to the general public. It is disheartening to note that the general public are complaining even now about the negligence from police to attend emergency calls by certain police stations, even when there are ample facilities available with the Police. Such Police officials' reluctance and neglect for timely attendance to the public requests, calls and messages affects Police image.

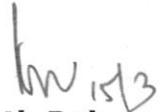
**03.** On the other day, we have given specific instructions to the District Police Chief, Thrissur Rural in a complaint raised by a citizen regarding the negligence of Chalakkudy P.S. Now, I would like to emphasize on the need for better policing in the Traffic Sector since the common man's life is also really affected in traffic accidents.

When it is directly connected with women and children, the responsibilities increase considerably. May it be during the day or twilight or mid- night, whenever women and children get involved in traffic accidents, the Police have to reach the spot in a flash of time. It doesn't mean that they should not be vigilant in other cases. I am emphasizing on the need for ensuring the rights of women and children in distress and the carrying out of the duties of Police during traffic accidents where they become victims or get involved directly or indirectly. There could be further accidents or even law & order issues, if people gang into rival groups and enter into wordy-clashes and then these developing into street fights.

**04.** The Police department has already undertaken the task of reduction in Road accidents as one of it's major responsibilities. There should not be any above mentioned incident of negligence in duty when the public seek the aid of traffic Police for clearing traffic accidents and help the victims of accidents in future. Sensible human services we render to the concerned persons should make us to win more hearts in the days of Community policing.

**05.** The Traffic Police should thereby bring a new face to the modern Policing. I have even issued a Circular for awarding of Badge of Honour Excellence in Traffic Safety endeavours. All Officers are instructed to strictly comply with these directions and the IGP (Traffic & Road Safety Management) shall oversee all the required reforms, including training and also ably supervise this all - important work of police as envisaged in the earlier Circulars as well as Executive Directives.

**06.** In addition, we have to formulate an S.O.P in Traffic law enforcement related matters, including Enforcement, Traffic Education and Emergency Care which will be carried out by the IGP (T&RSM) by going through all the related Circulars, Executive Directives and Booklet of S.O.P for Highway Patrols. It will be approved by the SPC and issued to all Local Police Stations, Traffic Police Stations / Units and Highway Police Mobiles / Traffic Mobiles / Control Room Mobiles, at the earliest.

  
**Loknath Behera, IPS**  
**DGP & State Police Chief**

Distribution: **All Officers in List 'B'**

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