

POLICE



DEPARTMENT

No.S2(a)-213687/2022/PHQ

Police Headquarters,

Thiruvananthapuram

✉phq.pol@kerala.gov.in

☎04712721547

Dated. 11-01-2023

Circular. 2/2023/PHQ

Sub : Processing requests for refunding of amounts paid against e-Challans issued by Police in traffic petty cases - Reg.

Ref : 1. GO (Rt) No. 5776/2019/Fin dated 20/07/2019

2. GO (Rt) No. 5675/2020/Fin dated 05/10/2020

3. Letter No. A2-2685/2021/TRSM dated 07/12/2022

In accordance with first Government Order referred above, Police department have introduced Digital Traffic Offence Compounding e-Challan System in coordination with Federal Bank, NIC and Treasury department for the collection of compounding fees in traffic offences. The amounts thus collected are being pooled to a Head of Account sanctioned by the Government vide reference cited second. However, there may occur technical error, double payment, excess payment, etc while issuing e-Challans and accepting compounding fees which may necessitate refund of the amounts paid by citizens against e-Challans. Hence it has been decided to standardize the procedure for refund of amounts paid against e-Challans issued by Police in traffic petty cases and the following instructions are issued in this connection for strict compliance;

1. If any person approaches any Police office with a written request or email to refund the amount paid against the e-Challan charged on him , the case shall be referred expeditiously to Unit/ Police Station which issued that e-Challan. In such cases the Unit Head/ SHO, as the case may be, should verify the case referring to office records and forward the request along with Annexure I Form A to the District Nodal Officer (DNO), e-Challan Project in two days.
2. The DNO shall intimate the aggrieved, within two days, to initiate an online refund request through the link provided on the e-Treasury website (<https://etreasury.kerala.gov.in>) of the Treasury department, if the request is found genuine. The DNO can seek support from the State Admin Team for verification, if required. After ensuring this mandatory step, details/copy of the Refund Request Slip shall be obtained from him and forward a report in Annexure I Form B to the



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District Police Chief. If the request is not found valid, the same shall be intimated to the applicant and a report be sent to the State Admin, e-Challan Project in Annexure I Form B.

3. On receipt of the recommendation from the DNO the District Police Chief concerned shall submit a recommendation letter as in Annexure 1 Form C to the State Police Chief for approving/ rejecting the online refund request initiated by the applicant.
4. The State Police Chief will issue orders approving the refund request, based on the recommendations received from the District Police Chiefs, batch-wise. The DDO, PHQ will be authorized to process the eligible refund requests in the e-Treasury portal.
5. The e-Challan District Nodal Officer shall maintain a record and make available for inspection, all requests for refund received by him from subordinate offices at any point of time. The DNO shall ensure that all copies and registers are maintained properly.
6. The e-Challan District Nodal Officer shall furnish monthly details of refund requests to the State Admin, E-Challan Project in Annexure I Form D via email.
7. All District Police Chiefs are to supervise this exercise closely ensuring that such refund is confined only to eligible cases.
8. Since the aggrieved persons have the liberty to make refund request against e-Challans via e-Treasury portal of the Treasury department, the DDO, PHQ shall check such requests pending for departmental approval on a quarterly basis and furnish report on requests pending for more than two months to the State Admin, e-Challan Project. In such cases the State Admin shall crosscheck whether the pending requests are initiated as per instructions issued to the applicant by the Unit/Police Station concerned. If not, refer the requests to the Unit/Police Station concerned with requests to follow step No. 1 above.



Anil Kant IPS
State Police Chief

To : 1. All Commissioners of Police/ District Police Chiefs/ Superintendents of Police (Traffic)/SDPOs/SHOs/Traffic Enforcement Units
2. State Nodal Officer & District Nodal Officers of e-Challan Project (Through IGP, T&RSM)
3. The DDO, PHQ/ Cahier, PHQ.

Copy : 1. All Officers in List A, B, C, D, E
To : 2. D-Space, PHQ



3. CAs to All Staff Officers & Ministerial Staffs in PHQ.



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