

**TRANSPORT DEPARTMENT
(SECRETARIAT WING)
PUDUCHERRY**

No.27/TD/TR(SEC)/RTO (HQ)/2024-25

Puducherry, dated :13.08.2024

CIRCULAR

Sub: TD/SW- Standard Operating Procedures(SOP) in respect to hiring of Motor vehicles for the use of Government Departments /PSUs / Government Institutions / Autonomous Bodies /Societies including Co-operative Societies in Puducherry and Karaikal Regions only.

Ref: G.O.Ms.No.04/Tr.Sectt./2023 dated 03.05.2023 of the Transport Department, Secretariat Wing, Puducherry

In keeping with the above said G.O. No.4, dt.03.05.2023, all Head of Departments/Offices/Autonomous/Institutions/Boards/Corporations/Societies should follow-up the below said Standard Operating Procedures (SOP) and Conditions of Service Providers (CoSP) for hiring of Motor Vehicles for the use of Government services in Puducherry and Karaikal Region and taking necessary action at your end.

STANDARD OPERATING PROCEDURES (SOP) :

The purpose of this Standard Operating Procedures procedure is to ensure that all Transport activities are managed effectively to ensure compliance to regulate and monitor the supply of vehicles by the contractors to various needy Departments of Puducherry and Karaikal Region.

The following set of guidelines will constitute SOP and will be binding on both the client departments and the contractors. This is for the purpose of fixing the responsibility on the stake holders to ensure uninterrupted quality service to the Government. The guideline does not exclude any conditions of this tender document or in the contractual agreement to be signed between the parties and forms an exclusive set of instructions.

- i. Transport Department will be responsible to maintain the list of Service providers in order to ensure continuous services to the Government Departments / PSUs / Co- Operative Societies, etc.
- ii. Before hiring the vehicle from the service provider, the client Department / PSUs / Societies, etc., should obtain the approval of their Administrative secretary for allotment.
- iii. Transport department will have the power to curtail unscrupulous selection of service providers by the client departments/PSUs to the disadvantage of other service providers as per the tender condition.
- iv. No Department/PSU/Autonomous body, etc. should make a contact with the service provider(s) other than that notified by the Transport Department.
- v. The Transport Department officials deputed for the purpose will inspect the suitability of vehicles in all respects before entering into agreement with the Client Department / PSUs / Co-operative Societies, etc.

(from pre-page of SOP)

- vi. The Transport Department officials deputed for the purpose will inspect the suitability of vehicles in all respects before entering into agreement with the Client Department / PSUs / Co-operative Societies, etc.
- vii. The Transport Department officials deputed for the purpose will make surprise check to ensure the validity of records, mechanical condition of the vehicles hired, quality of service to the satisfaction of the hiring Department. The client Department / PSUs / Co-operative Societies, etc. shall maintain the Log Book.
- viii. The contractor should maintain a consolidated data on the details of vehicles supplied to Departments / PSUs / Societies, etc., daily trip sheet, additional days run, additional Kms / Hrs. run, etc.
- ix. The contractor may have to fix up the GPS device on his own cost in the vehicles and a real time connectivity will be established in the monitoring center to be setup by the Transport Department in near future.
- x. The Transport Department will set up a monitoring unit and the unit will maintain an updated data base of the Department / contractors / Vehicle Details / Driver Details etc., and it is the duty of contractors to help update this data every month by way of sending a monthly report.
- xi. While replacing the vehicle which was already contracted to the Government Department / PSUs, the same has to be intimated to the Transport Department and only after the satisfactory Inspection of the new vehicle will be allowed for replacement.
- xii. Frequent change of vehicles is not allowed. The mechanical condition of the vehicle should be maintained properly. When the vehicle is replaced for the age it should be ensured that it lasts for at least one year except in such situations which warrants otherwise, for example - accident etc.
- xiii. As far as possible the driver attached to a vehicle should be the same person and he must be in a position to be contacted at any time by the client Departments / PSUs / Co-Operative Societies, etc.
- xiv. Hiring outside the purview of the category of vehicle from the selected service provider is also not allowed. However exception will be allowed with the discretion based on the necessity of the Government for short span of time (not more than 30 days) and in such cases rate reasonability should be obtained from the Transport Department.
- xv. Till the existing covid-19 pandemic situation ceases, the safety norms like social distancing, masking, sanitization etc, has to be followed scrupulously as per the standard operating procedures issued by the Government of India and the Government of Puducherry, from time to time.
- xvi. In case the Client department is not satisfied with the service of the contractor, for certain reasons, the fact may be reported to the Transport Commissioner, Transport Department, Puducherry and on enquiry if it reveals any lapses on the part of contractor a warning with instruction to rectify the lapses within a given time will be issued. However, for repeated lapses beyond two times the service contract may be liable to be cancelled by client department with consultation with the Transport Department. In that situation the Transport Department will allot any one of the other service provider to the client department for meeting the contract with.

(from pre-page of SOP)

- xvii. In order to ensure quality of service, the Client department should make necessary provisions in the budget for the vehicle hiring service and as far as possible the bills should be cleared on bill to bill basis every month without any delay.
- xviii. Any out station official trips performed on the hired vehicle by the official concerned, permission of higher authority should be obtained as in the case of Government vehicles.
- xix. In case any discrepancies either on the part of client department or on the part of contractor in preparing the bills with regards to additional days run, additional Kms / hours run and on any other technical issues, either party may refer the matter to the Transport Department and in that case a technical official will be deputed from the Transport Department to verify the documents and render advise and it will be binding on both the parties. This is to avoid any discrepancies in preparing monthly bills to be settled to the contractor.
- xx. The selected service providers will be required to provide additional vehicles to the Government whenever required for the special purposes/occasions like elections, disaster management, fairs and festivals conducted by the Govt. departments, Protocol arrangements etc. on the same rates and terms of this tender. The concerned authority, only in consultation with Transport Department will distribute indents for the vehicles among the service providers. Discretions will be exercised based on the capacity to mobilize the vehicles in time.
- xxi. If the supply capacity is found to be limited with the selected service provider(s), the Transport Department will allow other firm/company other than the selected bidder on the same rates to meet out the requirement of vehicles for such occasions like elections wherein huge requirement of vehicles in short notice may arise.
- xxii. Any guidelines, time to time, issued by the Government regarding the entitlement of vehicles shall be binding on the client departments and the contractors and they shall have to oblige to such guidelines.
- xxiii. Transport Department will act as an umbilical connection to sort out any issues arising out of the stake holders of contract to settle the issues by written advise and by arbitration.

The SOP will be binding both on the contractors and client departments/PSUs.

Contd...4/-

CONDITIONS OF SERVICE PROVIDERS

- 1) The driver of the vehicle shall should maintain a log book in which he has to make daily entries (i.e. starting Kilometer reading, closing kilometer reading and time) and ensure the vehicle driver and the concerned officer – in-charge sign the entries daily in the log-book.
 - 2) The vehicle supplied should be neat, clean and in good condition and shall not be more than 5 years old on the date of hiring.
 - 3) The drivers must possess valid Driving License, must be neatly dressed in white uniform and should not have been punished for any offence under the IPC, Cr.PC and the Motor Vehicle Act and should exhibit good in behavior.
 - 4) Vehicle will be exclusively kept at the disposal of Head of Office and will be used according to his discretion, during the period of hire.
 - 5) All expenses towards fuel, lubricating oil, repairing and other consumables will have to be borne by the owner of the vehicle.
 - 6) Movement of the vehicle will be reckoned only from the office for which the vehicle was hired
 - 7) The working days for a month have been taken as 26 days per month as generally, Sundays and other Government holidays also will be workings days.
 - 8) The driver of the vehicle should maintain a log book in which he has to make daily entries (i.e. starting Kilometer reading, closing kilometer reading and time) and ensure the vehicle driver and the concerned officer – in-charge sign the entries daily in the log-book.
 - 9) The salary of driver including all allowance, batta, overtime, waiting charges, maintenance etc. are to be arranged by the Service provider and they should maintain proper Accounts.
 - 10) In case of any failure of vehicle, alternate arrangements for replacing the same with similar type of vehicle have to be made, immediately by L1 bidder.
 - 11) The Contractee /User Department does not take any responsibility in respect of any compensation/claims of any charges on account of any accidents or violations of rules.
 - 12) The Owner of the vehicle will be responsible for the safety, medical care and the other facilities of the driver.
 - 13) The department does not take any responsibility on the actions/omissions of the driver.
 - 14) The Owner of the vehicle will responsible for providing accommodation to the driver even during outstation trips.
 - 15) The Owner of the vehicle should provide adequate funds with the driver to carry out any repairs during emergency so that the user's time is not wasted on account of such repairs. They may be provided with Credit/Debit Card to meet out any emergency.
 - 16) During the weekly /periodical rest for the driver, alternate driver should be made available before the driver of the vehicle leaves the vehicle.
 - 17) The responsibility of the safety of the vehicles rests with the Owner of the vehicle.
 - 18) The rates are inclusive of Rent, Fuel, Batta, Service Tax and Service Charges.
 - 19) For Outstation trips, Entry tax, Toll Charges and Parking Charges shall be paid extra by the requisition Department.
 - 20) For other class of vehicles not covered in the categories, Rate Reasonable Certificate is to be obtained from Transport Department.
- Only vehicles fixed with yellow Registration Board to be provided for the Department,. The vehicles should further be in the possession of the following valid document:

- i) Pollution under Control Certificate
- ii) Fitness Certificate
- iii) Insurance coverage

Driver should have valid driving license to drive transport vehicle (Batch)

Hiring Department:

- (a) The hiring Department shall ensure that required funds are available every month in their budget for timely payment to the contractor for the vehicles hired by them.
- (b) The hiring Department shall also ensure the possession of the above valid document while hiring the vehicle.

An official of Transport Department, deputed for such purpose, shall check the documents of the vehicle presently hired and to be hired for the use of Govt. Department and the vehicles to be hired in mass during the visit of VIPs, Election works, etc., and certify them. The certificate is to be countersigned by the concerned Motor Vehicle Inspector, so that the vehicles are in conformity with the conditions listed in the G.O. for hiring of vehicles and only such vehicles shall be used for hiring by Govt. Departments.

The Service conditions of empanelling of Motor Vehicles will be supervised by the Transport Department officials, Puducherry. Transport Department may issue advisory/circular with respect to hiring of vehicles from time to time. The Standard Operating Procedure will be binding both on the contractors and the client Departments / PSUs/ Co-Operative Societies / Institutions of Government of Puducherry.

All Heads of Departments are therefore requested to disseminate the contents of this circular to all concerned and take necessary action at your end.


(Dr. A.S. SIVAKUMAR)

5/b
**Transport Commissioner – cum- Secretary
(State Transport Authority)**

To

1. All Secretaries / Secretariat Departments
2. All HODs / Heads of Autonomous Bodies
3. All SAOS / JAOs for ensuring faithful compliance
4. District Collector, Karaikal Region.
5. The Director, Directorate of Accounts and Treasures (DAT), Puducherry.
6. The Deputy Director, Directorate of Accounts and Treasures, Karaikal.
7. The Programmer, Electronic Data Processing (EDP) Section, Transport Department, Puducherry.

Copy submitted to :

1. The P.S. to the Chief Secretary, Chief Secretariat, Puducherry.
2. The P.A. to the Secretary (Transport), Puducherry.