

GOVERNMENT OF PUDUCHERRY
TRANSPORT DEPARTMENT

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CMP
CRISIS MANAGEMENT PLAN AND STANDARD OPERATING PROCEDURES
(SOP)

INTRODUCTION:-

The Transport Department plays a vital role in the Union Territory administration of Puducherry and the services of the department are directly linked with the Citizen/ Public. The various activities of the department are given below:-

1. Issuing of Learner Licence and Driving Licence and its allied services
2. Issuing of Temporary Permit and Special Permit at Gorimedu, Check Post, Puducherry
3. Issue of Permits and its allied services
4. Issue of Fitness Certificate
5. Registration of new vehicles
6. Collection of Tax, Fees and Other allied services etc.,
7. Endorsement of Hypothecation, Cancellation, Transfer of Ownership, etc.,

CRISIS:-

Any large scale unpredictable incident that threatens to hurt any organization and its stakeholders is a crisis. A crisis, if not tackled in time, can snowball into a disaster. Hence, the Government of India has been highlighting the importance of preparing contingency plan for crisis management specifying the Standard Operating Procedures (SOP) for an appropriate and quick response to tackle the crisis specific to the Department very effectively.

OBJECTIVES:-

The Objectives of this Standard Operating Procedure (SOP) are :-

- (i) To identify the potential crisis situation.
- (ii) To plan an effective response to the crisis situation.
- (iii) To identify responsible authorities to tackle the situations and prescribe their duties and responsibilities.

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CONTINGENCY PLAN AND STANDARD OPERATING PROCEDURES (SOP):-

The strike by transporters such as lorry / bus strike is identified as the crisis most likely to happen which the Transport Department has to tackle. Whenever such a crisis situation occurs the department is responsible to arrange for providing vehicle for transportation of public as well as essential commodities. For this purpose, a **Crisis Management Team as in Annexure –I and Annexure-II** has been formed, and a **Control Room as in Annexure- III** has been set up. **The name, designation and phone number, etc., of concerned officer/ individual is given in Annexure –IV.**

The Transport Commissioner, who is the Incident Commander and Nodal Officer of the department will immediately convene a meeting of the Crisis Management Team and arrange for providing vehicles wherever required.

STRIKE BY PRIVATE BUS/ LORRY OPERATORS

When the Private Bus Operators / Lorry Owners and drivers go on strike the Crisis Management Team constituted as per Annexure-I will meet immediately and the vehicles of the Government and Quasi Government undertakings will be utilized for transportation of the public and for movement of essential commodities. For this purpose, the Under Secretary (Estt), Chief Secretariat, Puducherry shall allot the lorries, tippers, buses etc., after drafting them from the Government Departments / Government Undertakings / Institutions and he shall also issue suitable instructions to the drivers of such department/ office / institutions. The list of vehicles along with instructions to be issued by the Under Secretary (Estt) will be appended to the Standard Operating Procedure (SOP).

STRIKE BY DRIVERS GOVT./ GOVT. UNDERTAKING VEHICLES

When the Government Undertakings resort to strike the Crisis Management Team constituted as per Annexure-II will meet immediately and the vehicles of the Private Operators will be pressed into service on hire / need basis. **The address and contact number of private operators of vehicles (Stage Carriage/ Contract Carriage/ Goods Vehicles/ Crane/ Light Motor Vehicles/ Ambulance etc.,) is given in Annexure - V**

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The Senior Superintendent of Police (Law and Order) will provide Escorts to the vehicles and to the staff engaged in the operation from the Armed Police personnel and from the Reserve Battalion Force in order to avoid any untoward incident.

In order to provide uninterrupted supply of Petrol, Oil and Diesel to the vehicles drafted for this specific assignment the Executive Engineer, Government Automobile Workshop shall supply POL without interruption based on the requisition/ indent given by the officers of the Transport Department, Puducherry.

The expenses for drawal of POL, and hiring charges shall be debitable in the Head of Account of Transport Department. The expenses towards honorarium and remuneration shall be drawn in the Head of Account of concerned staff where the staff draw their salaries.

The Incident Commander/ Nodal Officer will submit a detailed report to the District Collector-cum-District Magistrate, Puducherry who is the Chairman of the District level Crisis Management Committee.

ANNEXURE-I

Crisis Management Team in the event of Strike by Private Bus and Lorry Owners / Operators:-

1.	Thiru.T.KARIKALAN, Transport Commissioner	Chairman (Incident Commander/ Nodal Officer)
2.	Thiru.A.Vincent Rayar, Deputy Transport Commissioner.	Vice Chairman (Standby Nodal Officer)
3.	Thiru. S.Nithyanathan, Regional Transport Officer	Member Secretary
4.	The Director of School Education	Member
5.	The Director of Collegiate and Higher Education	Member
6.	The Director of Civil Supplies and Consumer Affairs	Member
7.	The Executive Engineer, Govt. Automobile Workshop	Member
8.	The Under Secretary (Estt), Chief Secretariat, Puducherry.	Member
9.	The Superintendent of Police (Traffic)	Member
10.	The Managing Director, Puducherry Road Transport Corporation	Member
11.	The Managing Director, PAPSCO	Member
12.	The Managing Director, PASIC	Member

The main role of the team is as follows:-

Strike by Private Bus and Lorry Owners / Operators

1. Control Room will start functioning immediately.
2. Crisis Management Team will assemble in the chamber of the Nodal Officer immediately on receipt of information on the crisis situations.
3. The team will immediately arrange for mobilization of vehicles.
4. Details of arrangements made for transportation of public and essentials commodities will be disseminated through print and electronic media for information of the general public.
5. The Crisis Management Team shall inform the arrangements made to the Control Room set up Collectorate, Puducherry.

ANNEXURE-II

Crisis Management Team in the event of strike by the drivers of bus and lorries of Government undertaking:-

1.	Thiru. T.KARIKALAN, Transport Commissioner	Chairman (Incident Commonly/ Nodal Officer)
2.	Thiru. A. Vincent Rayar, Deputy Transport Commissioner.	Vice Chairman(Standby Nodal Officer)
3.	Thiru. S.Nithyanathan, Regional Transport Officer	Member Secretary
4.	The Under Secretary (Estt) Chief Secretariat, Puducherry	Member
5.	The Executive Engineer, Govt. Automobile Workshop	Member
6.	The Superintendent of Police (Traffic)	Member
7.	The President, Stage Carriage Operators Association	Member
8.	The President, Town bus Operators Association	Member
9.	The President, Contract Carriage Operators Association	Member
10.	President, Good carriage Operators Association	Member

The main role of the team is as follows:-

Strike by Private Bus and Lorry Owners / Operators

1. Control Room will start functioning immediately.
2. Crisis Management Team will assemble in the chamber of the Nodal Officer immediately on receipt of information on the crisis situations.
3. The team will immediately arrange for mobilization of drivers or vehicles with driver as the case may be.
4. Details of arrangements made for transportation of public and essentials commodities will be disseminated through print and electronic media for information of the general public.
5. The Crisis Management Team shall inform the arrangements made to the Control Room set up Collectorate, Puducherry.

ANNEXURE -III

CONTROL ROOM

On receipt of information of any crisis situation the Control Room set up in the Department with the following staff will immediately start functioning round the clock. 3 sets of staff will function on shift basis

- | | | |
|----------------------------|---|---|
| 1. Motor Vehicle Inspector | - | 1 |
| 2. Assistant | - | 1 |
| 3. Lower Division Clerk | - | 1 |
| 4. Peon | - | 1 |

The Telephone Number in the Control Room will be **2280170 and 2280380**

A Log book will be maintained in the Control Room in which all information received and action taken will be recorded. The Motor Vehicle Inspector who is the officer incharge of the Control Room will immediately inform the events taking place to the Chairman of the Crisis Management Team. He shall personally co-ordinate and supervise the flow of communication and other operations during the crisis

ANNEXURE – IV

The Telephone Numbers of the Members in the Crisis Management Team

Sl. No.	Name and Designation of the Officers	Telephone Number Official	Telephone Number Personal	Mobile Phone Number
1.	Thiru.T.KARIKALAN, Transport Commissioner	2280130	2250209	9442567248
2.	Thiru.A.Vincent Rayar, Deputy Transport Commissioner.	2280170 2280380	2228827	9944808799
3.	Thiru. S.Nithyanathan, Regional Transport Officer	2280170 2280380	2273118	9443266067
4.	The Director of School Education	2207202	2254411	9442567248
5.	The Director of Collegiate and Higher Education	2251763	2250047	9443288034
6.	The Director of Civil Supplies and Consumer Affairs	2253345	2204103	9487751302
7.	The Executive Engineer, Govt. Automobile Workshop	2249658	2250209	9442567248
8.	The Under Secretary (Estt), Chief Secretariat, Puducherry.	2336467	2668512	9443113944
9.	The Superintendent of Police (Traffic)	2336701	2358416	9443266916
10.	The Managing Director, Puducherry Road Transport Corporation	2200274	2250209	9442567248
11.	The Managing Director, PAPSCO	2248361	2206653	9443266916
12.	The Managing Director, PASIC	2249493		9944449349
13.	B.Kannan, President (Stage Carriage)	2240569		9345451634
14.	Elumalai, Town Bus (Stage Carriage)		0413- 2240046	
15.	K.B.S (Contract Carriage)	2333712		
16.	S.K.D (Contract Carriage)	2203814		
17.	Muthukumarasamy, (Goods Carriage)	2201317	0413- 2201317	94875-06635
18.	Saravannan, Sivasakthi Travels,		0413- 2221992	94869-48119

ANNEXURE - V

THE ADDRESS AND CONTACT NUMBERS OF PRIVATE OPERATORS

Sl.No	Name & Address of the Operators Tvl.	Mobiel Phone Number
	STAGE CARRIAGE (BUS):	
1.	B.Kannan, (President – Stage Carriage Owners Association) No.2, IX- Cross Subraya Chetty Street, Puducherry	93454-51634
2.	D.Ezhumalai, (President, Town Bus Owners Association) 71, Sundaramaistry Street, Kosapalayam, Puducherry.	0413-2240046
	CONTRACT CARRIAGE (BUS):	
3.	K.B.S. Travels, 8, Vanjinathan Street, Kamaraj Nagar, Puducherry.	0413-2333712
4.	Parveen Travels, Maraimalai Adigal Salai, Puducherry.	0413 -2201919
	GOODS VEHICLE AND CRANE:	
5.	P.Muthukumaraswamy (Lorry Owner Association) 4, Marutham Street, Solai Nagar, Muthialpet, Puducherry.	0413-2201317 94875-06635
	LMV VAN AND TAXI:	
6.	M/s. Sivasakthi Travels, 60, Perumal Koil Street, Puducherry.	0413-2221992 0413-2220682 94869-48119
7.	M/s. Vetrivel Travels, No.8, Chinna Street, Pandasozunallur, Nettappakam Commune, Puducherry.	94437-44661
	AMBULANCE:	
8.	New Medical Centre, MG Road, Puducherry.	0413-2343434
9.	Nallam Clinic, Eswaran Koil Street, Puducherry.	0413-2335463
10.	East Coast Hospital, Thiruvalluvar Salai, Puducherry.	0413-2244587