

**GOVERNMENT OF PUDUCHERRY**  
**TRANSPORT DEPARTMENT**

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C.M.P.  
**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 privates 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.