

FAQs – Traffic Sentinel Mobile App.

1. What is Traffic Sentinel Scheme?

Traffic Sentinel Scheme empowers citizens to assist Goa Traffic Police in inculcating road discipline among road users. Goa Police Department has rolled out app that allows citizens to report ten common traffic violations to the Goa Traffic Police.

2. Who can become a Traffic Sentinel?

Anyone can become a Traffic Sentinel. Registration is free and easy! All you have to do is to register yourself as a Traffic Sentinel by downloading the mobile App from Google Play Store on Android Platform. Once registered, the App enables the Traffic Sentinel to report traffic violations with their registered mobile number. Re-registering with another mobile number or email-id by a Traffic Sentinel is not allowed because Reward points earned with previous registered mobile No. will not be transferred to a different mobile number.

Each registered traffic sentinel is issued a Traffic Sentinel Code which can be viewed under sentinel profile in mobile app.

3. What type of traffic violations can be reported? What are the rewards under the Scheme?

You can report ten different types of traffic violations by capturing photo/video through the Traffic Sentinel app to earn rewards points:-

Sr. No.	Type of Violation	Reward Points
	Photo or Video	
1	Driving against the flow of traffic	10
2	Parking on Footpath/Zebra Crossing	3
3	Triple Riding	10
4	Improper Number Plate	3
5	Without Seat Belt	7
6	Without Helmet	7
7	Using vehicle with Tinted Glass	3

Sr. No.	Type of Violation	Reward Points
	Video Clip Only	
8	Red Light Jumping	10
9	Dangerous Driving	10
10	Using Mobile while Driving	10

Traffic violations other than those mentioned above cannot be reported under the Traffic Sentinel Scheme.

The reward points will be credited once the registered offence is validated by the traffic cell.

4. What information is required to report a traffic violation through Traffic Sentinel Scheme?

A traffic violation reported under Traffic Sentinel Scheme for initiating valid legal proceedings against traffic violators requires the following essential information:- 1. Clarity on the type of traffic violation reported. 2. Date and time and place, location of traffic violation recorded 3. Registration details of the violating Motor Vehicle

5. What action is taken against the motorist for traffic violations reported by me under the Traffic Sentinel Scheme?

All violations that fulfill the essential requirements are prosecuted. A Notice u/s 133 Motor Vehicles Act, 1988 is issued by Goa Traffic Police to the registered owner of the offending motor vehicle requiring her/him to furnish details of the driver of the vehicle allegedly involved in traffic violation. The alleged violator is provided the option to compound the offence within a stipulated time period. If the violator does not respond to the notice, a court challan is issued against the registered owner of the offending motor vehicle and sent to the Court for initiating further legal proceedings under the relevant provisions of law.

6. How can I know details of my accumulated reward points?

The rewards points earned by a Traffic Sentinel can be seen on the home screen under Approved points till date section.

7. How can I know the reason for rejection of a traffic violations reported by me? The status of each reported traffic violation can be easily checked by pressing the "Offence Reported" option. Reason for rejection of a reported violation are listed against each reported violation.

8. What are the reasons for rejection of traffic violations reported by me?

An uploaded image or Video which does not clearly indicate any of the following is rejected:-

1. Clarity on the type of traffic violation reported.
2. Date and time and place, location of traffic violation recorded
3. Registration details of the violating Motor Vehicle

The other reasons for rejection may be:-

1. Traffic offence is not clear.
2. Offence reported is not covered under the identified list of offences.
3. Location of the alleged offence falls outside Goa.

9. What is the responsibility of a Traffic Sentinel in legal aspect?

In case any violator challenges the violation recorded and reported by a Traffic Sentinel, the Hon'ble Court may require the Traffic Sentinel to testify before it for the violation so reported.

10. What should I do when internet bandwidth is low and I cannot upload images/videos?

The Offence(s) captured will be posted automatically by the mobile app whenever the bandwidth is available. The offences once posted successfully to Traffic department will be listed under Offences registered section.

11. What is the importance of GPS location? Whether the traffic violation will be rejected if there is no GPS location?

GPS location consists of latitude-longitude location taken at the time of capturing the offence/violation. In the Traffic Sentinel Mobile App this is automatically captured by the Mobile App. GPS location is important for prosecution of the violator during the court proceedings.

The nearby landmark where a traffic violation has been alleged to be occurred can also be provided when the traffic sentinel reports a violation. The GPS location

captured by the app and the landmark entered by the Sentinel, are compared at the time of authentication of a reported traffic violation and a discrepancy in locations may be a reason for rejection of the traffic violations reported.

13. How do I redeem my Reward Points under the Scheme?

Reward points cannot be redeemed individually by the Sentinel. Goa Traffic Police decides periodically on dates for disbursement of reward amount as per the points accumulated by the Traffic Sentinel.

14. Why does the image of traffic violations get blurred?

The main reason for blurred image is clicking an image while the person or object is in motion. Further, use of mobile phones while driving is illegal and prohibited under the provisions of Motor Vehicles Act, 1988. Therefore, in all circumstances we strongly advise Traffic Sentinels not to capture images or film videos while driving a motor vehicle.

15. Why you need to provide bank account & PAN card details in the profile?

The Traffic Cell will use the bank account details to transfer the reward amount directly into the bank account of the Sentinel. The PAN card number is required to deduct TDS (Tax Deduction at Source) as per Income Tax Act.

16. Where can I report my queries or suggestions?

You can use the feedback option in the mobile app to submit query/feedback.

17. How I will understand the status of offences reported by me?

The status against the reported violations will be displayed in the Mobile App. You will receive a notification as and when the offences are processed/validated by the Traffic Cell.

18. Why the app asks for camera & file permission?

The app uses camera, GPS location during capturing violation. The file permission is required for storing the photo/video captured through the app.