

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**RAJYA SABHA  
UNSTARRED QUESTION NO. 3598**

**TO BE ANSWERED ON THE 02<sup>ND</sup> APRIL, 2025/ CHAITRA 12, 1947 (SAKA)**

**GLITCHES IN THE E-CHALLAN WEB PAGE OF DELHI POLICE**

**3598 # DR. LAXMIKANT BAJPAYEE:**

**Will the Minister of Home Affairs be pleased to state:**

**(a) whether the Delhi Police webpage for online payment of traffic challan is riddled with glitches;**

**(b) the reasons that despite paying challan online, the status of payment is not updated and hence people end up paying the same challan multiple times and whether there is also no provision on the portal to know the details of multiple payments made;**

**(c) whether the procedure for refund of excess payment made is complex and confusing; and**

**(d) whether Government proposes to rectify the above glitches in the webpage, if so, the details thereof?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS**

**(SHRI NITYANAND RAI)**

**(a): As per the inputs received from Delhi Police, currently there are no issues with the online payment module on the Delhi Traffic Police website.**

**The webpage to settle the challan online is hosted on the official website of the Delhi Traffic Police. In the event of any technical glitch, such issues are promptly reported to the technical team for check and resolution at the earliest.**

**(b) to (d): Payments made on the Delhi Traffic Police website are reflected in real-time, and challans are successfully updated. Individuals can verify their payment by visiting the URL: <https://traffic.delhipolice.gov.in/notice/check-payment>. This webpage also provides information of the number of attempts made for the payment of a particular challan. Additionally, individuals can confirm the payment status of a paid challan and generate the payment slip. Enhancing the functionality and interface of a website is a continuous process and Delhi Police keeps on updating its website, from time to time, to provide a more user-friendly service to individuals.**

**The grievances related to payment made on the Delhi Traffic Police website, can be raised through the Delhi Traffic Police Helpline at 011-25844444 or 1095 or e-mailed to [info@delhitrafficpolice.nic.in](mailto:info@delhitrafficpolice.nic.in) or in writing to Deputy Commissioner of Police (Traffic), Headquarters.**

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