

**OFFICE OF THE  
DIRECTOR GENERAL OF POLICE  
HIMACHAL PRADESH POLICE HEADQUARTER  
SHIMLA-171002**

To

The Secretary (AR) to the  
Government of H.P. Shimla-2.

No. PPIM-(1)-021(PSGA)/4/2017-

Dated:

**Subject:- Implementation report of 2<sup>nd</sup> quarter w.e.f. 01.07.2018 to 30.09.2018 of Right to Public Service Guarantee (RPSGA) Act, 2011.**

Sir,

Kindly refer to Notification No. Home(A)A(3)-2/2010 dated 29.02.2012, on the subject cited above.

In this regard, it is stated that the implementation/action taken report w.e.f. 01.07.2018 to 30.09.2018 of Right to Public Service Guarantee (RPSGA) Act, 2011 of the H.P. Police Department are enclosed herewith on the prescribed proforma A & B please.

Yours faithfully,

(Dr. Khushal Sharma) IPS  
SP(L&O)-cum-Nodal Officer,  
for Director General of Police,  
Himachal Pradesh, Shimla-2.  
Tele. Office -0177-2628397

Endst. No. PPIM-(1)-021(PSGA)/4/2017- **43117-20**

Dated: **4-12-18**

Copy alongwith proforma is forwarded for information to:-

1. The Pr. Secretary (Home) to the Govt. of HP, Shimla-2.
2. The Joint Secretary (Home-G) to the Govt. of HP.
- ✓ 3. Incharge, SCRB, HP Shimla-2. He is requested to upload the aforesaid report on the HP Police Citizen portal.

for Director General of Police,  
Himachal Pradesh, Shimla-2.

Information in respect of PSG Act w.e.f. 01.07.2018 to 30.09.2018.

Proforma-A

1. Supply of copy of FIR: (Time limit for service: Immediately after registration of FIR)

Name of Distt.	Total No. of FIR registered during the quarter	No. of copy FIR supplied to the applicant within prescribed period during the quarter	No. of copy FIR supplied to the applicant after prescribed period during the quarter	Copy of FIRs to be supplied	Reason for pendency
BPR	309	309	-	-	-
HMR	213	213	-	-	-
KUL	340	340	-	-	-
L&S	76	76	-	-	-
MND	628	628	-	-	-
KGR	968	968	-	-	-
CBA	291	159	-	-	-
UNA	402	272	130	132	-
SML	820	556	264	-	-
SLN	299	207	92	-	-
BADDI	220	165	-	-	-
SMR	379	280	99	55	-
KNR	76	76	-	-	-
R&T	3	3	-	-	-
Total	5024	4252	585	187	-

2. Passport Verification (Regular): (Time limit for service: 15 days after receipt of application in PS)

Name of Distt.	No. of Passport verification pending at the end of previous quarter	No. of Passport Verification received during the quarter	Total No. of passport verification s	No. of passport verification disposal off within stipulated period during the quarter	No. of passport verification disposal off after stipulated period	No. of passport verification pending for disposal during the quarter	Reason for pendency
BPR	79	711	790	744	-	46	-
HMR	46	1536	1582	1527	-	55	-
KUL	6	721	727	718	-	9	-
L&S	6	18	24	6	11	7	-
MND	250	2104	2354	2027	156	171	-
KGR	328	4206	4534	3691	532	311	-
CBA	31	391	422	264	123	35	-
UNA	128	2961	3089	2915	-	174	-
SML	227	1236	1463	952	340	171	-
SLN	46	789	835	794	-	41	-
BADDI	59	455	514	358	104	52	-
SMR	59	655	714	663	-	51	-
KNR	8	53	61	49	-	12	-
Total	1273	15836	17109	14708	1266	1135	-



**3. Passport Verification (Tatkaal): (Time limit for service: 7 days after receipt of application in SP Office)**

Name of Distt.	No. of Passport verification pending at the end of previous quarter	No. of Passport Verification received during the quarter	Total No. of passport verifications	No. of passport verification disposal off within stipulated period during the quarter	No. of passport verification disposal off after stipulated period	No. of passport verification pending for disposal during the quarter	Reason for pendency
BPR	-	-	-	-	-	-	-
HMR	-	-	-	-	-	-	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
KGR	-	-	-	-	-	-	-
CBA	-	-	-	-	-	-	-
UNA	-	-	-	-	-	-	-
SML	-	365	365	365	-	-	-
SLN	-	14	14	14	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	-	-	-	-	-	-	-
KNR	-	-	-	-	-	-	-
Total	-	379	379	379	-	-	-

**4. Verification of character and antecedents when requested for by the employer/organization :( Time limit for service: 15 days)**

Name of Distt.	No. of service verification pending at the end of previous quarter.	No. of service verification received during the quarter.	Total No. of service verifications	No. of service verification disposed off within stipulated period during the quarter.	No. of service verification disposed off after stipulated period.	No. of service verification pending for disposal during the quarter.	Reason for pendency
BPR	17	211	228	198	-	30	-
HMR	31	522	553	510	-	43	-
KUL	-	358	358	358	-	-	-
L&S	4	14	18	9	5	4	-
MND	132	879	1011	550	241	220	-
KGR	-	262	262	262	-	-	-
CBA	21	99	120	55	55	10	-
UNA	24	227	251	236	-	15	-
SML	103	463	566	343	186	37	-
SLN	11	189	200	167	-	33	-
BADDI	11	35	46	24	14	8	-
SMR	22	303	325	285	-	40	-
KNR	2	37	39	35	-	4	-
Total	378	3599	3977	3032	501	444	-

5. NOC for Pump, Gas agency, Hotel and Bar etc. (Time limit for service: 15 days)

Name of Distt.	No. of application pending at the end of previous quarter	No. of application received during the quarter	Total No. of applications	No. of application disposed off within stipulated period during the quarter	No. of application disposed off after stipulated period	No. of application pending for disposal during the quarter	Reason for pendency
BPR	-	-	-	-	-	-	-
HMR	-	1	1	1	-	-	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
KGR	-	-	-	-	-	-	-
CBA	-	-	-	-	-	-	-
UNA	-	5	5	5	-	-	-
SML	-	24	24	24	-	-	-
SLN	-	-	-	-	-	-	-
BADDI	1	1	2	2	-	-	-
SMR	-	3	3	3	-	-	-
KNR	-	-	-	-	-	-	-
Total	01	34	35	35	-	-	-

6. Arms License: (Time limit for service: 15 days after the personal appearance)

Name of Distt.	No. of application pending at the end of previous quarter	No. of application received during the quarter	Total No. of applications	No. of application disposed off within stipulated period during the quarter	No. of application disposed off after stipulated period	No. of application pending for disposal during the quarter	Reason for pendency
BPR	-	17	17	16	-	1	-
HMR	26	65	91	80	-	11	-
KUL	1	101	102	102	-	-	-
L&S	-	-	-	-	-	-	-
MND	42	53	95	51	-	44	-
KGR	59	170	229	169	-	60	-
CBA	59	325	384	211	58	115	-
UNA	12	300	312	286	-	26	-
SML	69	61	130	51	34	45	-
SLN	12	9	21	16	-	5	-
BADDI	15	32	47	12	14	21	-
SMR	41	84	125	50	32	43	-
KNR	2	9	11	11	-	-	-
Total	338	1226	1564	1055	138	371	-



**7. Transfer of Arms License: (Time limit for service: 15 days after the personal appearance)**

Name of Distt.	No. of application pending at the end of previous quarter	No. of application received during the quarter	Total No. of applications	No. of application disposed off within stipulated period during the quarter	No. of application disposed off after stipulated period	No. of application pending for disposal during the quarter	Reason for pendency
BPR	-	2	2	2	-	-	-
HMR	5	13	18	15	-	3	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	16	24	40	35	-	5	-
KGR	8	32	40	30	-	10	-
CBA	7	13	20	6	7	7	-
UNA	-	4	4	2	-	2	-
SML	6	17	23	15	6	2	-
SLN	1	25	26	22	-	4	-
BADDI	21	9	30	4	21	5	-
SMR	5	6	11	6	3	2	-
KNR	-	6	6	6	-	-	-
<b>Total</b>	<b>69</b>	<b>151</b>	<b>220</b>	<b>143</b>	<b>37</b>	<b>40</b>	<b>-</b>

**8. Missing Reports: (Time limit for service: Immediately after receipt of the written complaints)**

Distt.	Total No. of missing reports of persons un-traced at the end of previous quarter				Total No. of missing reports of persons lodged during the quarter				No. of missing persons traced out during the quarter				No. of missing reports un-traced at the end of quarter				Reason for pendency
	Adult		Children		Adult		Children		Adult		Children		Adult		Children		
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
BPR	50	29	3	-	6	30	-	5	8	30	2	5	48	29	1	-	-
HMR	35	32	9	-	11	22	-	1	8	12	2	-	38	42	7	1	-
KUL	173	99	3	5	13	14	3	1	17	23	2	-	169	90	4	6	-
L&S	9	5	-	-	4	-	-	-	4	1	-	-	9	4	-	-	-
MND	102	99	6	18	11	41	5	14	15	43	4	12	98	97	7	20	-
KGR	128	103	8	7	26	46	7	3	28	47	6	4	126	102	9	6	-
CBA	33	13	2	-	5	9	1	1	3	5	1	1	35	17	2	-	-
UNA	133	76	8	8	11	12	2	4	10	15	1	2	134	73	9	10	-
SML	54	50	14	6	15	18	11	5	5	9	11	2	64	59	14	9	-
SLN	62	32	-	3	14	17	1	4	15	24	-	3	61	25	1	4	-
BADDI	62	17	3	12	18	23	1	6	15	23	1	8	65	17	3	10	-
SMR	5	11	1	5	9	21	4	4	8	12	4	4	6	20	1	5	-
KNR	38	3	3	1	5	1	-	-	1	1	-	-	42	3	3	1	-
Total	884	569	60	65	148	254	35	48	137	245	34	41	895	578	61	72	-
G. Total	1453		125		402		83		382		75		1473		133		
Over all Total	1578				485				457				1606				

9. Police assistance through SMS No. 9459100100: (Time limit for Service: Action within 24 hours)

Name of Distt.	Total No. of SMS pending at the end of previous quarter	No. of SMS received during the quarter	Total No. of SMS	No. of SMS disposed off within stipulated period during the quarter	No. of SMS disposed off after stipulated period	No. of SMS pending for disposal during the quarter	Reason for pendency
BPR	-	39	39	39	-	-	-
HMR	-	52	52	23	29	-	-
KUL	-	18	18	18	-	-	-
L&S	-	-	-	-	-	-	-
MND	38	94	132	91	-	41	-
KGR	8	56	64	61	-	3	-
CBA	-	13	13	10	-	3	-
UNA	-	12	12	10	-	2	-
SML	7	86	93	73	13	7	-
SLN	-	28	28	28	-	-	-
BADD I	10	40	50	19	6	25	-
SMR	-	29	29	29	-	-	-
KNR	-	-	-	-	-	-	-
Total	63	467	530	401	48	81	-

10. Action on online complaints: (Time limit for Service: 24 hours subject to Internet connectivity)

Name of Distt.	No. of complaints pending at the end of previous quarter	No. of complaints received during the quarter	Total No. of complaints	No. of complaints disposed off within stipulated period during the quarter	No. of complaints disposed off after stipulated period	No. of complaints pending for disposal at the end of quarter	Reason for pendency
BPR	-	35	35	33	2	-	-
HMR	-	7	7	4	3	-	-
KUL	-	27	27	24	-	3	-
L&S	-	-	-	-	-	-	-
MND	12	82	94	75	13	6	-
KGR	3	63	66	60	-	6	-
CBA	-	5	5	5	-	-	-
UNA	-	20	20	20	-	-	-
SML	3	53	56	39	8	9	-
SLN	-	11	11	11	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	7	21	28	11	14	3	-
KNR	-	-	-	-	-	-	-
Total	25	324	349	282	40	27	-



**11. Online Compounding of Traffic Offences: (Time limit for Service: Immediately)**

Name of Distt.	Total No. of Traffic Challan during the quarter	Total No. of Traffic challan Compounded Online during the quarter	Total fine realized during the quarter	Reason for pendency
BPR	14030	-	7038735	-
HMR	15275	-	2887600	-
KUL	21007	-	2302100	-
L&S	2042	-	468300	-
MND	27657	-	4513360	-
KGR	38184	-	-	-
CBA	15300	-	-	-
UNA	15049	-	-	-
SML	32055	-	8683200	-
SLN	10707	2	500	-
BADDI	-	-	-	-
SMR	-	-	-	-
KNR	4853	-	1163100	-
R&T	-	-	-	-
	<b>196159</b>	<b>02</b>	<b>27056895</b>	<b>-</b>

Abstract of form III, IV, V under Public Services Guarantee Act, 2011 for Quarterly online monitoring and evaluation of implementation of PSG Act, 2011.

Proforma-B

Name of Department:

H.P. Police

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Name of Deptt./ Office	Name of Designated Nodal Officer/ HOD/ Secy.	List of Services provided notified	Time frame for providing services as notified	Applications received online by hand	Disposed off	Pending (due to pending received end of the month)	Application accepted/ rejected	Name and address of the Appellant Area gender	Date of filing of first Appeal. Ground for appeal of 1 <sup>st</sup> appeal	Total No. of applications disposed 1 <sup>st</sup> appellant authority	Name of the designated officer alongwith the name of the officer against whose decision appeal is filled deptt.	Date of filing Second appeal / ground of appeal of 2 <sup>nd</sup> appeal	Name of first appellate authority	Particulars of disposal of Second appeal (a) Rejected (b) Accepted 1. Penalty 2. Deptt. Proceeding 3. Payment of Compensation	Display the services notified or not.	Remarks If any * (Please forwarded)
HP Police	Sh. Khushal Sharma, HPPS, SP (L&O)	1. Copy of FIR 2. Passport Verification (Regular) 3. Passport Verification (Tatkaal) 4. Verification of Character and antecedents. 5. NOC for Pumps, Gas agency, Hotel and Bar etc. 6. Arms License. 7. Transfer of Arms License. 8. Missing report. 9. Police assistance through SMS. 10. Online complaints. 11. Online compounding of Traffic Offences.	Immediate 15 days 7 days 15 days 15 days 15 days Immediate 24 hours 24 hours Immediate	5024 17109 379 3977 35 1564 220 2063 530 349 196159	4837 15974 379 3533 35 1193 180 457 449 322 Challans	187 1135  444  371 40 1606 81 27 Fine Rs. 27056895	Accepted	-	-	-	-	-	-	Yes	All services mentioned in column No.3 and provided to the applicant at free of cost.	

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