

Information in respect of PSG Act w.e.f. 01.01.2020 to 31.03.2020.

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	Cases in which police is complainant
BPR	398	398	-	-	-
HMR	256	256	-	-	-
KUL	489	489	-	-	-
L&S	10	10	-	-	-
MND	859	859	-	-	-
KGR	995	995	-	-	-
CBA	307	307	-	-	-
UNA	385	385	-	-	-
SML	673	466	-	207	-
SLN	298	188	-	-	110
BADDI	319	278	-	-	41
SMR	289	250	-	39	-
KNR	93	45	-	48	-
R&T	05	05	-	-	-
Total	5376	4931	-	294	151

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 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	84	613	697	679	-	18	Due to under process
HMR	36	1454	1490	1462	-	28	Recently received
KUL	69	534	603	525	26	52	-
L&S	2	27	29	17	4	8	Due to lockdown
MND	85	1568	1653	1432	20	201	Received end of the month
KGR	128	3801	3929	3825	104	-	-
CBA	24	395	419	364	27	28	Recently received
UNA	188	1990	2178	1879	-	299	Recently received
SML	42	614	656	582	15	59	Due to Lock down/ pandemic Covid-19
SLN	41	619	660	632	-	28	Received end of the quarter
BADDI	71	336	407	350	11	46	-
SMR	72	589	661	616	-	45	-
KNR	09	58	67	67	-	-	-
Total	851	12598	13449	12430	207	812	

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	-	622	622	622	-	-	-
SLN	-	1	1	1	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	-	-	-	-	-	-	-
KNR	-	-	-	-	-	-	-
Total	-	623	623	623	-	-	-

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	14	132	146	135	-	11	Under process
HMR	27	535	562	514	-	48	Recently received
KUL	2	79	81	45	23	13	-
L&S	01	26	27	21	3	3	Due to lockdown
MND	80	984	1064	849	35	180	Received end of the month
KGR	76	2019	2095	1900	18	177	In Progress
CBA	08	101	109	70	21	18	Recently received
UNA	06	455	461	457	-	04	Recently received
SML	17	783	800	618	50	132	Due to Lockdown/pandemic Covid-19
SLN	192	219	411	347	-	64	Received end of the quarter
BADDI	10	41	51	39	-	12	-
SMR	150	284	434	384	-	50	-
KNR	07	98	105	105	-	-	-
Total	590	5756	6346	5484	150	712	-

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	-	02	02	02	-	-	-
HMR	01	01	02	02	-	-	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
KGR	-	01	01	01	-	-	-
CBA	-	-	-	-	-	-	-
UNA	-	09	09	07	-	02	Recently received.
SML	-	21	21	17	04	-	-
SLN	-	06	06	06	-	-	-
BADDI	-	01	01	01	-	-	-
SMR	-	04	04	03	-	01	Recently received.
KNR	-	-	-	-	-	-	-
Total	01	45	46	39	04	03	-

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	5	36	41	33	-	8	Under process
HMR	10	28	38	32	-	6	Due to covid-19
KUL	-	126	126	107	-	19	Due to lock down
L&S	-	5	5	4	-	1	Due to lockdown
MND	112	79	191	62	-	129	Non appearance of the applicant
KGR	36	238	274	83	104	87	Under process
CBA	01	27	28	04	12	12	Recently received
UNA	16	125	141	105	-	36	Recently received
SML	72	58	130	45	13	72	Not appearance of the applicant and COVID-19 Pandemic
SLN	20	27	47	4	-	43	Received end of the quarter and pandemic COVID-19
BADDI	10	33	43	20	-	23	Due to lockdown
SMR	21	158	179	106	13	60	-
KNR	-	9	9	5	2	2	Due to lockdown
Total	303	949	1252	610	144	498	

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	-	6	6	6	-	-	-
HMR	5	8	13	11	-	2	Due to lock down
KUL	-	6	6	3	-	3	Due to lock down
L&S	-	-	-	-	-	-	-
MND	80	40	120	30	-	90	Non appearance of the applicant
KGR	15	100	115	42	41	32	Under process
CBA	02	13	15	-	13	02	Recently received
UNA	-	07	07	07	-	-	-
SML	-	5	5	3	2	-	-
SLN	15	22	37	9	-	28	Received towards the end of quarter
BADDI	-	4	04	-	-	04	Due to lockdown
SMR	1	12	13	11	-	02	Due to lock down
KNR	-	4	4	2	2	-	-
Total	118	227	345	124	58	163	

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 pendence
BPR	75	45	34	86	to follow on
HMR	155	22	13	164	Efforts made
KUL	258	28	23	263	-do-
L&S	16	-	01	15	-do-
MND	320	80	78	322	-do-
KGR	210	30	55	185	-do-
CBA	68	25	29	64	-do-
UNA	252	19	17	254	-do-
SML	230	80	132	178	-do-
SLN	87	21	23	85	-do-
BADDI	138	75	43	170	-do-
SMR	95	29	16	108	-do-
KNR	56	04	06	54	-do-
Total	1960	458	470	1948	

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	-	6	6	6	-	-	-
HMR	5	8	13	11	-	2	Due to lock down
KUL	-	6	6	3	-	3	Due to lock down
L&S	-	-	-	-	-	-	-
MND	80	40	120	30	-	90	Non appearance of the applicant
KGR	15	100	115	42	41	32	Under process
CBA	02	13	15	-	13	02	Recently received
UNA	-	07	07	07	-	-	-
SML	-	5	5	3	2	-	-
SLN	15	22	37	9	-	28	Received towards the end of quarter
BADDI	-	4	04	-	-	04	Due to lockdown
SMR	1	12	13	11	-	02	Due to lock down
KNR	-	4	4	2	2	-	-
Total	118	227	345	124	58	163	

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 pendence
BPR	75	45	34	86	to full on Efforts made
HMR	155	22	13	164	-do-
KUL	258	28	23	263	-do-
L&S	16	-	01	15	-do-
MND	320	80	78	322	-do-
KGR	210	30	55	185	-do-
CBA	68	25	29	64	-do-
UNA	252	19	17	254	-do-
SML	230	80	132	178	-do-
SLN	87	21	23	85	-do-
BADDI	138	75	43	170	-do-
SMR	95	29	16	108	-do-
KNR	56	04	06	54	-do-
Total	1960	458	470	1948	

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

Name of Distt.	Total No. of SMS/whats App pending at the end of previous quarter	No. of SMS/whats App received during the quarter	Total No. of SMS/whats App	No. of SMS/whats App disposed off within stipulated period during the quarter	No. of SMS/whats App disposed off after stipulated period	No. of SMS/whats App pending for disposal during the quarter	Reason for pendency
BPR	-	22	22	22	-	-	-
HMR	3	41	44	16	28	-	-
KUL	-	10	10	9	-	1	Complainants not joining the inquiry due to lockdown.
L&S	-	-	-	-	-	-	-
MND	19	101	120	96	-	24	-
KGR	03	85	88	83	01	04	1. Reply from facebook and CDRs awaited 2. Two SMS are pending due to lockdown.
CBA	05	11	16	13	03	-	-
UNA	-	11	11	11	-	-	-
SML	03	30	33	20	07	06	Due to Lockdown
SLN	-	9	9	9	-	-	-
BADDI	6	20	26	10	8	8	Due to Lockdown
SMR	-	15	15	15	-	-	-
KNR	-	01	01	01	-	-	-
Total	39	356	395	305	47	43	-

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	-	4	4	4	-	-	-
HMR	2	18	20	7	13	-	-
KUL	-	97	97	90	-	7	Complainants are not joining the inquiry due to the lockdown.
L&S	-	1	1	1	-	-	-
MND	8	683	691	679	-	12	Due to lockdown.
KGR	-	84	84	80	-	04	Due to lockdown.
CBA	-	94	94	94	-	-	-
UNA	-	120	120	116	04	-	-
SML	6	77	83	68	06	09	Due to lockdown
SLN	-	55	55	55	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	1	12	13	11	02	-	-
KNR	-	73	73	72	-	01	Due to lockdown.
Total	17	1318	1335	1277	25	33	-

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
BPR	19152	89	24000
HMR	22900	-	-
KUL	27710	365	233600
L&S	145	-	-
MND	34499	-	-
KGR	39534	111	49900
CBA	21229	181	23100
UNA	15993	9862	4663100
SML	11463	4677	3580900
SLN	19609	13438	1631900
BADDI	18404	10600	3405900
SMR	14131	52	32100
KNR	5111	899	95300
R&T	3008	3008	1546000
Total	252888	43282	1,52,85,800/-

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Abstract of form III, IV, V under Public Services Guarantee Act, 2011 for Quarterly online monitoring and evaluation of implementation of PSG Act, 2011 w.e.f. 01.01.2020 to 31.03.2020.

Name of Department: H.P. Police

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 1st appeal	Total No. of applications disposed 1st appellate authority	Name of the designated officer alongwith the name of the officer against whose decision appeal is filled deptt.	Date of filling Second appeal / ground of appeal of 2nd 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)
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
HP Police	Dr. Khushal Sharma, IPS, SP (L&O)	1. Copy of FIR	Immediate.	5376	4931	294 (151 cases in which police is complaint)	Accepted	-	-	-	-	-	-	-	Yes	All services mentioned in column No.3 and provided to the applicant at free of cost.
		2. Passport Verification (Regular)	15 days	13449	12637	812										
		3. Passport Verification (Tatkaal)	7 days	623	623	-										
		4. Verification of Character and antecedents.	15 days	6346	5634	712										
		5.NOC for Pumps, Gas agency, Hotel and Bar etc.	15 days	46	43	03										
		6. Arms License.	15 days	1252	754	498										
		7. Transfer of Arms License.	15 days	345	182	163										
		8. Missing report.	Immediate.	2418	470	1948										
		9. Police assistance through SMS.	24 hours	395	352	43										
		10. Online complaints.	24 hours	1335	1302	33										
		11. Online compounding of Traffic Offences.	Immediate.	Challan= 252888		Fine Rs. 15285800										