OFFICE OFTHE DIRECTOR GENERAL OF POLICE, HIMACHAL PRADESH, POLICE HEADQUARTERS, SHIMLA-171002.

To

The Pr. Secretary (AR) to the Government of Himachal Pradesh, Shimla-171002.

No. PPIM-(1)-PPIM-information/2017- 34053

Dated: 29-08-2018

Subject:

Regarding Right to Public Service Guarantee Act, 2011.

Sir,

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

2. In this regard, it is stated that in the aforesaid order to implement and generate awareness among general public regarding Right to Public Service Guarantee Act, the Notice Boards have already been displayed in conspicuous places in the office of Distt. SsP & SDPOs, and all Police Stations & PPs in HP. Besides this, the information has also been exhibited by the concerned districts on the official web site. The quarter wise implementation report on the prescribed proforma "A & B" is being enclosed herewith for further necessary action please.

Yours faithfully,

(Mohit Chawla) IPS SP (L&O)- cum-Nodal Officer for Director General of Police,

Himachal Pradesh, Shimla-2.

Endst. No. PPIM-(1)-1-PSGA-Information/2017-34054-56 Dated: 29-08-2018 Copy alongwith proforma "A&B" 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, Shimla-2.

3. Incharge, SCRB, HP Shimla-2. He is requested to upload the aforeside report on the HP Police Citizen portal.

for Director General of Police, Himachal Pradesh, Shimla.

Information in respect of PSG Act w.e.f. 01.04.2018 to 30.06.2018.

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

Proforma-B

	29	303	5649	5981	LOTAL
		-	01	01	K&I
	1		425	425	ANIO
	29	68	171	268	CBA
	•	1.	1905	1905	KCK
			54	54	L&S
			288	288	KULLU
		57 FIR' have been registered	671	728	MDI
	•	•	272	272	HMR
			411	411	BPR
		33 FIR's Police itself is complaint	173	206	BADDI
	1		69	69	ZINK
Complaint free of cost		91	243	334	NIAIC
Provided to the	1	54 Cases in which police is complaint	250	304	SLN
Conv of FIR is being			716	716	SML
	ouppireu.	during the quarter.	period during the quarter.	the quarter.	
Keason for pendency.	supplied	applicant after prescribed period	applicant within prescribed	registered during	Distt.
	Commof EID to be	No. of conv FIR supplied to the	No. of copy FIR supplied to the	TOTAL NO. OF HIK	TO SHIPAT

Passport	1 410
No. of Passport	Sport Actification (K
Total No of No of passmort	i and port verification (Regular): (Time limit for service: 15 days after receipt of app
No of the state of	rys after receipt of application in PS)

101AL 768			CBA 07	KGR 253			ETHILL 1/4)I)I)I)I
768	30	37	07	253	07	1	1/4	42		10	50	78	12 78 50	35 12 78 50	35 12 78 50
15173	2476	422	422	4160	35	518	2250	1672		/43	743	575 743	65 575 743	676 65 575 743	942 676 65 575 743
15941	2512	429	420	4413	42	518	2424	1714		793	793	653	77 653 793	711 77 653 793	942 711 77 653 793
13744	2384	281	0000	3555	16	512	2084	1668		714	507 714	507 714	70 507 714	552 70 507 714	896 652 70 507 714
1049	1	117	000	530	20		90	1		ı	87	87	87	87	87
1148	128	31	328	333	06	90	250	46	79		59	59	07	59 59	46 59 07 59
													I COUNCIL.	received.	received.

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.	assport No. of Passport tion No. of Passport Verification at the end the quarter. No. of Passport Verification Total No. of Passport Verification disposal the quarter. No. of Passport Vo. of passport Verification disposal disposal off the quarter. No. of Passport Vo. of passport Verification in SP Office) No. of passport Verification in SP Office) No. of passport Verification in SP Office) No. of passport Verification disposal disposal off the quarter.	No. of passport verification disposal off after stipulated	No. of passport verification pending for disposal during the quarter.
SML		406	306	during the quarter.	period	
SLN	ı	400	406	406		
SMR		16	16	16		
LINA		,		,		
NNK	1					
BADDI				,		
BPR		07	07		•	
HMR		0,	0/	07		
MDI			,	1	1	t
KULLU			,		1	
L&S				1	•	
KGR				1	,	
CBA			-	1	•	
NA				1		
AND				1		
TALOI	1	429	429	479		

antecedents when requested for by the employer/ organization:

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15 days)

Total			CBA	KGR	L&S	KULLU				BPR	BADDI	ZNX	LYIN	SMB	NIS	SML	ne of t.
033		\$3	04	54	1	-	126	34	1	34	16	03	99	200	35	175	No. of service verification pending at the end of previous quarter.
6669	644	200	1791	1871	81	176	851	515	136	127	01	48	268	208	2000	1565	vice No. of service To days vice No. of service To verification set the end received during the quarter.
7302	697	269	2/81	1075	1/0	177	977	549	170	/01		51	367	243	0+/1	1740	Total No. of service verifications.
5788	641	80	1780	66	176	040	CAS	518	153	67	49	40	345	232	1036	1000	No. of service verification disposed off within stipulated period during the quarter.
017	,	168	30	13		200			•	29	1				477		No. of service verification disposed off after stipulated period.
00	75	21	65	02	1	132	31	1/	11	11	02	22	111	177	777		No. of service verification pending for disposal during the quarter.
											month.	end of the	to received	Pending due			Reason for pendency.

Total	UNA	CBA	KGR	L&S	KULLU	MDI	HMR	BPR	BADDI	KNR	SMR	SLN	SML		Name of
01	-			•	•				01	•				of previous quarter.	No. of application
62	05		02	1	01	01	02	02	03	,	10	02	34	the quarter.	No. of application
63	05		02	1	01	01	02	02	04	-	10	02	34	a p pincantons.	Total No. of
62	05		02	•	01	01	02	02	03		10	02	34	stipulated period during the quarter.	No. of application
-			•	•	•									stipulated period	No. of application
01			1		-		-	-	01	•				disposal during the quarter.	No. of application
														pendency.	Reason for

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

CBA UNA	CBA	KGR	***	L&S	KULLU	MDI	HMR	BPR	BADDI	KNR	SMR	SLN	SML	quarter.	Distt. pending at	of	
14	1	50	-	ſ		42	31	07	10	1	16	23	36	r.	pending at the end	No. of application	
	237	312	309	ı	73	58	114	22	05	06	50	17	108	dum core	the quarter	No. of application	
	251	362	309		73	100	145	29	15	06	66	40	144		applications.	Total No. of	
	239	253	157	•	72	58	119	29	-	05	51	28	70	during the quarter.	disposed off within	No. of application	
	-	50	-	1		ī	1	-	-	•	i	-	05	Ser Person	disposed off after	No. of application	
	12	59	152		01	42	26	1	15	01	15	12	69	the quarter.	pending for	No. of application	
										month	end of the	to received	Pending due		pendency.	Reason for	

Transfer of Arms License: (Time limit for service: 15 days after the person

UNA		CBA	KGR	L&S	KULLU	MDI	HMR	BPR	BADDI	KNR	SMR	SLN	SML	quarter.	Distt. pendi	of	
	'	12			1	22	02		15	1	06	1	13	er.	pending at the end	No. of application	Transier of A
4.0	01	27	53	I.	-	29	20	02	06	02	09	18	25	the quarter.	received during	No. of application	Transfer of Arms License: (1
	01	39	53	•		51	22	02	21	02	15	18	38		applications.	Total No. of	ime limit for s
	01	20	27	-	1	35	17	02	-	02	12	17	25	stipulated period during the quarter.	disposed off within	No. of application	Time limit for service: 15 days after the personal appearance)
	1	12	1	-	1	1		•	-	•	1		07	stipulated period	disposed off after	No. of application	ne personal appears
)		07	26			16	05		21		03	10	90	disposal during the quarter.	pending for	No. of application	ince)
	9										of the month	received end	Pending due to		pendency.	Reason for	

The second secon	Missing Reports:
Total No. 6	(Time limit for service: Immediately after receipt of the written complaints)
NI SELLEN	e: Immediately
N	after receipt o
NI S S	f the written con
3	ıplaints)

	but tout	433	574	638	Total
	30	18	38	10	UNA
	13	24	37	1	CBA
	246	63	96	213	KGR
	14	1	03	11	L&S
	17	23	40	01	KULLU
	214	71	94	191	MDI
	24	22	36	10	HMR
	82	38	37	83	BPR
	49	12	29	32	BADDI
	•	45	03	45	KNR
person.	22	32	36	18	SMR
trace out the missing	18	40	47	11	SLN
Efforts are Continue to	33	45	78	13	SML
	•		quarter.	quarter.	
	quarter.	quarter.	lodged during the	the end of previous	
	traced at the end of	traced out during the	reports of persons	of persons un-traced at	Distt.
Reason for pendency.	No. of missing reports un-	No. of missing persons	Total No. of missing	No. of missing reports	Name of



T CMC L 9459100100:

47	502	589	562	27	Total
,	25	25	25		UNA
02	15	17	15	02	CBA
	92	104	104		KGR
ı		1			L&S
	29	29	29	-	KULLU
14	57	77	71	90	MDI
20	22	47	44	03	HMR
,	27	27	27		BPR
	19	29	26	03	BADDI
	04	04	04	•	KNR
	28	28	28	1	SMR
	47	47	47		SLN
_	137	155	142	13	SML
period.			quarter.	quarter.	
after stipulated	during the quarter. aft		during the	of previous	
disposed off	within stipulated period dis	of SMS.	received	pending at the end	Distt.
No. of SMS	No. of SMS disposed off No	Total No.	No. of SMS	Total No. of SMS	Name of

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

Total	R&T	UNA	CBA	KGR	L&S	KULLU	MDI	HMR	BPR	BADDI	KNR	SMR	SLN	SML		Distt.	Name of
17	1					1	04	01				03		09	of previous quarter.	pending at the end	No. of complaints
342	02	16	11			16	56	15	58	1	02	18	35	113	received during the quarter.	complaints	No. of
359	02	16	11		î	16	60	16	58	1	02	21	35	122	•	complaints.	Total No. of
321	02	16	11	1	1	13	43	11	58	•	02	15	35	115	stipulated period during the quarter.	disposed off within	No. of complaints
23	1			,	,	1	09	04		,	1	06		04	stipulated period.	disposed off after	No. of complaints
15	1				1	03	08	01	,					03	disposal at the end of quarter.	pending for	No. of complaints
									1		,	quarter.)	(Pending due to	On process	,	pendency.	Reason for



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

Name of Distt.		Shimla	Solan	Sirmour	Kinnaur	Baddi	BPR	HMR	MDI	Kullu	L&S	KGR	CBA	Una	R&T	Total
Total No. of Traffic Challan during the quarter.	4.	34427	11508		5077	1	13986	1	27072		1665	1	1	15847		109582
Total No. of Traffic challan Compounded Online during the quarter.		ı	1	1	1	1	01	1	1	1	1	ı	-	1	1	1
quarter.		10156450	1	1	1	ı	5831050	1	6151450	1	390100	1	ı	3562500	ī	26091550
Keason for pendency.					1	1		,	1		1	1	1		1	1

implementation of PSG Act, 2011.

Name of Department:

H.P. Police

										T T		
										Police		Name of Deptt./ Office
								(L&O)	Sharma, HPPS,	Sn. Khushal	2	Name of Designated Nodal Officer/ HOD/ Secy.
 Online compounding of Traffic Offences. 	Online complaints.	9. Police assistance through SMS.	8. Missing report.	7. Transfer of Arms License.	6. Arms License.	5.NOC for Pumps, Gas agency, Hotel and Bar etc.	4. Verification of Character and antecedents.	3. Passport Verification (Tatkaal)	2. Passport Verification (Regular)	I. Copy of FIR	3	List of Services provided notified
Immediate	24 hours	24 hours	Immediate	15 days	15 days	15 days	15 days	7 days	15 days	Immediate	4	Time frame for providing services as notified
109582	359	589	1212	262	1540	63	7302	429	1594	1860	5	Applications received online by hand
109582 Challans	344	549	433	177	1136	62	6705	429	14793	3649	6	Disposed off
26091550	15	40	762	85	404	01	397		1148	29	7	Pending (due to pending received end of the month)
										Accepted	. 00	Application accepted/ rejected
										,	9	Name and address of the Appellant Area/ gender
										•	10	Date of filing of first Appeal. Ground for appeal of 1 st appeal
										•	1	Total No. of applications disposed 1 st appellant authority
								ED AV		- '	12	Name of the designated officer alongwith the name of the officer against whose decision appeal is filled deptt.
										1	13	Date of filling Second appeal / ground of appeal of 2 nd appeal
										1	14	Name of first appellate authority
		= = = = = = = = = = = = = = = = = = = =	*					=	=	,	15	Particulars of disposal of Second appeal (a) Rejected (b)Accepted 1. Penalty 2. Deptt. Proceeding 3. Payment of Compensation
										19	16	Display the services notified or not.
						cost.	applicant at free of	provided	in column	services	17	Remarks If any * (Please forwarded)



Z _o	# P &	(w.e.f. 01.04.2018 to 30.06.2018)
_	Whether such information was displayed on the notice board or exhibit on official website of the office?	Yes, the information is displayed on the notice board of visitor's room of all district Headquarters for the information of public. However orders are being issued to all the field offices to display the same on the notice board of the entry points of the offices by the Distt. SsP concerned. The information has also been exhibited by the concerned district on the official website.
2	Whether salient feature of the each service have been displayed at all places/entry points likely to be visited by the service	Notice boards have been displayed at all Police Stations in HP.
	seekers.	
w	As per the rule 10 of HPPSG Rules 2011 the designated officer	Yes
	and first and second appellate authorities shall maintain the	(All services which have been provided to general public are
	maintained in Form-III, IV and V.	munumva m separate registeris.)
4	Whether such record was maintained in the prescribed proformas given in HPPSG Rules. 2011 if yes, copy of the same may be	Yes
	supplied or if no, reasons thereof may be stated.	
5	Whether any application received for any services from any	No such appeal received in all the district SsP till date.
	person in prescribed proforma and rejected under Sub-section (2)	
	of Section 5 or not provided the services within stipulated period	
	days from the date of rejection of application or the expiry of the	
	stipulated time limit.	
6	Whether any responsibility was fixed on the designated officer	Yes
	by the second appellate authorities on any appeal proceedings to	(All services is being provided in stipulated time limit and no
	prove that denial of a request was justified but the designated	appeal has been filed.)
	limit.	
7	Whether the monitoring in respect of notified services is being	Yes, monitoring in respect of notified services is being done
	done.	by all the districts.
8	Whether any steps have been taken regarding RPSG Act to raise	Yes
	public awareness among the masses through news papers, media	(General Public is being sensitized about RPSG Act through
	and other resources or any seminar was held under PSG Act.	Community Policing Schemes.)