

**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)/2020- 12923

Dated: 5-8-22

**Subject:- Implementation report of 4<sup>th</sup> quarter w.e.f. 01.04.2022 to 30.06.2022 of Public Service Guarantee (PSGA) 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 submitted that the implementation/action taken report w.e.f. 01.04.2022 to 30.06.2022 of Public Service Guarantee (PSGA) Act, 2011 of the H.P. Police Department is enclosed herewith on the proforma "A" & "B" please.

Yours faithfully,

Encls. As above.

Endst. No. PPIM-(1)-021(PSGA)/2021-

For Director General of Police  
Himachal Pradesh, Shimla  
Dated:

Copy alongwith proforma "A & B" is forwarded for information to:-

1. The Addl. Chief Secretary (Home) to the Govt. of HP, Shimla-2.
2. Incharge, SCRB, HP Shimla-2. He is requested to upload the aforesaid report on the HP Police Citizen portal please.

For Director General of Police,  
Himachal Pradesh, Shimla.

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Yours faithfully,

Encls. As above.

For Director General of Police  
Himachal Pradesh, Shimla

Endst. No. PPIM-(1)-021(PSGA)/2021-

12924-28

Dated: 8-8-2021

Copy alongwith proforma "A & B" is forwarded for information to:-

1. The Addl. Chief Secretary (Home) to the Govt. of HP, Shimla-2.
2. Incharge, SCRB, HP Shimla-2. He is requested to upload the aforesaid report on the HP Police Citizen portal please.

For Director General of Police,  
Himachal Pradesh, Shimla.

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 complainant is
KGR	858	605	0	0	253
CBA	281	170	0	0	111 FIRs has been registered on the Rukka of Police Officers.
UNA	366	243	0	0	123
NR	1505	1018	0	0	376
BPR	341	213	7	210	100
HMR	265	220	0	0	45i.e. Excise Act =09 ND&PS Act=11 Mining Act =01 Road Accident =01, Other IPC= 23
KULLU	414	278	0	278	136
L&S	83	27	0	0	56
MND	620	456	0	0	164
CR	1723	1194	7	488	456
SML	624	409	0	409	
SLN	293	243	0	243	50
BADDI	270	182	0		0
SMR	361	285	5	5	66
KNR	120	47	0	0	73
SR	1668	1166	5	657	189
R&T	5	5	0	5	0
G. Total	4901	3383	12	1150	1021

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

Name of Distt.	No. of Passport Verification on received during the quarter	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
KGR	4365	4299	0	66	received on 30.06.2022
CBA	427		427	0	
UNA	3005	3005	0	0	
NR	7797	7304	427	66	
BPR	929	929	929	0	
HMR	1752	1752	0	0	
KUL	473	473	0	0	
L&S	34	34	0	0	
MND	2143	2143	0	0	
CR	5331	5331	929	0	
SML	1465	1465	0	0	
SLN	803	803	0	0	
BADDI	584	584	0	0	
SMR	698	698	0	0	
KNR	14	14	0	0	
SR	3564	3564	0	0	
CID					
Total	16692	16199	1356	66	

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

Name of Distt.	No. of Passport Verification received during the quarter	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
KGR	0	0	0	0	
CBA	0	0	0	0	
UNA	3005	3005	0	0	
NR	3005	3005	0	0	
BPR	231	154	0	0	
HMR	0	0	0	0	
KUL	0	0	0	0	
L&S	0	0	0	0	
MND	0	0	0	0	
CR	231	154	0	0	
SML	0	0	0	0	
SLN	0	0	0	0	
BADDI	0	0	0	0	
SMR	0	0	0	0	
KNR	0	0	0	0	
SR	0	0	0	0	
G. Total	3236	3159	0	0	

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 received during the quarter.	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
KGR	2630	2348	84	108	Under process PSs
CBA	127	128	80	48	0
UNA	704	683	0	48	
NR	3461	3159	164	204	
BPR	231	261	0	3	Under process
HMR	571	571	0	0	
KUL	166	164	0	2	
L&S	20	20	0	0	
MND	862	862	0	0	-
CR	1850	1878	0	5	
SML	635	635	0	0	
SLN	415	392	0	23	Received end of qtr.
BADDI	41	41	0	0	
SMR	440	440	0	0	
KNR	11	9	0	2	
SR	1542	1517	0	25	
Total	6853	6554	164	234	

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

Name of Distt.	No. of application received during the quarter	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
KGR	2	1	0	1	-
CBA	1	1	0	1	Recently received
UNA	5	5	5	0	
NR	8	7	5	2	
BPR	3	3	3	0	-
HMR	0	0	0	0	
KUL	0	0	0	0	-
L&S	0	0	0	0	0
MND	0	0	0	0	-
CR	3	3	3	0	
SML	68	59	9	0	
SLN	9	9	0	0	-
BADDI	10	3	7	0	
SMR	3	1	2	0	0
KNR	0	0	0	0	-
SR	90	72	18	0	
Total	101	82	26	2	





6. Arms License: (Time limit for service: 15 days after the personal appearance)					
Name of Distt.	No. of application received during the quarter	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
KGR	165	65	67	33	0
CBA	29	29	0	1	Recently received
UNA	55	60	0	9	
NR	249	154	67	43	
BPR	15	14	0	2	under process
HMR	17	17	0	0	0
KUL	93	49	17	27	0
L&S	11	11	0	0	
MND	74	20	55	28	Non appearance of applicant
CR	210	111	72	57	
SML	86	49	35	2	0
SLN	44	44	0	0	-
BADDI	85	10	36	39	Pending at PS Level
SMR	46	37	6	3	Received at the end of the quarter
KNR	44	5	39	0	
SR	305	145	116	44	
Total	764	410	255	144	

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

Name of Distt.	No. of application received during the quarter	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
KGR	55	22	19	14	0
CBA	32	32	0	4	Recently received
UNA	6	7	0	1	
NR	93	61	19	19	
BPR	11	12	0	0	
HMR	19	19	0	0	
KUL	5	0	2	3	-
L&S	0	0	0	0	
MND	38	10	22	9	No appearance of applicant
CR	73	41	24	12	
SML	2	2	0	0	
SLN	2	2	0	0	-
BADDI	6	0	1	5	Pending at PS Level
SMR	10	7	3		
KNR	21	8	13	0	0
SR	41	19	17	5	
Total	207	121	60	36	

8. Missing Reports: (Time limit for service: Immediately after receipt of the written complaints)				
Name of Distt.	Total No. of missing reports of persons lodged during the quarter	No. of copy of reports of missing person provided within stipulated period	No. of copy of reports of missing person provided after stipulated period	Reason for pendency
KGR	116	116	0	0
CBA	50	50	0	-do-
UNA	18	19	0	-do-
NR	184	17	0	-do-
BPR	56	40	all	
HMR	42	42	0	do
KUL	31	31	0	do
L&S	4	4	0	-do-
MND	101	101	0	-do-
CR	234	218	0	-do-
SML	108	108	0	-do-
SLN	61	61	0	Not trace out
BADDI	93	93	0	-do-
SMR	51	51	0	-do-
KNR	16	0	0	-do-
SR	329	313	0	-do-
Total	747	548	0	

9. Police assistance through SMS No. 9459100100: (Time limit for Service: Action within 24 hours)					
Name of Distt.	No. of SMS/whats App received during the quarter	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
KGR	68	68	0	0	0
CBA	4	4	4	0	
UNA	0	0	0	0	
NR	72	72	4	0	
BPR	10	10	10	0	-
HMR	3	1	2	0	0
KUL	37	31	6	0	-
L&S	0	0	0	0	-
MND	1	1	0	0	
CR	51	43	18	0	
SML	0	0	0	0	
SLN	5	5	0	0	-
BADDI	0	0	0	0	
SMR	2	2	0	0	-
KNR	0	0	0	0	-
SR	7	7	0	0	
Total	130	122	22	0	

10. Action on online complaints: (Time limit for Service: 24 hours subject to Internet connectivity)					
Name of Distt.	No. of complaints received during the quarter	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
KGR	159	159	0	0	-
CBA	211	209	0	10	Under process.
UNA	955	955	0	0	
NR	1325	1323	0	10	
BPR	676	676	0	0	-
HMR	65	36	29	0	
KUL	161	161	0	0	
L&S	10	9	0	1	
MND	1256	1255	1	0	
CR	2168	2137	30	1	
SML	121	101	0	20	Some complaints are in the progress and some are received in the end of the quarter
SLN	178	178	0	0	-
BADDI	0	0	0	0	-
SMR	223	186	12	25	CRD is awaited and complaint is not associated with inquiry
KNR	0	0	0	0	-
SR	522	465	12	45	
Total	4015	3925	42	56	

<b>11. Online Compounding of Traffic Offences: (Time limit for Service: Immediately)</b>			
<b>Name of Distt.</b>	<b>Total No. of Traffic Challan during the quarter</b>	<b>Total No. of Traffic challan Compounded Online during the quarter</b>	<b>Total fine realized during the quarter (in Rs.)</b>
<b>KGR</b>	29944	3992	10306250
<b>CBA</b>	12634	35(Rs. 21200/-)	8016100
<b>UNA</b>	13803	7603	7133615
<b>NR</b>	<b>56381</b>	<b>11595</b>	<b>25455965</b>
<b>BPR</b>	9702	1951	16386-900
<b>HMR</b>	14101	2438	1738800
<b>KUL</b>	28376	2646	2353200
<b>L&amp;S</b>	3459	3129	2774300
<b>MND</b>	14209	4299	4172800
<b>CR</b>	<b>69847</b>	<b>14463</b>	<b>11039100</b>
<b>SML</b>	51486	12085	29603000
<b>SLN</b>	16760	933	1926100
<b>BADDI</b>	18149	1794	1843100
<b>SMR</b>	13769	1516	1823500
<b>KNR</b>	3458	1138	637700
<b>SR</b>	<b>103622</b>	<b>17466</b>	<b>7700</b>
<b>Total</b>	<b>229850</b>	<b>43524</b>	<b>36502765</b>

12. NOC for Film Shootings( Time limit for service 07 days)

Name of Distt.	Total No of online application received during the quarter	No of application disposed off within stipulated period during the quarter	No of application disposed off after stipulated period	No of applicati on pending for disposal at the end of quarter	Reason of pendency
KGR	0	0	0	0	
CBA	0	0	0	0	
UNA	0	0	0	0	
NR	0	0	0	0	
BPR	2	2	0	0	
HMR	0	0	0	0	
KUL	0	0	0	0	
L&S	0	0	0	0	
MND	0	0	0	0	
CR	2	2	0	0	
SML	0	0	0	0	
SLN	0	0	0	0	
BADDI	0	0	0	0	
SMR	0	0	0	0	
KNR	0	0	0	0	
SR	0	0	0	0	
R&T	0	0	0	0	
Total	2	2	0	0	

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.01.04.2022 to 30.06.2022

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 received end of the month		Application accepted/ rejected		Name and address of the Appellant Arca/ gender		Date of filing of first Appeal. Ground for appeal of 1st appeal		Total No. of applications disposed 1st appellant 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	SP (L&O)	1. Copy of FIR 2. Passport Verification (Regular) 3. Passport Verification (Tarkaal) 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. 12. NOC for film shooting	Immediate 15 days 7 days 15 days 15 days 15 days 15 days Immediate 24 hours Immediate 24 hours 07 days	4901 16692 3236 6853 101 764 207 747 130 4019 Challan= 43524	4545 16199 3159 6708 108 665 181 548 144 3967	(1021 cases in which police is complaint) 66 Pending 234 under process 2 under process 144 under process 36 under process -	Accepted	-	-	-	-	-	-	-	Yes	All services mentioned in column No.3 and provided to the applicant at free of cost																	



