Proforma-A

Implementation report of time frame for services as per the H.P. Public Service Guarantee Act, 2011 w.e.f. 01.01.2019 to 31.03.2019

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

Distt.	registered during	applicant within prescribed	No. of copy FIR supplied to the applicant after prescribed period	Copy of FIRs to be supplied
	the quarter	period during the quarter	during the quarter	,
BPR	364	303	1	
HMR	243	243	1	
KUL	311	311	1	
L&S	09	09	1	
MND	666	666	1	
KGR	844	844	ı	
CBA	262	110	1	
UNA	319	225	94	
SML	654	336	318	
SLN	295	204	1	
BADDI	259	259	1	
SMR	345	270	75	
KNR	83	83	1	
R&T	02	02	1	
Total	4656	3865	487	

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	No. of passport verification disposal off after stipulated period	No. of passport verification pending for disposal during the	Reason for pendency
		21		quarter	,	quarter	
BPR	71	660	731	682	0	49	Received at the end of month
HMR	74	1587	1661	1629	0	32	-do-
KUL	126	495	621	332	244	45	-do-
L&S	5	19	24	7	0	17	-do-
MND	283	1714	1997	1675	234	88	-do-
KGR	337	3378	3715	3054	455	206	-do-
CBA	24	312	336	181	142	13	-do-
UNA	158	2003	2161	1978	0	183	-do-
SML	186	1063	1249	983	199	67	-do-
SLN	42	761	803	760	-	43	-do-
BADDI	49	406	455	320	46	89	-do-
SMR	38	556	594	480	39	75	-do-
KNR	03	74	77	76	1	01	-do-
Total	1396	13028	14424	12157	1359	908	

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

Total	KNR	SMR	BADDI	SLN	SML	UNA	CBA	KGR	MND	L&S	KUL	HMR	BPR	0136	Name		1 -	7-											T.	T
1	~	~	DI					~	0	V 1		R			. Po		KNR	SMR	BADDI	SLN	SML	UNA	CBA	KGR	MND	L&S	KUL	HMR	BPR	Name of Distt.
438	12	49	09	19	85	15	28	0	180	0	14	8	19	pending at the end of previous quarter.	No. of service	93	0.5	•	ı	1		1		1	0	5	0	0	0	verification pending at the end of previous quarter
3495	65	398	109	168	544	189	414	196	679	41	56	493	143	received during the quarter.	No. of service	++3	440	1	ï	16	413	1	ı		0	19	0	0	_	No. of Passport Verification nd received during ter the quarter
3933	77	447	118	187	629	204	442	196	859	41	70	501	162	verifications	Total No. of	454	151		1	16	413	•			0	24	0	0		ng verifications
3167	77	394	80	164	520	191	359	196	499	31	50	467	139	off within stipulated period during the quarter.	No. of service No. of service Total No. of No. of service Verification Verification Verification Verification Verification Verification No. of Service Verification Verificati	433	422	1	1	16	413	1	1	-	0	3	0	0		of No. of passport verification disposal ons off within stipulated period during the quarter
376	1	1	14	•	87	0	70	0	190	03	12	0	0	off after stipulated period.	No. of service	4	0.4	1	1		1	-	1	-	0	4	0	0	0	No. of passport al verification ed disposal off after stipulated period
390		53	24	23	22	13	13	0	170	07	08	34	23	pending for disposal during the quarter.	No. of service	1/	-	1	1	1	1	1	1	1	0	17	0	0	0	No. of passport verification pending for disposal during the quarter
		-do-	-do-	-do-	-do-	-do-	-do-	1	-do-	-do-	-do-	-do-	Received at the end of month	pendency			1	1	1	1	1		1	ı	ı	Received at the end of month		ı	1	Reason for pendency

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

Distt. BPR	pending at the end of previous quarter	received during the quarter	applications	No. of application disposed off within stipulated period during the quarter	No. of application disposed off after stipulated period		of application No. of application posed off after pending for disposal during the quarter
BPR	0	_	1	_		0	0 0
HMR	0	0	0	0		0	0 0
KUL	0	2	2	2		0	0
L&S	0	0	0	0		0	0 0
MND	0	0	0	0		0	0 0
KGR	02	01	03	01		01	01 01
CBA		1	L			1	1
UNA		07	07	02		1	- 05
SML		24	24	22		02	
SLN		03	03	03		,	1
BADDI		05	05	05		1	1
SMR	1	03	03	03		-	1
KNR	ı	ı	1	1			1
Total	02	46	48	39		03	03 06

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

		_		_		_	-							
Total	KNR	SMR	BADDI	SLN	SML	UNA	CBA	NOK	MND	L&S	NUL	HMIR	BPR	Name of Distt.
483	,	24	51	20	45	18	14/	61	53	0	9	50	5	No. of application No. of pending at the application of previous receive quarter the quarter
1145	67	92	101	14	89	54	333	182	95	0	17	73	28	application received during the quarter
1628	67	116	152	34	134	72	480	243	148	0	26	123	33	Total No. of applications
718	67	50	12	26	45	70	108	110	97	0	4	99	30	No. of application disposed off within stipulated period during the quarter
183	1	11	1	-	17	0	108	47	0	0	0	0	0	No. of application disposed off after stipulated period
727	1	55	140	08	72	02	264	86	51	0	22	24	03	No. of application pending for disposal during the quarter
	,	-do-	-do-	Received at the end of month	Not appearance of the applicant	-do-	Recently received	Due to incomplete documents and applicants found absent from the house	Non appearance of applicant		-do-	Due to forthcoming lok Shaba Election 2019	Under process	Reason for pendency

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

Total	ZVX	MAIG	SMD	BADDI	OLN	TIAIC	CMI	IIVA	CRA			KCR	GNIIAI	NAME OF THE PARTY	1.85	X OL	TIMIN.	HMD	Distt.
70	-	1	t.	27	05	20		0 1	1/4		-	11	/	3) (0	0	4	4	No. of application pending at the end of previous quarter
199	1	12	10	16		=	00	71	15		1+1	7.7	47		0	0	4	0	No. of application received during the quarter
269	1	12	5	12	16	13	06	26	2		85	0.7	54	0		0	∞	6	Total No. of applications
99		07	03	23	08	12	06	02			38		111	0		0	7	5	No. of application disposed off within stipulated period during the quarter
21	ı	I	1		E .	01	0	14			06		0	0		0	0	0	No. of application disposed off after stipulated period
140		05	40		80		0	10			41		43	0	0		-	_	No. of application pending for disposal during the quarter
		Verification not received well in time	-do-	month	Received at the end of	,		Recently received	absent from the house	applicants found	Due to incomplete	applicant	Non appearance of				Due to forthcoming lok Shaba Election 2019	Under process	Reason for pendency

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

1001	Table	LNID	SMB	BADDI	CLA	CMA	CDA	CRA	KCD	MND	L&S	KUL	HMR	BPK		DISIL.	Name of	
1670	45	10	61	61	146	229	10	290	231	221	12	275	93	77	previous quarter	reports of persons un-	Total No. of missing	
414	01	39	48	39	43	17	23	48	72			25	31	28	quarter	reports of persons	Total No. of missing	
344	01	24	27	40	42	03	18	68	59	0		10	23	29	quarter	traced out during the	No. of missing persons	
1740	45	76	82	88	147	243	66	270	244	12	270	200	101	76		traced at the end of quarter	rsons No. of missing reports un-	
													persons	Efforts are on to trace out the missing			Reason for pendency	

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

Lotal	KNK	17111	SMR	BADDI		SIN	CIVA	TINIA	CRA	KGR	NND	L&S	NOL	NIII.	HMR	of Distt.
90	1		ı	25		11	101			DA +	40	0	0			pending at the end of previous quarter
425	1	127	200	21	31	62	36	10	10	200	77	0	20	0/	41	No. of SMS received during the quarter
515		29	3	46	31	73	37	18	32	171	101	0	20	67	41	Total No. of SMS
410	1	29		18	3	62	36	18	31	102		0	20	25	38	No. of SMS disposed off within stipulated period during the quarter
57	1.			04	ı	10	01		0	0		n	0	42	0	No. of SMS disposed off after stipulated period
48	1	•		24		01	1	ı	01	19		0	0	0	3	No. of SMS pending for disposal during the quarter
	•		attend the enquiry	Due to complaint not	-	Due not associated by complaint		1	-do-	-do-	1			1	Received at the end of month	Reason for pendency

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

SMR 03 KNR -			BADDI -	SLN -	SML 02	UNA -	CBA -	KGR 01	MND 16	L&S 0	KUL 4	HMR 0	BPR 10	Name of No. of complaints Distt. pending at the end of previous quarter
	02	27	1	06	38	22	05	79	50	0	8	15	40	nts No. of complaints end received during arter the quarter
300	02	30	•	06	40	22	05	80	66	0	12	15	50	Total No. of complaints
	02	26	-	906	26	20	03	70	54	0	2	9	50	No. of complaints disposed off within stipulated period during the quarter
23	1	04	-		06	1		07	0	0	0	6	0	No. of complaints disposed off after stipulated period
27	1	ľ	1		80	02	02	03	12	0	10	0	0	No. of complaints pending for disposal at the end of quarter
	1	1	1		Due to configuration problem	-do-	-do-	Received at the end of month	Pertaining to Land dispute.	•	Complainant not join the enquiry well in time	•	*	Reason for pendency

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

Name of Distt	Total No. of Traffic Challan	Total No. of Traffic Challan Compounded Online during the quarter	Total fine realized during the quarter
BPR	12232		
HMR	18607	0	
KUL	19815	0	
L&S	811	0	
MND	29081	0	
KGR	35231	7	
CBA	14361	11494	
UNA	9899		
SML	35921	39	
SLN	11087	1	
BADDI	1.	1	
SMR	1		
KNR	4864		
R&T	04	04	
Total	1,91,220	11,548	

Proforma-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 (w.e.f. 01.01.2019 to 31.03.2019)

Name of Department:

H.P. Police

_																
			•										Police	HP	1	Name of Deptt./ Office
		_	γ								(L&0)	Shama, IPS, SP	Khushal	Sh.	2	Name of Designated Nodal Officer/ HOD/ Secy.
11. Online compounding of Traffic Offences.	10. Online complaints.	9. Police assistance through SMS.	8. Missing report.	7. Transfer of Arms License.	6. Arms License.	Gas agency, Hotel and Bar etc.	NOC for Pumps,	Character and antecedents.	A Varification of	3. Passport	(Regular)	2. Passport Verification		1. Copy of FIR	3	List of Services provided notified
Immediate	24 hours	24 hours	Immediate	15 days	15 days		15 days	15 uays	16.1	7 days		15 days		Immediate	4	Time frame for providing services as notified
Challans=191220	328	515	2084	269	1628		48	3733	2022	454		14424		4656	5	Applications received online by hand
=191220	291	467	344	120	901		42) July	26.42	437		13516		4413	9	Disposed off
Fine Rs. 3,43,77,486/-	37	48	1740 untraced	149	727		06	390	300	17		908	complaints	243	7	Pending (due to pending received end of the month)
														Accepted	8	Application accepted/ rejected
														'	9	Name and address of the Appellant Area gender
														'	10	Date of filing of first Appeal. Ground fo appeal of 1 st appeal
														1	11	Total No. of applications disposed 1 st appellant authority
														í	21	Name of the designated officer agains alongwith the name of the officer agains whose decision appeal is filled deptt.
														•	13	Date of filling Second appeal / ground o appeal of 2 nd appeal
														•		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
														Yes	16	Display the services notified or not.
				· · · · · · · · · · · · · · · · · · ·				at free of cost.	to the	provided	No.3 and	mentioned in column	services	All		Remarks If any * (Please forwarded)