

**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-

Dated:

Subject:- Implementation report of 2nd quarter w.e.f. 01.10.2020 to 31.12.2020 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 submitted that the implementation/action taken report w.e.f. 01.10.2020 to 31.12.2020 of Right to Public Service Guarantee (RPSGA) Act, 2011 of the H.P. Police Department is enclosed herewith on the proforma "A" & "B" please.

Yours faithfully,

Encls. As above.

for Director General of Police
Himachal Pradesh, Shimla

Dated: 16.04.2024

Endst. No. PPIM-(1)-021(PSGA)/2020- 4518-20

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

1. The Addl. Chief 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 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	922	922	-	-	-
CBA	314	194	-	-	120
UNA	278	254	0	0	183
NR	1514	1370	0	0	303
BPR	299	191	4	27	77
HMR	261	221	-	-	40
KULLU	292	228	-	-	64
L&S	9	6	-	-	3
MND	669	535	-	-	134
CR	1530	1181	4	27	318
SML	620	400	0	0	220
SLN	177	136	-	-	41
BADDI	259	259	-	-	-
SMR	302	232	-	70	70
KNR	71	39	-	-	32
SR	1429	1066	0	70	363
R&T	3	3	-	-	-
G. Total	4476	3620	4	97	984

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
KGR	26	2642	2668	2620	-	48	Under process
CBA	-	208	208	207	1	-	-
UNA	4	1722	1726	1726	0	0	Recently received
NR	30	4572	4602	4553	1	48	
BPR	-	521	521	521	-	-	-
HMR	-	1151	1151	1151	-	-	-
KUL	2	312	314	314	-	-	-
L&S	1	18	19	19	-	-	-
MND	-	1069	1069	1069	-	-	-
CR	3	1399	1402	1402	0	0	
SML	3	140	143	143	-	-	-
SLN	5	424	429	429	-	-	-
BADDI	-	249	249	249	-	-	-
SMR	12	351	363	363	-	-	-
KNR	2	25	27	27	-	-	-
SR	22	1189	1211	1211	0	0	
Total	55	7160	7215	7166	1	48	

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
KGR	0	-	-	-	-	-	-
CBA	-	1	1	1	-	-	-
UNA	0	0	0	0	0	0	
NR	0	1	1	1	0	0	
BPR	0	1	1	1	-	-	-
HMR	-	-	-	-	-	-	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
CR	0	1	1	1	0	0	
SML	0	597	597	597			
SLN	-	-	-	-	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	0	0	0	0	-	-	-
KNR	-	-	-	-	-	-	-
SR	0	597	597	597	0	0	
G. Total	0	599	599	599	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 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
KGR	228	1621	1849	1608	36	205	Under process(due to covid)
CBA	2	305	307	207	100	-	
UNA	51	754	805	739	0	66	received recently
NR	281	2680	2961	2554	136	271	
BPR	41	162	203	196	7	-	-
HMR	9	494	503	468	-	35	Recently received
KUL	4	182	186	138	42	6	Under process
L&S	10	15	25	16	9	-	due to snowfall
MND	60	1179	1239	1239	-	-	-
CR	124	2032	2156	2057	58	41	
SML	6	436	442	424	18	-	received during last week of quarter
SLN	50	273	323	278	-	45	Received end of qtr.
BADDI	3	56	59	56	-	3	Incomplete document
SMR	49	240	289	244	45	-	received during last week of quarter
KNR	1	32	33	29	3	1	Due to covid-19
SR	109	1037	1146	1031	66	49	
Total	514	5749	6263	5642	260	361	

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
KGR	0	-	-	-	-	-	-
CBA	-	-	-	-	-	-	-
UNA	3	5	8	5	0	3	Information not received from Police Station
NR	3	5	8	5	0	3	
BPR	-	3	3	3	-	-	-
HMR	1	-	1	1	-	-	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
CR	1	0	1	1	0	0	
SML	2	31	33	24	9	-	-
SLN	-	6	6	6	-	-	-
BADDI	4	3	7	4	1	2	Incomplete document
SMR	0	3	3	3	0	-	-
KNR	-	-	-	-	-	-	-
SR	6	43	49	37	10	2	
Total	10	48	58	43	10	5	

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
KGR	77	188	265	88	90	87	Under process
CBA	2	10	12	11	1	-	-
UNA	22	85	107	85	0	22	received recently
NR	101	283	384	184	91	109	
BPR	15	10	25	24	1	-	-
HMR	1	48	49	13	-	36	received in the end of quarter
KUL	25	89	114	94	21	20	Under process
L&S	-	11	11	11	-	-	-
MND	180	83	263	50	-	213	Non appearance of applicant and Covid-19
CR	221	241	462	192	22	269	
SML	24	72	96	47	24	25	Due to covid-19
SLN	-	56	56	56	-	-	-
BADDI	97	14	111	37	-	74	Pending at PS Level for verification and incomplete document
SMR	18	55	73	49	4	20	received in the end of quarter
KNR	1	6	7	4	1	2	Due to election
SR	140	203	343	193	29	121	
Total	462	727	1189	569	142	499	

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
KGR	40	26	66	10	31	25	Under process
CBA	1	9	10	10	-	-	-
UNA	0	5	5	3	0	2	received recently
NR	41	40	81	23	31	27	
BPR	0	-	-	-	-	-	-
HMR	4	10	14	10	-	4	received recently
KUL	31	11	42	42	-	-	-
L&S	-	-	-	-	-	-	-
MND	141	21	162	15	-	147	Non appearance of applicant and Covid-19
CR	176	42	218	67	0	151	
SML	6	6	12	9	3	0	
SLN	-	9	9	9	-	-	-
BADDI	13	3	16	1	-	15	Pending at PS level for verification
SMR	3	16	19	12	4	3	Applications received in the end of quarter
KNR	-	4	4	3	-	1	Due to election
SR	22	38	60	34	7	19	
Total	239	120	359	124	38	197	

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

Name of 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
KGR	171	65	57	179	All missing report provided within stipulated period of time
CBA	55	36	23	68	-do-
UNA	206	4	35	175	-do-
NR	432	105	115	422	-do-
BPR	76	48	43	81	-do-
HMR	84	26	13	97	-do-
KUL	236	34	27	243	-do-
L&S	16	4	4	16	-do-
MND	204	89	73	220	-do-
CR	616	201	160	657	-do-
SML	130	68	33	165	-do-
SLN	86	20	25	81	-do-
BADDI	210	68	42	236	-do-
SMR	148	48	47	149	-do-
KNR	60	17	62	17	-do-
SR	634	221	209	648	-do-
Total	1682	527	484	1727	

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/whatsapp	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	9	58	67	62	-	5	Under enquiry
CBA	-	4	4	4	-	-	-
UNA	0	0	0	0	0	0	-
NR	9	62	71	66	0	5	-
BPR	0	1	1	1	-	-	-
HMR	9	47	56	7	40	9	Land dispute & CDR awaited
KUL	1	18	19	19	-	-	-
L&S	-	-	-	-	-	-	-
MND	21	60	81	72	-	9	Action has taken within stipulated period and enquiry is going on
CR	31	126	157	99	40	18	-
SML	6	8	14	10	4	-	-
SLN	-	11	11	11	-	-	-
BADDI	6	9	15	5	6	4	Applicant not attend the enquiry
SMR	-	6	6	6	-	-	-
KNR	-	-	-	-	-	-	-
SR	12	34	46	32	10	4	-
Total	52	222	274	197	50	27	-

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

Name of Distt.	No. of complain ts pending at the end of previous quarter	No. of complain ts received during the quarter	Total No. of complain ts	No. of complain ts disposed off within stipulate d period during the quarter	No. of complain ts disposed off after stipulate d period	No. of complain ts pending for disposal at the end of quarter	Reason for pendency
KGR	0	-	-	-	-	-	-
CBA	-	63	63	63	-	-	-
UNA	0	19	19	19	0	0	
NR	0	82	82	82	0	0	
BPR	0	8	8	8	-	-	-
HMR	4	30	36	6	29	1	Due to land dispute
KUL	7	36	43	42	-	1	Not join the enquiry
L&S	-	4	4	4	-	-	-
MND	13	752	765	761	-	4	Enquiry is going on
CR	24	830	856	821	29	6	
SML	11	65	76	68	8	-	-
SLN	-	56	56	56	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	2	10	12	10	2	-	-
KNR	-	-	-	-	-	-	-
SR	13	131	144	134	10	0	
Total	37	1043	1082	1037	39	6	

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 (in Rs.)
KGR	55892	50217	87,43,500
CBA	24280	83	46,80,600
UNA	23314	21549	6795700
NR	103486	71849	6795700
BPR	14099	127	1050900
HMR	27560	25162	4306200
KUL	18035	10769	4466950
L&S	1389	77	357550
MND	24676	24230	4239300
CR	85759	35203	14420900
SML	39583	16072	11146200
SLN	22285	15159	7104200
BADDI	21722	8563	3733650
SMR	28678	177	5873400
KNR	1739	1739	286400
SR	114007	41710	28143850
R&T	3786	3786	1890100
Total	307038	152548	51250550

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 or the Appellant Area/ 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.	