

No. 137/SCRB  
04/05/2021

879/CB  
03-5-21



By E-mail

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

To

- 1) The Addl. Director General of Police, State CID H. P Shimla-9
- 2) The AIG, Traffic, Tourist and Railways HP Shimla-2.
- 3) All Districts SsP in Himachal Pradesh.

PPIM-(1)-021-(PSGA)/2020 4995-52/4 Dated 27.04.21

**Subject:-** Regarding bringing/notifying more services under H.P. Public Service Guarantee Act, 2011 and implementation of Section 3 of the HPPSGA, 2011 and Rule 4 of H.P. Public Service Guarantee Rules, 2011.

Sir,

Please find enclosed herewith a photocopy of letter No Per(AR)C(15)-1/2015-Vol-II dated 16<sup>th</sup> April, 2021 along with enclosures received from the Secretary (AR) to the Government of Himachal Pradesh.

In this regard, it is requested to display the notifications issued by the department of Home dated 29<sup>th</sup> February, 2021 and dated 28<sup>th</sup> January, 2021 (Copies enclosed) along with proforma on the notice board and official website as per the provisions contained in HP Public Service Guarantee Rules, 2011.

Encls:AA

Yours faithfully,

for Director General of Police,  
Himachal Pradesh, Shimla-2.

Endst No. \_\_\_\_\_ Dated \_\_\_\_\_

Copy along with enclosures is forwarded through Email to the Incharge SCRB Khalini to upload the same on the official website of HP Police for general public convenience.

for Director General of Police,  
Himachal Pradesh, Shimla-2.

The Secretary (AR) to the  
Government of Himachal Pradesh.

1. All the Administrative Secretaries ( ) to the Government of Himachal Pradesh.
2. All the Heads of the Departments/Boards/Corporation/Commissions in Himachal Pradesh
3. All the Deputy Commissioners in Himachal Pradesh

Dated: Shimla-02, the 16<sup>th</sup> April, 2021

**Subject:** Regarding bringing/notifying more services under H.P. Public Services Guarantee Act, 2011 and implementation of Section 3 of the H.P. Public Services Guarantee Act, 2011 and Rule 4 of H.P. Public Services Guarantee Rules, 2011.

**Madam/Sir,**

In am directed to invite your kind attention to this department letter of even number, dated: 05-03-2018, vide which it was requested to bring/notify more and more services under Public Services Guarantee Act, 2011 for providing them as per timelines to the public and also details of these services/designated authorities may also be displayed at some conspicuous places in the offices of each designated officer/appellate authority appointed as per provision of section 3 of the Act ibid (copy enclosed). The departmental website should have all information about the services covered under PSG Act and name, designation, address of all designated/appellate authorities.

Further, it has also been observed by the H.P. State Information Commission, during hearing of cases that [REDACTED] It [REDACTED] of H.P. Public Services Guarantee Rules, 2011 [REDACTED]

[illegible]

Yours faithfully,

(Rajesh Sharma)  
Deputy Secretary (AR) to the  
Government of Himachal Pradesh  
Phone No. 0177-2628480





**State Information Commission  
Himachal Pradesh**

Keonthal Complex, Shimla-171002

Phone No. 0177-2629894  
0177 2621529

AR-55285177

15/3/21

From:

The Hon'ble Chief Information Commission,  
Himachal Pradesh

To

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

Dated: Shimla-171002

the

9-3-2021

Subject: Implementation of Section 3 of the H.P. Public Service Guarantee Act, 2011 and  
Rule 4 of H.P. Public Service Guarantee Rules, 2011.

Sir,

I am directed to enclose the copies of letter No. Nil dated 26-10-2020 received from Shri Lal Bhadar Singh S/o Shri Purkhu Ram, Village Talogi, P.O. Bari, Tehsil & Distt. Kullu, Himachal Pradesh. The Hon'ble State Chief Information Commissioner, H.P. has observed that most of the public authorities have not implemented Section 3 of the H.P. Public Service Guarantee Act, 2011 and Rule 4 of H.P. Public Service Guarantee Rules, 2011 and have not been display the information on the notice board and official website

Therefore, you are requested to direct the public authority to upload the complete and updated information as per the provisions of section 3 and Rule 4 of the H.P. Public Service Guarantee Act/Rule, 2011.

Yours faithfully,


  
(Mohan Datt)  
Secretary

State Information Commission,  
Himachal Pradesh, Shimla-2  
2021

Endst. No. SIC-11/2019

Dated

Copy to Shri Lal Bhadar Singh S/o Shri Purkhu Ram, Village Talogi, P.O. Bari, Tehsil & Distt. Kullu, Himachal Pradesh, in response of above referred letter and to inform that the Administrative Reforms department is the nodal department for this purpose. The State Information Commission takes cognizance of the appeals under section 6 of the H.P. Public Service Guarantee Act, 2011.

  
(Mohan Datt)  
Secretary

State Information Commission, H.P.

OK  
7/2/21  
DL-JJ

(Authoritative English text of this Department Notification No. Home(A)/3-2/2010 Dated 29-2-2012 as required under clause(3) of articles 348 of the Constitution of India)

Government of Himachal Pradesh  
Department of Home

No.Home (A)/3-2/2010

Dated:

29 Feb,2012

NOTIFICATION

In exercise of the powers conferred by Section 3 of the Himachal Pradesh Public Service Guarantee Act, 2011 and Rule-4 of the Himachal Pradesh Public Service Guarantee Rules, 2011, the Governor, Himachal Pradesh is pleased to notify various services, authorities & time limits under the Act in the Police Department as under:-

Sl. No.	Name of Service/ public service	Person who can request for service	Designated officer	Format of application to obtain service	List of documents required to obtain service	Time limit for service	First Appellate Authority	Remarks
1	2	3	4	5	6	7	8	9
1.	Supply of copy of FIR	Complainant	WHO	N/A	N/A	Immediate after registration of FIR	SO	Free of cost
2.	Passport verification (Regular)	Any citizen (Applicant)	SHO	Standard form prescribed under the Passport Act forwarded by the RPO	Documents as submitted to the RPO	16 days after receipt of application in Police Station	SO	Free of cost
3.	Passport verification (Takaali)	Any citizen	SP	Standard form prescribed under the Passport Act forwarded by the RPO	1. Form 'C' under passport Act. 2. Age proof. 3. Residence Proof. 4. Two passport size photographs.	7 days after receipt of application in S.P. Office	IGP Range	Free of cost
4.	Verification of character and antecedents when requested for by the Employer/ Organization.	Employer	SHO	On the format supplied by the employer	As provided in Police Web portal <a href="http://police.nic.in">http://police.nic.in</a>	15 days	SO	Free of cost



Sr. No.	Name of Service/ public service	Person who can request for service	Designated officer	Format of application to obtain service	List of documents required to obtain service	Time limit for service	First Appellate Authority	Remarks
1	2	3	4	5	6	7	8	9
5.	NOC for petrol pump, gas agency, Hotel & Bar etc.	Any applicant	SHO	On plain paper	Application with proof of residence and identification	15 days	SO	Free of cost
6.	Arms License	Any citizen	SP / Addl. SP	Standard Form prescribed under the Arms Act/Rules	As prescribed under the Arms Act/Rules	15 days after the personal appearance	IGP Range	Free of cost
7.	Transfer of Arms License	Any citizen	SP / Addl. SP	Under the Arms Act/Rules	As prescribed under the Arms Act/Rules	15 days after the personal appearance	IGP Range	Free of cost
8	Missing report	Any Person	SHO/ Incharge Police Post	Nil	Written application	Immediately after receipt of the written complaints	SP	Free of cost.
9	Police assistance through SMS No. 9439100100	Any Person	SHO	Nil	Nil	Action within 24 hours	SO	Free of cost
10.	Action on on-line complaints	Any Person	SHO	As prescribed in Police Web portal app/Police Portal	Nil	24 hours subject to internet connectivity.	SO	Free of cost.
11.	On line compounding of Traffic offences	Any person	SHO/ Incharge Traffic	As prescribed in Police Web portal app/Police Portal	Nil	Immediately	SO	Free of cost

IGP-Inspector General of Police  
 SP-Superintendent of Police of the District.  
 RPO-Regional Passport Officer.  
 SO-Supervisory Officer.(Additional SP/Deputy SP).  
 SHO-Station House Officer.  
 MHO-Moharir Head Constable/Munshi.

The request for service on the application/Form prescribed alongwith specified documents, can be made to the designated officer or to a person subordinate to him authorized to receive such applications. Acknowledgment as provided in the Rule will be given. All designated officers are required to issue order for authorized person and display in the Notice Board as per section 5 of the Act.

An Appeal under Section 6 can be filed before the first appellate authority within thirty days from the date of rejection of application or the expiry of the stipulated time limits.

17/01/2021

**Government of Himachal Pradesh  
Information and Public Relations Department**

No. Pub-A(3)-2/2019

Dated Shivala 1/1002 the 20<sup>th</sup> January, 2021**NOTIFICATION**

In exercise of the powers vested under Section 4 of the Himachal Pradesh Public Service Guarantee Act, 2011, the Governor, Himachal Pradesh, is pleased to notify the following Services, Designated Officer, Appellate Authorities, for providing the services within the prescribed time limit, for the purpose of the Act (vide:-

Sr. No	Name of the services	Designated Officer	Stipulated period	Appellate Authority	Second Appellate authority
1	NOC for Film Shooting	Nodal Officer of the concerned department viz: District administration, Police, Forests, Archaeological Survey of India, Municipal Corporations/ Councils	Seven days from the date of submission of Application completed in all respects forwarded online to the concerned department. Deemed approval after 7 days	Director I&PR	Principal Secretary, I&PR
2	Grant of approval for film Shooting	Nodal Officer, Films, I&PR	After receipt of NOC as mentioned under (1) above the permission will be granted within 3 days to film makers.	Director I&PR	Principal Secretary, I&PR

By Order

Jagdish Chander Sharma  
Principal Secretary (I&PR) to Govt.  
Government of Himachal Pradesh



(3) (B) 9.5.8 (50) 5

An Appeal against the order of the First Appellate Authority can be filed before the State Information Commission, Himachal Pradesh, which is the second Appellate Authority. (41)

By Order

Principal Secretary (Home) to the  
Government of Himachal Pradesh.

Endst. No. No.Home(A)/A(3-2/2010

Dated:

29 Feb 2012.

Copy is forwarded to the following for information and necessary action to :-

1. All the Administrative Secretaries to the Govt. of H.P.
2. The Secretary (AR) to the Govt. of H.P.
3. The Director General of Police, Himachal Pradesh, Shimla-2.
4. The Inspector General of Police, Northern, Dharmasala Central Range Mandi & Southern Range, Shimla, Himachal Pradesh
5. The Director, NIO, HP Shimla-2.
6. All District Superintendents of Police, Himachal Pradesh.
7. The Controller, Printing Press & Stationary, Himachal Pradesh, Shimla-171005.

(Signature) 29.2

Deputy Secretary (Home) to the  
Government of Himachal Pradesh.

Information in respect of PSG Act, 2011

Proforma-A

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
Total					

2. Passport Verification (Regular):

(Time limit for service: 15 days after receipt of application in PS)

Name of Distt.	Total 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
Total					

1. Passport Verification (Tatkaal):

(Time limit for service: 7 days after receipt of application in SP Office)

Name of Distt.	Total 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
Total					



**4. Verification of character and antecedents when requested for by the employer/organization : ( Time limit for service: 15 days)**

Name of Distt.	Total 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
<b>Total</b>					

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

Name of Distt.	Total 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
<b>Total</b>					

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

Name of Distt.	Total 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
<b>Total</b>					

**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
<b>Total</b>					

### 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 persons provided within stipulated period	No. of copy of reports of missing persons provided after stipulated period
Total			

### 9. Police assistance through SMS No. 9459100100:

(Time limit for Service: Action within 24 hours)

Name of Distt.	No. of SMS / whatsapp received during the quarter	No. of SMS/whatsapp disposed off within stipulated period during the quarter	No. of SMS/ whatsapp disposed off after stipulated period	No. of SMS/ whatsapp pending for disposal during the quarter	Reason for pendency
Total					

### 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
Total					

### 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.)
Total			



**12. NOC for Film Shooting:**

**(Time limit for Service: 07 days from the date of submission of application completed in all respects forwarded online to the concerned department)**

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 application pending for disposal at the end of quarter	Reason for pendency
Total					

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