

Proforma-A

Sr. No.	Supply of information	Whether what action taken of 2 nd Qtr. (w.e.f. 01.07.2017 to 30.09.2017)
1	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 seekers.	Notice boards have been displayed at all Police Stations in HP.
3	As per the rule 10 of HPPSG Rules 2011 the designated officer and first and second appellate authorities shall maintain the records of application received and the appeal filed in registers maintained in Form-III, IV and V.	Yes (All services which have been provided to general public are maintained in separate registers.)
4	Whether such record was maintained in the prescribed proformas given in HPPSG Rules. 2011 if yes, copy of the same may be supplied or if no, reasons thereof may be stated.	Yes
5	Whether any application received for any services from any person in prescribed proforma and rejected under Sub-section (2) of Section 5 or not provided the services within stipulated period and file an appeal to the first appellate authority within thirty days from the date of rejection of application or the expiry of the stipulated time limit.	No such appeal received in all the district SsP till date.
6	Whether any responsibility was fixed on the designated officer by the second appellate authorities on any appeal proceedings to prove that denial of a request was justified but the designated officer was failed to provide the services within stipulated time limit.	Yes (All services is being provided in stipulated time limit and no appeal has been filed.)
7	Whether the monitoring in respect of notified services is being done.	Yes, monitoring in respect of notified services is being done by all the districts.
8	Whether any steps have been taken regarding RPSG Act to raise public awareness among the masses through news papers, media and other resources or any seminar was held under PSG Act.	Yes (General Public is being sensitized about RPSG Act through Community Policing Schemes.)

Information in respect of PSG Act w.e.f. 01.07.2017 to 30.09.2017.

Proforma-B

(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.	Reason for pendency.
SML	579	426	-	153	FIRs police itself is complaint
SLN	290	228	-	-	62
SMR	260	260	-	-	-
KNR	66	55	-	-	11.
BADDI	184	184	-	-	-
BPR	292	216	-	-	76.
HMR	210	210	-	-	-
MDI	621	621	-	-	-
KULLU	292	292	-	-	-
L&S	79	36	07	36	-
KGR	1709	1709	-	-	-
CBA	283	154	-	-	129.
UNA	396	396	-	-	-
R&T	03	03	-	-	-
Total	5264	4790	07	189	278

(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 pervious 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.
SML	132	1723	1855	981	380	494	Due to received end of the month.
SLN	43	822	865	837	-	28	-do-
SMR	42	634	676	628	-	48	-do-
KNR	03	67	70	67	-	03	-do-
BADDI	130	434	564	278	173	113	-do-
BPR	45	740	785	722	-	63	-do-
HMR	36	1887	1923	1890	-	33	-do-
MDI	170	1722	1892	1575	60	257	-do-
KULLU	25	615	640	504	106	30	-do-
L&S	08	27	35	15	13	07	-do-
KGR	210	4521	4731	4108	160	463	-do-
CBA	-	420	420	257	163	-	-
UNA	92	3120	3212	3043	-	169	-do-
TOTAL	936	16732	17668	14905	1055	1708	

(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 pervious 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.
SML	-	423	423	423	-	-	-
SLN	-	-	-	-	-	-	-
SMR	-	-	-	-	-	-	-
KNR	-	-	-	-	-	-	-
BADDI	-	01	01	01	-	-	-
BPR	-	09	09	09	-	-	-
HMR	-	-	-	-	-	-	-
MDI	-	06	06	06	-	-	-
KULLU	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
KGR	-	-	-	-	-	-	-
CBA	-	-	-	-	-	-	-
UNA	-	-	-	-	-	-	-
TOTAL	-	439	439	439	-	-	-

(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.
SML	50	429	479	282	106	91	Due to received end of the month & under process
SLN	08	320	328	325	-	03	-do-
SMR	48	319	367	329	-	38	-do-
KNR	06	115	121	114	-	07	-do-
BADDI	06	114	120	81	15	24	-do-
BPR	05	189	194	182	-	12	-do-
HMR	14	440	454	427	-	27	-do-
MDI	22	788	810	659	61	90	-do-
KULLU	20	128	148	131	02	15	-do-
L&S	03	41	44	36	-	08	-do-
KGR	81	1382	1463	1385	32	46	-do-
CBA	-	212	212	117	95	-	-
UNA	84	631	715	691	-	24	-do-
Total	347	5108	5455	4759	311	385	

(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.
SML	-	05	05	05	-		-
SLN	-	-	-	-	-		-
SMR	-	06	06	06	-		-
KNR	-	-	-	-	-		-
BADDI	-	05	05	04	-	01	Recently received
BPR	-	-	-	-	-		-
HMR	-	04	04	03	-	01	Recently received
MDI	-	-	-	-	-		-
KULLU	-	-	-	-	-		-
L&S	-	-	-	-	-		-
KGR	-	01	01	01	-		-
CBA	-	01	01	01	-		-
UNA	-	03	03	03	-		-
Total	-	25	25	23	-	02	

(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.
SML	23	84	107	99	08	-	Due to received end of the month & under process
SLN	12	48	60	55	05	-	-
SMR	17	71	88	64	-	24	-do
KNR	01	36	37	12	-	25	-do
BADDI	05	08	13	10	-	03	-do
BPR	06	17	23	17	-	06	-do
HMR	02	69	71	53	18	-	-
MDI	33	71	104	69	-	35	-do
KULLU	117	36	153	121	-	32	-do
L&S	-	-	-	-	-	-	-
KGR	-	139	139	93	-	46	-do
CBA	19	24	43	14	12	17	-do
UNA	05	81	86	78	-	08	-do
Total	240	684	924	685	43	196	

(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.
SML	09	32	41	33	08	-	Due to received end of the month & under process
SLN	-	02	02	02	-	-	-
SMR	-	09	09	04	-	05	-do
KNR	-	07	07	02	-	05	-do
BADDI	01	03	04	03	01	-	-
BPR	04	36	40	37	-	03	-do
HMR	-	10	10	05	-	05	-do
MDI	09	17	26	19	-	07	-do
KULLU	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
KGR	-	61	61	31	-	30	-do
CBA	10	17	27	11	06	10	-do
UNA	-	05	05	05	-	-	-
Total	33	199	232	152	15	65	

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

Name of Distt.	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 un-traced out during the quarter.	No. of missing reports un-traced at the end of quarter.	Reason for pendency.
SML	37	89	63	63	Search be continued
SLN	25	36	31	30	-do
SMR	30	24	13	41	-do
KNR	-	03	02	01	-do
BADDI	28	12	17	23	-do
BPR	95	45	51	89	-do
HMR	11	16	07	20	-do
MDI	134	80	67	147	-do
KULLU	16	84	53	47	-do
L&S	15	01	-	16	-do
KGR	196	62	54	204	-do
CBA	14	18	15	17	-do
UNA	212	13	34	191	-do
Total	813	483	407	889	

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

Name of Distt.	Total No. of SMS pending at the end of previous quarter.	No. of SMS received during the quarter.	Total No. of SMS.	No. of SMS disposed off within stipulated period during the quarter.	No. of SMS disposed off after stipulated period.	No. of SMS pending for disposal during the quarter.	Reason for pendency.
SML	05	89	94	82	06	06	Action has been within stipulated period and enquiry going on.
SLN	-	221	221	221	-	-	-
SMR	-	10	10	10	-	-	-
KNR	-	06	06	06	-	-	-
BADDI	02	37	39	36	-	03	-do-
BPR	-	31	31	31	-	-	-
HMR	02	10	12	06	02	04	-do-
MDI	13	60	73	62	-	11	-do-
KULLU	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
KGR	-	55	55	51	-	04	-do-
CBA	02	15	17	13	-	04	-do-
UNA	-	26	26	26	-	-	-
Total	24	560	584	544	08	32	

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

Name of Distt.	No. of complaints pending at the end of previous quarter.	No. of complaints received during the quarter.	Total No. of complaints.	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.
SML	18	57	75	70	03	02	Due to received end of the month & under process.
SLN	-	18	18	18	-	-	-
SMR	02	31	33	28	-	05	-do-
KNR	-	10	10	10	-	-	-
BADDI	-	-	-	-	-	-	-
BPR	08	53	61	61	-	-	-
HMR	03	06	09	06	-	03	-do-
MDI	07	51	58	43	-	15	-do-
KULLU	08	28	36	20	08	08	-do-
L&S	-	08	08	08	-	-	-
KGR	-	82	82	75	-	07	-do-
CBA	02	19	21	17	-	04	-do-
UNA	-	55	55	55	-	-	-
R&T	-	-	-	-	-	-	-
Total	48	418	466	411	11	44	

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

Total No. of Traffic Challan during the quarter.	Total No. of Traffic challan Compounded Online during the quarter.	Total fine realized during the quarter.	Reason for pendency.
64049	-	Rs. 1,00,07,650/-	-

Proforma-C

Abstract of form III, IV, V under Public Services Guarantee Act, 2011 for Quarterly online monitoring and evaluation of implementation of PSG Act, 2011.

Name of Department:

H.P. Police

(Implementation report w.e.f. 01.07.2017 to 30.09.2017)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
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 (due to pending received end of the month)	Application accepted/ rejected	Name and address of the Appellant Area/ gender	Date of filing of first Appeal. Ground for appeal of 1 st appeal	Total No. of applications disposed 1 st 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 2 nd 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)
HP Police	Sh. Khushal Sharma, HPPS, (L&O) SP	1. Copy of FIR	Immediate.	5264	5075	189	Accepted	-	-	-	-	-	-	-	Yes	All services mentioned in column No.3 and provided to the applicant at free of cost.
		2. Passport Verification (Regular)	15 days	17668	15960	1708										
		3. Passport Verification (Tatkaal)	7 days	439	439	-										
		4. Verification of Character and antecedents.	15 days	5455	5070	385										
		5.NOC for Pumps, Gas agency, Hotel and Bar etc.	15 days	25	23	02										
		6. Arms License.	15 days	924	728	196										
		7. Transfer of Arms License.	15 days	232	167	65										
		8. Missing report.	Immediate.	1296	407	889										
		9. Police assistance through SMS.	24 hours	584	552	32										
		10. Online complaints.	24 hours	466	422	44										
		11. Online compounding of Traffic Offences.	Immediate.	64049	Fine Rs. 1,00,07,650/-											

(12) 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.	Reason for pendency.
Shimla	27150	-	-	-
Solan	10347	-	-	-
Sirmour	-	-	-	-
Kinnaur	3826	-	Rs. 16,73,450/-	-
Baddi	-	-	-	-
BPR	9273	-	Rs. 33,41,400/-	-
HMR	-	-	-	-
MDI	-	-	-	-
Kullu	-	-	-	-
L&S	-	-	-	-
KGR	-	-	-	-
CBA	-	-	-	-
Una	13453	-	Rs. 49,92,800/-	-
R&T	-	-	-	-
Total	64049	-	Rs. 1,00,07,650/-	-
