Information in respect of PSG Act w.e.f. 01.07.2020 to 30.09.2020.

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

Name of	Total No. of		No. of copy FIR	Copy of FIRs	
Distt.	FIR	supplied to the	supplied to the	to be supplied	complainant
	registered	applicant within	applicant after		
	during the	prescribed period	prescribed period		
	quarter	during the quarter	during the quarter		
BPR	439	376	-	-	63
HMR	256	222	-	-	34
KUL	395	303	-	-	92
L&S	38	23	-	-	15
MND	914	778	-	-	136
KGR	1041	1041	-	1	-
CBA	317	205	-	-	112
UNA	343	225	-	ı	118
SML	788	638	-	150	-
SLN	271	196	-	-	75
BADDI	229	229	-	-	-
SMR	301	218	07	47	29
KNR	115	69	-	31	15
R&T	01	01	-	-	-
Total	5448	4524	07	228	689

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
BPR	09	200	209	209	-	-	
HMR	15	359	374	374	-	-	
KUL	02	137	139	139	-	-	
L&S	-	07	07	07	-	-	
MND	02	647	649	629	-	20	Recently received
KGR	06	1399	1405	1379	-	26	Under process
CBA	-	98	98	98	-	-	-
UNA	97	1708	1805	1801	-	04	Recently received
SML	05	727	732	729	-	03	Under process
SLN	10	324	334	329	-	05	Received towards the end of the quarter
BADDI	17	146	163	121	42	-	-
SMR	71	244	315	303	-	12	Under process
KNR	03	19	22	20	-	02	Under process
Total	237	6015	6252	6138	42	72	

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
BPR	-	-	-	-	-	-	-
HMR	-	-	-	-	-	-	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
KGR	-	-	-	-	-	-	-
CBA	-	-	-	-	-	-	-
UNA	-	-	-	-	-	-	-
SML	05	626	631	625	-	06	Under process
SLN	-	-	-	-	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	-	-	-	-	-	-	-
KNR	-	-	-	-	-	-	-
Total	05	626	631	625	-	06	

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
BPR	19	174	193	152	-	41	Under process. Less than 15 days
HMR	77	435	512	503	-	09	Recently received
KUL	06	130	136	98	34	04	-
L&S	02	27	29	27	-	02	Recently received
MND	180	964	1144	1040	44	60	Recently received
KGR	145	1842	1987	1675	84	228	Under process
CBA	02	334	336	229	105	02	Under process
UNA	13	338	351	346	-	05	Recently received
SML	05	348	353	347	04	02	Under process
SLN	36	231	267	-	217	50	Received towards the end of the quarter
BADDI	04	52	56	53	-	03	Recently Received
SMR	56	243	299	-	250	49	-do-
KNR	06	48	54	53	-	01	Under process
Total	551	5166	5717	4523	738	456	

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
BPR	-	-	-	-	-	-	-
HMR	-	-	-	-	-	-	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
KGR	-	-	-	-	-	-	-
CBA	-	-	-	-	-	-	-
UNA	-	05	05	-	-	05	Under process
SML	-	27	27	21	04	02	Under process
SLN	-	-	-	-	-	_	-
BADDI	05	02	07	02	01	04	Under process
SMR	-	02	02	02	-	-	-
KNR	-	-	-	-	-	-	-
Total	05	36	41	25	05	11	-

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
BPR	03	32	35	20	-	15	Under process. Less than 15 days.
HMR	02	23	25	24	-	01	Under process
KUL	01	64	65	19	21	25	-
L&S	-	25	25	25	-	-	-
MND	150	100	250	70	-	180	Non appearance applicant.
KGR	46	113	159	29	53	77	Under process
CBA	-	14	14	08	04	02	Recently received
UNA	12	99	111	89	-	22	Recently received
SML	04	83	87	43	20	24	Due to COVID- 19
SLN	-	42	42	42	-	-	-
BADDI	96	37	133	10	26	97	Under process
SMR	10	52	62	27	17	18	Recently received
KNR	-	08	08	04	03	01	-do-
Total	324	692	1016	410	144	462	

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 applicatio n 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
BPR	-	-	1	ı	-	-	-
HMR	-	19	19	15	-	04	Under process
KUL	25	35	60	11	18	31	-
L&S	-	-	ı	ı	-	-	-
MND	111	100	211	70	-	141	Non appearance of the applicant
KGR	21	75	96	18	38	40	Under process
CBA	-	10	10	05	04	01	Recently received
UNA	-	01	01	01	-	-	-
SML	-	23	23	09	06	08	Due to COVID-19
SLN	-	21	21	21	-	-	-
BADDI	-	13	13	-	-	13	Under process
SMR	-	13	13	07	03	03	Recently received
KNR	01	03	04	01	03	-	-
Total	158	313	471	158	72	241	

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	Total No. of missing reports of persons lodged during the	No. of missing persons traced out during the quarter	No. of missing reports un-traced at the end of	Reason for pendency
	of previous quarter	quarter	during the quarter	quarter	
BPR	91	55	71	75	Efforts made
HMR	146	31	93	84	-do-
KUL	268	30	62	236	-do-
L&S	17	01	02	16	-do-
MND	243	82	121	204	-do-
KGR	186	17	32	171	-do-
CBA	66	26	37	55	-do-
UNA	255	08	36	227	-do-
SML	140	97	107	130	-do-
SLN	86	42	42	86	-do-
BADDI	187	62	39	210	-do-
SMR	187	65	104	148	-do-
KNR	64	16	20	60	-do-
Total	1936	532	766	1702	

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
BPR	-	16	16	16	-	-	_
HMR	17	38	55	14	38	03	Land dispute & CDR awaited
KUL	01	09	10	09	-	01	Under process
L&S	-	-	-	-	-	-	-
MND	14	79	93	72	-	21	Under process
KGR	04	123	127	117	-	10	Under process
CBA	-	18	18	18	-	-	-
UNA	-	13	13	13	-	-	-
SML	02	21	23	15	02	06	Due to not associated by complaints
SLN	-	14	14	14	-	-	-
BADDI	05	25	30	16	08	06	Applicant not attended the enquiry
SMR	-	13	13	13	-	-	-
KNR	-	05	05	05	-	-	-
Total	43	374	417	322	48	47	

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
BPR	-	14	14	14	-	-	-
HMR	02	30	32	06	25	01	As the complainant is out of state
KUL	06	25	31	24	-	07	Applicant not attended the enquiry
L&S	ı	02	02	02	-	-	-
MND	19	544	563	550	-	13	Under process
KGR	-	-	-	-	-	-	-
CBA	01	44	45	44	01	-	-
UNA	-	38	38	36	02	-	-
SML	10	79	89	68	10	11	Due to not associated by complaints
SLN	ı	43	43	43	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	-	21	21	14	05	02	Due to land dispute
KNR	-	25	25	25	-	-	-
Total	38	865	903	826	43	34	

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.)
BPR	5760	35	11,300/-
HMR	23774	8046	36,23,300/-
KUL	17318	10862	36,51,750/-
L&S	-	1	-
MND	27704	27658	36,32,900/-
KGR	38675	498	1,76,600/-
CBA	23441	288	38,10,000/-
UNA	13819	704	2,57,000/-
SML	54637	11744	80,70,900/-
SLN	23553	48	46,90,700/-
BADDI	13231	1	29,53,700/-
SMR	15306	225	1,36,400/-
KNR	1407	-	-
R&T	3814	3814	19,29,300/-
Total	262439	63922	3,29,43,850/-

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. 01.07.2020 to 30.09.2020.

H.P. Police **Name of Department:** Name of Designated Nodal Officer/ Name and address of the Appellant Area/ gender Display the services notified or not. (due to pending received end of the lime frame for providing services Fotal No. of applications disposed List of Services provided notified alongwith the name of the officer Particulars of disposal of Second appeal igainst whose decision appeal is Name of first appellate authority by Name of the designated officer ground of appeal of 2nd appeal Application accepted/rejected Date of filling Second appeal Applications received online Date of filing of first Appeal. Payment of Compensation If any * (Please forwarded) (a) Rejected (b) Accepted Ground for appeal of 1st Name of Deptt./ Office st appellant authority 2. Deptt. Proceeding Disposed off HOD/ Secy. illed deptt. as notified l. Penalty Pending Remarks month) nand 10 11 12 13 14 15 16 17 6 HP 1. Copy of FIR 5448 4531 (689 cases in Accepted Yes Dr. **Immediate** All which police is Police Khushal (228)services complaint) pending Sharma. mentioned 2. Passport Verification 6252 15 days 6180 72 under process IPS, SP in column (Regular) (L&O) No.3 and 3. Passport Verification 7 days 631 625 06 under process provided (Tatkaal) to the 15 days 4. Verification of 5717 5261 456 under process applicant character and antecedents. at free of 5.NOC for Pumps, Gas 30 15 days 41 11 under process cost. agency, Hotel and Bar etc. 15 days 6. Arms License. 1016 554 462 (282 under process & 180 non appearance applicant 7. Transfer of Arms 15 days 471 230 241(100 under process & 141 non License. appearance of the applicant 8. Missing report. 2468 1702 **Immediate** 766 9. Police assistance 24 hours 417 370 47(32 under through SMS. process, 3 land dispute & 12 applicant not attended the enquiry 10. Online complaints. 24 hours 903 869 34 (13 under process, 2 land dispute & 19 not join the enquiry 11. Online compounding Challan= **Immediate** Fine Rs. 262439 of traffic offences. 3,29,43,850/-