

FAQs (Frequently Asked Questions)

Category:

- **Complaints FAQ**
- **FIR FAQ**
- **Service request FAQ**
- **Domestic Help Verification FAQ**
- **Tenant Verification FAQ**
- **Foreigner Registration FAQ**
- **Protest/Strike Registration FAQ**
- **Event/Performance Registration FAQ**
- **Procession Registration FAQ**
- **Character Certificate FAQ**

Contents:

Complaints FAQ

1	How to register a Complaint
	Login to citizen portal with your login id and password Click on 'Register New Complaint' link System will display register new complaint page Browse within tabs to make or select entries Enter or Select the information to be provided Click on 'Submit' button to save the information
2	How will you a trace a complaint
	Click on the complaint tab Select the view complaint search status Select the complaint radio button Enter the complaint number Click on view status. The status of the complaint will be displayed

FIR FAQ

1	What is an F.I.R ?
	<p>F.I.R. means First Information Report, made to the Officer-in-Charge of a Police Station, about commission of a cognizable offence. In effect, it amounts to putting law in to motion by giving information relating to the commission of a cognizable offence .The informant / Complainant can inform or lodge the FIR in writing and also orally. If the information is given orally, the Officer-In-Charge shall get it reduced to writing, and read it over to the complainant. If it is correctly recorded, the complainant / Informant sign the same and it will be treated as FIR and recorded in a register of the Police Station. The Complainant / Informant is entitled to get a FIR copy free of cost.</p>
2	How to get copy of the FIR
	<p>It is very easy if know the FIR serial Number</p>
3	How do I lodge F.I.R. ?
	<p>Invariably the informant/complainant should go to the Police Station having jurisdiction over the area (where the offence is committed) and report to the Officer in-charge about the commission of the cognizable offence. In the present scenario a complaint can also be raised to a Police Station regarding Commission of a Crime through Citizen Portal (https://hppolice.gov.in). By raising a complaint in this process the complainant will get a receipt with a complaint registration number. The complaint will be enquired by a Police officer of the concerned Police Station. And basing on the enquiry report necessary action shall be initiated. The Complainant / Informant will be able to see the status of the enquiry Online. If during enquiry found that a FIR is to be registered. Then the Complainant / Informant should go to the Police Station and sign the FIR. In case information is given on telephone, the informant/complainant should subsequently go to the police station for registration of F.I.R. The informant is entitled to receive a copy of the FIR free of cost.</p>
4	Can the Officer-in-Charge of a Police Station refuse to receive a complaint relating to a cognizable case?
	<p>No, Report relating to the Commission of Cognizable Offence can be given to any Police Station and the Officer-In-Charge is under obligation to accept it, even if the place of occurrence does not come under his jurisdiction. It is pertinent to mention here that all the reports submitted by citizens in the Police Station are not Cognizable cases. As such claiming FIR copy for any report given at the Police Station is misleading. FIR copy is provided free of cost by the Police Station when aCognizable Case(FIR) is registered.</p>

Service request FAQ

1	How to initiate a service request?
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	Log in to the citizen portal with your user Id and password and click on the citizen services menu
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Domestic Help Verification FAQ

1	How to register Domestic Help Verification request?
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	Click on Citizen Services->Domestic Help Verification->Domestic Help Verification Request Link. System will display the Domestic Help verification Request page Enter the information under details Select / Enter the correct and detail information relating to the Domestic Help Verification Click on 'Submit' button to save the information.
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Tenant Verification FAQ

1	How to register Tenant/PG Verification Request?
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	Click on Citizen Services Tenant/PG Verification Request link.The owner of the house has to furnish the information in the desired form. Select / Enter the correct information required Click on 'Submit' button to save the information
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Foreigner Registration FAQ

1	How to register Foreigner request?
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	Click on Citizen Services->C Form->Submission of C Form (Foreigner Registration) Request tab. System will display the C Form (Foreigner Registration) Request page Enter the information under applicant details Select / Enter the correct and detail information relating to the C Form (Foreigner Registration) Click on 'Submit' button to save the information.
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Protest/Strike Registration FAQ

1 [How to register the Protest /Strike request?](#)

Click on Citizen Services->Protest Strike Request->Protest/Strike Registration Request tab. System will display the Protest / Strike registration Request page Enter the personal information under applicant details Select / Enter the correct and detail information relating to the proposed Protest / Strike Click on 'Submit' button to save the information.

Event/Performance Registration FAQ

1 [How to register Event/Performance request?](#)

Click on Citizen Services->Event / Performance Request->Event / Performance Request Registration link Enter the personal information under applicant details Select/Enter the correct and detail information relating to the Event / Performance Click on 'Submit' button to save the information

Procession Registration FAQ

1 [How to Register Procession Request?](#)

Click on Citizen Services->Procession Request->Procession Request Registration link. System will display the Procession Request Registration page Enter the personal information under applicant details Select/Enter the correct and detail information relating to the Procession Request. Click on 'Submit' button to save the information.

Character Certificate FAQ

1 [How to register Character Certificate request?](#)

Click on Citizen Services->Character Certificate Request-> Add Character Certificate Request link. System will display the Character Certificate Request page Select / Enter the correct and detail information relating to the Certificate request Click on radio button to select when required.