

Information in respect of PSG Act w.e.f. 01.10.2019 to 31.12.2019

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 supplied to the applicant within prescribed period during the quarter	No. of copy supplied to the applicant after prescribed period during the quarter	Copy of FIRs to be supplied	Copies of FIR not supplied in which Police is complainant
BPR	342	342	-	-	-
HMR	242	242	-	-	-
KUL	476	476	-	-	-
L&S	15	15	-	-	-
MND	751	751	-	-	-
KGR	1089	1089	-	-	-
CBA	274	182	-	-	92
UNA	345	212	-	-	133
SML	688	466	-	-	222
SLN	234	166	-	-	68
BADDI	208	146	-	-	62
SMR	284	247	-	-	37
KNR	91	56	-	-	35
R&T	03	03	-	-	-
Total	5042	4393	-	-	649

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	54	637	691	607	-	84	Under process
HMR	19	1441	1460	1424	-	36	Received end of the month
KUL	81	534	615	506	40	69	-do-
L&S	-	24	24	21	-	03	-do-
MND	74	1900	1974	1870	19	85	-do-
KGR	202	3822	4024	3506	390	128	-do-
CBA	51	417	468	361	83	24	-do-
UNA	199	2019	2218	2030	-	188	-do-
SML	59	881	940	860	38	42	-do-
SLN	45	779	824	783	-	41	-do-
BADDI	56	477	533	450	12	71	-do-
SMR	113	665	778	706	-	72	-do-
KNR	05	75	80	64	07	09	-do-
Total	958	13671	14629	13188	589	852	
				13777 (94.17%)			

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	-	812	812	812	-	-	-
SLN	-	10	10	10	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	-	-	-	-	-	-	-
KNR	-	-	-	-	-	-	-
Total	-	822	822	822	100%		

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	30	297	327	313	-	14	Under process
HMR	20	547	567	540	-	27	Received end of the month
KUL	18	153	171	139	30	02	-do-
L&S	-	31	31	31	-	-	-do-
MND	160	986	1146	1036	30	80	Under process
KGR	88	2705	2793	2665	52	76	Received end of the month
CBA	25	227	252	177	67	08	-do-
UNA	09	323	332	326	-	06	-do-
SML	33	984	1017	975	25	17	-do-
SLN	69	489	558	366	-	192	-do-
BADDI	04	106	110	95	05	10	-do-
SMR	51	874	925	775	-	150	-do-
KNR	06	74	80	73	-	07	-do-
Total	513	7796	8309	7511	209	589	
				7720	(92.91%)		

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	-	01	01	-	-	01	Received end of the month
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
KGR	02	-	02	-	02	-	-
CBA	-	-	-	-	-	-	-
UNA	05	01	06	06	-	-	-
SML	-	54	54	39	15	-	-
SLN	-	06	06	06	-	-	-
BADDI	02	08	10	06	01	03	Under process
SMR	01	05	06	06	-	-	-
KNR	-	-	-	-	-	-	-
Total	10	75	85	63	18	04	
				81 (95.29%)			

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	20	23	18	-	05	Under process
HMR	07	25	32	22	-	10	Received end of the month
KUL	-	16	16	16	-	-	-
L&S	-	10	10	08	-	02	-do-
MND	102	60	162	50	-	112	Non appearance of the applicant
KGR	46	143	189	47	106	36	Under process
CBA	323	228	551	227	323	01	Received end of the month
UNA	12	72	84	68	-	16	-do-
SML	91	59	150	92	35	23	-do-
SLN	16	19	35	15	-	20	-do-
BADDI	96	73	169	30	53	86	Under process
SMR	25	42	67	38	08	21	Received end of the month
KNR	-	01	01	01	-	-	-
Total	721	768	1489	632	525	332	
				1157 (77.70%)			

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
BPR	02	04	06	06	-	-	-
HMR	04	12	16	11	-	05	Received end of the month
KUL	03	05	08	08	-	-	-
L&S	-	-	-	-	-	-	-
MND	69	36	105	25	-	80	Non appearance of the applicant
KGR	17	64	81	19	47	15	Under process
CBA	21	13	34	11	21	02	Received end of the month
UNA	-	02	02	02	-	-	-
SML	02	11	13	07	03	03	Received end of the month
SLN	13	12	25	10	-	15	-do-
BADDI	10	04	14	01	04	09	Under process
SMR	02	06	08	07	-	01	Received end of the month
KNR	-	-	-	-	-	-	-
Total	143	169	312	107	75	130	
				182	(58.33%)		

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

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
BPR	84	45	54	75	Efforts made
HMR	101	39	22	118	-do-
KUL	252	29	23	258	-do-
L&S	15	03	03	15	-do-
MND	302	81	63	320	-do-
KGR	246	83	119	210	-do-
CBA	65	32	29	68	-do-
UNA	243	26	17	252	-do-
SML	173	97	41	229	-do-
SLN	78	40	31	87	-do-
BADDI	119	55	36	138	-do-
SMR	88	33	27	94	-do-
KNR	53	14	11	56	-do-
Total	1819	577	476	1920	

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

Name of Distt.	Total No. of SMS/ Whatsapp pending at the end of previous quarter	No. of SMS/ Whatsapp received during the quarter	Total No. of SMS/ Whatsapp	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
BPR	-	23	23	23	-	-	-
HMR	03	51	54	18	33	03	Due to land dispute and CDRs
KUL	-	18	18	18	-	-	-
L&S	-	-	-	-	-	-	-
MND	15	70	85	66	-	19	Received end of the month
KGR	04	94	98	87	08	03	In 2 cases CDR is awaited whereas in remaining 01 case complaint is not associating in enquiry process.
CBA	01	20	21	16	-	05	Received end of the month
UNA	-	10	10	09	01	-	-
SML	10	44	54	43	08	03	Received end of the month
SLN	-	14	14	14	-	-	-
BADDI	09	20	29	18	05	06	Complainant not attend the enquiry
SMR	-	21	21	21	-	-	-
KNR	-	04	04	04	-	-	-
Total	42	389	431	337	55	39	
				392 (90.95%)			

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	-	15	15	15	-	-	-
HMR	02	14	16	04	10	02	Received end of the month
KULLU	-	39	39	39	-	-	-
L&S	-	-	-	-	-	-	-
MND	16	132	148	140	-	08	-do-
KGR	02	126	128	128	-	-	-
CBA	01	25	26	25	01	-	-
UNA	-	07	07	07	-	-	-
SML	04	65	69	62	01	06	Received end of the month
SLN	-	16	16	16	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	03	22	25	17	07	01	-do-
KNR	-	04	04	04	-	-	-
Total	28	465	493	457	19	17	
				476 (96.55%)			

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
296446	3071	4,76,96,400/-

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. 01.10.2019 to 31.12.2019.

Name of Department:		H.P. Police														
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 1st appeal	Total No. of applications disposed 1st appellate 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.	Remarks If any * (Please forwarded)	
2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
Dr. Khushal Sharma, IPS, SP (L&O)	1. Copy of FIR	Immediate.	5042	4393	649 cases in which police is complaint	Accepted	-	-	-	-	-	-	-	Yes	All services mentioned in column No.3 and provided to the applicant at free of cost.	
	2. Passport Verification (Regular)	15 days	14629	13777	852											
	3. Passport Verification (Tatkaal)	7 days	822	822	-											
	4. Verification of Character and antecedents.	15 days	8309	7720	589											
	5. NOC for Pumps, Gas agency, Hotel and Bar etc.	15 days	85	81	04											
	6. Arms License.	15 days	1489	1157	332											
	7. Transfer of Arms License.	15 days	312	182	130											
	8. Missing report.	Immediate.	2396	476	1920											
	9. Police assistance through SMS.	24 hours	431	392	39											
	10. Online complaints.	24 hours	493	476	17											
	11. Online compounding of Traffic Offences.	Immediate.	Challan=296446		Fine Rs. 47696400											
