

**OFFICE OF THE
DIRECTOR GENERAL OF POLICE
HIMACHAL PRADESH POLICE HEADQUARTER
SHIMLA-171002**

To

The Secretary (AR) to the
Government of H.P. Shimla-2.

No. PPIM-(1)-021(PSGA)/2020-

Dated:

Subject:- Implementation report of 1st quarter w.e.f. 01.04.2020 to 30.06.2020 of Right to Public Service Guarantee (RPSGA) Act, 2011.

Sir,

Kindly refer to Notification No. Home(A)A(3)-2/2010 dated 29.02.2012, on the subject cited above.

In this regard, it is stated that the implementation/action taken report w.e.f. 01.04.2020 to 30.06.2020 of Right to Public Service Guarantee (RPSGA) Act, 2011 of the H.P. Police Department are enclosed herewith on the proforma "A" & "B" please.

Yours faithfully,

Encls. As above.

for Director General of Police
Himachal Pradesh, Shimla

Endst. No. PPIM-(1)-021(PSGA)/2020- **18920-22**

Dated: **27-8-2020**

Copy alongwith proforma "A & B" is forwarded for information to:-

1. The Addl. Chief Secretary (Home) to the Govt. of HP, Shimla-2.
2. The Joint Secretary (Home-G) to the Govt. of HP.
- ✓ 3. Incharge, SCRB, HP Shimla-2. He is requested to upload the aforesaid report on the HP Police Citizen portal please.


for Director General of Police,
Himachal Pradesh, Shimla.

Information in respect of PSG Act w.e.f. 01.04.2020 to 30.06.2020.

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
BPR	426	299	-	-	127
HMR	299	222	-	-	77
KUL	409	148	-	-	261
L&S	26	11	-	-	15
MND	866	606	-	-	260
KGR	892	892	-	-	-
CBA	362	216	-	-	146
UNA	282	194	-	66	22
SML	623	504	-	-	119
SLN	361	210	-	-	151
BADDI	246	246	-	-	-
SMR	377	238	-	-	139
KNR	137	44	-	-	93
R&T	01	01	-	-	-
Total	5307	3831	-	66	1410

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	18	53	71	32	30	09	Recently received
HMR	28	76	104	89	-	15	-do-
KUL	52	20	72	23	47	02	-do-
L&S	08	01	09	-	-	09	-do-
MND	201	109	310	298	10	02	-do-
KGR	-	117	117	111	-	06	Under process
CBA	28	07	35	09	26	-	-
UNA	299	63	362	265	-	97	Recently received
SML	59	55	114	76	33	05	-
SLN	28	93	121	111	-	10	Received towards the end of the quarter and pandemic of Covid-19
BADDI	46	31	77	50	10	17	Recently Received
SMR	45	26	71	-	-	71	Due to none availability of DSC dongle
KNR	-	01	01	-	-	01	As DSC is sent for renewal and the same has not received as yet.
Total	812	652	1464	1064	156	244	

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	-	167	167	167	-	-	-
SLN	-	-	-	-	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	-	-	-	-	-	-	-
KNR	-	-	-	-	-	-	-
Total	-	167	167	167	-	-	-

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	11	146	157	105	33	19	Recently received
HMR	48	197	245	168	-	77	-do-
KUL	13	109	122	98	18	06	-do-
L&S	03	04	07	04	01	02	-do-
MND	180	497	677	415	172	90	-do-
KGR	177	618	795	500	150	145	Under process
CBA	18	92	110	52	56	02	Recently received
UNA	65	314	379	237	-	142	Recently received
SML	132	305	437	308	124	05	-
SLN	64	124	188	152	-	36	Received towards the end of the quarter and pandemic of Covid-19
BADDI	12	26	38	30	04	04	Recently Received
SMR	50	210	260	204	-	56	-do-
KNR	07	20	27	25	02	-	-
Total	780	2662	3442	2298	560	584	

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	-	01	01	01	-	-	-
HMR	-	-	-	-	-	-	-
KUL	-	-	-	-	-	-	-
L&S	-	-	-	-	-	-	-
MND	-	-	-	-	-	-	-
KGR	-	-	-	-	-	-	-
CBA	-	-	-	-	-	-	-
UNA	-	04	04	03	01	-	-
SML	-	12	12	09	03	-	-
SLN	-	03	03	03	-	-	-
BADDI	04	01	05	01	-	04	Due to Carona Virus COVID-19 pandemic pending at PS level for verification
SMR	01	02	03	03	-	-	-
KNR	-	-	-	-	-	-	-
Total	05	23	28	20	04	04	-

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	08	07	15	09	03	03	Recently received
HMR	06	04	10	08	-	02	-do-
KUL	19	02	21	-	20	01	-do-
L&S	01	09	10	09	01	-	
MND	129	22	151	01	-	150	Recently received
KGR	87	89	176	55	75	46	Recently received
CBA	12	01	13	13	-	-	-
UNA	36	-	36	24	-	12	Recently received
SML	72	11	83	46	33	04	Due to COVID-19
SLN	43	10	53	53	-	-	-
BADDI	21	03	24	01	-	23	Due to Carona Virus COVID-19 pandemic pending at PS level for verification
SMR	60	11	71	50	11	10	Recently received
KNR	01	01	02	02	-	-	-
Total	495	170	665	271	143	251	

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	-	-	-	-	-	-	-
HMR	02	01	03	03	-	-	-
KUL	03	22	25	-	-	25	Recently received
L&S	-	-	-	-	-	-	-
MND	90	22	112	01	-	111	Recently received
KGR	32	34	66	15	30	21	Under process
CBA	02	-	02	-	-	02	Recently received
UNA	-	-	-	-	-	-	-
SML	-	04	04	02	02	-	-
SLN	28	06	34	34	-	-	-
BADDI	04	-	04	-	-	04	Due to Carona Virus COVID-19 pandemic pending at PS level for verification
SMR	02	03	05	05	-	-	-
KNR	01	03	04	03	-	01	Due to Lock down
Total	164	95	259	63	32	164	

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 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	86	19	14	91	Efforts made
HMR	134	17	04	147	-do-
KUL	263	16	11	268	-do-
L&S	16	03	02	17	-do-
MND	322	47	127	242	-do-
KGR	185	11	10	186	-do-
CBA	64	17	15	66	-do-
UNA	254	03	02	255	-do-
SML	178	40	61	157	-do-
SLN	85	16	15	86	-do-
BADDI	170	37	20	187	-do-
SMR	108	24	06	126	-do-
KNR	54	13	03	64	-do-
Total	1919	263	290	1892	

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/whats App	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	-	28	28	28	-	-	-
HMR	-	55	55	06	32	17	Under process
KUL	01	14	15	14	-	01	The complainant is not joining the inquiry.
L&S	-	-	-	-	-	-	-
MND	24	88	112	98	-	14	Under process
KGR	04	167	171	166	-	05	Under process
CBA	-	23	23	23	-	-	-
UNA	-	14	14	14	-	-	-
SML	06	40	46	44	-	02	Under process
SLN	-	09	09	09	-	-	-
BADDI	08	23	31	18	08	05	Under process
SMR	-	09	09	09	-	-	-
KNR	-	01	01	01	-	-	-
Total	43	471	514	430	40	44	

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	-	27	27	27	-	-	-
HMR	-	11	11	02	07	02	Recently received
KUL	07	193	200	181	13	06	Complainants are not joining inquiry.
L&S	-	01	01	01	-	-	-
MND	12	480	492	473	-	19	Recently received
KGR	-	-	-	-	-	-	-
CBA	-	86	86	85	-	01	Transfer to Cyber cell
UNA	-	25	25	25	-	-	-
SML	09	80	89	79	-	10	Recently received
SLN	-	51	51	51	-	-	-
BADDI	-	-	-	-	-	-	-
SMR	-	13	13	07	06	-	-
KNR	-	-	-	-	-	-	-
Total	28	967	995	931	26	38	

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	1402	09	3200/-
HMR	9214	-	-
KUL	9576	97	44,400/-
L&S	-	-	-
MND	34848	-	-
KGR	9173	126	48,800/-
CBA	13043	135	25,67,400/-
UNA	7457	272	14,05,700/-
SML	18691	2011	41,05,000/-
SLN	12853	7440	15,44,400/-
BADDI	5502	0	13,55,700/-
SMR	6048	36	21,100/-
KNR	649	649	1,17,500/-
R&T	98253	98253	2,49,05,600/-
Total	226709	109028	3,61,18,800/-

H.P. Police

2011 w.e.f. 01.04.2020 to 30.06.2020.

Name of Department:		H.P. Police															
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 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)	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	
HP Police	Dr. Khushal Sharma, IPS, SP (L&O)	1. Copy of FIR	Immediate.	5307	3831 (66 pending)	(1410 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	1464	1220	244											
		3. Passport Verification (Tatkaal)	7 days	167	167	-											
		4. Verification of Character and antecedents.	15 days	3442	2858	584											
		5.NOC for Pumps, Gas agency, Hotel and Bar etc.	15 days	28	24	04											
		6. Arms License.	15 days	665	414	251											
		7. Transfer of Arms License.	15 days	259	95	164											
		8. Missing report.	Immediate.	2182	290	1892											
		9. Police assistance through SMS.	24 hours	514	470	44											
		10. Online complaints.	24 hours	995	957	38											
		11. Online compounding of traffic offences.	Immediate.	Challan=226709		Fine Rs. 36118800											