

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

No. 272/SCRB
13/08/2021

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. 01.04.2021 to 30.06.2021 of
Public Service Guarantee (PSGA) 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 submitted that the implementation/action taken report w.e.f.
01.04.2021 to 30.06.2021 of Public Service Guarantee (PSGA) Act, 2011 of the H.P. Police
Department is 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)/2021- 10913-14

Dated: 12.08.2021

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

1. The Addl. Chief Secretary (Home) to the Govt. of HP, Shimla-2.
2. 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.

DA. website

13.8.21

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 complainant is
KGR	664	664	0	0	202
CBA	281	281	0	0	119
UNA	385	373	12	0	183
NR	1330	1318	12	0	504
BPR	367	367	0	0	72
HMR	222	222	0	0	55
KULLU	345	345	0	0	204
L&S	38	38	0	0	25
MND	686	686	0	0	221
CR	1658	1658	0	0	577
SML	672	672	0	0	294
SLN	202	202	0	0	83
BADDI	262	262	0	0	0
SMR	291	264	23	4	67
KNR	109	109	0	1	67
SR	1536	1509	23	5	511
R&T	0	0	0	0	0
G. Total	4524	4485	35	5	1592

2. Passport Verification (Regular): (Time limit for service: 15 days after receipt of application in PS)

Name of Distt.	No. of Passport Verification on received during the quarter	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
KGR	1445	1413	0	32	received on 30-6-2021
CBA	137	137	0	0	
UNA	0	0	0	0	
NR	1582	1550	0	32	
BPR	289	289	0	0	
HMR	552	552	0	0	0
KUL	209	209	0	0	0
L&S	12	12	0	0	0
MND	616	616	0	0	
CR	1678	1678	0	0	
SML	0	0	0	0	
SLN	377	377	0	0	
BADDI	239	239	0	0	
SMR	245	245	0	0	
KNR	24	24	0	0	0
SR	885	885	0	0	
CID	5891	5891	0	0	0
Total	10036	10004	0	32	

3. Passport Verification (Tatkaal): (Time limit for service: 7 days after receipt of application in SP Office)

Name of Distt.	No. of Passport Verification received during the quarter	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
KGR	0	0	0	0	
CBA	0	0	0	0	0
UNA	1146	1146	0	0	
NR	1146	1146	0	0	
BPR	0	0	0	0	
HMR	0	0	0	0	
KUL	0	0	0	0	
L&S	0	0	0	0	
MND	0	0	0	0	
CR	0	0	0	0	
SML	694	694	0	0	
SLN	0	0	0	0	
BADDI	0	0	0	0	
SMR	0	0	0	0	
KNR	0	0	0	0	
SR	694	694	0	0	
G. Total	1840	1840	0	0	

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 received during the quarter.	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
KGR	901	817	40	44	Under process PSS
CBA	142	88	54	0	
UNA	724	724	0	0	
NR	1767	1629	94	44	
BPR	187	169	0	18	under process
HMR	473	454	0	19	Recently received
KUL	51	51	0	0	
L&S	25	25	0	0	
MND	458	458	0	0	
CR	1194	1157	0	37	
SML	332	332	0	0	
SLN	284	274	0	10	Received end of qtr.
BADDI	44	44	0	0	
SMR	214	214	0	0	
KNR	28	26	0	2	0
SR	902	890	0	12	
Total	3863	3676	94	93	

5. NOC for Pump, Gas agency, Hotel and Bar etc. (Time limit for service: 15 days)

Name of Distt.	No. of application received during the quarter	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
KGR	1	0	0	1	-
CBA	0	0	0	0	-
UNA	9	8	0	1	under process
NR	10	8	0	2	
BPR	4	4	0	0	-
HMR	0	0	0	0	-
KUL	0	0	0	0	-
L&S	0	0	0	0	-
MND	0	0	0	0	-
CR	4	4	0	0	
SML	31	28	3	0	
SLN	10	10	0	0	-
BADDI	3	3	0	0	
SMR	3	1	1	1	objection made
KNR	0	0	0	0	-
SR	47	42	4	1	
Total	61	54	4	3	

6. Arms License: (Time limit for service: 15 days after the personal appearance)

Name of Distt.	No. of application received during the quarter	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
KGR	121	1	48	72	Under process in PS
CBA	17	6	11		-
UNA	39	26	13	0	
NR	177	33	72	72	
BPR	7	5	0	2	under process
HMR	13	28	0	14	received recently
KUL	34	20	8	6	due to lock down
L&S	12	12	0	0	
MND	107	12	45	50	Non appearance of applicant
CR	173	77	53	72	
SML	20	7	5	8	received in the end of quarter
SLN	72	72	0	0	-
BADDI	31	18	5	8	Pending at PS Level
SMR	25	15	2	8	received in the end of quarter and have objection
KNR	7	1	6	0	
SR	155	113	18	24	
Total	505	223	143	168	

7. Transfer of Arms License: (Time limit for service: 15 days after the personal appearance)

Name of Distt.	No. of application received during the quarter	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
KGR	66	1	27	38	Under process in PS
CBA	14	8	6		-
UNA	2	2	0	0	
NR	82	11	33	38	
BPR	15	14	0	1	Under process
HMR	9	8	0	1	received recently
KUL	0	0	0	0	-
L&S	0	0	0	0	-
MND	56	8	22	26	No appearance of applicatnt
CR	80	30	22	28	
SML	2	2	0	0	received recently
SLN	1	1	0	0	-
BADDI	2	2	0	0	
SMR	9	7	0	2	Applications received in the end of quarter
KNR	3	3	0	0	
SR	17	15	0	2	
Total	179	56	55	68	

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

Name of Distt.	Total No. of missing reports of persons lodged during the quarter	No. of copy of reports of missing person provided within stipulated period	No. of copy of reports of missing person provided after stipulated period	Reason for pendency
KGR	63	63	0	All missing report provided within stipulated period of time
CBA	21	21	0	-do-
UNA	14	14	0	-do-
NR	98	98	0	-do-
BPR	53	53	0	-do-
HMR	32	32	0	do
KUL	26	26	0	do
L&S	5	5	0	-do-
MND	89	89	0	-do-
CR	205	205	0	-do-
SML	47	47	0	-do-
SLN	35	35	0	-do-
BADDI	74	74	0	-do-
SMR	44	44	0	-do-
KNR	7	7	0	-do-
SR	207	207	0	-do-
Total	510	510	0	

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

Name of Distt.	No. of SMS/whats App received during the quarter	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
KGR	34	32	0	2	Under Process
CBA	11	11	0	0	
UNA	18	17	1	0	
NR	63	60	1	2	
BPR	0	0	0	0	-
HMR	11	9	0	2	0
KUL	37	30	7	0	-
L&S	0	0	0	0	-
MND	40	40	0	0	
CR	88	79	7	2	
SML	4	4	0	0	
SLN	5	5	0	0	-
BADDI	3	2	0	1	Applicant not attended the enquiry
SMR	3	3	0	0	-
KNR	1	1	0	0	-
SR	16	15	0	1	
Total	167	154	8	5	

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

Name of Distt.	No. of complaints received during the quarter	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
KGR	91	91	0	0	-
CBA	94	94	0	0	-
UNA	625	613	12	0	
NR	810	798	12	0	
BPR	66	66	0	0	-
HMR	28	23	0	5	land dispute and received recently
KUL	60	52	8		
L&S	5	5	0	0	-
MND	920	920	0	0	
CR	1079	1066	8	5	
SML	88	53	0	35	In progress
SLN	107	107	0	0	-
BADDI	0	0	0	0	-
SMR	23	23	0	0	
KNR	2	2	0	0	-
SR	220	185	0	35	
Total	2109	2049	20	40	

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.)
KGR	24734	408	4027300
CBA	22120	101	4336500
UNA	29345	609	5930700
NR	76199	1118	14294500
BPR	8118	59	1367500
HMR	26382	19796	3984200
KUL	15591	990	2886850
L&S	1865	857	420400
MND	35712	26156	5640100
CR	87668	47858	14299050
SML	42549	16356	7217500
SLN	21900	319	5008100
BADDI	18647	7012	2570700
SMR	20025	209	101800
KNR	5802	4712	968300
SR	108923	28608	15866400
Total	272790	77584	44459950

12. NOC for Film Shootings(Time limit for service 07 days)

Name of Distt.	Total No of online application received during the quarter	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 at the end of quarter	Reason of pendency
KGR	0	0	0	0	
CBA	0	0	0	0	
UNA	0	0	0	0	
NR	0	0	0	0	
BPR	0	0	0	0	
HMR	0	0	0	0	
KUL	0	0	0	0	
L&S	0	0	0	0	
MND	2	2	0	0	
CR	2	2	0	0	
SML	0	0	0	0	
SLN	1	1	0	0	
BADDI	0	0	0	0	
SMR	0	0	0	0	
KNR	0	0	0	0	
SR	1	1	0	0	
R&T	0	0	0	0	
Total	3	3	0	0	

