

Police Circular Order No-362/2016

Sub: Fixing of time lines for delivery of Services under Citizen Portal

There is an urgent need to fix the time lines for time bound delivery of Services under Citizen Portal for smooth implementation of the Core Application Software under the CCTNS Project.

At present 10 (Ten) Services i.e. Registration of Complaint, Request for FIR Copy, Missing person Registration, Request for Procession License, Registration of Loss of Property, Request for availing Character Certificate, Request for Conducting Event/Performance, Request for Protest/Strike License, Request for Tenant Verification and Request for Employee Verification are being provided in the Citizen Portal. However no time lines and fees structure for delivery of Services under Citizen Portal has been fixed so far.

To bring uniformity in delivering the Services under Citizen Portal the following time lines and fees structures are fixed.

TIME LINES & FEES STRUCTURES FOR CITIZEN PORTAL (EXCLUDING PUBLIC HOLIDAYS)

Sl. No.	Name of Police Services	Time Line	Fees to be charged	Remarks
1	Registration of Compliant	Within 1 Day	Nil	<p>In Case a Complaint reveals to a Cog. Case, an interim reply must go to the Complt. within 1 (one) day that he/she has to physically visit the PS for lodging FIR.</p> <p>In case Compliant does not reveals a Cog. Case and it is entrusted to certain Police Officer for enquiry, it must be informed to Complainant within a day and enquiry report along with action taken report must be supplied to the Complainant within 7 days.</p>
2	Request for FIR Copy	1 Day	Nil	<p>As this service is also covered under Odisha Right to Public Services Act,2012, therefore, if the Designated Officer fails to provide services without sufficient and reasonable cause, penalty against the Designated Officer may be imposed not exceeding five thousand rupees by the Revisional Authority as per the provision laid down in Section-8(1)(A) of the Odisha Right to Public Services Act,2012.</p> <p>If the Designated Officer has caused delay in providing the service, a penalty not extending two hundred fifty rupees be imposed against the Designated Officer for each day of delay by the Revisional Authority as per provision laid down in Section-8(1)(b) of The Odisha Right to Public Services Act.2012</p> <p>The penalty that is imposed under this Act will be recovered from the salary/honorarium/ remuneration of the concerned Designated Officer or Appellate Authority or subordinate staff. The penalty amount under the Act is to be deposited under the Head of Account "0070-Other Administrative Services-60-Other Services-800-Other Receipts -0097-Misc. Receipts-02214-Fines under Odisha Right to Public Services Act"</p>

3	Missing Person Registration	7 Days	Nil	1 st Enquiry Report must be supplied within 7days.
4	Request for Procession License	10 Days	Nil	
5	Registration of Loss of Property	7 Days	Nil	1 st Enquiry Report must be supplied within 7days.
6	Request for Character Certificate	30 Days	No fees for C/A (Character & Antecedent) verification for employment in Govt service as per PMR-92. However fees of Rs. 50/- shall be charged for C/A (Character & Antecedent) verification of Private Persons as per Home Dept. Letter No. 41509 D&A Dtd. 10.09.2009. The fees received shall be deposited under the Head of Account "XXIII-Police-Other Miscellaneous-Fees and Fines"	As this service is also covered under Odisha Right to Public Services Act,2012, therefore, if the Designated Officer fails to provide services without sufficient and reasonable cause, penalty against the Designated Officer may be imposed not exceeding five thousand rupees by the Revisional Authority as per the provision laid down in Section-8(1)(A) of the Odisha Right to Public Services Act,2012. If the Designated Officer has caused delay in providing the service, a penalty not extending two hundred fifty rupees be imposed against the Designated Officer for each day of delay by the Revisional Authority as per provision laid down in Section-8(1)(b) of The Odisha Right to Public Services Act,2012 The penalty that is imposed under this Act will be recovered from the salary/ honorarium/ remuneration of the concerned Designated Officer or Appellate Authority or subordinate staff. The penalty amount under the Act is to be deposited in the Head of Account "0070-Other Administrative Services-60-Other Services-800-Other Receipts-0097-Misc. Receipts- 02214-Fines under Odisha Right to Public Services Act
7	Request for Conducting Event/ Performance	10 Days	Nil	
8	Request for Protest/Strike License	10 Days	Nil	
9	Request for Tenant Verification	30 Days	No fees for Govt.Organizations. Rs.50/-for Private Persons. The fees received shall be deposited under the Head of Account "XXIII-Police-Other Miscellaneous-Fees and Fines".	
10	Request for Employee Verification	30 Days	No fees for verification of Govt. Employees. However fees of Rs 50/- shall be charged for verification of Non-	

			Government Employees. The fees received shall be deposited under the Head of Account "XXIII-Police Other Miscellaneous-Fees and Fines"
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The above time lines and fees structure shall come into force with effect from its date of issue and shall be adhered to strictly.

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(K. B. SINHA)

Director General & Inspector General of Police
Odisha, Cuttack

Memo No.

2799 /SCRB-CCTNS

Date- 22.06.2016

Copy Forwarded to:

- All District SsP including SsRP Rourkela/Cuttack/DCsP Cuttack/Bhubaneswar/SsP CID, CB.
- Commissioner of Police, Bhubaneswar-Cuttack/ Director Intelligence/ Addl. DGP Communication/Addl. DGP SAP/ Addl. DGP HRPC /IG of Police, Railways/IGP CID CB / Director BPSPA/ / Director SFSL/ IGP Operation / All Range IsGP/DIsGP/ /Supply Section SP Hdqrs.

For information and immediate necessary action.

(Rajesh Kumar)

Director & IG of Police,
State Crime Records Bureau
Odisha, Bhubaneswar