**PUNJAB POLICE**

**FORMAL/SURPRISE INSPECTION FORM FOR**

**MOBILE KHIDMAT MARKAZ**

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Description** | **Remarks** |
|  | Name of Police Mobile Khidmat Markaz |  |
|  | Name, Rank and No. of focal person at Police Mobile Khidmat Markaz |  |
|  | Name and Rank of the Inspecting officer |  |
|  | Date & time of Inspection/checking |  |
|  | Last inspection date and conducted by |  |

2. **TOTAL STRENGTH OF MOBILE KHIDMAT MARKAZ STAFF**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Category** | **IP** | **SI** | **ASI** | **HC** | **Const.** | **L/Const.** | **C-IV** | **SSA** | **PSA** | **Total** |
| Sanctioned Strength |  |  |  |  |  |  |  |  |  |  |
| Posted |  |  |  |  |  |  |  |  |  |  |
| Vacant |  |  |  |  |  |  |  |  |  |  |

3. **DETAIL OF STAFF POSTED:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr No.** | **Name, Rank & No.** | **Date of posting** | **Education** | **Cell No.** |
|  |  |  |  |  |
|  |  |  |  |  |

4. **CONDITION OF MOBILE KHIDMAT MARKAZ:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Status** | **Good** | **Satisfactory** | **Poor** | **Remarks** |
| Condition of Mobile Khidmat Markaz |  |  |  |  |
| Air Conditioning Facility |  |  |  |  |
| Condition of CCTV Cameras |  |  |  |  |
| Computer System |  |  |  |  |
| Internet Facility |  |  |  |  |
| Security of Mobile Khidmat Markaz |  |  |  |  |
| Sitting arrangements |  |  |  |  |
| Availability of potable water |  |  |  |  |
| Trained Staff |  |  |  |  |
| Generator/UPS facility |  |  |  |  |
| Posting of Ladies staff |  |  |  |  |

5. **DELIVERY OF SERVICES**

1. **POLICE CHARACTER CERTIFICATE:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **GENERAL POLICE VERIFICATION:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **MOBILE PHONE VERIFICATION:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **LOST REPORT REGISTRATION:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **LOST CHILDREN REGISTRATION:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **CRIME REPORT:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **VIOLENCE AGAINST WOMEN:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **FIR COPY:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **TENANT REGISTRATION:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **REGISTRATION OF PRIVATE EMPLOYEES:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **LEARNER DRIVING LICENSE:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **RENEWAL OF DRIVING LICENSE:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **INTERNATIONAL DRIVING LICENSE:**

|  |  |  |
| --- | --- | --- |
| **Functional** | **Non Functional** | **Remarks** |
|  |  |  |

1. **NUMBER OF SERVICES DELIVERED:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr No.** | **Types of Services** | **Total** | **Completed** | **Pending** |
|  | Police Character Certificate |  |  |  |
|  | General Police Verification |  |  |  |
|  | Lost Report |  |  |  |
|  | Lost Children |  |  |  |
|  | Crime Report |  |  |  |
|  | Violence Against Women/ Legal Aid |  |  |  |
|  | FIR Copy |  |  |  |
|  | Tenant Registration |  |  |  |
|  | Registration of Private Employees |  |  |  |
|  | Learner Driving License |  |  |  |
|  | Renewal of Driving license |  |  |  |
|  | International Driving License |  |  |  |

1. **STANDARD OF SERVICES.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.#** | **Services** | **Implementation**  **( Yes/No)** | **Remarks** |
|  | Whether all services are provided? |  |  |
|  | Whether the facility of taking pictures/photos is provided? |  |  |
|  | Total time spent on each service facility? |  |  |
|  | Whether all staff is trained? |  |  |
|  | Average period of posting of the staff? |  |  |
|  | What is the average period of posting of traffic cadre staff? |  |  |
|  | Is there any delay in response/feedback from police station? |  |  |
|  | Is the record of all services being maintained? |  |  |
|  | Is the data being shared with security branch of the district? |  |  |
|  | Are the Poster/Pena Flexes available for the guidance of the people? |  |  |
|  | Are the fee receipts/record being maintained and received fee being deposited in the designated bank account? |  |  |
|  | Turn out /uniform /discipline of staff |  |  |
|  | Is guide/information desk available |  |  |
|  | Timeline of delivery of services is being observed |  |  |
|  | Charges of services are being displayed in PKM/PKC/MKM |  |  |
|  | Remarks/comments about overcharging if there is |  |  |
|  | Availability of visitor book /suggestion / complaint box |  |  |
|  | Display of senior officers name, contact number and office number for any inconvenience |  |  |

1. **Feed back of Visitors (whom complaints resolved) are satisfied/dissatisfied with the working of Police Mobile Khidmat Markaz:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Name and Father’s Name** | **Phone Number/Email** | **Remarks** |
|  |  |  |  |
|  |  |  |  |

1. **Is the Visitors/Complainants satisfied/dissatisfied with ambience of the Police Mobile Khidmat Markaz?**

Following Visitors/Complainants are asked about the ambience of Police Mobile Khidmat Markaz and they are satisfied with the ambience of Police Mobile Khidmat Markaz:-

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Name and Father’s Name** | **Phone Number/Email** | **Remarks** |
|  |  |  |  |
|  |  |  |  |

1. **Whether Visitors/Complainants (whom complaints/matter is under process) satisfied/dissatisfied with the performance of the Police Mobile Khidmat Markaz:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No.** | **Name and Father’s Name** | **Phone Number/Email** | **Remarks** |
|  |  |  |  |
|  |  |  |  |

**\*** The overall feedback of 100 visitors (at least 10 visitors each for services preferably mentioned at Sr.No.1, 2, 6, 7, 8, 11,12 and 13)

11. **Proforma for feedback**

You visited MKM on \_\_\_\_\_\_\_\_\_\_\_ Service availed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please rank following on scale 1 to 5, 5 being the best

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Ambiance | 5 | 4 | 3 | 2 | 1 |  |
|  | | | | | | | |
|  | Timeliness | 5 | 4 | 3 | 2 | 1 |  |
|  |  |  | | | | |  |
|  | Overall Service Quality | 5 | 4 | 3 | 2 | 1 |  |
|  |  | | | | | | |
|  | | | | | | |  |

12. **REMARKS/ RECOMMENDATION OF THE INSPECTING OFFICER:**