**PUNJAB POLICE**

**FORMAL/SURPRISE INSPECTION FORM FOR**

**POLICE KHIDMAT MARAKIZ**

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

2.**TOTAL STRENGTH OF 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 BUILDING:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Status** | **Good** | **Satisfactory** | **Poor** | **Remarks** |
| Present status of Building |  |  |  |  |
| Height of Boundary Wall |  |  |  |  |
| Condition of Wash Rooms |  |  |  |  |
| Availability of separate reception Rooms for Male & Female  |  |  |  |  |
| Condition of help counters |  |  |  |  |
| Security of KhidmatMarkaz |  |  |  |  |
| Parking condition of KhidmatMarkaz |  |  |  |  |
| Sitting arrangements |  |  |  |  |
| Availability of potable water |  |  |  |  |

5. **DELIVERY OF SERVICES**

1. **POLICE CHARACTER CERTIFICATE COUNTER:**

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

1. **GENERAL POLICE VERIFICATION COUNTER:**

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

1. **VEHICLE VERIFICATION COUNTER:**

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

1. **MOBILE PHONE VERIFICATION COUNTER:**

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

1. **LOST REPORT REGISTRATION COUNTER:**

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

1. **TENANT REGISTRATION COUNTER:**

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

1. **LOST CHILDREN REGISTRATION COUNTER:**

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

1. **CRIME REPORT COUNTER:**

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

1. **VIOLENCE AGAINST WOMEN COUNTER:**

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

1. **FIR COPY COUNTER:**

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

1. **REGISTRATION OF PRIVATE EMPLOYEES COUNTER:**

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

1. **LEARNER DRIVING LICENSE COUNTER:**

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

1. **RENEWAL OF DRIVING LICENSE COUNTER:**

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

1. **INTERNATIONAL DRIVING LICENSE COUNTER:**

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

1. **APPLICATION FOR REGISTRATION OF FIR:**

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

1. **NUMBER OF SERVICES DELIVERED:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr No.** | **Types of Services** | **Total** | **Completed** | **Pending** |
|  | Police Character Certificate |  |  |  |
|  | General Police Verification |  |  |  |
|  | Vehicle Verification |  |  |  |
|  | Mobile Phone Verification |  |  |  |
|  | Lost Report |  |  |  |
|  | Lost Children Report |  |  |  |
|  | 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 |  |  |  |
|  | Application for registration of FIR  |  |  |  |

1. **STANDARD OF SERVICES.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.#** | **Services** | **Implementation****( Yes/No)** | **Remarks** |
|  | Whether all services are provided on respective counter? |  |  |
|  | 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/PKV |  |  |
|  | 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 Khidmat Markaz:**

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

1. **Is the visitors/complainants satisfied/dissatisfied with ambience of the Khidmat Markaz?**

Following visitors/ complainants are asked about the ambience of Khidmat Markaz and they are satisfied with the ambience of KhidmatMarkaz:-

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

10. **Whether visitors/complainants (whom complaints/matter is under process) satisfied/dissatisfied with the performance of the 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, 8, 9,10,11,12 and 13)

**Proforma for feedback**

You visited PKM 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 |

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