

Citizen Charter Timeline

Sr. No.	Services provided by Police Station	Officer to Contact	Response Time	If any complaint contact	If complaint persists contract	If complaint persists contact	Telephone Nos.
1.	Reaching scene of offence on information(excluding journey time)	PCR	05 Minutes	Duty Officer Control Room	DSP/PCR	SSP	SSP - 2760001 SDPO Central - 2700357 SDPO East - 2750001 SDPO South - 2676000 DSP PCR - 2760819
2.	Supply of copy of FIR by Police Station to the complainant	MHC	01 Hour	SHO	SDPO	SSP	SHO, PS – 3 - 2760008
3.	Receipt of complaints	MHC	30 Minutes	SHO	SDPO	SSP	SHO, PS – 11 - 2760002 SHO, PS – 17 - 2700453 SHO, PS – 19 - 2700364 SHO, PS – 26 - 2750049 SHO, PS – 31 - 2679023 SHO, PS – 34 - 2676034 SHO, PS – 36 - 2676031 SHO, PS – 39 - 2677039 SHO, PS – IA - 2679013 SHO, PS – MM - 2751020 Duty Officer (Control Room) - 2760851
4.	Disposal of Complaint (a) Police Stations (b) EO Wing (c) W&CSU (d) Other Units	EO EO EO EO	01 Month 01 Month 01 Month 01 Month	SHO I/c EOW I/c W&CSU Concerned Unit	SDPO DSP/EOW DSP/W&CSU Concerned DSP	SSP DIG SSP/Ops. Concerned SSP/SP	
5.	Passport Verification	MHC	15 Days	SHO	SDPO	SSP	
6.	Service Verification	MHC	15 Days	SHO	SDPO	SSP	
	NOC for petrol pump, gas agency, hotel, bar etc./	SHO	15 Days	SHO	SDPO	SSP	
	Security agency verification/	MHC	15 Days	SHO	SDPO	SSP	
	Arms License Verification	MHC	15 Days	SHO	SDPO	SSP	
	Servant and Tenant Biometric Profiling	MHC	01 Hour	SHO	SDPO	SSP	
7.	Missing Person Report	MHC	01 Hour	SHO	SDPO	SSP	
8.	Missing report of documents, Mobile Phones etc.	MHC	30 Minutes	SHO	SDPO	SSP	
9.	Postmortem Report after receipt from Medical Officer.	I/O	02 Days	SHO	SDPO	SSP	
10.	Completion of investigation	I/O	As per Cr.PC	-	-	-	