**PUNJAB POLICE**

**FORMAL/SURPRISE INSPECTION FORM FOR**

**POLICE KHIDMAT COUNTER**

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

**2. TOTAL STRENGTH OF KHIDMAT COUNTER 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.** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |

4. **CONDITION OF LOGISTICS FACILITIES**

|  |  |  |
| --- | --- | --- |
| **Sr.#** | **Services** | **Implementation**  **( Yes/No)** |
|  | Whether stationery is available? |  |
|  | Whether registers are available? |  |
|  | Whether DSLR Camera is available? |  |
|  | Whether Computer/Printer/Scanner are available? |  |
|  | Whether facility of Internet is available? |  |
|  | Whether Android Phone is available? |  |
|  | Whether Wireless Set Alongwith Numbers of Doctors and Police Officers are available? |  |
|  | Continuous supply of electricity |  |
|  | PTCL No. facility |  |
|  | Token system being followed or not? |  |
|  | Daily pendency report checked or not? |  |

5. **DELIVERY OF SERVICES**

1. **MEDICO LEGAL CERTIFICATES:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MLC cases** | **Total received** | **Completed** | **Pending** | **Remarks** |
|  |  |  |  |  |

1. **STANDARD OF SERVICES.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr.#** | **Services** | **Implementation**  **(Yes/No)** | **Remarks** |
|  | Reception of injured persons. |  |  |
|  | Continuous communication with Rescue 1122 and reconciliation of call data with 1122. |  |  |
|  | Observance of SOPs for issuance of MLC |  |  |
|  | Proper training of staff deployed at Police Khidmat Counter. |  |  |
|  | Good coordination level between staff and doctors alongwith their allied staff. |  |  |
|  | Deployment of female staff at Police Khidmat Counter. |  |  |
|  | Proper verification of staff through Special Branch Punjab. |  |  |
|  | Counseling and guidance of the wounded is provided? |  |  |
|  | Whether wounded person or women is given immediate medical aid? |  |  |
|  | Whether doctor’s medical staff is contacted for the completion of MLC? |  |  |
|  | Timely completion of Pending MLC. |  |  |
|  | Whether Investigation officer /SHO is informed after completion of MLC? |  |  |
|  | Whether staff is well behaved and well mannered? |  |  |
|  | Whether DPO is directly monitoring the counter? |  |  |
|  | Whether evidences/samples are secured and delivered? |  |  |
|  | Whether proper services are provided on counter? |  |  |
|  | Whether all staff is trained? |  |  |
|  | Average period of posting of the staff? |  |  |
|  | Is there any negative response/feedback. |  |  |
|  | Is the data being shared with SP/Investigation office of the district/division? |  |  |
|  | Are the Poster/Pena Flexes available for the guidance of the people? |  |  |
|  | Turn out /uniform /discipline of staff |  |  |
|  | Is guide/information system available |  |  |
|  | Timeline of delivery of services is being observed |  |  |
|  | Remarks/comments about any complaint against staff |  |  |
|  | 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 Khidmat Counter:**

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

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

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

|  |  |  |  |
| --- | --- | --- | --- |
| **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 Khidmat Counter:**

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

**\*** The Overall Feedback of 100 MLCs be mentioned.

1. **Proforma for Feedback**

You visited PKC 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:**