**PROFORMA**

**INSPECTION OF SIPS (SPECIAL INITIATIVE POLICE STATION)**

Name of Inspecting Officer:Date of Inspection:

|  |  |  |
| --- | --- | --- |
| **Sr. #** | **Points of Inspection** | **Remarks** |
| 1 | Name of Police Station & District |  |
| 2 | Name of SHO and date of Posting |  |
| **3. Public Facilitation** |
|  | **a. Guide Constable is appointed in the PS to assist people in the PS to get their issues resolved.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | b. Q-Metric Machine for Token |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | C. Guidance/Instructions for Visitors |

|  |  |
| --- | --- |
| **No. of standees** | **Nil** |
|  | **Yes**  | **No** |
| **LCD** |  |  |
| **Electronic Display** |  |  |

 |
|  | d. Waiting Area i. Level of Cleanliness ii. Seating Capacity iii. Drinking Water |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | e. i. Availability of staff in 03 shiftsii. Available of Female Staffiii. Strength of Posted Female Staff |

|  |  |
| --- | --- |
| **Yes**  | **No** |
|  | **-** |
|  | **-** |

 |
|  | f. Handling of complaints as per SOP |

|  |  |
| --- | --- |
| **Yes** | **No** |

 |
|  | g. E-Tag System for Complainants |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | h. Public Washrooms i. Availability ii. Level of Cleanliness |

|  |  |
| --- | --- |
| **Yes**  | **No** |
|  | **-** |

|  |  |
| --- | --- |
| **Good** | **-** |
| **Satisfactory** |  |
| **Poor** | **-** |

 |
|  | I. Name & Designation Plates  outside every room |

|  |  |  |
| --- | --- | --- |
| **None** | **Some** | **All** |
| **-** | **-** |  |

 |
|  | J. Schedule of meeting displayed at  Reception |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | K. Visitor cards for back end of police |

|  |  |
| --- | --- |
| **Yes** | **No** |

 |
|  **4. Front Desk**  |
|  | 1. Availability of Criminal Record Management system **(CRMS)**
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. Availability of Complaint Management System **(CMS)**
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | c. On line connectivity |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | d. Provision of Generator/UPS etc |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | e. Complainants are being attended by Front Desk Staff only |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | f. Number of Executive Staff deployed at Front Desk |  |
|  | g. Front Desk staff has operational independence in work |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | h. Is there any interference of Moharrar or SHO in complaints handling? |

|  |  |
| --- | --- |
| **Yes** | **No** |

 |
|  | **I. Provision of online connectivity, AC and water Dispenser are being ensured by the SHO.** |

|  |  |
| --- | --- |
| **Yes** | **No** |

 |
| **5. Service Delivery** |
|  | 1. Whether front Desk staff is courteous with visitor?
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | b. Whether services like police character certificates etc are being provided to visitors expeditiously? |

|  |  |
| --- | --- |
| **Yes** | **No** |

 |
|  | c. Whether complaints of misplacing of CNIC or documents etc are being lodged promptly? |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. Whether IOs are being called for meeting with visitors?
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. Whether beat officers are being called to meet complainants?
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | f. Whether telephone numbers of beat officers are being provided to complaints. |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | g. Availability of Victim Support Officer |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | h. Public hearing by SHO from 3 to 5 P.M |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **I.Recording of entry of every person in a register placed at the reception of police station.**  |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **K. Every 15 calls tagged in CMS.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **L. The prescribed timelines for disposal of complaints are being followed.**  |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **M. The complainants be provided the name and the contact No. Of the enquiry officer.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **N. The Brochure of the timelines are being provided to the Complainant.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **O. Enquiry officer has the check list with him for the disposal of the complaint.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **P. In case of lost report of the financial document, an affidavit is being received from the complainant.**  |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
| **6. Administration of Police Station** |
|  | a. Availability and usage of Imprest Money |

|  |
| --- |
|  |
|  | **Yes**  | **No** |
| **i. Receipts maintained** | **-** |  |
| **ii. Periodic Audit**  | **-** |  |

 **iii. Last Audit**  **iv. Money in PS (Rs. )** |
|  | 1. Biometric attendance of Police Personnel
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | c. Weekly rest schedule of Police Officers being displayed at front desk. |

|  |  |
| --- | --- |
| **Yes** | **No** |

 |
|  | d. Lockups i. Cleanliness of Lockups ii. Cleanliness of Washroom iii. Bedding iv. Cameras for lockup |

|  |  |
| --- | --- |
| **Yes** | **No** |
|  | **-** |
|  | **-** |
| **-** |  |
|  | **-** |

 |
|  | e. Provision of food for detainees |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | f. Quality of food |

|  |  |
| --- | --- |
| **Poor** | **Satisfactory** |
| **-** |  |

 |
|  | **G. Area of PS into beats and resources are being distributed accordingly.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **H.Beat books are maintained.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. **Beat books once a week are being signed by the SHO to ensure updation of data.**
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **J. White board is affixed outside the lockups on which name and offense of the persons in custody is being written Moharrar is responsible for updating it.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **K. SHO is giving morning briefing to all the officers.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **L. Buddy system is being strictly followed.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **M. Entries in the online daily diary are made in real time.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | **N. SHO is giving a weekly certificate of completion of record to the SDPO.** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
| **7. Facilities for Investigation Staff** |
|  | 1. Availability of Transport
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | b. Cost of Investigation being provided? |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. Availability of Interrogation Rooms
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. Availability of Beat Kits
 |

|  |  |
| --- | --- |
| **Yes** | **No** |

 |
|  | 1. Online beat system working
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. Parvi Officer posted and register maintained?
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. **The SOPs of the Investigation of offenses/cases are being followed.**
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. **The schedule of inquiries and investigation are being pasted on the reception of the PS as well as on the website.**
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. **Police Officers call the parties to the Police Station when IOs are available.**
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
| **8. Miscellaneous** |
|  | a. Separate rooms for Lady Police Officer |

|  |  |
| --- | --- |
| **Yes** | **No** |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. CCTV cameras for premises of Police Station
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. CCTV cameras installed in every room?
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. CCTV cameras back up available for at least 15 days?
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | 1. Monitoring and Analysis Room being utilized?
 |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | f. Availability of Intercom in every room? |

|  |  |
| --- | --- |
| **Yes**  | **No** |

 |
|  | g. Qualification of SHO i. Graduate ii. Age 45 years or less iii. KPIs of SHOs |

|  |  |
| --- | --- |
| **Yes**  | **No** |
| **-** |  |
| **-** |  |
| **-** |  |

 |
|  | h. Qualification of IOs i. Graduate ii. Age 45 years or less iii. KPIs of IOs iv. All IOs "D" course qualified? |

|  |  |
| --- | --- |
| **Yes**  | **No** |
|  |  |
|  |  |
|  |  |
| **-** |  |

 |
| **9. OPINION OF PUBLIC PRESENT AT POLICE STATION**  |
|  | a. Behaviour of staff at front desk |

|  |  |  |
| --- | --- | --- |
| **Polite** | **Indifferent** | **Rude** |
|  | **-** | **-** |

 |
|  | b. Entry of loss of documents like CNIC, Passport, Driving License etc. |

|  |  |  |
| --- | --- | --- |
| **Immediately** | **Within 30 Mins** | **Delayed** |
|  | **-** | **-** |

 |
|  | c. Registration of cases of Crime Against Person |

|  |  |
| --- | --- |
| **Within 08 hours of MLC** | **Delayed** |
|  | **-** |

 |
|  | 1. Registration of cases of Crime Against Property (unknown accused)
 |

|  |  |
| --- | --- |
| **Within 24 hours of reporting** | **Delayed** |
|  | **-** |

 |
|  | e. Registration of cases u/s 452, 354, 448 & 506 PPC |

|  |  |
| --- | --- |
| **Within 48 hours of reporting** | **Delayed** |
|  | **-** |

 |
|  | f. Guidance at Front Desk for Public coming for inquiry/investigation |

|  |  |
| --- | --- |
| **Available** | **Not Available**  |
|  | **-** |

 |
|  | g. Ease of meeting/availability of the inquiry/investigation officer  |

|  |  |  |
| --- | --- | --- |
| **Easy** | **Not so Easy** | **Hard** |
|  | **-** | **-** |

 |
|  | h. Available/Ease of meeting the SHO at designated hour |

|  |  |  |
| --- | --- | --- |
| **Easy** | **Not so Easy** | **Hard** |
|  | **-** | **-** |

 |
| **10. Any Other observation** |
|  | - |

**11. PERFORMANCE METRICES**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sr. No** | **Source of complaints.** | **Total complaints** | **Filed** | **Action/FIR recommended** | **Under Process** | **Disposed Off** | **Pending** |
| 1 | PMDU |  |  |  |  |  |  |
| 2 | 1787 |  |  |  |  |  |  |
| 3 | Open Court |  |  |  |  |  |  |
| 4 | CMS |  |  |  |  |  |  |
| 5 | Miscellaneous |  |  |  |  |  |  |

1. **Implementation Status of Cost Free SOPs of SIPs**

|  |  |  |
| --- | --- | --- |
| **Sr. #** |  **Cost Free SOPs of SIPs** | **Remarks** |
| **1.** | **Complaint Management**  | **Yes**  | **No** |
| a. | Recording of entry of every person in a register placed at the reception of police station.  |  |  |
| b. | E-Tag issued to every complainant.  |  |  |
| c. | Every 15 calls tagged in CMS. |  |  |
| d. | The prescribed timelines for disposal of complaints are being followed.  |  |  |
| e. | The complainants be provided the name and the contact No. Of the enquiry officer. |  |  |
| f. | The Brochure of the timelines are being provided to the Complainant. |  |  |
| g. | Enquiry officer has the check list with him for the disposal of the complaint. |  |  |
| h. | In case of lost report of the financial document, an affidavit is being received from the complainant.  |  |  |
| **2.** | **Registration of FIR.** |  |  |
| a. | The timeline of registration is being followed.  |  |  |
| b. | A message is being sent to the complainant about the registration of FIR, Sections of offense and name of Investigation Officer. |  |  |
| **3.** | **Dissemination of schedule of inquiries and investigation.** |  |  |
| a. | * The schedule of inquiries and investigation are being pasted on the reception of the PS as well as on the website.
 |  |  |
| * Police Officers call the parties to the Police Station when IOs are available.
 |  |  |
| **4.** | **Investigation of the offenses** |  |  |
| a. | The enclosed SOPs of the Investigation of offenses/cases are being followed. |  |  |
| **5.** | **Arrest of Accused**  |  |  |
| a. | * Raid form are being filled by the IO and duly attested by the SHO to ensure preparedness for the arrest of accused.
 |  |  |
| * In case of raid for the arrest of the PO wanted in cases of ATA or multiple murders the form is being attested by the concerned DSP.
 |  |  |
| b. | Custody form of all the accused is being duly completed. |  |  |
| c. | Bail is being granted in bailable offenses. |  |  |
| **6.** | **Police Station Management**  |  |  |
| a. | Area of PS into beats and resources are being distributed accordingly.  |  |  |
| Beat books are maintained.  |  |  |
| Beat books once a week are being signed by the SHO to ensure updation of data.  |  |  |
| b. | White board is affixed out side the lockups on which name and offense of the persons in custody is being written Moharrar is responsible for updating it. |  |  |
| c. | Cameras installed in lockups, SHO Office and front desk are operational. |  |  |
| d. | Biometric attendance is being made by all officers.When an officer leaves he enters his amad/rawangi in the daily diary.  |  |  |
| e. | SHO is giving morning briefing to all the officers.  |  |  |
| f. | Buddy system is being strictly followed.  |  |  |
| g. | Entries in the online daily diary are made in real time. |  |  |
| h. | SHO is giving a weekly certificate of completion of record to the SDPO. |  |  |
| **7.** | **Front desk Management**  |  |  |
| a. | Duty is being performed in 03 shifts. |  |  |
| b. | Provision of online connectivity, AC and water Dispenser are being ensured by the SHO. |  |  |
| c. | Guide Constable is appointed in the PS to assist people in the PS to get their issued resolved. |  |  |

Name: \_\_\_\_\_\_\_ Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Designation: \_\_\_\_\_\_ Date: \_\_\_\_\_\_\_