**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 shifts  ii. Available of Female Staff  iii. 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: \_\_\_\_\_\_\_