OFFICE OF THE COMMISSIONER OF POLICE, DELHI.

No. 513 /PRO/PHQ dated Delhi, the 01.09.2014.

To

The Editor,
Hindustan Times,
New Delhi.

Subject :- Rejoinder to the news-item i.e. **" Police certificate project a flop show".**

Sir,

This is with reference to the above-mentioned byline news –item appeared in your esteemed newspaper today i.e. 01.09.2014. The headline and contents of the news-item are contrary to the factual situation.

It is clarified that the online Police Clearance Certificate (PCC) was launched on August 8, 2014. Between 8th and 31st August, 2014 (24 days-both days inclusive), Delhi Police have received 859 applications out of which 829 were disposed off (96.5%) by August 31, 2014. All the certificates were issued within stipulated time of 7 working days.

1. In the past 3 weeks, there have been a total of 13 numbers of complaints received through email which is less than (1.5%) of the total applications and all these were redressed immediately. During this period, there was only one complaint related to retrieval of password which was resolved within a day wherein too the applicant was trying to retrieve password for a different email ID then what the applicant had filled in the system. Reference of 50 complaints of silly errors as reported in the said newspaper, the data is not verified by our records or brought to our notice by the vendor is incorrect It has been incorrectly projected that digital signature was missing in most cases or details were found wrongly printed. Only 14 applicants initially got PCCs without digital signature due to technical snag in server. However, they were emailed physically signed PCC within the 07 days timeline by the office of the DCP/Special Branch and subsequently digitally signed copies were also sent.

2. The software design concept was conceived by Delhi Police and it enabled of requisite software at a very low cost of approximately Rs.2 lakhs

3. The system has been further upgraded with the facility to recover password and an e-mail facility for a company or an embassy to verify the PCC, if required.

4. Delhi Police has always been highly responsive to the grievance of people of Delhi. The report in your esteemed newspaper tried to confused the public on a service which is highly beneficial for them.

In view of the above stated facts, it is requested that this rejoinder may be published in order to put the matter in proper perspective with the same prominence for your esteemed readers.

Yours faithfully,

(**Rajan Bhagat**)
Public Relation Officer,
Delhi Police, Delhi.