

**Following time-limits have been made binding upon the Officers concerned for complying with the various items of work for the convenience of the citizens**

Sr. No. (1)	Items of work (2)	Whom to complaint (3)	Time limit (4)	Whom to contact if dissatisfied (5)	Whome to contact if no solace is received even from the superiors (6)
1	Registering an offence/ complaint at the police station.	Station House officer.	At the most one hour (In exceptional circumstances four hours.)	Senior Police Inspector of the Police Station concerned (one hour)	Assistant Commissioner of Police concerned/ Sub-divisional Police Officer (one hour)
2	Making a copy of the F.I.R. available	Station House officer.	One hour but not more than 2 hours	Senior Police Inspector of the Police Station concerned (112 hour)	Assistant Commissioner of Police concerned/ Sub-divisional Police Officer (15 minutes)
3	Granting bail to the accused after his complying with the requirements in that respect in case of a bailable offence	Station House officer.	Within half an hour after being convinced of the genuineness of the surety.	Senior Police Inspector of the Police Station concerned (fifteen minutes)	Assistant Commissioner of Police concerned/ Sub-divisional Police Officer (5 minutes)
4	Allowing the relatives/ lawyers of the accused to see him after the arrest.	Station House officer.	The relative or the Lawyer shall be permitted to meet the accused within 15 minutes of coming to visit.	Senior Police Inspector of the Police Station concerned (fifteen minutes)	Assistant Commissioner of Police concerned/ Sub-divisional Police Officer (15 minutes)
5	Copy of the Panchanama in form 'AA' should be made available on payment of fee.	Station House officer.	30 minutes,	Senior Police Inspector of the Police Station concerned (fifteen minutes)	Assistant Commissioner of Police concerned/ Sub-divisional Police Officer (15 minutes)

6	Registering the Complaints of women and girls.	Station House officer.	30 minutes	Senior Police Inspector of the Police Station concerned (fifteen minutes)	Assistant Commissioner of Police concerned/Sub-divisional Police Officer ( 15 minutes )
7	Medical examination of accused after arrest.	Station House officer.	Within 1 hour (in exceptional circumstances four hours).	Senior Police Inspector of the Police Station concerned (1/2 hour)	Assistant Commissioner of Police concerned/Sub-divisional Police Officer (15 minutes).
8	Attestation of the documents of the persons intending to travel abroad.	Section Officer, Home Department, New Administrative Building, Mumbai.	3 hours	Deputy Secretary, Home (Special), Home Department, Mantralaya, Mumbai (1 hours)	Principal Secretary Home (Special), Home Department, Mantralaya, Mumbai.
9	Establishing contact with the Police Control Room,	Police officer concerned.	5 minutes	Police Control Room Officer (5 minutes.)	Assistant Police Commissioner concerned 1 Sub- divisional Police Officer (5 minutes.)

**All the time limits mentioned above shall be binding except in exceptional circumstances.**