

**GOVERNMENT OF INDIA  
HOME AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:2589  
ANSWERED ON:09.12.2014  
POLICE CLEARANCE CERTIFICATE PROGRAMME  
Chowdhury Shri Adhir Ranjan

**Will the Minister of HOME AFFAIRS be pleased to state:**

- (a) the number of applications received online and cleared under the Police Clearance Certificate Programme during each of the last two years and the current year;
- (b) whether software glitches have been reported in receipt of a number of complaints;
- (c) if so, the details thereof;
- (d) whether any remedial action has been taken to rectify the software glitches and to make the programme more effective; and
- (e) if so, the details thereof?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI HARIBHAI PARATHIBHAI CHAUDHARY)

- (a): For online issuing of Police Clearance Certificate for employment and immigration purpose, an initiative of Delhi Police was launched by the Hon'ble Home Minister on 8-8-2014. A total number of 17675 applications have been received so far for the period from 8-8-2014 to 30-11-2014 and 16293 police Clearance Certificates have been issued by the Delhi Police.
- (b) & (c): Some minor software glitches were noted in the initial stage as the software introduced was new for issuing Police Clearance Certificate (PCC) by Delhi Police. However, the same were immediately rectified and presently the software is running smoothly.
- (d) to (e): Remedial action taken by Delhi Police are as under:-
  - i) Option of downloading soft copy of Police Clearance Certificate added.
  - ii) Proper space given between name and address.
  - iii) Option of daily diary of disposal of Police Clearance Certificate added.
  - iv) Option for sending message regarding rejection of Police Clearance Certificate to the applicants with reasons added.
  - v) List of names of countries and their Embassies added in the existing software to facilitate PCC applicants.