

## POLICE COMMISSIONERATE BHUBANESWAR-CUTTACK BHUBANESWAR

## COMMISSIONER'S ORDER NO.02/2012

Sub: Opening of Reception Counters/Desks in Police Stations.

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Government have emphasized on providing Reception Rooms at all police stations of the State. The aim & objective of such Reception Rooms is to create a people-friendly atmosphere and indicate our willingness to help members of general public coming to the Police Station with their grievances. While construction of such rooms in each police station shall take time and steps are being taken in that direction, in the intervening period, we may establish Reception Counters/Desks in all Police Stations of the Commissionerate, in the available space

In the above background, the following guidelines are hereby issued.

- All police stations under the jurisdiction of Police Commissionerate, Bhubaneswar-Cuttack shall have a Reception Counter/Desk.
- The Reception Counter/Desk shall be manned by an officer. He shall be assisted by a constable.
- Identified officers & constables shall undergo a short capsule course of one-day in public dealing in some reputed institution which shall be arranged by the DCP concerned.
- 4. The aim & objective of the Reception Counter/Desk is to render proper and civilized treatment to the members of general public, especially weaker sections including women, coming to the Police Station.
- 5. Reception Centre staff shall welcome the member of the general public politely and make sitting arrangement. They shall also assist in ameliorating the grievance of the visitor. It shall have a "May I Help You" signboard.

6. The Reception Counter/Desk shall have all relevant informations about the police

station area as well as Police Commissionerate which inter-alia include telephone

numbers, important landmarks, senior citizens, details of arrestees/detainees etc.

7. The Reception Counter/Desk shall have stationeries including pen and paper for use by

general public. Necessary furniture etc. shall be supplied by DCP concerned.

8. There shall be a Visitors' Diary at the Reception Counter/Desk, in which the members

of the general public may note down their experience or complaint. This shall be put up

to the IIC on a daily basis for his information and instruction, if any. A sample format

of the Visitors' Register is attached.

9. The Reception Counter/Desk shall function in two shifts i.e. 8.00 AM to 2.00 PM and

2.00 PM to 10.00 PM.

10. Provision of water through a dispenser and disposable glass shall be made near the

counter/desk, in an easily accessible location.

11. The Reception Desk shall be made functional by 29.02.2012 and specific compliance

shall be submitted by each IIC directly to this HQ, endorsing a copy to DCP.

By Order

(B.K.Sharma) Commissioner of Police,

Bhubaneswar-Cuttack.

## SAMPLE VISITORS' REGISTER (To be filled by the visitor himself)

(ଆଗନ୍ତୁକ ନିଜ ଅଷରରେ ଦୟାକରି ଲେଖନ୍ତୁ)

51. No.	Name & address	Date & time of visit	Purpose	Comments/Feedback
ଜ୍ୟ-ନଂ	ନାମ ଓ ଠିକଣା,	ଆଗମନର ତାରିଖ ଏବଂ ସମୟ	ଆଗମନର ଜାରଣ	ଟିୟଣା
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