  
POLICE COMMISSIONERATE  
BHUBANESWAR-CUTTACK  
BHUBANESWAR

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**Commissionerate Circular Order No. 03 /2018**  
**GRIEVANCE REDRESSAL SYSTEM**

In order to ensure proper functioning of " Monday Grievance Cell " of the Commissioner of Police for the public and the staff, in consonance with letter No. 5243 Dt. 28/04/2016 of the Principal Secretary to Government of Odisha and his D. O. No. 5909 dated 04/10/2012 and in supersession of the related previous orders of the Commissionerate, it is hereby ordered that,

(1) The hearing of public / staff grievance on every working Monday will be held at the dedicated Hall at the ground floor of the Commissionerate Building.

(2) The Commissioner of Police, along with Addl. C. P., DCP (Hdqr̄s.) and Addl. DCP, Crime of this office will remain present to hear the grievance. All sectional heads of this establishment will remain in readiness at their respective offices to respond on call.

(3) All the visitors are to be first received by ACP, Grievance and his staff who will deal with them politely and prepare necessary documentation to be heard on grievance.

(4) The senior citizens, physically challenged persons and women visitors are to be extended extra care and hospitality. ACP (Reserve) will make provision of a wheel chair at the reception for the convenience of needy visitors. Women visitors desiring to share their grievance to woman officer are to be provided that facility.

(5) ACP (Reserve) will make all necessary arrangements for smooth conduct of the grievance at the dedicated hall including making sitting arrangements for the visitors / officers & staff inside the hall, provision of drinking water, toilet etc and sanitation. The existing ramps are to be made use worthy for physically challenged visitors.

(6) The visitors will have access to the Grievance Hall from all the gates. Hence, ACP (Reserve) will ensure that the front gate of this Hdqr̄s. building is to be kept open on Mondays for the general public along with rear gates. Banners are to be placed on all these gates to make the public aware regarding Monday Grievance.

(7) ACP Reserve will also ensure proper parking of the vehicles of visitors, provision of news papers / journals and VSM etc at the waiting space for the public inside the hall.

(8) The orders passed on each individual grievance is to be communicated to the concerned enquiring officer within 24 hours. Priority should be attached to the petitions of " Monday Grievance ". Grievance Cell is directed to pursue for the enquiry report issuing reminder at regular intervals.

(9) The grievance hearings on other working days will function as usual. The person appearing in the grievance will be put up before Addl. Commissioner of Police, Bhubaneswar-Cuttack for redressal of grievance. In his absence he / she will be put up before DCP (Hdqs.) and in absence of both the person will be put up before Addl. DCP, Crime of the Commissionerate Hdqs., Bhubaneswar who will hear them with all sensitiveness, may have instant preliminary telephonic enquiry and may send to the concerned enquiring officer with directions for a detailed enquiry report within a fixed time limit.

(10) In regard to grievances received from other sources like through petitions by post / e-mails, through e-Abhijoga, from State Police Hdqs., from Government, from sitting Hon' ble MPs/MLAs and from Defence etc are to be categorized as per their origin. Due priority to be accorded to all the petitions originated from Hon' ble MPs /MLAs, through e-Abhijoga, from Defence Personnel and petitions through CM Grievance App., which should have a time bound disposal. Hence these petitions are to be sent to the concerned enquiring officers immediately and enquiry reports are to be obtained within a week.

(11) All the replies to the Government, the reply to CMGC petitions / e- Abhijoga petitions / the petitions originated from MPs /MLAs, Defence Officials, against police and petitions through CM Grievance App., are to be sent by / on the approval of the Commissioner of Police, Bhubaneswar-Cuttack.

(12) The persons in distress are visiting this office with a great hope and aspiration. Due courtesies and empathy should be extended.

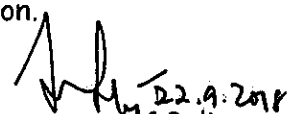
Sd/-

Commissioner of Police  
Bhubaneswar-Cuttack.

Memo No. 3663/CP-GC

Date: 22/09/2018.

- Copy forwarded to Addl. Commissioner of Police, Bhubaneswar-Cuttack for information and necessary action please.
- Copy forwarded to DCP (Hdqs.) Bhubaneswar-Cuttack for information and necessary action please.
- Copy forwarded to Addl. DCP, Crime, Bhubaneswar-Cuttack for information and necessary action please.
- Copy forwarded to DCsP, Bhubaneswar / Cuttack UPDs for information and necessary action please.
- Copy forwarded to all Addl. DCsP/Zonal ACsP/ ACsP Hdqs. of Bhubaneswar and Cuttack UPDs for information and necessary action.
- Copy forwarded to all IsIC of Police Commissionerate, Bhubaneswar-Cuttack for information and necessary action.
- Copy forwarded to all Sectional Heads of Commissionerate Hdqs., Bhubaneswar for information and necessary action.

  
22.9.2018  
Commissioner of Police  
Bhubaneswar-Cuttack.

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