

KERALA FIRE AND RESCUE SERVICES **CITIZEN'S CHARTER.**

The Kerala Fire & Rescue Services Department came into existence in 1962 by the enactment of Kerala Fire Force Act 1962 (Act 20 of 1962) issued in Government notification No.9018-E1-61/Law, dated:21.06.1962. The main duty of the Kerala Fire & Rescue Services Department is to protect peoples life and their properties from accidents caused by fire. The citizens charter is published by this department to make people aware of the aims and services to be rendered by the department.

The History of Fire & Rescue Services Department.

Before the formation of Kerala State, there were separate Fire services in Travancore, Cochin and Malabar States. There were three fire stations in Travancore and Kochi and five fire stations in Malabar working under the Police Department. In 1949, the Fire Station of Travancore and cochin states were joined together and in 1956, Malabar state was also included and thus the Kerala Fire Service came into being. From then onwards, the Inspector General of Police was the head of the Fire Service up to 1963. Then through out Kerala, Fire service worked as part of the Police Department. As per the Government Notification No.9018/61, dated:21.06.1962 Kerala Fire Force Act came into existence. Thus the Kerala Fire Force department has been working as a separate department since 1963. Then the Director of Civil Defence held the position of the head of the department till 1967. After that the Inspector General of Police held the charge of the Director for Fire Force up to August 1970 and then the Fire Force Department has been brought under a separate Director. Again the charge of the Fire Force Director was given to an officer in the rank of an Inspector General of Police. From 1982 onwards, the name of the Director of Fire Force was changed into the Commandant General, Home Guards Civil Defence and Fire Force. For giving importance to other rescue

works also, along with the Fire accidents, the department had been renamed as Kerala Fire & Rescue Services in 2002. Now the department is rendering its remarkable and commendable service through the 102 Fire & Rescue Stations and 14 District Offices (Assistant Divisional Office) and 5 Divisional Offices in Thiruvananthapuram, Kottayam, Ernakulam, Palakkad and Kozhikode. The department is in a stage of modernisation and development so as to provide better service to the public in all emergency situations.

Organisational Structure of Kerala Fire & Rescue Services.

The head of the Department is the Commandant General who is of the DGP rank and under him there is a Director(Admn.) at the Headquarters, Director(Technical) at the Kerala Fire & Rescue Services Academy, Viyyur, Thrissur and Five Divisional Officers in Thiruvananthapuram, Kottayam, Ernakulam, Palakkad & Kozhikode. Each district has an Assistant Divisional Office as the district officer and each Fire & Rescue Station has a Station Officer as the station in charge. In addition to this, there are Assistant Station Officer, Leading Fireman, Fireman, Fireman Driver cum Pump Operator and one Clerk in each station.

For giving training to the employees and newly recruited Fireman, Fireman Driver cum Pump Operator & Driver Mechanic, Fire & Rescue Services Academy was started at Viyyur, Thrissur in 2007. The supervision of this academy is held by the Director (Technical). An Assistant Divisional Officer and Station Officer who have the charge of the training are also working in this Academy. Recently a Motor Transport Wing is formed in the Department and Station Officer (MT) are posted one each at the Headquarters, the five Divisional Offices and at the Kerala Fire & Rescue Services Academy.

The Mission of Kerala Fire & Rescue Services.

- ✳ To protect people's life & property from fire and other accidents.
- ✳ To protect our community from all possible hazards by providing progressive high quality emergency services and preventive measures.
- ✳ To carry out effective and timely fire fighting, rescue and life saving operations and disaster management activities and thereby ensure maximum performance and render remarkable service to the public.
- ✳ Develop well organised and trained Fire & Rescue Services so that human resources of the department measure up to multiple challenges of a Fire & Rescue Service.

The Vision of the Department.

- ✳ Dedicated and best community focussed Fire & Rescue Services ensuring a safe and secure environment for all.
- ✳ To honour the trust of the society by demonstrating commitment to deliver professional Fire & Rescue Services activities with compassion, respect and utmost courtesy.
- ✳ To ensure community safety by creating basic awareness regarding fire safety, life safety and disaster management among the people and thereby mitigate the fire loss and improve effective and timely rescue and life saving activities.
- ✳ Minimise the response time in urban and rural areas by increasing the number of Fire & Rescue Stations and mobility profile of the Department.

TELEPHONE NUMBERS OF DIVISIONAL OFFICER UNDER THIS DEPARTMENT.

SOUTHERN DIVISION, THIRUVANANTHAPURAM

THIRUVANANTHAPURAM DISTRICT	
Commandant General	0471 2320868
Director(Technical)	0471 2320872
Divisional Office	0471 2322354
Assistant Divisional Office	0471 2333101

1	Chenkal Choola	0471 2333101
2	Chackai	0471 2501255
3	Vizhinjam	0471 2480300
4	Parassala	0471 2201717
5	Neyyattinkara	0471 2222307
6	Nedumangad	0472 2812101
7	Attingal	0470 2622000
8	Varkala	0470 2607700
9	Poovar	0471 2210101
10	Kazhakkootam	0471 2700099
11	Kattakkada	0471 2280101
KOLLAM DISTRICT		
Assistant Divisional Officer		0474 274620
1	Chamakkada	0474 2750201
2	Kundara	0474 2522490
3	Punalur	0475 2222701
4	Kadakkal	0474 2425288
5	Paravoor	0474 2518101
6	Sasthamkotta	0476 2835101
7	Kottarakkara	0474 2650500
8	Karunagappally	0476 2620555
9	Kollam	0474 2746200
KOTTAYAM DIVISION		
Divisional Officer		9497920104
PATHANAMTHITTA DISTRICT		
Assistant Divisional Officer		0468 2222001
1	Pathanamthitta	0468 2222001
2	Adoor	0473 4229100
3	Ranni	0473 5224101
4	Thiruvalla	0469 2600101
5	Seethathodu	0473 5258101
ALAPPUZHA DISTRICT		
Assistant Divisional Officer		0477 2230303
1	Alappuzha	0477 2230303
2	Kayamkulam	0479 2442101
3	Mavelikkara	0479 2306264
4	Chengannoor	0479 2456094
5	Cherthala	0478 2812455

KOTTAYAM DISTRICT		
Assistant Divisional Officer		0481 2567444
1	Kottayam	0481 2567444
2	Changanasseri	0481 2420101
3	Pampadi	0481 2506600
4	Kanjirappally	0482 8202777
5	Erattupetta	0482 2274700
6	Pala	0482 2212484
7	Kaduthuruthy	0482 9285151
ERNAKULAM DIVISION		
Divisional Officer		0484 2206131
ERNAKULAM DISTRICT		
Assistant Divisional Officer		0484 2205550
1	Ernakulam	0484 2205550
2	Club Road	0484 2355101
3	Mattancheri	0484 2225555
4	Thrikkakara	0484 2423100
5	Aluva	0484 2624101
6	Ankamali	0484 2452101
7	Kothamangalam	0485 2822420
8	Piravam	0485 2242373
9	Thrippunithura	0484 2775388
10	North Paravur	0484 2443101
11	Kalloorkkadu	0485 2287111
12	Fort Kochi	0484 2215909
13	Elur	0484 2545500
14	Muvattupuzha	0485 2832727
15	Kuthattukulam	0485 2275103
16	Perumbavoor	0484 2523123
IDUKKI DISTRICT		
Assistant Divisional Officer		04868272300
1	Kattappana	04868272300
2	Munnar	04865230290
3	Thodupuzha	0486 2222911
4	Idukki	0486 2236100
PALAKKAD DIVISION		
Divisional Officer		0491 2505701

PALAKKAD DISTRICT		
Assistant Divisional Officer		0491 2505701
1	Palakkad	0491 2505701
2		
3	Chittur	0492 3222499
4	Alathur	0492 2223150
5	Vadakkancheri	0492 2256101
6	Shornur	0466 2222501
7	Mannarkkadu	0492 4230101
THRISSUR DISTRICT		
Assistant Divisional Officer		0487 2423650
1	Thrissur	0487 2423650
2	Chalakkudi	0480 2702000
3	Guruvayoor	0487 2556300
4	Irinjalakkuda	0480 2820558
5	Kunnamkulam	0488 5222051
6	Vadakkancheri	0488 4236101
7	Mala	0480 2695010
8	Puthukkadu	0480 2757101
MALAPPURAM DISTRICT		
Assistant Divisional Officer		0483 2734800
1	Malappuram	0483 2734800
2	Perinthalmanna	0493 3227800
3	Thirur	0494 2422333
4	Ponnani	0494 2666002
5	Nilambur	0493 1224005
KOZHIKODE DIVISION		
Divisional Officer		0495 2321654
KOZHIKODE DISTRICT		
Assistant Divisional Officer		0495 2321654
1	Meenchanda	0495 2321654
2	Beach	0495 2365333
3	Vellimadukunnu	0495 2371003
4	Koduvally	0495 2519945
5	Vadakara	0496 2514600
6	Perambra	0496 2610201
7	Mukkam	0495 2297601
8	Nadapuram	04962448000
WAYANADU DISTRICT		

Assistant Divisional Officer		0493 6202333
1	Kalpetta	0493 6202333
2	Sulthanbathery	0493 36227101
3	Mananthavady	0493 35245052
KANNUR DISTRICT		
Assistant Divisional Officer		0497 2706900
1	Kannur	0497 2706900
2	Mattannur	0490 2471101
3	Iritty	0490 2493001
4	Payyannur	0498 5202901
5	Koothuprambu	0490 2364200
6	Thaliparambu	0460 2207101
7	Thalasseri	0490 2344101
8	Peravoor	0490 2443250
9	Peringom	0498 5236100
KASRAGOD DISTRICT		
Assistant Divisional Officer		0499 4230101
1	Kasragod	0499 4230101
2	Kanhangad	0467 2202101
3	Thrikkaripur	0467 2210201
4	Uppala	0499 8241101
5	Kuttikkol	0499 4206100
VIYYUR FIRE & RESCUE SERVICES ACADEMY		
Director (Technical)		0487 2325549
Assistant Divisional Officer		9497920117

There are 102 Fire & Rescue Stations in Kerala. Due to the increase in density of population, more Fire & Rescue Stations have to be commissioned in coming years.

The Duties and Aims of Fire & Rescue Services Department

The following are some important duties and aims of this department.

- To prevent accidents due to fire.
- To rescue the public wealth from fire.
- To prevent fire before spreading.
- To minimise the loss to the public and institutions due to fire.

- To discuss the matter about fire prevention to the public.
- To do rescue operations at the time of natural calamities.

The Services of Fire & Rescue Services Department

1. Fire Fighting

The personnel of this department put out the fire occurred at any place at any instant without any fee.

The public have to inform the details of fire incidents including address and way to reach the site through telephone or any other way.

2. Rescue Operations

This department save the valuable life of men and other lives from road accidents and natural calamities without any fees.

3. Drinking Water

At the emergency conditions this department serve drinking water to the public without any fees.

4. Stand by Duty

This department is arranging stand by duty to exhibitions pilgrimage season carnival, conference, marriage functions etc., to save the public from fire accident caused if any. This department collect fee for standby duty for private function and charging no fee for public functions.

5. Ambulance Service

Provides ambulance service to the public by collecting a minimum fee. No fees is charged for whom met accidents.

6. Serving delivery hoses to the public on rent basis.

7. Giving preliminary training for 24 days about the fire fighting to the personnel working in the private firms.

8. Do pumping works to public functions and film shootings by collecting fees.

9. NOC

Issue NOC to high rise buildings, commercial buildings, petrol pumps and under explosive act for the stock and sale of explosives.

10. Pressure Testing

Pressure testing certificate is issued to fire extinguisher installed in theaters and high rise buildings.

11.Fire report

Issue copy of fire report incorporating the loss due to fire accident, by collecting fees.

12.Recovery Vehicles.

In order to control the traffic and in road accidents the recovery vehicle may be used to pick the vehicle from the spot.

The public can obtain information under right to information act 2005 through the following offices.

Office	State Public Information Officer
Head Quarters	Senior Superintendent
Divisional Office	Senior Superintendent
Assistant Divisional Office	Junior Superintendent
Fire & Rescue Station	Station Officer
Fire & Rescue Services Academy	Junior Superintendent

APPELLATE AUTHORITY

Office	Appellate Authority
Head Quarters	Director (Admn.)
Divisional Offices	Divisional Officer
Assistant Divisional Office	Assistant Divisional Officer
Fire & Rescue Station	Concerned Assistant Divisional Officer
Fire & Rescue Services Academy	Manager

COMMANDANT GENERAL