

ANNEXURE – II
ARRANGEMENTS FOR SOLUTION OF COMPLAINTS REGARDING SERVICES

Sl. No.	Type of Service	Officer to contact	Meeting time	Telephone No	Public Information Officer			Compe nsation if any	Remarks
					Name Designation	Phone No.	E-mail Address		
1 a)	Ambulance Service (Carrying Patients, Dead Bodies)	Station Officer	Any Time	Concerned Officer's Telephone No.	Concerned Assistant Divisional Officer	Concerned Officers Telephone No.	Concerned Officers E-mail Address		Fore solving complaints and grievances regarding the service of the department please contact concerned Divisional Officer or Assistant Divisional Officer or Station Officer.
b)	Ambulance Service (Standby Duty)	Divisional Officer	All working days during working hours	Concerned Officer's Telephone No.	Concerned Divisional Officer				
2	Stand by duty	Divisional Officer	All working days during working hours	Concerned Officer's Telephone No.	Commandant General				
3	Pumping Work	Divisional Officer	All working days during working hours	Concerned Officer's Telephone No.	Commandant General				
4	Preliminary Fire Fighting Training	Divisional Officer	All working days during working hours	Concerned Officer's Telephone No.	Commandant General				
5	Service of Recovery vehicle	Divisional Officer	All working days during working hours	Concerned Officer's Telephone No.	Commandant General				
6	Pressure inspection Certificate of Fire Extinguishers	Station Officer	Office Time	Concerned Officer's Telephone No.	Concerned Assistant Divisional Officer				

7	Fire Report	Station Officer	Office Time	Concerned Officer's Telephone No.	Concerned Divisional Officer				
8	Giving delivery hose on rent	Divisional Officer	All working days	Concerned Officer's Telephone No.	Concerned Divisional Officer				
9 a.	NOC for high rise buildings Single storeyed building upto 10m high	Concerned Assistant Divisional Officer	All working days during office time	Concerned Officer's Telephone No.	Concerned 1. Divisional Officer. 2. Commandant General				
b.	Building upto 24m high	Concerned Divisional Officer	All working days during office time	Concerned Officer's Telephone No.	Commandant General				
10	NOC for dangerous and offensive trade	Concerned Assistant Divisional Officer	All working days during office time	Phone No. of ADO	Concerned 1. Divisional Officer. 2. Commandant General				
11	NOC issued for Temporary sheds for conducting exhibitions Carnival, Circus etc., under the place of public resort Act	Concerned Assistant Divisional Officer	All working days during office time	Phone No. of ADO	Concerned 1. Divisional Officer. 2. Commandant General				
12	NOC for storage of petroleum products								
a.	Upto 30000 Ltrs.	Concerned Assistant	All working days during	Phone No. of ADO	Concerned 1. Divisional				

		Divisional Officer	office time		Officer. 2. Commandant General				
b.	Above 30000 Ltr	Concerned Divisional Officer	All working days during office time	Concerned Divisional Officer's Phone No.	Commandant General				
13	NOC for the storage of LPG cylinder								
a.	Upto 200 cylinder	Concerned Assistant Divisional Officer	All working days during office time	Phone No. of ADO	Concerned 1. Divisional Officer. 2. Commandant General				
b.	Above 200 cylinder	Concerned Divisional Officer	All working days during office time	Concerned Divisional Officer's Phone No.	Commandant General				
c.	Serial Connection of 10 LPG cylinders	Concerned Assistant Divisional Officer	All working days during office time	Phone No. of ADO	Concerned 1. Divisional Officer. 2. Commandant General				
d.	Serial connection of more than 10 LPG cylinders	Concerned Divisional Officer	All working days during office time	Concerned Divisional Officer's Phone No.	Commandant General				
14	NOC for the storage of explosives								

a.	Storage of ready made crackers up to 500Kg	Concerned Assistant Divisional Officer	All working days during office time	Phone No. of ADO	Concerned 1. Divisional Officer. 2. Commandant General				
b.	Storage of explosives up to 100 Kg	Concerned Assistant Divisional Officer	All working days during office time	Phone No. of ADO	Concerned 1. Divisional Officer. 2. Commandant General				
c.	Storage of ready made crackers above 500 Kg.	Concerned Divisional Officer	All working days during office time	Concerned Divisional Officer's Phone No.	Commandant General				
d.	Storage of explosives above 100	Concerned Divisional Officer	All working days during office time	Concerned Divisional Officer's Phone No.	Commandant General				
15	Storage of explosives such as sulphur, potassium chloride under Arms Act	Concerned Divisional Officer	All working days during office time	Concerned Divisional Officer's Phone No.	Commandant General				

COMMANDANT GENERAL