



ODISHA POLICE
STATE HEADQUARTERS
CUTTACK.

PRESS RELEASE
Dtd. 28.03.2020

Sub: Over 500 Help Lines - phone based system of redressal of public grievance at district and police station level.

Because of the lockdown, people are unable to visit police station or district police office and thus unable to put their grievance in person, relating to lockdown or other matters. We have therefore strengthened our phone based system for redressal of public grievances. This issue was discussed in a V.C. with district Ss.P./DCsP on 27.3.2020 with DGP. Instruction was previously issued to district Ss.P./DCsP from DGP on this.

Accordingly a robust system of over 500 Helplines has been developed. Following are the components

- (a) Each district police Headquarters has a functional police control room with one or more phone lines for people to lodge their grievance. Depending on volume of work, number of personnel and phone lines have been increased / are being increased. District Control Room

number has been publicized through Twitter, Face book, Press release etc.

- (b) Each police station is publicizing its land line number and CUG cell number through Twitter, Face book, press release etc. It has been ensured that the phones are functioning and personnel are earmarked to attend the call and take appropriate action at PS level.

District Ss.P./DCsP are personally reviewing the functioning of phone based redressal of public grievance at P.S. and district levels.

Most phone numbers of such district level control room and Police Stations have been uploaded on Odisha Police Website. Remaining members are expected to be uploaded today and tomorrow.

Public Relations Officer 28.3.2022