

GOVERNMENT OF KARNATAKA

Department of Karnataka State Fire & Emergency Services

Citizens' Charter

Need for a Charter:

This is the Charter of Karnataka State Fire & Emergency Services Department, dedicated to the people of Karnataka State with respect to providing speedy and effective fire fighting and emergency response, wherever life and property are involved. This Charter aims at ensuring quality and striving for excellence in public service.

The Karnataka State Fire & Emergency Services Department is striving to provide emergency services as laid down in the Rules, train operatives and create awareness among the Public to achieve disaster risk reduction, with transparent procedures for providing quality service to the public.

Objectives of the Charter:

- a) To place before the public an overview of the organization.*
- b) To inform the citizens about the kinds of services that the department provide.*
- c) To state the standards of services delivered*

Services delivered by the department:

Karnataka State Fire & Emergency Services, deliver the following services:

- To save life and property of people from fire & other emergencies*
- To search and rescue from transport disasters, manmade and natural disasters.*
- To render advice on fire protection, fire prevention, emergency evacuation, mock drills*
- To enforce fire safety measures in all fire hazardous places like multi-storied buildings, public amusement areas/resorts, public Assembly places, hazardous industries, go downs, commercial complexes and other such places:*
- To impart training in basic fire prevention, fire fighting, rescue operations, evacuation drills etc*

- *To provide standby fire fighting arrangements at large public Amusement areas, gatherings and important public meetings;*
- *To create public awareness on fire prevention through mock drills, evacuation drills, fire fighting demonstrations, lecture classes, seminars, exhibitions etc and*
- *Addressing the issues of fire, rescue and emergency responses at gross root level through program SAFE - Students Association for Fire Education, designed keeping in mind younger generation and student community.*

Quality parameters we strive to achieve:

- *The department desires Prompt response to fire and other emergencies. The response between the call receipt and fire fighting vehicle leaving Fire Station bay shall be maximum one minute.*
- *To issue No Objection Certificate for various premises falling under the category of Public Amusement Act, Petroleum Act, Explosive Act, National Building code etc, within the stipulated period.*
- *Imparting training in basic Fire fighting to security personnel, industrial employees, software personnel, general public, in-house personnel etc at R.A. Mundkur, Fire & Emergency Services Academy, to enhance awareness in the society.*
- *Standby fire fighting arrangements for temporary structures, public gatherings, political rallies etc*
- *Intensifying public awareness programs, on fire prevention for various sections of society viz. Children, housewives, security personnel, industrial workers and others.*
- *Providing technical assistance and advice on conducting Fire Drills, evacuation drills, mock drills etc.*
- *Under SAFE, awareness program is an ongoing continuous program.*

Motto:

WE SERVE TO SAVE

Value Statement:

Karnataka State Fire and Emergency Services Department has and will continue to build capacities, professionalism, integrity, creativity, team work and challenges to achieve this through its training endeavors.

Cardinals of Discipline:

Be obedient, keep smiling - Be punctual and committed - Work hard without fuss - Make no excuses and be honest.

Our Vision for - 2020:

The department aims

- *to provide modernized Fire Prevention, Fire Fighting and emergency Safe Evacuation measures to life and property in the jurisdiction defined in Fire and Emergency Services Act;*
- *to reach the fire spot, within a minimum response time of 3 minutes, by zoning the area and coordinating with traffic regulators, based on fire risk;*
- *to enhance number of Fire Stations, scientifically designing and locating the Fire Stations;*
- *to acquire and position need based hi-tech vehicles and equipments in the fire stations;*
- *to impart the state of the art advance training to personnel and officers;*
- *to adopt fleet management and location finding gadgets to all emergency vehicles(GPS);*
- *to set up state of the art static as well as mobile command and control systems;*
- *to procure multirole and all-rounder vehicles and equipments;*
- *to bring all the Fire Stations and other allied agencies under a computer network for disaster management and real time management of a situation;*
- *to standardize the operational procedures and best practices;*
- *to revamp the service by means of reforms in the department and*
- *to live up to the expectation of the dictum “ We Serve to Save”, both during peace as well as war times.*

WHAT CITIZENS CAN EXPECT FROM US:

- *A pleasant, customer friendly and efficient reception at the offices which will guide you to the correct department or person that can best assist you.*
- *Accurate, reliable and readily available information to assist in your enquiry.*
- *Respect for your time.*
- *Fairness, transparency and accountability in our transactions.*
- *We will answer your calls within three rings in a polite and professional manner, stating the name of the organization, the unit or department you have reached.*
- *We will keep you on hold for no more than thirty seconds at administrative offices.*
- *Emergency calls to fire stations **will not** be placed on hold.*
- *All reports of fires or other emergencies will generate a prompt response.*
- *Customers with appointments will be seen within fifteen minutes of the appointment.*
- *Customers without appointments will be seen within thirty to forty five minutes. If this is not possible, an explanation will be given and a mutually convenient appointment made.*
- *Correspondence by regular mail will be acknowledged within ten working days and a full explanation will be given if the requests were not acknowledged within this time.*
- *Facsimile/e-mail and voice mail messages will be acknowledged within two working days.*
- *Referral to the DGP and DG in the event that we are unable to assist you.*
- *You will be treated with utmost courtesy and respect without prejudice at all times.*
- *Every effort will be made to reduce water, smoke or other damage by our actions at incidents.*
- *Building plans submitted for fire safety reviews will be scrutinized and communicated to applicant within 15 working days.*
- *Requests for fire safety inspections will be responded within 15 working days.*
- *In order to achieve quality service at the least possible time, the public in general as well as the applicants seeking various no-objection certificates shall follow the guidelines of the department for effective / smooth / immediate compliance of the requirements.*

OUR EXPECTATIONS OF YOU:

It is our expectation that you

- *Will avail the services of this department in the event of Fire, Search & Rescue or any other emergency involving life and property.*
- *Will provide all the necessary information and support required to fight fire or conduct rescue operation*
- *Will be courteous and respectful to our staff, who involve themselves in fighting the fire or in rescue operation, risking their lives*
- *Will provide all basic fire fighting, fire preventive and evacuation measures in your premises*
- *Will obtain no-objection certificates where ever applicable, without giving scope for illegal structures, illegal storages etc.*
- *Will undergo basic fire fighting training to handling portable extinguishers*
- *Will not make false and misleading calls*
- *Comply with requests like details about hazardous storages, illegal storages, etc*
- *Will make submissions or requests for our services in a timely manner*
- *Be specific and clear in your requests, either in summoning the department for an emergency or for other information*
- *Provide all the facts available with you, so that, we can better address your requests properly*
- *Yield the right of way on the approach of our emergency vehicles with sirens and bells*
- *Make your comments and suggestions on the services delivered*
- *Obtain information on fire safety information from our Fire Stations or from the website [karunadu.gov.in /kssfes](http://karunadu.gov.in/kssfes)*
- *Requests for conducting fire drills a minimum of seven working days before the date of fire drill/mock drill/evacuation drill*
- *The request for issue of no-objection certificates for various premises shall have full information, as per the norms of this department*
- *Similarly the requests for standby for public gatherings/public entertainments etc shall be made minimum 5 days prior to the event, for making necessary arrangement*

YOUR RIGHT TO COMPLAIN AND CONSULATION:

- *It is our desire to serve you in the most efficient and professional way possible and therefore encourage you to submit your suggestions /comments as to how you think we can improve our service delivery.*
- *If our service is unsatisfactory, we encourage you to inform us by using our complaints procedure for prompt and effective response:*
 - *Leaving a note in our suggestion/complaints box, if your concern/problem does not require immediate attention.*
 - *E-mailing us at : dfs@ksfes.gov.in/dda@ksfes.gov.in*
 - *Requesting to see a superior if the situation is one that requires immediate action.*
- *If you are not satisfied with the way your complaint was dealt with you may contact:*
- *The Director, Karnataka State fire and Emergency Services, # 1 A.M. Road, Bangalore 56 0 042*
- *The Dy. Director (Adm), Karnataka State fire and Emergency Services, # 1 A.M. Road, Bangalore 56 0 042*
- *The Deputy Director (Tech), Karnataka State fire and Emergency Services, # 1 A.M. Road, Bangalore 56 0 042*
- *If you are still not satisfied please direct your appeals to:*
 - *The DGP and DG, Karnataka State fire and Emergency Services, # 1 A.M. Road, Bangalore 56 0 042*
 - *The IGP and Add. DG, Karnataka State fire and Emergency Services, # 1 A.M. Road, Bangalore 56 0 042*
 - *The DIGP, Karnataka State fire and Emergency Services, # 1 A.M. Road, Bangalore 56 0 042*

Contact Telephone Numbers of the people in Karnataka Fire and Emergency Services:

Fire Stations are open 24 hours per day 7 days per week.



KARNATAKA STATE FIRE AND EMERGENCY SERVICES TELEPHONE DIRECTORY

OFFICERS	DIRECT PHONE NO.		CENTREX NUMBER	
	OFFICE	RESIDENCE	OFFICE	RESIDENCE
FIRE & EMERGENCY SERVICE CONTROL ROOM			22971500	
TOLL FREE NO : 101			22971550	
			22971600	
WIRELESS OPERATOR			22971571	
SRI OM PRAKASH IPS	25570733		22971501	
DIRECTOR GENERAL OF POLICE AND DIRECTOR GENERAL FIRE & EMERGENCY SERVICES	22942108(Fax) MOBILE 9483530733			
SRI .K.L.SUDHEER, IPS., INSPECTOR GENERAL OF POLICE AND ADDL .DIRECTOR GENERAL, FIRE & EMERGENCY SERVICES.	25555388 22971559 (F) MOBILE 9980661575		22971567	
SRI M.CHANDRASHEKAR, IPS DEPUTY.INSPECTOR GENERAL FIRE & EMERGENCY SERVICES		25740453 MOBILE 9663260201	22971505	
. DIRECTOR.	25540656 MOBILE	25585344 FAX 22971512	22971507	22971508
DEPUTY DIRECTOR (TECH.)	25544042 MOBILE	26538167	22971509	22971510
SRI D.RASHEED DEPUTY DIRECTOR (ADMIN)	25569900 MOBILE 9845155897		22971504	22971524
ADMINISTRATIVE OFFICER.	25574220 MOBILE		22971553	
ASST. CONTROLER ACCOUNTS	MOBILE 9481425700		22971526	22971586
SMT.B.INDIRAMMA ASST. ADMN. OFFICER.	MOBILE 9449342558		22971555	
SUPERINTENDENT-1 EST(1) HEAD OFFICE			22971558	
SUPERINTENDENT-2 GBC(1) HEAD OFFICE			22971557	
SUPERITENDENT-3 GBC(2) HEAD OFFICE			22971566	
SUPERINTENDENT-4 ACT(2) HEAD OFFICE			22971573	
ACCOUNTS SECTION HEAD OFFICE			22971574	

SL NO.	FIRE STATIONS	STD CODE	OFFICE NUMBER	RESIDENCE NUMBER	MOBILE NUMBER
01	SRI N.U.ERAPPA COMMANDANT R.A.MUNDKUR FIRE & EMERGENCY SERVICES ACADEMY	080 080	22445260 22971515	22971518	9448066101
02	SRI T.N.SHIVASHANKAR R.F.O. (TRG.) R.A.MUNDKUR FIRE & EMERGENCY SERVICES ACADEMY	080	22971519 22440444	22971582	9448132101
03	SRI C.GURULINGAIAH R.F.O. S.A.R	080	22971579		9448189212
04	SRI T.L.RAMAKRISHNA R.F.O. EPMS	080	22971591	22971589	9448507671
05	SRI K.SRINIVAS R.F.O. (WORKSHOP)	080 080	22440211 22971575	22971532	9449385911
06	SRI T.B.MAADAPPA	080			9900608626
07	SRI T.T.BALAKRISHNA, P.I. (W)	080	22971551	22971552	9845416431
01	SRI K.U.RAMESH C.F.O. BANGALORE EAST	080 080	25585034 22971513	25585036 22971514	9742037468
02	SRI B.N.MANJUNATH R.F.O. BANGALORE EAST	080	22971521	22971528	9448219206
03	SRI SANNAMARAPPA SOUTH	080	22971525		9449720428
04	SOUTH	080	22971535		
05	M.S.BUILDING	080	22971548		
06	V.V.TOWER	080	22971549		
07	RAJBHAVAN	080	22971547		
08	VIDHAN SOUDHA	080	22971546		
09	SNORKEL	080	22971517		
10	T.T.L	080	22971542		
11	RESCUE UNIT	080	22971534		
12	High Court	080	22971592		
13	SRI M.G.VIJAYKUMAR MAHADEVAPURA	080	22971531	22971587	9448643863
14	MAHADEVAPURA	080	22971541		
15	HOSAKOTE	080	27905931		
16	SRI H.L.PRAKASH, DFO,KOLAR	08152	243222		9916888870
17	KOLAR	08152	243222		
18	K.G.F	08153	266000		
19	MULABAGILU	08159	242101		
20	BANGARPETE	08153	257101		

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01	SRI B.RAMASWAMY, RFO SOUTH	080	22971529	22971569	9448247003
02	SRI S.NANJUNDAPPA, D.F.O BANASHANKARI	080	22971584	22971585	9900296698
03	BANASHANKARI	080	22971539		
04	SRI.B.SHEKAR D.F.O. JAYANAGAR				
	JAYANAGAR	080	22971538		
05	SARJAPUR ROAD	080	25746166		
06	BANASHANKARI 6 TH PHASE	080	26325101		
07	KANAKAPUR	080	27502565		
08	SRI M.B.PUTTASUBBAPPA ELECTRONIC CITY	080	22971577		9986586809
09	ELECTRONIC CITY	080	22971576		
10	SRI R.MAHESH, D.F.O NORTH	080	22971527	22971590	9449478178
11	NORTH	080	22971536		
12	CHANNAPATNA	080	27251354		
13	MAGADI	080	27745446		
01	SRI C.BASAVANNA R.F.O., MYSORE	0821	2540116	2340780	944897640
02	SRI.H.M.SHIVANNEGOWDA MYSORE	0821	2495101		9945739656
03	SARASWATHIPURAM	0821	2540970		
04	SRI. OBAYYA MOOLYA D.F.O.BANNIMANTAP				
	BANNIMANTAP	0821	2495101		
05	HEBBAL INFOSYS	0821	2408101		
06	HUNSUR	08222	253300		
07	NANJANGUD	08221	224144		
08	R.B.I	0821	2582103		
09	T.NARSIPURA	08227	260601		
10	PIRIYAPATANA	08223	273101		
11	K.R.NAGAR	08223	263101		
12	H.D.KOTE	08228	255101		
13	SRI MARUTHI, DFO MANDYA	08232	224818		7411610241
14	MANDYA	08232	224818		
15	MALAVALLI	08231	242600		
16	MADDUR	08232	236699		
17	NAGAMANGALA	08234	285101		
18	K.R.PET	08230	262811		
19	PANDAVAPURA	08236	205101		
20	SRIRANGAPATNA	08236	253101		

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21	SRI. RUDREGOWDA DFO, HASSAN	08172	240777		
22	HASSAN	08172	240101		
23	ARASIKERE	08174	232767		
24	CHANNARAYAPATNA	08176	252002		
25	HOLENARSIPURA	08175	273601		
26	BELUR	08177	290101		
27	ARAKALAGUDU	08175	220101		
29	SRI C.DEVARAJU, DFO CHAMARAJNAGAR	08226	222661		9035443967
30	CHAMARAJNAGAR	08226	222661		
31	GUNDLUPET	08229	222811		
32	HANNUR	08224	213101		
01	SRI N.R.MARKANDEYA C.F.O. BANGALORE WEST	080	22971523	22971522	9902900111
02	SRI J.H.RAVISHANKAR R.F.O. BANGALORE WEST	080	22971578	22971520	9448321212
03	SRI DEVARAJU D.F.O PEENYA	080	22971533	22971588	9448720759
04	YESHWANTHPUR	080	22971544		
05	SRI. AMANULLA KHAN D.F.O. RAJAJINAGAR				
	RAJAJINAGAR	080	22971543		
06	PEENYA	080	22971545		
07	NELAMANGAL	080	27726570		
08	SRI T.R.PUTTAIAH, DFO TUMKUR	0816	2283101		9448024661
09	TUMKUR	0816	2283101		
10	TIPTUR	08134	250400		
11	SIRA	08135	275205		
12	KUNIGAL	08132	220010		
13	PAVAGADA	08136	245200		
14	MADHUGIRI	08137	284328		
15	TURUVEKERE	08139	287700		
16	CHIKKANAYAKANAHALLI	08133	267303		
01	SRI N.SHASHIDHAR BANGALORE NORTH	080	22971581	22971582	9480450668
02	SRI R.RAMESH DFO HEBBAL	080	22971583	22971572	9900848602
03	HIGHGROUND	080	22971537		
04	BANASAWADI	080	22971540		
05	HEBBAL	080	22971542		
06	YELAHANKA	080	22796680		
07	CHINTAMANI	08154	250006		

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03	SRI S.D.ASHOK BABU DFO CHIKBALLAPUR	08156	274322	22971572	9880741781
07	CHIKBALAPUR	08156	274322		
08	DODDABALAPUR	080	7630101		
09	GAURIBIDANUR	08155	284101		
01	SRI YUNAS ALI KAUSAR R.F.O DAVANGERE	08192	254100	250375	9481308786
02	SRI H.S.PALAKSHAPPA, DFO, DAVANGERE	08192	258101		9986479879
03	DAVANGERE	08192	258101		
04	HARAPANHALLI	08398	280433		
05	HARIHARA	08192	242601		
06	HONNALI	08188	251400		
07	CHANNAGIRI	08189	229007		
08	JAGALUR	08196	295101		
09	SRI P.S.JAYARAMAIAH, DFO,CHITRADURGA	08194	221900		9448633895
10	CHITRADURGA	08194	221900		
11	HOSADURGA	08199	232101		
12	CHALLKERE	08195	222400		
13	HIRIYUR	08193	227600		
14	HOLALKERE	08191	208100		
15	MOLAKALMUR	08198	229109		
16	SRI SHANKARAPPA D.F.O HAVERI	08375	232666		9741538926
17	HAVERI	08375	232666		
18	RANEBENNUR	08373	269101		
19	HANGAL	08379	262801		
20	HIREKERUR	08376	282555		
21	SHIGGAON	08378	217000		
22	BYADGI	08375	216444		
23	SAVANUR	08378	209101/241101		
01	SRI H.S.VARADARAJAN C.F.O MANGALORE	0824	2444046	2216082	9448370002
02	SRI B.F.R.SHARIEFF R.F.O. MANGALORE	0824	2441561		9242600445
03	SRI SHIVAPPAGOWDA, DFO MANGALORE	0824	2423333		9343737887
04	PANDESHWAR	0824	2423333		
05	SRI PARAMESHWAR DFO KADRI				
	KADRI	0824	2213192		
06	MOODABIDRI	08258	237021		
07	BANTWAL	08255	230101		
08	BELTHANGADI	08256	232621		
09	PUTTUR	08251	232101		
10	SULLIA	08257	230900		

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11	SRI U.JAYA, DFO				
	UDUPI	0820	2520333		9449005584
12	UDUPI	0820	2520333		
13	KUNDAPUR	08254	230724		
14	KARKALA	08258	232223		
15	MALPE	0820	2537222		
16	SRI VEERABHADRAIAH				
	MADIKERI	08272	229299		9448548663
17	MADIKERI	08272	229299		
18	KUSHALNAGAR	08276	274777		
19	GONNIKOPPA	08274	279900		
20	SOMAVARPET	08276	284101		
01	SRI SHIVAKUMAR				
	R.F.O. SHIMOGA	08182	227328	249120	9448233955
02	SRI. PUTTASWAMY				
	DFO SHIMOGA,	08182	222888		
03	SHIMOGA	08182	222888		
04	BHADRAVATHI	08282	270418		
05	SORABA	08184	272400		
06	SAGAR	08183	226800		
07	SHIKARIPURA	08187	222101		
08	THEERTHAHALLI	08181	228101		
08	SRI.DEVARAJU, DFO				
	CHIKKAMAGLUR	08262	220199		9945359233
09	CHIKMAGLUR	08262	229199		9060175493
10	KADUR	08267	221800		
11	TARIKERE	08261	223700		
12	MUDIGERE	08263	221101		
13	SRINGERI	08265	251555		
14	KOPPA	08265	222101		
15	N.R.PURA	08266	220666		
16	SRI .P.SUKUMAR, DFO				
	KARWAR	08382	226655		8762895672
17	KARWAR	08382	226655		
18	SIRSI	08384	235301		
19	BHATKAL	08385	222140		
20	HALIYAL	08284	221432		
21	KUMTA	08386	224567		
22	ANKOLA	08388	230888		
23	MUNDAGOD	08301	222201		

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01	SRI I.F.BADBADE C.F.O., HUBLI	0836	2225393	2324198	9448478689
02	SRI F.H.KURAKUNDI R.F.O., HUBLI	0836	2323068	2277990	9449405407
03	SRI.S.E.LAKKAPPA HUBLI	0836	2322555		9448407711
04	HUBLI AMARGOL	0836	2322555		
05	HUBLI CITY	0836	2240789		
06	KALAGATAGI	08370	285101		
07	ANNIGERI	08380	204401		
08	KUNDAGOL	08304	214110		
09	SRI S.RAVIPRASAD, DFO BELGAUM	0831	2429441		9448444944
10	BELGUAM	0831	2429441		
11	CHIKKODI	08338	273333		
12	GOKAK	08332	225011		
13	BAILAHONGAL	08288	233100		
14	ATHANI	08289	251740		
15	SANKESHWAR	08333	273892		
16	SADALAGA	08338	251900		
17	SAUDATTI	08330	294101		
18	RAMADURGA	08335	241627		
19	KHANAPUR	08336	222000		
20	RAIBAGH	08331	294101		
20	SRI. JAYANNA GADAG	08372	237444		9449428485
21	GADAG	08372	237444		
22	NARAGUNDA	08377	265333		
23	MUNDARGI	08371	262300		
24	RONA	08381	290300		
25	LAKSHMESHWAR	08487	215101		
26	SRI SRIKANTH, DFO BAGALKOT	08354	236101		9448100177
27	BAGALKOT	08354	236101		
28	JAMKANDI	08353	238231		
29	ILLKAL/HUNGUND	08351	200500		
30	MUDHOL	08350	283101		
31	BILAGI	08425	276101		

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01	SRI M.R.NARASIMHAMURTHY R.F.O. BELLARY	08392	266933	213122	9980802048
02	SRI G.TIPPESWAMY, DFO BELLARY	08392	266001		9449549823
03	BELLARY	08392	266001		
04	HOSPET	08394	230555		
05	SANDUR	08395	260211		
06	KUDLIGI	08391	216101		
07	SIRGUPPA	08396	220100		
08	HOOVINAHADAGALI	08399	240201		
09	HAGARIBOMANAHALLI	08397	239600		
10	KURAGOD	08393	213433		
11	KOTTUR	08391	226777		
12	SRI SHASHIDHAR MURTHY KOPPAL	08539	221300		9449478178
13	KOPPAL	08539	221300		
14	GANGAVATHI	08533	271444		
15	KUKNOOR	08534	230570		
16	KUSTAGI	08536	267699		
17	KARATAGI	08533	274600		
18	SRI B.N.THIRUMALESH RAICHUR	08532	235999		9741538926
19	RAICHUR	08532	235999		
20	SINDHANOOR	08535	220777		
21	LINGASUGUR	08537	257655		
22	MANVI	08538	220362		
23	DEVADURGA	08531	260101		
01	SRI P.G.RAJU, R.F.O. GULBARGA	08472	222188	261876	9448178101
02	SRI. A.K.CHOWDAPPA DFO, GULBARGA	08472	220101		9448961365
03	GULBARGA	08472	220101		
04	SEDAM	08441	276333		
05	JEEWARGI	08442	236166		
06	ALAND	08477	202151		
07	CHITAPUR	08474	236101		
08	CHINCHOLI	08475	273001		
09	YADGIR	08473	252101		
10	SHAHAPUR	08479	293101		
11	SURPUR	08443	291777		
12	AFAZALPUR	08470	283101		
13	SRI AMRUTH, DFO BIDAR	08482	226500		9449460494
14	BIDAR	08482	226500		
15	HUMNABAD	08483	270264		
16	BHALKI	08484	262500		
17	BASAVAKALYAN	08481	259529		
18	AURAD	08485	280055		
19	CHITTAGUPPA	08483	277102		

19	SRI RAMESH, DFO		
	BIJAPUR	08352	270160,
20	BIJAPUR	08352	270101
21	INDI	08359	225350
22	SINDHAGI	08488	222355
23	MUDEBHIHAL	0356	221477
24	BASAVANA BAGEWADI	08358	200201

DO's and Don'ts for children and parents:

Things you can do to make your home Fire Safe

a. BE SMART:

- ✓ *Don't touch matches, stay away from lighters and candles too.*
- ✓ *Don't play with electrical cords and don't stick anything in an electrical socket.*
- ✓ *Don't play around in the kitchen.*
- ✓ *Don't put anything over a lamp. Things thrown over a lamp (blanket or clothing) could catch fire.*

b. BE PREPARED:

- ✓ *Make an easy escape plan.*
- ✓ *Work with your family to plan how to get out of your home if there is a fire.*
- ✓ *Plan two ways out of every room the first of which should be a door.*
- ✓ *Choose a meeting place. Pick a safe and easy-to-remember spot outside your home where you will meet your family after you get out.*
- ✓ *Every escape path needs to be planned and practiced with grownups.*

c. AROUND YOUR HOME:

- ✓ *Make sure your roof and rain gutters are clean and free from leaves.*
- ✓ *Create a fire break of about minimum 3.5 m wide to protect your home, in case a neighbor is careless with fire.*
- ✓ *Make sure that nothing which can catch fire easily is anywhere near your home including wood piles, paper, paint cans, gasoline containers, spray cans or anything else that is flammable.*
- ✓ *Get a professional to safely remove any tree branches near power lines and cables.*
- ✓ *Know where your nearest water supply and garden hose are in case of emergency.*
- ✓ *For quickest response, know the phone number of your nearest Fire Station -101*

Complaint redressal systems:

Courteous and helpful service will be extended by all the staff. If you have any complaints to make with respect to the delivery of the above standards you are welcome to register your complaints. Complaint redressal will be attended at the Head office between 10.30 to 17.30 hrs, located at No. 1, A.M. Road, Bangalore 560 042.

We seek your co-operation on the following:

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following ways:

- *Please submit your NOC applications/renewal of NOC applications, well in advance*
- *Please send the applications in full shape, with all details*
- *Please send your applications under right to information Act, in the prescribed Performa and mention the specifically what information/documents are required from the department*

Future Scenario

- *Department will take all efforts to improve the work methods and work standard by setting new bench marks*
- *Department will review and revise the Charter periodically*
- *We are committed to constantly revise and improve the services being offered under the Charter.*

WE WELCOME SUGGESTIONS FROM ALL FOR IMPROVEMENT OF OUR SERVICES