

**GOVERNMENT OF TELANGANA
STATE DISASTER RESPONSE AND FIRE SERVICES DEPARTMENT**

CITIZEN'S CHARTER



**Director General
Telangana State Disaster Response & Fire Services Department**

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BACKGROUND

During the Second World War, the Air Raid precaution Organization was established as a Civil Defence Measure. In the year 1942, this Organization was converted into the Fire Service Department with full time staff and appliances.

The Andhra Pradesh Fire Service Act, 1999 came into effect from 1st February, 2001.

The Andhra Pradesh Fire and Emergency Operations and Levy of Fee Rules, 2006 was issued in G.O. Ms.No.306, Home (Prisons. A) Department, Dated. 7.12.2006 and published in A. P. Gazette No. 74, Dated 8.12.2006.

Vide G.O.Ms. No.328, Home (Prisons. A) Dept., dated 15-07-2009, the Department has been renamed as “**Andhra Pradesh State Disaster Response & Fire Services Department**”.

The Government of India has notified the A.P. Reorganization Act, 2014, reorganizing the existing state of Andhra Pradesh into States of Andhra Pradesh and Telangana. The State of Telangana has been bifurcated on the appointed day 2nd June,2014.

Vide Circular Memo.No.13665/SR/2014, General Admin(SR) Dept., dated: 26.05.2014 Government has issued clarificatory instructions that all the laws which were applicable to the undivided state of Andhra Pradesh as on 01-06-2014 would continue to apply to the new states i.e., State of Telangana and state of Andhra Pradesh created by the Central Act, w.e.f 02-06-2014

This is the Citizen's charter of Telangana State Disaster Response and Fire Services Department towards the people of Telangana so that they will be able to live without fear of fire and other natural calamities. This charter aims at better quality in public service by the Department.

VISION

To raise the level of Fire Prevention Awareness, Preparedness and Response so as to minimize loss of life and property in the State from fire and non-fire emergencies and to inculcate safety consciousness among the general public.

MISSION

- Enhancing the capacity in terms of men, materials and technology to be able to realize the Vision;
- Developing Fire Service as a Multi Hazard Responder for rendering help to the people in distress, for all types of natural and manmade Disasters
- Ensuring Community Safety and enriching the members of the profession through training and education for prevention and mitigation of Fire loss and facilitate improved public safety.

FUNCTIONS AND DUTIES OF THE DEPARTMENT

- Fire Prevention & Creating Awareness.
- Training Citizens / Institutions and NGO's in Fire Prevention and Response.
- Fire Fighting
- Rescue operations during natural /Manmade calamities and Disasters.
- Other Services (Issuance of No Objection Certificate as per the Provisions of Fire Act. 1999 /Standby Duties Etc.,)

FIRE PREVENTION & CREATING AWARENESS

- Creating Awareness on fire safety in Schools, Colleges, Hospitals, Malls and Multiplexes and other public congregation Places.
- Creating Awareness by distributing Brochures, Pamphlets and posters.
- Conducting Mock Drills in Fire Hazardous Buildings.
- Conducting inspection of hazardous premises and Multi Storied Buildings for ensuring Fire Safety Compliance.

FIRE FIGHTING

- General Public request the Departments Services by calling up on 101 and intimate the details of emergency.
- Department turns out the Fire Vehicle within One Minute of receiving the call. The response time taken to reach emergency site depends upon the distance from Fire Station to scene of Fire Accident.
- On the lines of EMRI, it is proposed to have a centralised call centre, so that all calls can be logged, routed and monitored appropriately;
- It is also proposed to provide GPS enabled devices to all fire tenders across the State.

RESCUE OPERATIONS

- Fire department responds to Natural/Manmade Disaster like Cyclones, floods, drowning, Rail/Road/Aircraft accidents, Building Collapses, Chemicals, Biological and Nuclear Emergencies.
- Flushing out of stagnated water in submerged areas during heavy rains/Urban Flooding..
- Responding to accidents/Emergencies and rescuing trapped people and animals.

OTHER SERVICES

- Provide stand by duties during large public gatherings/ functions
- Inspection of buildings against complaints on fire safety violators.
- Issue of NOC`s i.e., Provisional/ Revised Provisional/Occupancy/ Renewal of NOC`s of Buildings covered under Section 13 of Telangana Fire Service Act, 1999, issue of licenses to Fire Crackers Wholesales Shops/Temporary outlets/Gowdowns/ Storages.

The entire NOC process is made online and both the General public and department staff can now track / upload NOC data online, through Departments Website.

1. The applications for issuance of Provisional/Occupancy/Revised/Renewal of No Objection Certificates has started online fire.telangana.gov.in from 1st July,2016.

SERVICE DELIVERY/QUALITY PARAMETERS.

S. No.	Nature of the Service	Service delivery Standards
1.	Prompt response to fire call and other emergencies like floods, drowning, building Collapse, Road and train accidents, and air crashes	Fire Vehicle including Mini Water Tender will turn out within 1 minute from receiving the call. Actual time to reach the emergency site depends on the distance from fire station.
2.	Issue of Fire attendance certificate	7 Days. (Free of Cost)
3.	To issue Provisional No Objection Certificate for Multi-Storeyed buildings above 15 Metres.	14 Days
4.	To issue No Objection Certificate for Occupancy/Revised for Multi-Storeyed buildings above 15 Metres.	14 Days
5.	To issue Provisional/Occupancy/Renewal of No Objection Certificate for Occupancy of Non-Multi Storeyed buildings below 15 Metres.	7 Days
6.	To issue annual Renewal of No Objection Certificate.	14 Days
7.	Issue of No Objection Certificates to the Industries for applications received under TS -i Pass.	14 Days
8.	Standby of Fire Engine for various purposes.	Charges as per G.O.Ms.No.253, Home (Prisons. A) Department, dated 25-9-2010.
9.	Issue of Fire Services License : <ul style="list-style-type: none"> • Permanent Wholesale Shops/Permanent Godowns/Fire Crackers. • Temporary Fire Cracker Sales out lets. 	14 days (Valid for One Year) 7 days (Valid for Two Weeks)
10.	Appeals on rejected Fire Licence	60 Days

Name Of The Officers and their contact info in the Fire Service Department:

Citizens may also submit their feedback or complaints through Department. Website www.fire.telangana.gov.in .

All our employees are committed to customer service. The following officers may be contacted in case of necessity.

S. No.	Name of the Officer	Designation	Contact No's
1.	Sri. Rajiv Ratan	Director General of Telangana State Disaster Response and Fire Services, Hyderabad	040 -23442944 23442955
2.	Vacant	Director of Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapally, Ranga Reddy	Not yet Bifurcated
3.	Sri. C. Lakshmi Prasad	Addl. Director of Telangana State Disaster Response and Fire Services, Hyderabad	9849906105 040 -23442949 23442955
4.	Sri. G. V. Narayana Rao	Deputy Director of Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapally, Ranga Reddy.	8008266101
5.	Sri. V. Papaiah	Regional Fire Officer, Hyderabad (FAC)	040-23449218 8008559142
6.	Smt. N. Mayuri	Administrative Officer of Telangana State Disaster Response and Fire Services, Hyderabad	8978823440
7.	Sri. B. Karunakar	Junior Administrative Officer of Telangana State Disaster Response and Fire Services, Hyderabad	9701367590
8.	Sri B. Keshavalu	District Fire Officer, warangal	0870-2440083 9949991084
9.	Sri. A. Jaya Prakash	District Fire Officer, Khammam	08742-223101 9949991088
10.	Sri T. Purna Chander	District Fire Officer, Karimnagar	0878-2249101 9949991086
11.	Sri S. Sandana	District Fire Officer, Adilabad	08732-221299 9949991090
12.	Sri V. Srinivas	District Fire Officer, Mahaboobnagar District.	08542-242264 9949991077
13.	Sri. S. Sreedhar Reddy	District Fire Officer, Medak	08455-245099 9949991078
14.	Sri K. Madhu Sudhana Rao	District Fire Officer, Nizamabad	08462-238101 9949991082
15.	Sri B. Harinath Reddy	District Fire Officer, Nalgonda	08682-223165 9949991080

Sl No	Name of the officer	Designation	Contact Nos`s
16.	Sri B. Harinath Reddy (FAC)	District Fire Officer, Ranga Reddy	08682-223165 9949991080
17.	Sri M. Srinivas Reddy	District Fire Officer, Hyderabad	040-23449215 9949991094
18.	Sri. T. Mahender Reddy	District Fire Officer, Bronto Sky Lift at Assembly.	8008559147
19.	Sri B. Sudhakar Rao	District Fire Officer, Hazmath Vehicle at Kukatpally.	040-23449227 8008559143
20.	Sri. B. Nageshwara Rao	District Fire Officer of Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapally, Ranga Reddy.	04064526101 9949633760
21.	Sri. T. Venkanna	District Fire Officer of Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapally, Ranga Reddy.	04064526101 9704300644
22.	Sri V. Papaiah	District Fire Officer, Bronto Sky Lift at Madhapur, Fire Station	8008559142

Name & Designation and other Particulars of APIO/PIO and Appellate Authority under RTI Act:

Sl. No.	Description	Designation of the Officers designated as PIO	Postal Address	Telephone No.
1	Public Information officer	Administrative Officer	Telangana State Disaster Response & Fire Services Department, First floor B-Block, B.R.K.R. Bhavan, Tank Bund, Hyderabad-500063.	040 - 23442944, 8978823440
2.	Asst. Public Information officer	Junior Administrative Officer	Telangana State Disaster Response & Fire Services Department, First floor B-Block, B.R.K.R. Bhavan, Tank Bund, Hyderabad-500063.	040 - 23442944, 9701367590
3.	Appellate Authority	Additional Director	Telangana State Disaster Response & Fire Services Department, First floor B-Block, B.R.K.R. Bhavan, Tank Bund, Hyderabad-500063.	040 - 23442949, 9849906105

COMPLAINTS REDRESSAL SYSTEM:

Courteous and helpful service will be extended by all the staff. If you have any complaints to make on the delivery of the above standards, you are welcome to register your complaints with the following officers:

Sl. No.	Name & Designation	Postal Address	Telephone No.
1	Sri Rajiv Ratan IPS., Director General, Telangana State Disaster Response & Fire Services.	Telangana State Disaster Response & Fire Services Department, 1 st floor B-Block, B.R.K.R. Bhavan, Tank Bund, Hyderabad-500063.	040 -23442944 23442955
2	Sri. C. Lakshmi Prasad. Addl. Director	Addl. Director of Telangana State Disaster Response and Fire Services, Hyderabad	9849906105 040 -23442949 23442955
3	Sri. G. V. Narayana Rao. Deputy Director	Deputy Director of Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapally, Ranga Reddy.	8008266101
4	Sri V. Papaiah Regional Fire Officer	Regional Fire Officer, Hyderabad Telangana State Disaster Response & Fire Services Department, 1 st floor B-Block, B.R.K.R. Bhavan, Tank Bund, Hyderabad-500063.	8008559142 040 -23442944 23442955

All Complaints will be acknowledged by us within 3 days and final reply on the action taken will be communicated within 15 days.

CONSULTATION WITH OUR USERS/STAKE HOLDERS

We welcome suggestions from all the Stake Holders.

We welcome the members of public to meet the officers of the rank of Station Fire Officers and above at their offices without any hesitation between 3.00 p.m and 4.00 p.m on all working days, for any suggestions/services. The location of various officers with telephone numbers are in our website.www.fire.telangana.gov.in

EXPECTATION FROM GENERAL PUBLIC

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

- We expect the public to view the Fire Services as an Emergency services and a friendly force, which should be assisted to save lives and property.
- In case of emergency, Call 101 for help. Provide exact address with land marks, so as to enable our firemen to reach the place in time.
- Obtain/ Renew NOC for buildings covered under section 13 Fire Service Act.1999
- Provide and maintain all fire safety systems in the fire hazardous premises
- Conduct fire drills once in 3 months in all fire hazardous premises
- We expect the public to understand the do's and don'ts in a fire accident.
- Road users should give way to fire vehicles on their way to attend fire and emergency calls.
- We further expect the people to adopt fire safety measures and observe all necessary fire precautionary measures during their routine day to day life and while handling inflammable and explosive substances so that risk by fire and other accidents is minimized/eliminated.

We are committed to constantly revise and improve the services being offered under the Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS.

**Director General
Telangana State Disaster Response and
Fire Services, Hyderabad**





