

## **CITIZEN CHARTER - DISTRICT ADMINISTRATION, DHENKANAL**

### **AIM & OBJECTIVES**

The District Administration, Dhenkanal works with the following objectives:

- To make public services fast and transparent in accordance with ORTPS Act 2012.
- Maintain peace, public safety and a secure environment across the district.
- Prevent and detect crime through proactive policing, community cooperation and timely intelligence.
- Collect reliable field intelligence on law and order, socio-economic conditions and extremist activities, followed by prompt action.
- Modernize administrative and policing systems through technology adoption and better infrastructure.
- Improve discipline, morale, welfare, training and capacity-building of district employees and police personnel.
- Strengthen disaster management planning and response, particularly during flood, cyclone, lightning and industrial emergencies.
- Foster police-public relation to build trust and community involvement.
- Empower Citizens in respect of access of Government Schemes/programme.

### **VISION**

To create a peaceful, just and progressive Dhenkanal district where:

- Public service delivery is transparent, accessible and citizen-friendly under ORTPS Act.
- Industrial growth, tourism, agriculture and local livelihoods can flourish in a secure and investment-friendly environment.
- Vulnerable groups such as women, children, SC/ST, minorities, senior citizens, differently-abled persons and economically weaker sections receive dignified, equitable protection and opportunities.
- Public institutions operate free from corruption, driven by integrity, accountability and technological improvement.
- Monitoring and Evaluation of Service Delivery is institutionalized for inclusive and sustainable growth of Dhenkanal.
- Improve public service delivery by embracing innovation, leveraging e-Governance & ICT tools.

### **MISSION**

The District Administration commits itself to:

- Delivering responsive and service-oriented governance that meets the expectations of citizens in a timely manner as mandated under ORTPS Act.
- Encouraging active community participation through cooperation with SHGs, Civil Society Groups, Youth Clubs, village committees and other local platforms.
- Strengthening law enforcement, emergency response and administrative systems through modernization and skilled human resources.
- Adopting digital governance tools for faster processing of grievances, transparency, monitoring and service delivery.
- Ensuring continuous improvement in professional standards, work ethics and administrative conduct across all levels of governance.

## **CITIZEN INTERACTION & ACCESS**

### **Public Grievance Cells**

- Citizens may submit complaints at the District Collectorate, Dhenkanal during office hours (10.00 AM - 05.30 PM).
- Grievances are also accepted at the SP Office and district public service departments such as Revenue, Labour, Social Welfare and Zilla Parishad.
- **Toll-Free Helpline (Jana Sunani): 1800-345-6770.**

### **Open House / Public Hearings**

- Regular public hearings are conducted by the District Collector and Superintendent of Police.
- Weekly grievance hearings are conducted at Block and Tehsil levels by BDOs and Tahasildars.

### **Women & Child Support Services**

- Mahila and Sishu Desks function at major police stations.
- One Stop Centre (OSC), Dhenkanal provides crisis intervention, legal support, shelter support, medical assistance and counselling.

### **Important Helplines:**

- Women Helpline: **1091**
- One Stop Centre (Women in Distress): **181**
- Childline: **1098**

### **Community Engagement**

- Regular interaction with Peace Committees, SHG groups, Youth Groups, NGOs & Civil Society Organisations, Resident Welfare Associations
- Officers continuously engage with citizens through night halts, patrolling, village visits and field inspections to understand local issues.

### **GRIEVANCE REDRESS MECHANISM**

- Complaints are accepted in person or in writing at the District Grievance Cell during working hours and also received during Joint Public Hearing at Block/Sub-Division/District Head Quarter.
- Law-and-order matters are immediately forwarded to the Superintendent of Police for action.
- Department-specific cases are routed to concerned BDOs, Tahasildars or sector departments for timely follow-up.
- Grievances received from the Governor, Chief Minister's Office, NHRC/SHRC, Courts are processed on priority and monitored until final disposal.
- The district administration ensures transparency, tracking, communication, and time-bound resolution.

### **EMERGENCY CONTACTS**

- Unique National Emergency No: **112**
- Police Emergency: **100**
- Fire Service: **101**
- Ambulance / Emergency Medical Services: **108/ Janani: 102**
- Disaster Helpline - District: **1077**
- Senior Citizen Helpline: **14567**
- Anti-Human Trafficking / Missing Persons: **1094**
- Crime Information / Domestic Violence: **1090**