



POLICE COMMISSIONERATE
BHUBANESWAR-CUTTACK
BHUBANESWAR

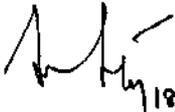
Commissionerate Circular Order No.02./2018

RECEPTION DESK & LOST ARTICLE REPORT

The objective of setting up of Reception Desk at each Police Station is to create people friendly atmosphere and show an attitude of service to the general public visiting the Police Stations with their grievances and to receive the complaints of the visitors on his/her arrival at the Police Station and in certain cases dispose of the same (in case of lost property reports) at the Reception Desk itself. In order to ensure that Reception Desks function in an effective manner, following guidelines are issued to be followed by IsIC of Police Stations under the Commissionerate.

1. Reception Desk will function in three shifts i.e. from 8 a.m. to 2 p.m. and 2 p.m. to 10 p.m. and 10 p.m. to 8 a.m.
2. One Havildar/Constable should man the Reception Desk from 8 a.m. to 10 p.m. in two shifts and the 3rd shift from 10 p.m. to 8 a.m. shall be manned by the Diary Charge Officer of the Police Station.
3. Drinking water facility and chairs for the visitors may be provided near the Reception Area of the Police Station.
4. Two Registers shall be maintained at Reception Desk i.e. Reception Desk Register containing information regarding receipt of petitions and action taken thereon vide Annexure-A and Monthly Return on functioning of Reception Desk at the Police Station vide Annexure-B.
5. Lost Report Forms in Annexure-C for providing a report to the petitioner on article/document lost under the jurisdiction of Police Commissionerate, Bhubaneswar-Cuttack will be made available to each Reception Desk.

6. All reports irrespective of their nature of allegation will be accepted at the Reception Desk. Brief of such reports will be entered in the Reception Desk Register (Annexure-A). After receipt of the reports, the Desk Officer shall handover those to the Diary Charge Officer of the concerned Police Station for making Station Diary Entry and subsequent follow up action under proper acknowledgement. Subsequently, the DCO will post the Station Diary Entry No./ Case reference, if any, and incorporate the same in the registers under head action taken/mode of disposal against the relevant entry. The Desk Officer shall not exercise any discretion on whether to entertain a report.
7. Brief of reports of cases pertaining to Lost property, Missing property and Loss of utility related documents such as ATM(Debit & Credit) Card, Mobile Phone/SIM, educational certificates, voter I-Card, PAN Card, Motor Vehicle documents, Govt. issued documents etc. will be entered in Reception Desk Register. In all such cases a self-attested copy of Identity Card should be attached with the application. For this purpose copy of Aadhar, Passport, PAN, Voter ID and Driving License only are to be accepted.
8. The Desk Officer shall enter simultaneously the information in the Lost Report Form provided in Annexure-C and issue a copy of the Form to the complainant with signature and seal of the concerned Police Station. The assistance of the complainant may be taken to fill up the form.
9. Monthly return on functioning of Reception Desk as per Annexure-B shall be furnished to the Commissionerate Hdqrs. by 5th of the succeeding month by the concerned DCP of UPD.
10. Concerned Zonal ACsP and DCsP will sensitise the Reception Desk Personnel and will oversee the maintenance of the Reception Desk and the Registers during their visits to the Police Stations.


18.9.2018
Commissioner of Police,
Bhubaneswar-Cuttack