



ODISHA POLICE  
STATE HEADQUARTERS: CUTTACK

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**PRESS NOTE**

**Inauguration of e-grievance system of WR Rourkela, Sundargarh, Rourkela and Keonjhar Districts.**

Dr. R.P.Sharma, IPS, Director General of Police, Odisha today inaugurated the "**e-grievance mechanism**" of Western Range, Rourkela along with Rourkela, Sundargarh and Keonjhar Police Districts through video conferencing in a specially arranged function at State Police Headquarters, Cuttack.

For redressal of public grievance a centralized "**Public Grievance Redressal and Monitoring System**" e-Abhijoga, has been functioning at the State level for quite some times now. It is an integrated Govt. to citizen application system, based on web technology working (24 x 7). This 'State Grievance Redressal Portal' is used by CMO, Home Deptt, Chief Secretary's Office, DGPO and by all Govt. Departments. But it was not integrated with Police Stations of Districts. Now effort is being made to integrate all the Police Stations of Western Range to this Centralised Grievance redressal Portal. - said Dr. Sharma, DGP.

Today we have linked the Police Stations coming under Western Range Rourkela, i.e Rourkela, Sundargarh and Keonjhar Police Districts to the e-grievance system of DGP, Odisha. Gradually, Police Stations of all the Districts will be covered under this "Centralised Grievance Redressal Mechanism". One can directly lodge grievance to the concerned organisation and it can be inter linked to the Police Station level. - added DGP. The e-grievance links are available in the Home Page of Odisha Police website. In case of any delay in the processing of the grievance, a citizen can put reminder for his / her lodged grievance. This 'e-grievance' of DGP is a sub-system of e-Abhijoga of State Govt.

After inclusion of all Police Stations, it can address the grievances of general public in a much better, faster and effective way as ever before – clarified Dr. Sharma.

Senior Officers of the State Police Hdqrs and Officers from NIC were present in the programme. DIG Western Range Rourkela and SsP of Sundargarh, Rourkela and Keonjhar participated the programme through video conference.