



Government of Goa
Directorate of Fire & Emergency Services

St. Inez, Panaji,
Goa – 403 001 – India



File No.: DFES/CONF/08-Vol. VIII/2025-26/ **2966**

Date : **02.09.2025**

Read : Order No. DFES/CONF/08-Vol.VII/2022-23/30 dated 04.04.2023.

O R D E R

In supersession to Office Order cited under reference and in pursuance to Government instructions issued vide Office Memorandum No. 12/4/2005-DPG dated 16.03.2005, the following Officers are designated as Public Grievance Officers.

Sl. No.	Public Grievance Officer	Role/Responsibility
1	Deputy Director (Fire Services), Central Zone, Ponda	Public Grievances related to jurisdiction of Central Zone having Ponda, Bicholim, Old-Goa, Kundaim and Valpoi Fire Stations.
2	Deputy Director (Fire Services), South Zone, Margao	Public Grievances related to jurisdiction of South Zone having Margao, Verna, Curchorem, Canacona and Cuncolim Fire Stations.
3	Divisional Officer, North Zone, Panaji	Public Grievances related to jurisdiction of North Zone having Panaji, Mapusa, Pernem, Vasco, Pilerne and Porvorim Fire Stations.

The Public Grievance Officer shall redress the grievances pertaining to the Fire Stations mentioned above and shall dispose off the cases.

Contd....2/-

The Public Grievance Officer shall strictly comply with the instructions of the Government and be available to the public in their respective offices on every Tuesday from 10:00 hours to 13:00 hours.

The Public Grievance Officer shall maintain updated Register of the grievances received and shall also submit a fortnightly report as required in the said Government Office Memorandum.


(NITIN V. RAIKER)
DIRECTOR

 FIRE & EMERGENCY SERVICES

To,

1. The Deputy Director (Fire Services), Central Zone, Ponda/ South Zone, Margao.
2. The Divisional Officer, North Zone, Panaji, Goa.

Copy to,

1. The Director, Printing and Stationery, Panaji, Goa.....to publish the Order in the ensuing Official Gazette and forward 4 copies to this department for office use.
2. The Under Secretary (PG), Public Grievance Cell, Secretariat, Porvorim, Goa.
3. The Deputy Director (Admn.), Directorate of Fire and Emergency Services, St. Inez, Panaji, Goa.
4. The Asst. Accounts Officer, Directorate of Fire and Emergency Services, St. Inez, Panaji, Goa.
5. The Divisional Officer, South Zone, Margao.
6. The Asst. Divisional Officer, Central Zone, Ponda.
7. The Asst Divisional Officer, North Zone, Panaji.
8. The Station Fire Officer/Officer-In-Charge of Fire Station Panaji, Vasco, Pilerne, Mapusa, Pernem, Ponda, Kundaim, Old Goa, Bicholim, Valpoi, Margao, Verna, Curchorem, Canacona, Porvorim and Cuncolim .
9. The Station Fire Officer / Officer-in-Charge (FP-I & FP-II), Commn., (Trg), (M.T. & Stores), Yard, and Fire Force Headquarters, Panaji.