



**DIRECTORATE OF FIRE & EMERGENCY SERVICES,
HOME GUARDS & CIVIL DEFENCE, ODISHA**

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Circular Order No- 06 /2023

Date, 15 .12.2023

Sub: - Procedures of Query Management for Issuance of Fire Safety Recommendations (FSR), Fire Safety Certificates (FSC) and it's Renewal under OFP & FS Rules, 2017 read with OFP & FS (Amendment) Rules, 2019.

In exercise of powers conferred under Rule-22 (1) of OFP & FS Rules, 2017 read with OFP & FS (Amendment) Rules, 2019, the following instructions are hereby issued for Query Management, required under provisions laid down in Rule 12 (3) (4) and Rule-13 (3) of said Rules, for online issuance of FSR, FSC and Renewal of FSC through "Agnishamaseva" portal.

As per the Query management system (QMS) in online portal the process is divided in to the following 3 stages.

- Scrutiny of the application & raising Query there to(1st Stage)
- Schedule completing site inspection & raising Query there to (if any) (2nd Stage)
- Issuance of FSR/FSC / Ren. FSC (3rd Stage).

PROCEDURE FOR ISSUANCE OF FIRE SAFETY RECOMMENDATION (FSR)

1st Stage

- On receipt of applications through online portal "Agnishamaseva" under Rule-12 (1) of OFP & FS Rules, 2017 read with OFP & FS (Amendment) Rules, 2019 for issuance of FSR, the Authorized officer shall Click on "Action" button to view for verification of completeness & correctness of the application and enclosed documents.

If, Raising of query/queries

The Authorized officer shall raise query/ queries, if any, (to send query, 1st select the Check box and then write instructions for the applicant) within 05 days of receipt of the application and require the applicant to comply the query/ queries so raised, within 10 days of receipt of query/ queries through online portal. If document query is not raised within the scrutiny period, then the application will be automatically moved to 2nd stage, i.e., "Schedule completing site inspection & raising Query there to (if any)" and the authorized officer will have to schedule inspection.

Compliance	Forward	Reject	Schedule for Inspection	Back	Print	
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If, For Non-compliance

- If document query has made by the authorized officer and the applicant does not comply within 10 days, a system generated reminder with an e-mail and a SMS alert will be issued, requesting the applicant to comply the query/ queries within 07 days of receipt of reminder, through online portal. If the applicant does not comply within the 07 days of receipt of reminder, a system generated 2nd reminder-cum-rejection notice will be issued, requiring the applicant to comply within 07 days to avoid rejection of application. In case the applicant fails to comply the query/queries, within the specified time period, the application shall be auto rejected with system generated rejection remark.

If, For Unsatisfactory compliance

- If the applicant makes compliance within the time then the application will be sent to the Authorized officer to decide whether the compliance fulfils with all the queries made in the application or not.

If the compliance made by applicant (within period of 10 days initial compliance) doesn't met to the query then the Authorized officer shall manually click on the "Mark Compliance as Unsatisfactory" button and requiring the applicant again to comply the queries correctly through online portal within 07 days. Again, if applicant failed to comply the queries satisfactorily within the time period, then the Authorized officer have option to manually click on the "Mark Compliance as Unsatisfactory" button with remark to comply queries correctly within time to avoid rejection of application.

Mark Compliance as completed	Mark Compliance as Unsatisfactory	Back	Print	
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If the compliance made by the applicant does not meet the requirement, then the Authorized officer have option to reject manually the application with rejection remark.

Mark Compliance as completed	Reject	Back	Print	
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2nd Stage

4. If the Authorized officer satisfied with document compliance made by applicant, then, the Authorized officer shall schedule and complete the site inspection. If the authorized officer does not satisfy after inspection, he shall raise queries on documents/fees if any within 7 days of receipt of compliance. The queries raised by the authorized officer have to be complied by the applicant within 7 days.

Compliance	Forward	Reject	Re-Schedule for Inspection	Upload Inspection Report for Self	Approve	Back	Print	
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5. Non-compliance to the queries on documents/fees if any on within provided 7 days, will lead to a system generated reminder cum rejection notice to applicant to comply within 7 days (or) for unsatisfying compliance to the query within 7 days, the Authorized officer shall manually issue a reminder cum rejection notice to comply within 7 days.

6. After the receipt of reminder cum rejection notice, if the applicant fails to comply within the stipulated time period, then the application automatically rejected by the system with rejection remark and if the applicant makes unsatisfactory compliance, then the application shall be manually rejected by the Authorized officer with rejection remark.

3rd stage

7. After being satisfied, Authorized officer shall issue FSR through online portal within 30 days from the date of submission of the complete application or received date of last compliance (if any).

PROCEDURE FOR ISSUANCE OF FIRE SAFETY CERTIFICATE (FSC) IN RESPECT OF EXISTING BUILDING (Those Building not obtained FSR)

(Buildings constructed and functioning prior to the implementation of OFP & FS Rules- 2017)

8. The procedure of scrutiny of application and raising of query/queries thereto shall be the same as in case of issuance of Fire Safety Recommendation (from SL. No. 1 to 3).
9. If the application is received complying all requirements enclosing relevant documents, the Authorized officer shall schedule & complete the site inspection within next 10 days to verify the adequacy and operability of fire safety measures undertaken and on being satisfied shall issue FSC in Form-V within the time specified by the QMS.
10. In 2nd stage (Schedule and completing site inspection and raising query thereto (if any)) of QMS, the Authorized officer has the provision to "reject", "forward", "reschedule inspection", "compliance", "upload inspection report for self", "approve and upload final inspection report" and "inspection compliance".

2nd Stage

Reject	Compliance	Re-Schedule for Inspection	Upload Inspection Report for Self	Upload Final inspection Report and Approve
Inspection Compliance		Back	Print	

If, Raising Queries

11. If the Authorized officer is not satisfied with the existing Active & Passive firefighting measures, may require the owner to rectify the deficiencies or provide such additional measures as may be necessary within a specified time but not more than 60 days for occupancies like Large scale industries, Airport, Aerodrome, terminals of Air, surface and Marine public transportation system, Multilevel Car parking, Multiplex, Petroleum Depot, Clinical establishments having more than 100 bed and High rise buildings having height more than 25 mtrs. In case of other occupancies, the owner/occupier/developer will get 45 days time instead of 60 days time to rectify the deficiencies/shortfalls.

If, Fee payment Compliance

12. If there is any query is relating to fee payment, then at first the Authorized officer has to choose "compliance" button instead of "Inspection compliance" and raise fees query to applicant to comply in 05 days. If the compliance made by applicant is not satisfactory, then Authorized officer shall issue a reminder-cum-rejection notice manually to comply correctly within 3 days to avoid rejection of application. On the other hand If the applicant doesn't comply within the first 5 days then, a system generated rejection-cum-reminder will be sent to applicant to comply within 03 days to avoid rejection of application. In case of non compliance/unsatisfactory compliance within the 3days phase lead to rejection of the application. The

applicant will get 52 days instead of 60 days/37 days instead of 45 days for inspection compliance if he has consumed the period of 08 days (i.e. 05 days and 03 days) for fees compliance.

If, Inspection Compliance

- 13. The Authorized officer shall choose inspection compliance button and upload inspection report for necessary compliance from applicant end within stipulated time.
- 14. On receipt of inspection compliance report, the Authorized officer shall schedule & complete the Re-inspection of the said building / premises within 15 days to ascertain the veracity of the compliances. On being satisfied about the adequacy and operability of fire safety installations shall issue FSC in Form-V for the said building / premises within time specified by QMS.

If, Unsatisfactory Compliance

- 15. If the applicant fails to comply or comply unsatisfactorily within 60 days/45 days the Authorized officer shall issue a reminder on the same query/queries requiring the applicant to comply within next 7 days. If the applicant complies, the Authorized officer shall schedule & complete the re-inspection of the said building / premises within 15 days and on being satisfied about the adequacy and operability of fire safety installations shall issue FSC in Form-V to the said building / premises within 03 days of inspection.

Show Cause for Unsatisfactory Compliance

- 16. If the applicant fails to comply within specified time, a show cause shall be issued by the Authorized officer to the applicant to comply the query within 15 days, failing which the application for issuance of FSC shall be rejected for reasons to be recorded in writing with e-mail & SMS intimation to the applicant. If the applicant complies, the Authorized officer shall again schedule & complete the inspection of the said building/ premises within 15 days and on being satisfied about the adequacy and operability of fire safety installations shall issue FSC in Form-V for the said building / premises within 03 days of inspection.

If, Rejection of the Application

- 17. If the authorized officer is not satisfied with adequacy and operability of Fire Safety installations as pointed out during last inspection of the building/premises, he shall upload the Re-inspection report and reject the application with reasons to be recorded in writing with e-mail & SMS alert to the applicant.

In case of rejection, the applicant may make a fresh application for the same building / premises, duly complying the procedure as prescribed in rule 13 (1), (5) of Odisha Fire Prevention and Fire Safety Rules, 2017.

PROCEDURE FOR ISSUANCE OF FIRE SAFETY CERTIFICATE (FSC) IN RESPECT OF NEW BUILDING ISSUED WITH FIRE SAFETY RECOMMENDATION (FSR) (Or) PROCEDURE FOR ISSUANCE OF RENEWAL OF FIRE SAFETY CERTIFICATE (Renewal of FSC)

2nd Stage

- 18. The procedure of scrutiny of application and raising of query/queries thereto shall be the same as in case of issuance of Fire Safety Recommendation (from SL. No. 1 to 3).
- 19. In 2nd stage (Schedule and completing site inspection and raising query thereto (if any)) of QMS, the Authorized officer has the provision to "reject", "forward", "reschedule inspection", "compliance", "upload inspection report for self", "approve and upload final inspection report" and "inspection compliance".

Reject	Compliance	Re-Schedule for Inspection	Upload Inspection Report for Self	Upload Final Inspection Report and Approve
Inspection Compliance	Back	Print		

If, Inspection

- 20. If the application is received for issuance of FSC completing all requirements, the Authorized officer shall schedule & complete the site inspection within next 10 days to verify the adequacy and operability of fire safety measures as per the recommendation issued earlier with e-mail and SMS alert to the applicant.
- 21. During inspection if the Authorized officer is satisfied with the fire safety measures undertaken shall issue FSC in Form-V within 3 days of inspection of the building / premises.

If, Raising Queries

- 22. If the Authorized officer is not satisfied with adequacy and operability of the fire safety measures shall require the applicant to rectify the shortfalls within 15 days.

Reject	Compliance	Re-Schedule for Inspection	Upload Inspection Report for Self	Upload Final Inspection Report and Approve
Inspection Compliance	Back	Print		

If, Fee payment Query

- 23. If there is any query is related to fee payment, then the Authorized officer at first has to choose "compliance" button instead of "Inspection compliance" button and raise fees query to applicant to comply in 05 days. If the applicant fails to comply then, a rejection-cum-reminder will be sent to applicant to comply within 03 days to avoid rejection of application. If the compliance from applicant is not satisfactory, then Authorized officer shall issue a reminder-cum-rejection notice manually for rejection of application. The applicant will get 07 days instead of 15 days for inspection compliance if he consumes the period of 08 days (i.e. 05 days and 03 days) for fees compliance.

If, Inspection
ComplianceIf, Unsatisfactory
compliance & Show
Cause

If, Re-Inspection

24. Then the Authorized officer shall choose inspection compliance button and upload inspection report for necessary compliance from applicant end within stipulated time.
25. If the applicant does not comply within the specified time, a system generated show cause notice will be forwarded to the applicant to comply in 15 days and non-compliance of the same will result for system rejection of the application. On the other hand, If the applicant made unsatisfactory compliance within specified time, the Authorized officer shall issue 15 days show cause against rejection & on unsatisfactory compliance within specified time, the application shall be rejected manually with reasons to be recorded in writing.
26. If the applicant complies to the show cause notice, the Authorized officer shall schedule & complete the inspection of building / premises within next 15 days to verify the adequacy and operability of fire safety measures undertaken and on being satisfied shall issue FSC in Form-V within next 03 days of inspection or for non-compliance shall upload the Re-inspection report and reject the application (Without making further correspondence) for reasons to be recorded in writing with e-mail and SMS intimation to the applicant.

- ✓ As regards issues relating to Query management, the following online facilities have already been provided in "Agnishamaseva" portal.

I. Submission of application.

II. Uploading of required documents.

III. Payment of fees.

IV. E-mail and SMS alert regarding submission, inspection & rejection of application and issuance of FSR, FSC & its renewal.

V. Verification of status of application on dashboard.

- ✓ In case of rejection, the applicant may make a fresh application for the same building/ premises duly complying the procedure as prescribed in rule 13 (1), (5) of Odisha Fire Prevention and Fire Safety Rules, 2017, r/w Odisha Fire Prevention and Fire Safety (Amendment) Rules, 2019.
- ✓ In case the Authorized officer lacks to take timely action in 1st and 2nd stage, then the application will move automatically to the next stage of process. In the 3rd stage, if the Authorized Officer unable to take action within stipulated time then the application will Auto-forwarded to Admin due to lapse of time as mandated by ORTPS Act-2020 and for the same the Authorized officer shall be responsible/Penalized.
- ✓ In every stage of the application, there is the provision of **forward** and **reject** option for the authorized officer to take necessary step if required.

**N.B:- All days are working days;
Public holidays to be excluded.**

[Signature]
15.12.23
D.G.P., F & ES., HGs & C.D.,
Odisha, Cuttack.

Memo No. C-166-2016/ 11734 /FPW

Date. 15.12.2023

- (1) Copy submitted to the Addl. Chief Secretary to Government, Home Department, BBSR for favour of kind information and record please.
- (2) Copy to Chief Fire Officer, Odisha, Cuttack / Director (CFO), OFDRA, Bhubaneswar / Principal, OFDRA, Bhubaneswar / OFDRI, Naraj, Cuttack / OSWALI, Ramchandi, Puri / All Range Fire Officers / All Deputy Fire Officers of Circle / All Asst. Fire Officers of Fire District / OsIC of Fire Stations of the State for information and necessary action.
- (3) Copy to M/s. luminous Infoways Pvt. Ltd for kind information and necessary action in this regard.

[Signature]
15.12.23
Chief Fire Officer (SAG),
F.P.W., Odisha, Cuttack.

O.D.

11735
15/12/23

1. Copy to PS to DGP, F & ES / PA to DIGP, F & ES / CFO (Provisioning) /
SO, F & ES Section / SO Legal Secaiton
✓ 2. Copy to SO, IT Cell for webcasting
3. Copy to Circular Order / Guard File