



GOVERNMENT OF KERALA

Abstract

GENERAL ADMINISTRATION DEPARTMENT—NEWLY CREATED 'CALL CENTRE' FOR
RECEIVING COMPLAINTS ON 24×7 HOURS IN THE CHIEF MINISTER'S OFFICE—
PROCEDURE LAID DOWN—ORDERS ISSUED

GENERAL ADMINISTRATION (CO-ORDINATION) DEPARTMENT

G. O. (Rt.) No. 5569/2011/GAD. *Dated, Thiruvananthapuram, 20th July, 2011.*

- Read:—*1. G. O. (Rt.) No. 4565/2011/GAD dated 20-6-2011.
2. G. O. (Rt.) No. 4792/2011/GAD dated 25-6-2011.

ORDER

One of the decisions of 100 days programme announced by the Hon'ble Chief Minister is functioning of Chief Minister's Office on 24×7 basis.

2. In the G. O. read as 1st paper above Government have formed a 'Call Centre' with 3 shifts, viz.,

7.00 a.m. to 3.00 p.m.

3.00 p.m. to 11.00 p.m.

11.00 p.m. to 7.00 a.m.

3. In the G. O. read as 2nd paper above the following staff were sanctioned for the functioning of the 'Call Centre':

6 Posts of LDC with qualification of Degree with knowledge in computer application on contract basis.

3 Posts of Peons on contract basis.

3 Posts of Section Officer on working arrangement/deputation basis.

4. The procedure for receiving/registering complaints through 'Call Centre' and the disposal of complaints is as follows:

- (a) Call Centre operator i.e., LDC attends the call, collect the personal details of the complainant including their name, address, mobile number, e-mail ID/Ration Card ID/Electoral ID if any and the details pertaining to their complaint. These details are simultaneously entered in the online call centre application. On submission of complaints to the online system, a docket ID will be assigned to the complainant. The acknowledgement having this docket ID will be sent as SMS alerts and e-mail messages to the complainant, apart from telling him over phone at the time of registration.
- (b) The complaints entered by the Call Centre operators appear at the inbox of the Call Centre Supervisor, i.e., Section Officer while he logs on to the system. The supervisor can verify each and every complaint in detail and forward the complaints online to the officer of the concerned departments apart from sending a copy to Chief Minister's office, Minister's office, Secretary's office, HOD of the departments and District level officers concerned. During online forwarding, the complaint is also forwarded to the e-mail ID of the concerned officer and at the same time SMS alerts regarding the forwarded complaint will be sent to their mobile number. This forwarded complaint will then disappear from the inbox of the Call Centre Supervisor.
- (c) On receipt of SMS alerts/e-mail or otherwise, the department official log on to the system using their user name and password daily. The complaints forwarded to them from the call centre appear at their inbox. The officer can then verify each complaint in detail through the online system and can initiate necessary action. After necessary processing of complaints, the officer enter the details regarding the reply/action taken on the complaint in the online system. The complaint along with the decision/reply is then sent to the call centre online. Whenever a person is transferred out or goes on long leave the password and other personal details may be reset by the administrator of each department. Each Heads of Departments will identify an administrator for the same in their respective department.

- (d) The reply forwarded by the department officials reach the inbox of the Call Centre Supervisor. He can view the reply and can take print out of them. Moreover, he can forward the reply to the complainant as e-mail and SMS alert through the online system.
- (e) The public can search the status of their complaints at any time from anywhere through the online software available in the Web. The status can be searched by giving docket ID/Ration card ID/Electoral ID. While searching, the public can view the details of their complaints, department official to which it was forwarded, present status, final decision taken/final reply on it.
- (f) The public can send feed back/remarks regarding their complaint/reply received through the online system by giving their docket ID/Ration card ID/Electoral ID as the case may be.
- (g) The inbox of the Call Centre Supervisor lists all the feedbacks received from public for further action.

5. For the above purpose, Ministers/Secretary/HODs/District level Officers/Block Panchayath level Officers will be provided Internet connection and username and password.

6. As the first step, it is decided to implement this system up to district level offices in all departments. If there is no Internet facility in the district level offices, HODs should initiate steps to provide them Internet facility.

7. Every officer should be given username and password. CDIT will provide username and password for all.

8. The district level officer should daily open their inbox in www.cmcc.kerala.gov.in and check the complaint and take immediate action within 48 hours. The time limit for furnishing reply shall not exceed 10 days in any case. In case the reply is not furnished within 48 hours the system will generate an alert to District level Officer. Similarly if the reply is not furnished within 5 days. HOD will get alert message, within 10 days Secretaries will get alert message, within 14 days Minister will get alert message, within 15 days Chief Minister will get an alert message.

9. The decision on the complaint can be verified through telephone, the website www.cmcc.kerala.gov.in, Akshaya Kendra or any Internet Centres.

By order of the Governor,

K. R. JYOTHILAL,
Secretary.

To

All Additional Chief Secretaries/Principal Secretaries/Secretaries.

All Heads of Departments.

All District Collectors.

All Departments and all Sections in the Secretariat including Law and Finance.

Director, Information and Public Relations Department (for wide Publicity through media).

Stock file/Office copy.

Copy to:

The Private Secretary to Chief Minister and Private Secretary to all other Ministers.

The Additional Secretary to Chief Secretary.

P. A. to Secretary, General Administration Department.

CA to AS-1, GAD.
