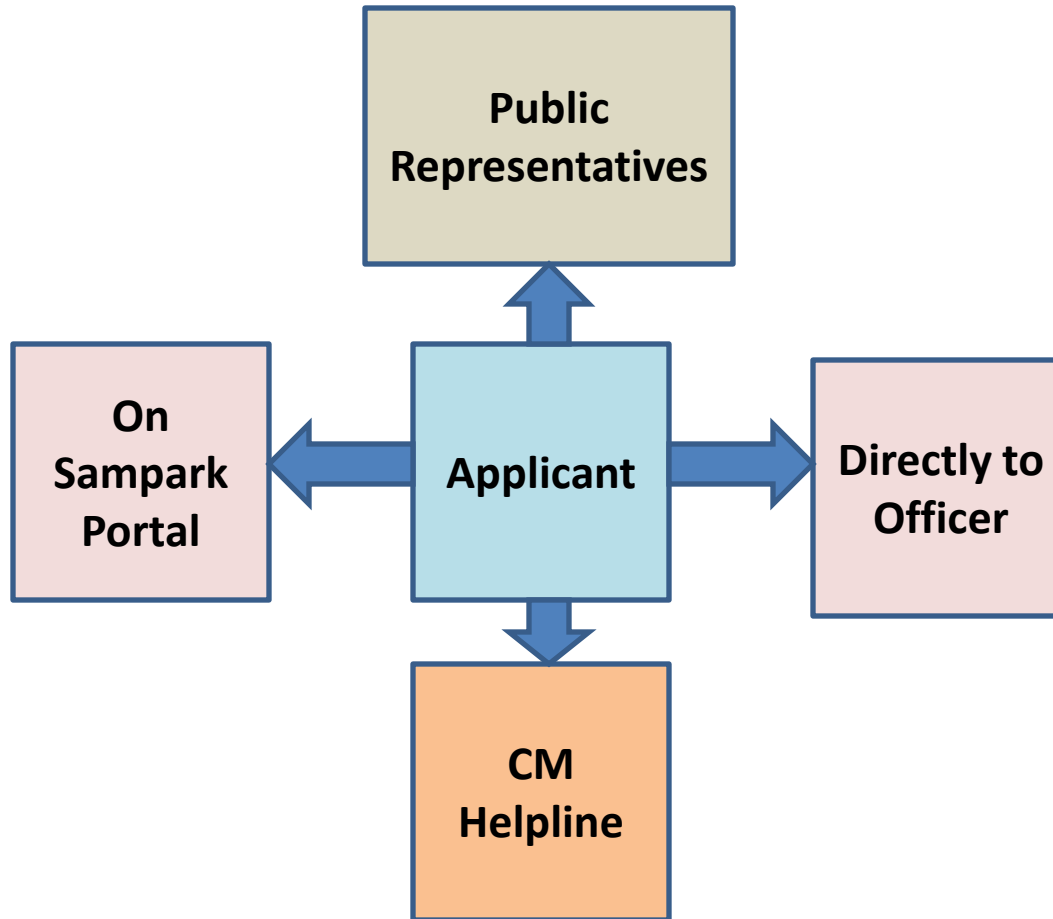
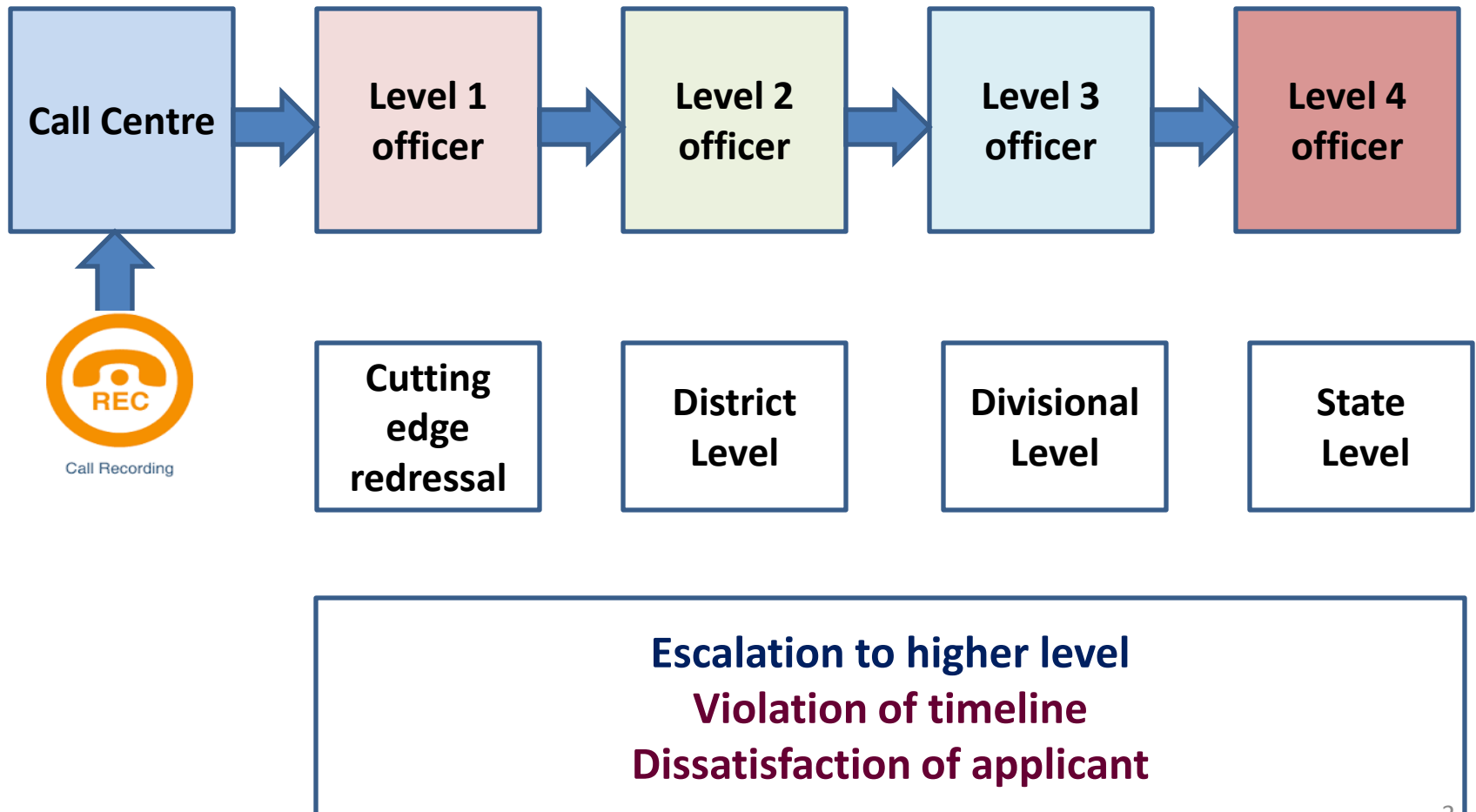


**CM Helpline 181**

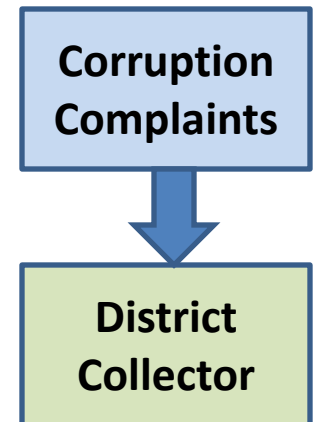
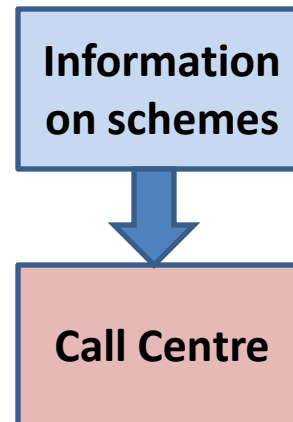
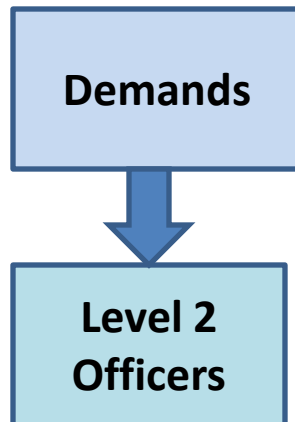
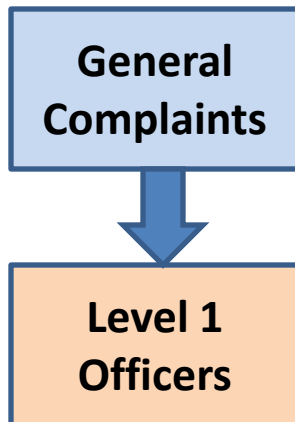
# Lodging the Grievance



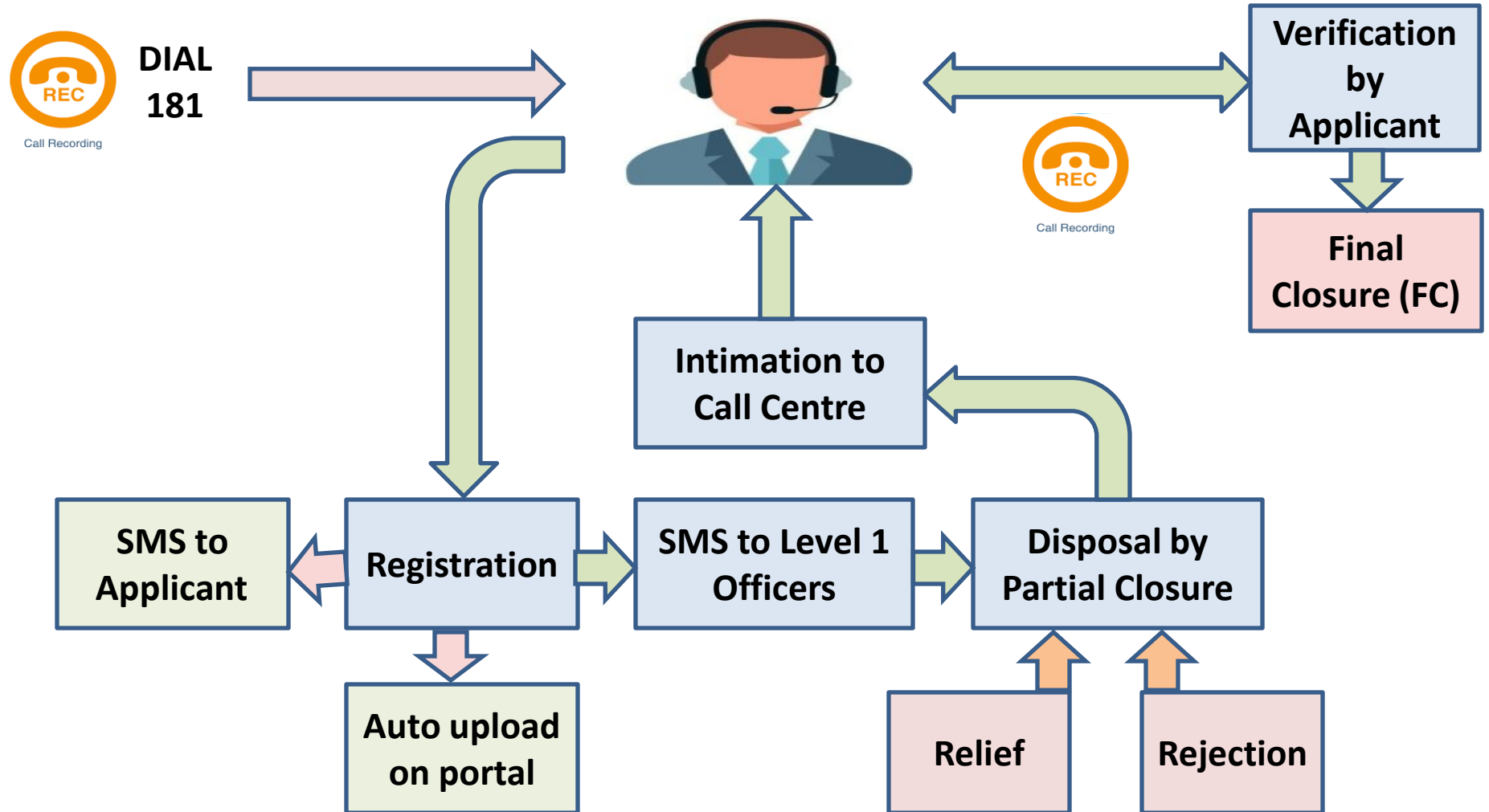
# CM Helpline



# Movement of Grievances



# Processing of Grievance



# State Level Samadhan Meeting

**Direct Interaction with Applicants**

**Hon'ble CM**

**Concerned Secretary**

**Applicant**

**CMO officers**

**Concerned Collector**

**CGG**

**Video Conferencing**

**Concerned DLO**



# Distinct Features

Issue	CM Helpline	Remarks
Helpline Number	3 digits (181)	Immediate Popularity
Interface	Only in Hindi	High Level Acceptability
Timeframe	Attribute Specific	Higher Levels (L2/L3/L4) Become Responsible on Non-Adherence at Lower Levels
Registration of Grievance	Limited and Pre-framed Questions on Helpline	Facilitates Applicant and Officials
Allocation	Auto Allocation to Level-1 Officer	Reduces work, Time and Efforts

# Distinct Features

Issue	CM Helpline	Remarks
Disposal	Disposal by Level-1 Officer on Receiving Satisfaction of Complainant on Helpline	Closure on Satisfaction of Applicant; Partial & Final Closure
Verification	On Helpline	Closure on Real Satisfaction of Applicant
Samaadhan Meetings by Hon'ble CM	Direct interaction of Hon'ble CM with the Complainants through Video Conferencing	Strict Action against Officers Responsible for delay/Non-Action



# Immediate Actions

## • **Administrative Secretaries & HODs**

- Mapping of grievance attributes
- Mapping of L1/L2/L3 & L4 officers
- Fixing timelines for disposal of grievances by L1 officers
- Nominating state level helpline nodal officers in the department
- Uploading of data on the application by HODs & DLOs
- Nominating district level helpline nodal officer for regularly updating data relating to L1/L2
- Imparting training to field officers

**THANKS**

