CM Helpline 181
Lodging the Grievance

On Sampark Portal

Public Representatives

Applicant

Directly to Officer

CM Helpline

On Sampark Portal
CM Helpline

Call Centre

Level 1 officer

Level 2 officer

Level 3 officer

Level 4 officer

Cutting edge redressal

District Level

Divisional Level

State Level

Escalation to higher level
Violation of timeline
Dissatisfaction of applicant
Movement of Grievances

DIAL 181

General Complaints
- Level 1 Officers

Demands
- Level 2 Officers

Information on schemes
- Call Centre

Corruption Complaints
- District Collector
Processing of Grievance

DIAL 181

Verification by Applicant

Final Closure (FC)

SMS to Applicant

Registration

Auto upload on portal

SMS to Level 1 Officers

Disposal by Partial Closure

Intimation to Call Centre

Relief

Rejection

Call Recording

Call Recording
State Level Samadhan Meeting

Direct Interaction with Applicants

Hon’ble CM

Concerned Secretary

CMO officers

CGG

Video Conferencing

Applicant

Concerned Collector

Concerned DLO
# Distinct Features

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

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<tr>
<td>Disposal</td>
<td>Disposal by Level-1 Officer on Receiving Satisfaction of Complainant on Helpline</td>
<td>Closure on Satisfaction of Applicant; Partial &amp; Final Closure</td>
</tr>
<tr>
<td>Verification</td>
<td>On Helpline</td>
<td>Closure on Real Satisfaction of Applicant</td>
</tr>
<tr>
<td>Samaadhan Meetings by Hon’ble CM</td>
<td>Direct interaction of Hon’ble CM with the Complainants through Video Conferencing</td>
<td>Strict Action against Officers Responsible for delay/Non-Action</td>
</tr>
</tbody>
</table>
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