

Government of Himachal Pradesh  
Department of Information Technology  
Himachal Pradesh

No. DIT-F(10)7/2018.-104 Dated, Shimla-171013

19<sup>th</sup> February, 2020

**CIRCULAR**

**Subject: - Procedure for revising the Turn Around Time for resolution of complaints under MMSS Helpline 1100**

The following procedure/ Guidelines are defined for revising the TAT (Turn Around Time) at L1, L2, L3 and L4 levels for MMSS Helpline 1100:

**Procedure of Finalization of Turn-Around-Time (TAT) for MM Seva Sankalp Helpline:**

1. The department which requires revision in TAT shall prepare a proposal and send the same to the concerned Administrative Secretary.
2. The concerned Administrative Secretary shall review the proposal and send the final proposal to Department of IT.
3. The revised TAT will be sent by IT Department to Chief Secretary of GoHP for approval through Principal Secretary (IT).
4. Once approval is received, the DIT will implement the revised TAT and confirmation of the same shall be communicated to the department concerned.

The above SoP has been issue with the approval of Chief Secretary to the Government of Himachal Pradesh

  
Principal Secretary to the

Government of Himachal Pradesh

Endst. No. As Above Dated: Shimla-13, the

19<sup>th</sup> February, 2020

To

All Administrative Secretaries/ Heads of the Department/ Managing Directors/ CEOs of Corporations/ Boards, Government of Himachal Pradesh

Copy to:

1. The PS to Chief Secretary to the Government of Himachal Pradesh.

  
Principal Secretary to the

Government of Himachal Pradesh