



Mukhya Mantri Seva Sankalp Helpline



Handbook of  
Guidelines and User Manual for  
Mukhya Mantri Seva Sankalp  
Helpline @1100



## MUKHYA MANTRI SEVA SANKALP HELPLINE



➤ Complaints ➤ Information ➤ Demands / Suggestions



**DEPARTMENTAL  
ESCALATION**

**SECRETARIAT**



**DEPARTMENT**



**DISTRICT**



**BLOCK**



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## 1. Introduction

Mukhya Mantri Seva Sankalp Helpline here after referred to as “MMSS” is a one stop shop for all public grievances in the state. It covers:

1. Grievances Registration.
2. Demands & Suggestions.
3. Information dissemination.

It Includes all sources of grievances like those received at call center, through paper trails, emails or the Seva Sankalp Portal.

MMSS Helpline was inaugurated by Hon’ble Chief Minister of Himachal Pradesh, on 16th September 2019.

This helpline differentiate itself from traditional public grievance mechanism in to district ways. One, it adopts the bottom-up approach as opposed to traditional top-down approach. For this purpose, more than 10,000 employees across 89 departments have been mapped on the portal. Two, post resolution of grievance is claimed by the department, satisfaction confirmation is taken from the citizen. These two features allow saving time and better satisfaction rates.

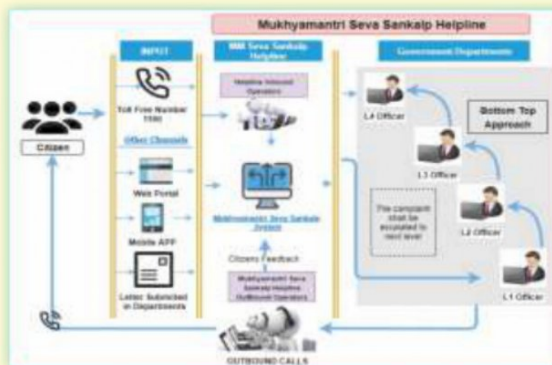
Another major requirement to make this initiative sustainable is constant review & Monitoring at every level of government. For that data availability, analysis, reports need to be made available at click of the button. It Is precisely for the better data monitoring and review that this user manual has been developed. It is to give officials information on how to efficiently use the portal for best results for them, the department,

Government and the Public. These guidelines have been prepared by Department of Information Technology, Government of Himachal Pradesh.



## 2. Process of Registering a Complaint

1. Citizen can call on MMSS Helpline by dialing a toll free number 1100 for registering complaints, seeking information, giving suggestions or registering demands. Citizen can also register complaints through CM Sankalp web portal, mobile application and other sources of manual registration.
2. After the registration, citizen shall receive the acknowledgment through SMS containing details of the complaint like unique complaint number and detail of concerned L1 officer (Designation and Telephone Number).
3. Complaint shall be transferred automatically to L1 officer and SMS containing details of unique complaint number, complainant name and mobile number shall also be forwarded to him/ her. The concerned officer shall access the logged complaints through CM Sankalp web portal and/ or Mobile App.
4. Officer will act accordingly to resolve the complaint within stipulated timeframe (Turn Around Time). Having resolved the problem, the Officer will enter the action taken on the portal. That will be considered 'Partially Closed'
5. The status of partially closed complaints will go to outbound function of MMSS Helpline.
6. Outbound call shall be made to complainant for feedback on the 'Partially Closed' complaint. If the complainant is satisfied by the action taken, then complaint shall be "Satisfactorily Closed".
7. If complainant is dissatisfied, then complaint will be escalated to L2 officer.
8. If the complainant is satisfied by the action taken by L2 officer, then complaint will be "Satisfactorily Closed" else escalated to L3 level and so on.



### Demand/ Suggestion :

In case of Demand/ Suggestion made by the citizen, the matter shall be routed to respective departments for their necessary action. The demands/ suggestions are visible on the dashboard of HOD and Nodal Officer of the concerned department.

### Information :

In case, the citizen calls at 1100 and seeks information about the Government Schemes, the Call Centre Executive (CCE) shall provide necessary information to the citizen based on the existing database available at <http://himachalforms.nic.in>.



### 3. Process of Disposal of a Case by Officer

Every officer designated for MMSS Helpline is provided with a unique Login ID and Password through which he/ she can logon to the portal and view the complaints assigned/ pending against his / her user id. Every complaint registered in the portal goes to the concerned officer, who will be referred as “Level 1 Officer”. Officer also gets a SMS alert for every pending complaint in his / her account. Depending on the severity / importance / urgency of a case the Level 1 Officer reviews and disposes the case at the earliest.

Officer can respond to the complaints through CM Sankalp Web portal and Mobile app. In the portal they will be able to see all the pending complaints in their account on their dashboard. They can select the complaint and provide description about the actions taken and submit it back. The status of such a complaint will change to “Partially Close” when the Officer clearly indicates that he/ she wants to close the complaint. In case the Level 1 Officer does not respond to the complaint within prescribed time limit i.e. Turn Around Time (TAT), then the case would be escalated to next senior officer in the escalation matrix, referred as “Level 2 Officer”. All such cases will reflect in the account of Level 2 Officer on his/her dashboard.

Level 2 Officer would be able to view all the cases which are escalated to him/her with the reasons of escalation. Escalation can be in two scenarios, either the Level 1 Officer did not respond to the complaint (in this case status of the complaint will be “Not Responded”) or Citizen is not satisfied by the action taken or reply given by the Level 1 Officer. Level 2 Officer will be able to view the history of the case. Similar to level 1 officer, level 2 officer can put the resolution through portal or Mobile App. In case, if the Level 2 officer also does not respond to the case in prescribed timelines or if the citizen is not satisfied by the actions taken on the reply given by the Level 2 Officer, then the case will be escalated to the next senior officer, referred as “Level 3 Officer”.

Level 3 Officer will also be able to view the entire history of the case. Level 3 officers also have a special privilege to “Special Close” a case. Cases where Level 3 officer believes that the actions taken by the Level 1 and Level 2 officers are justified and the complainant is still not satisfied, then he/ she can force close such a case. All such cases where Level 1, Level 2 and Level 3 officers have not responded within time limit or the citizen is not satisfied by the actions taken by them, will come to Level 4 officer for action. Special closure can only happen at Level-3 and Level-4. Due precaution & justification must be given while force closing the complaint by the Officer. If it is found that complaints are being “Special Closed” without justification, it could seriously erode the credibility of the entire system. L4 officers should check the status of Special Closed cases of their department from time to time.



### Out of Working Area:

If the officer believes that the complaint does not concern to his department or his working area, then officer should immediately mark the complaint out of his department by using “कार्यक्षेत्र से बाहर” option on resolution page.

After disposal of the case (i.e. after receiving solution / explanation) from each officer, the operator from CM Helpline will call the citizen and inform him about the proceedings. If the citizen is satisfied by the reply provided/ actions taken, then the operator will update the status of the case as “Closed” and close the case. But in case, the citizen is not satisfied then the case is escalated to the next level. Except Special Closed and closed as Demand/Suggestion case, any complaint that is once registered in the system is closed only after taking the consent of the caller. Only when the Caller is satisfied, the status of the complaint is changed to “Close”.

#### 4. Various States of a Complaint/Case

Once registered in the portal every complaint will have a unique complaint number and its status keeps changing, depending on the stage at which that complaint is being processed. Following are the various states, in which a complaint could be lying:

S.No.	States	Description
1	Open	The complaint has been registered but not assigned to officer due to mapping related issue or officer not found in the mapping.
2	Work in Progress (WIP)	The complaint has been assigned to the officer and pending for action/ in process.
3	Partially Closed (PC)	The officer has taken necessary action, entered the resolution and closed the complaint from his/ her end.
4	Closed	When citizen is satisfied with the reply provided or actions taken by the officer on his/ her complaint and gives his consent to close the case.
5	Special Closed*	When Level 3 or Level 4 officer forcefully closes a case considering that the actions taken by the Level 1 and Level 2 officers are justified but the complainant does not show his/ her satisfaction or complaint cannot be addressed due to certain reasons like Court related matters, Service Related matters, RTI etc. This list of reasons is not exhaustive.  <b><i>Due care should be taken while exercising this option.</i></b>
6	MAP	The Officer has marked the complaint as “out of work area” and pending for mapping.

\*The officer should special close only as an exception after using his/ her due diligence regarding justification of the action taken by the L1/ L2 officer. Please note that special closure should be accompanied by a summary noting on the portal recording reasons for such action. It is also advised that L-3 and L-4 officer should speak to the complainant personally before special closing a complaint.



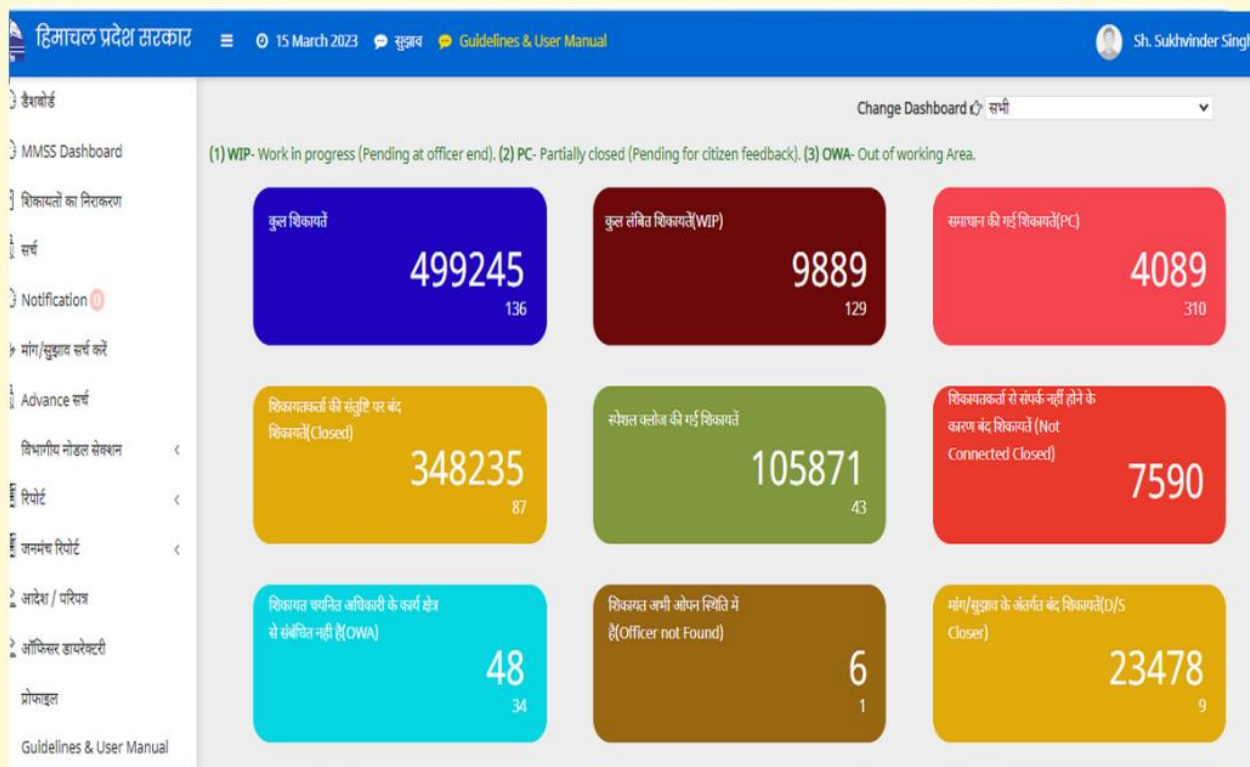
## 5. Handling Emergency Calls

The emergency calls as listed in the table below shall be transferred/ routed to the respective Department responsible for providing service to the citizens. These calls shall not be logged as complaint in the CM Seva Sankalp Helpline.

Helpline	Number
Child Helpline	1098
Cyber Crime Cell	0177-2621714(191)
Disaster Management Control Room	2812344
Disaster Management Toll Free Number	1077
Fire	101
Gudiya Helpline	1515
Hoshiyar Singh Helpline	1090
Medical Helpline	102,108
Police	100
Report Against Corruption	0177-2629813
Women Helpline	181

## 6. Special Guidelines for Office of Hon'ble Chief Minister

- Special State Level Dashboard is available for office of Hon'ble CM where they can view the status of complaints of all departments. Sample Dashboard is as shown below:



- Office of Hon'ble Chief Minister can review the status of complaints using the Dashboard.

### Process for handling Paper-Trail and 'Write to CM' Complaints: -

- All the complaints received through paper trail/ letter / email/ in person will be entered timely through the MMSS Helpline operators deployed at CM Office.
- All the complaints received through "Write to CM" page on himachal.nic.in shall be reviewed properly before mapping to the officers.
- The complaints shall be categorized by the operators deployed at CM Office based on the nature of grievance and If the nature of complaint is of demand/ suggestion, then it shall be recorded in that category only.



## 7. Special Guidelines for Hon'ble Ministers

- Departmental dashboard is available on Hon'ble Ministers' User IDs where they can view the status of complaints pertaining to their departments. (Please refer the section 10.9 for 'Departmental Dashboard' walkthrough)
- The Hon'ble Ministers may like to review the status of complaints of their departments using this dashboard on regular basis.

## 8. Special Guidelines for Administrative Secretaries/ HoDs/ DCs

- Departmental dashboard is available on Administrative Secretaries/ HoDs where they can view the status of complaints pertaining to their Departments. (Please refer the section 10.9 for 'Departmental Dashboard' walkthrough)
- The Administrative Secretaries/ HoDs can review the status of complaints of their respective Departments on regular basis based on the dashboard.
- The Deputy commissioner can review the status of complaints of all departments of their respective District.
- The complaints shall be closed as "Special Close" only after registering proper justification for special closure for future reference.
- All the Administrative Secretaries/ HoDs shall ensure that the pendency is cleared in a timely manner.
- In addition to the above, please refer to the other guidelines mentioned in this document pertaining to the officers/ departments in the next section.



## 9. Guidelines for all Users

- Officers shall regularly login in to their account to check the pendency of complaints assigned to them.
- Officers shall take timely action on the complaints as per the turn-around time.
- Officers shall proactively contact the complainant to resolve the citizen's grievances wherever required.
- Officer shall ensure that their profile is updated whenever there is any change in the mobile number or email ID.
- During transfers/ retirement, the Officer shall give proper handover to the new Officer and make sure that the profile is immediately updated by the new Officer. It will be responsibility of the head of the concerned office to ensure that the profile is updated with the details of the new officer. ***Hence it is strongly suggested that departments develop their own protocol for updation of officers' details post transfers, retirements etc.***
- In addition to the above, please refer to the other guidelines mentioned in this document pertaining to the officers/ departments.

## 10. CM Helpline Portal Walkthrough

### 10.1. Accessing the CM Helpline Portal

Open your web browser and enter the following URL in the address bar :  
**<https://cmsankalp.hp.gov.in/>**:



### 10.2 Login to your user account

**Step 1 :** Click on “अधिकारी लॉगिन” to login as shown below:



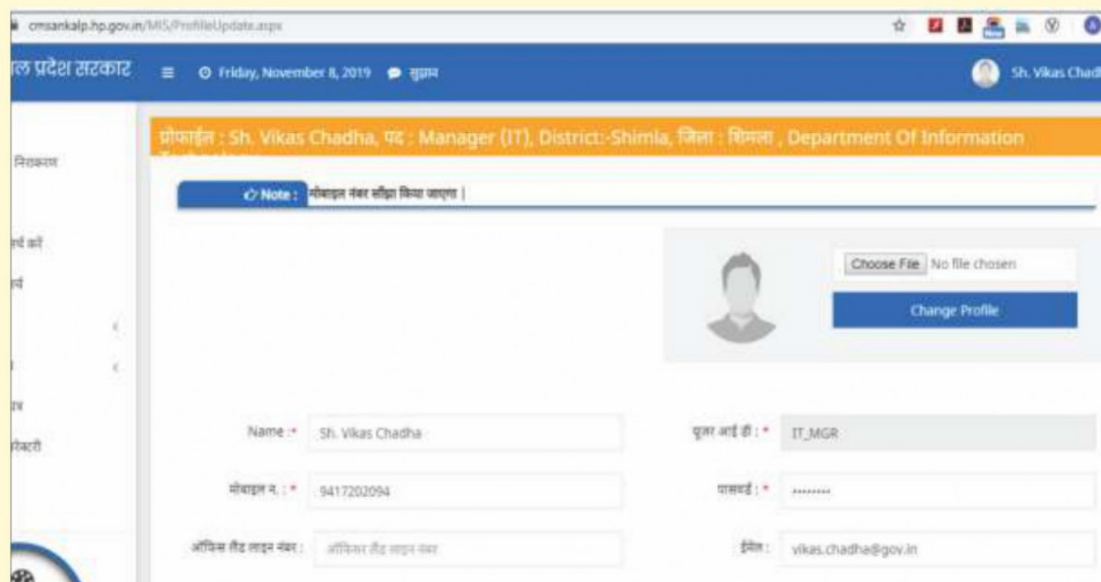
**Step 2 :** Enter your Username and Password in respective fields and click on “Login”.

The alphabets are not case sensitive.



### 10.3. When Logging in for the first time

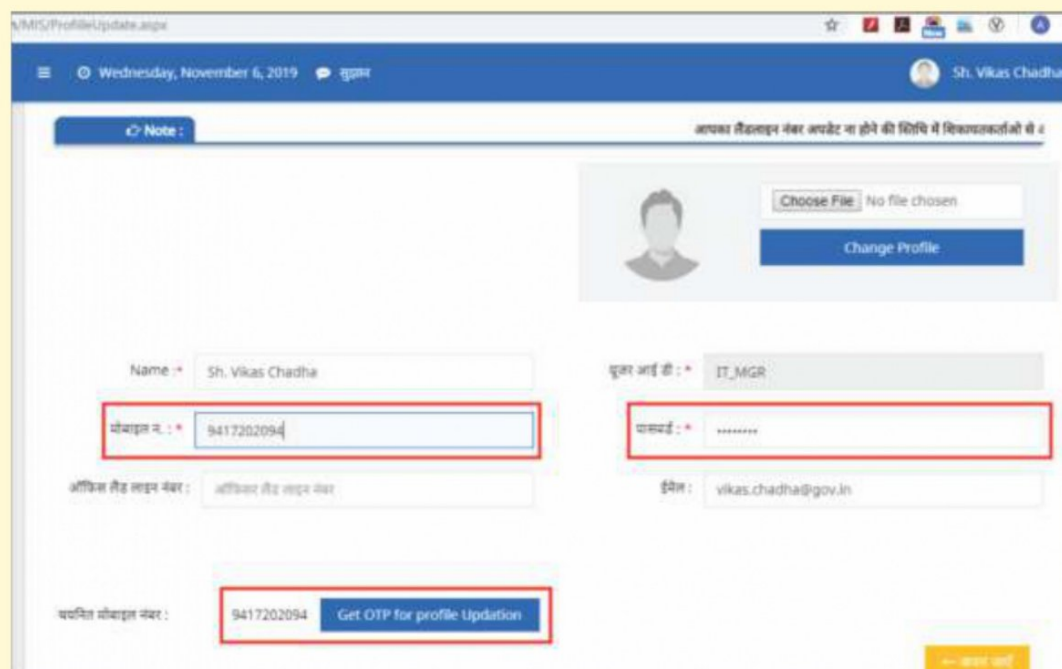
**Step 1 :** This is the first screen you will see after signing in:



The screenshot shows a web browser window with the URL `cmsankalp.hp.gov.in/MIS/ProfileUpdate.aspx`. The page header includes the text "प्रदेश सरकार" (State Government) and the date "Friday, November 8, 2019". The user's name "Sh. Vikas Chadha" is displayed in the top right corner. Below the header, a blue bar contains the text "प्रोफाइल : Sh. Vikas Chadha, पद : Manager (IT), District: Shimla, जिला : शिमला, Department Of Information". A note box says "Note : मोबाइल नंबर सही किया जाएगा" (Mobile number will be corrected). The profile section shows a placeholder for a profile picture with a "Choose File" button and a "Change Profile" button. The form fields are as follows:

Field	Value
Name	Sh. Vikas Chadha
मोबाइल नं. (Mobile No.)	9417202094
ऑफिस लैंड लाइन नंबर (Office Landline No.)	ऑफिस लैंड लाइन नंबर
दूर आई डी (Distance ID)	IT_MGR
पासवर्ड (Password)	*****
ईमेल (Email)	vikas.chadha@gov.in

**Step 2 :** Officer name, mobile no, email ID and password are displayed on the screen. Officer is required to verify all details. In case the data is wrong then edit/change the information in the text box and click on "Get OTP for profile Update":



The screenshot shows the same profile update page, but with red boxes highlighting the verification fields: the mobile number field (9417202094), the password field (\*\*\*\*\*), and the "Get OTP for profile Update" button. The "ऑफिस लैंड लाइन नंबर" (Office Landline No.) field is also highlighted. The "Note" box now says "आपका लैंडलाइन नंबर अपडेट या होने की स्थिति में विकसचदार्ताओं से" (Your landline number will be updated or in the event of a situation with Vikaschadha). The date in the header is "Wednesday, November 6, 2019".

**Step 3 :** Enter the OTP received and click on “Submit”:

The screenshot shows a web browser window with the URL `hp.gov.in/MIS/ProfileUpdate.aspx`. The page header includes the date "Wednesday, November 6, 2019" and the user name "Sh. Vikas Chadha". The main content area contains a profile update form. At the top right, there is a "Choose File" button and a "Change Profile" button. The form fields include: "Name" (Sh. Vikas Chadha), "पुनः आई टी" (IT\_MGR), "मोबाइल नं." (9417202094), "पासवर्ड" (masked with dots), "ऑफिस लैंड लाइन नंबर" (ऑफिसर लैंड लाइन नंबर), and "ईमेल" (vikas.chadha@gov.in). A red box highlights the "OTP" field (containing "ENTER OTP") and the "submit" button. A "Reset" button is located at the bottom left.

Click on “OK” to acknowledge the message:

The screenshot shows the same web browser window. A modal message box is displayed in the center, containing the text "OTP सत्यापन पूर्ण हुआ। in सेव करे बटन पर क्लिक करें।" (OTP verification is complete. Click on the in service button). A green "OK" button is visible next to the message. Below the message box, the "OTP Verified" status is shown with a green checkmark. The "सेव करे" (Save) button is highlighted at the bottom center.



#### 10.4. To view the pending complaints

Total count of pending complaints assigned to account can be viewed at personalized dashboard, which is displayed after logging in. Alternatively, it can also be viewed by clicking on the Dashboard button in the left panel. The Officer will get a view of all the complaints assigned like total pending, grievance redressed (PC), complaints to the satisfaction of complainant, etc.

Click on the tab “कुल लंबित शिकायतें (WIP)” to view all pending complaints:



The **L3 and L4 officers** can also view the complaints on their dashboard by the source through which complaints are received. This can be done by clicking on appropriate drop-down menu option under “Change Dashboard” as shown below:



**Step 4 :** Click on “सेव करे” to save and update the profile:

The screenshot shows a web browser window with the URL 'MIS/ProfileUpdate.aspx'. The page header includes the date 'Wednesday, November 6, 2019' and the user's name 'Sh. Vikas Chadha'. The main content area contains a profile update form. At the top right, there is a profile picture placeholder with a 'Choose File' button and a 'No file chosen' message, and a 'Change Profile' button. The form fields are as follows:

Field	Value
Name *	Sh. Vikas Chadha
मोबाइल न. *	9417202094
ऑफिस लैड लाइन नंबर *	ऑफिस लैड लाइन नंबर
यूजर आई डी *	IT_MGR
पासवर्ड *	*****
ईमेल *	vikas.chadha@gov.in

Below the form, there is a green checkmark icon and the text 'OTP Verified'. At the bottom center, there is a blue button labeled 'सेव करे' (Save) which is highlighted with a red box. At the bottom right, there is an orange button labeled '← वापस लव्ही' (Back).

An acknowledgement message is displayed that “Record has been updated”. Click on “OK” to acknowledge:

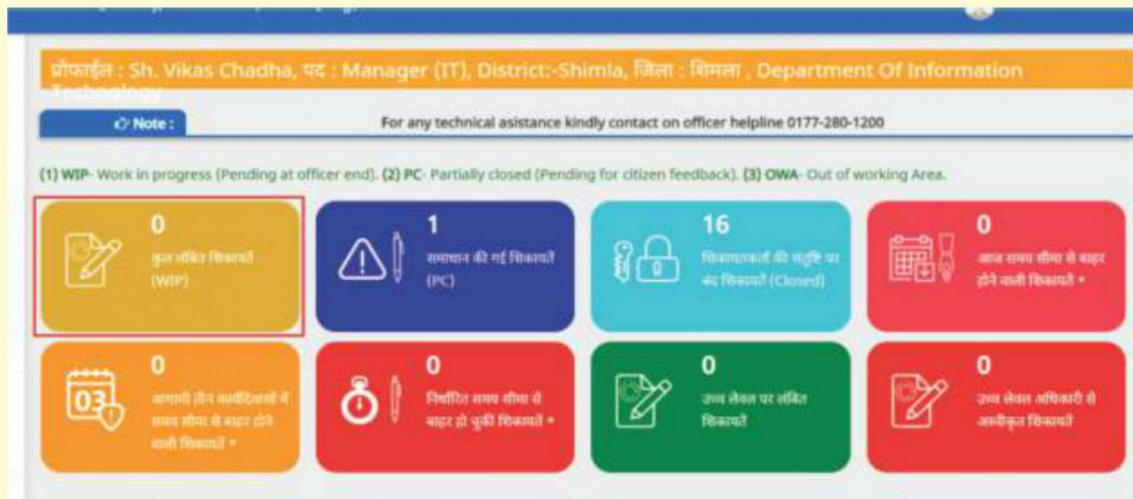
The screenshot shows the same web browser window as the previous one. The profile update form is still visible, but a confirmation message box is overlaid on top of it. The message box has a title bar that says 'Record has been updated.' and a green 'OK' button. The message box is highlighted with a red box. The form fields and buttons are still visible in the background.

The profile has been updated now. Please click on dashboard to access your personalized dashboard.



## 10.5. For Disposal of the Complaint

**Step 1 :** Click on the tab “कुल लंबित शिकायतें (WIP)”:



**Step 2 :** Click on “देखें” to view the details of a complaint as shown below:

The screenshot shows the details of a complaint. The table below lists the complaint details:

क्रमिक	शिकायत का प्रश्न	शिकायत की संख्या	देखें
1	Related to CM Seva Sankalp Helpline	1	देखें

**Step 3 :** Click on “कार्यवाई दर्ज करें”:

The screenshot shows the details of a complaint. The table below lists the complaint details:

क्रमांक	दिनांक	सेवा दिनांक	लंबित दिनांक	नाम	प्ले / फोन	मोबा नं	सिमा	शिकायत का प्रकार	लेवल	कार्यवाई दर्ज करें	Share
93314	01-11-2019	01-11-2019	4	ghomin	बर्लिन - गिआन (खुशी) शिमला - गिआन	9816142454	बुद्धा प्रोडिगिडी विभाग	Related to CM Seva Sankalp Helpline	L1	कार्यवाई दर्ज करें	Share

**Step 4 :** The resolution page will open where officer can check the complete detail of the complaint :

The screenshot shows a web application interface for reviewing complaints. At the top, there is a header with the text 'Shikayat Ka Vichar' and a language selector set to 'हिन्दी'. Below the header, there is a form with a large text area for 'Shikayat ka Vichar' and a smaller text area for 'Shikayat ka Vichar'. To the right of the form, there are three buttons: 'Shikayat ka Vichar', 'Shikayat ka Vichar', and 'Shikayat ka Vichar'. Below the form, there is a table with columns for 'Shikayat ka Vichar' and 'Shikayat ka Vichar'. The table contains several rows of data, including 'Shikayat ka Vichar' and 'Shikayat ka Vichar'.

The Officer gets 5-options viz A, B, C, D & E as shown below and brief description of each given in the table :

The screenshot shows the same web application interface as before, but with five callouts labeled A, B, C, D, and E pointing to specific buttons. Callout A points to the 'Shikayat Ka Vichar' button, Callout B points to the 'Shikayat Ka Vichar' button, Callout C points to the 'Shikayat Ka Vichar' button, Callout D points to the 'Shikayat Ka Vichar' button, and Callout E points to the 'Shikayat Ka Vichar' button.



Option	Activity	Brief Description
A	समाधान दर्ज करें	Officer has acted/ resolved the complaint and wants to close/ dispose-off the complaint. The complaint shall be considered as Partially Closed and Citizen will be contacted by Helpline for his/ her feedback.
B	कार्य प्रगति पर है	This option is just to put remarks on the progress of the work. Please note that it will neither increase the timeline nor close/ dispose-off the complaint. This will provide updated status for Call Centre Operators to inform complainants & also give other Officers a clear picture of action already taken.
C	कार्यक्षेत्र से बाहर	Please use this option, if the complaint does not pertain to the Department or Officer's work area. The Officers are requested to provide brief information to correctly tag the complaint.
D	स्पेशल क्लोज के लिए प्रस्तावित करें/ स्पेशल क्लोज करें	<p>This option is also called "Special Close". This option shall be used if the Officer is of the view that the complaint cannot be addressed due to certain reasons such as it is court related matter or employee service-related matter or RTI related etc. In case of Special close/ Force close, the feedback of Citizen will not be taken.</p> <p>Only L3&amp;L4 Officer has the right to special close the complaint with proper justification.</p> <p>L1 &amp; L2 Officer has the option to propose for special closure with proper justification.</p> <p>L3 Officer can also propose special closure for L4</p>
E	मांग/सुझाव क्लोजर प्रस्तावित करें/ मांग/ सुझाव क्लोज करें	<p>The first level filtering of complaints as demand/ suggestion is done by the Call Center. However, there may be instances when citizen has logged complaint through other medium or operator is not able to identify the category then this option is made available to Officers.</p> <p>This option shall be used if the Officer is of the view that the citizen's complaint falls in to the category of demand/ suggestion.</p> <p>Only L3&amp;L4 Officer has the right to close the complaint as demand/ suggestion with proper justification.</p> <p>L1 &amp; L2 Officer has the option to propose to convert the complaint as demand/ suggestion with proper justification.</p>

## 10.6. Other Tabs on the Dashboard

- समाधान की गयी शिकायतें (PC):

**Step 1 :** To view the complaints for which resolution has been provided to citizen and are partially closed, click on “समाधान की गयी शिकायतें” :

The screenshot shows the MIS Dashboard for Sh. Vikas Chadha, Manager (IT), District: Shimla. The dashboard displays various complaint status tiles:

- 0 कुल खरिद शिकायतें (WIP)
- 1 समाधान की गयी शिकायतें (PC)** (Highlighted with a red box)
- 16 शिकायतों की संज्ञा पर बंद शिकायतें (Closed)
- 0 आज रात रात से बंद होने वाली शिकायतें
- 0 आपकी टीम को रिपोर्ट में समाप्त होने वाली शिकायतें
- 0 विवरित समाप्त होने वाली शिकायतें
- 0 उपलब्धता पर खरिद शिकायतें
- 0 उपलब्धता पर खरिद शिकायतें

**Step 2 :** Click on “देखें” to view the solution given to citizen:

The screenshot shows the MIS Officer Dashboard for Sh. Vikas Chadha. It displays a list of complaints with the following details:

क्रमांक	शिकायत का प्रकार	शिकायत की संख्या	देखें
1	HIMSWAN/ Internet Connectivity related	1	<b>देखें</b> (Highlighted with a red box)

**Step 3 :** The details of the complaint get opened. Click on “देखें” to view details:

The screenshot shows the MIS Complaint List for Sh. Vikas Chadha. It displays a table with the following details:

क्रमांक	दिनांक	वेब दिनांक	अवधि दिनांक	नाम	प्ले / शिफ्ट	फोन नं.	विभाग	शिकायत का प्रकार	सेक्टर	देखें	Share
66933	21-09-2019	21-09-2019	45	anup	बर्लीक - बैजनाथ शिवा - बंगला	9354176496	सूचना प्रौद्योगिकी विभाग	HIMSWAN/ Internet Connectivity related	L1	<b>देखें</b> (Highlighted with a red box)	

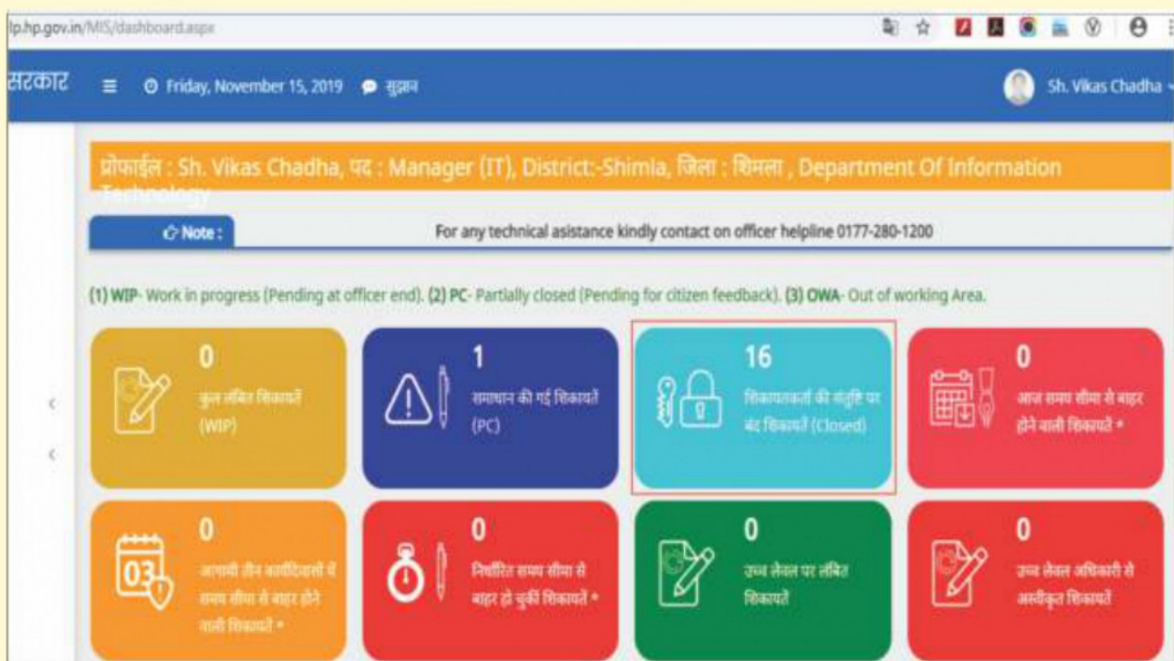


A new page pops up showing the details of the complaint along with other details like sequence of action taken etc.:

मुख्यमंत्री सेवा संकल्प - शिकायत विवरणी	
शिकायत क्रमांक	66933 दिनांक - 21/09/2019
विभाग का नाम	सूचना प्रौद्योगिकी विभाग
शिकायतकर्ता का नाम	anup
पता	
फ़ोन नंबर	9354176496
जिला	काँगड़ा
क्षेत्र	ब्लॉक :- बैजनाथ, पंचायत :- बन्दोली, गाँव :- Bhatta Buhla (1026)
शिकायत का प्रारूप	HIMSWAN/ Internet Connectivity related
शिकायत का विवरण	बैजनाथ मिनी सचिवालय में इन्टरनेट नहीं चल रहा है।
निराकरण	HIMSWAN टीम से कार्य किया गया है, वहाँ पे HIMSWAN कनेक्टिविटी में कोई समस्या नहीं है। शिकायतकर्ता से फ़ोन 3-4 दिनों से बंद आ रहा है। इसलिये शिकायत की पूरी जानकारी नहीं मिल पायी है।
शिकायत की स्थिति	शिकायतकर्ता से सहमति अथवा असहमति की पुष्टि होय है
<b>शिकायत की स्थिति</b>	
दिनांक	स्थिति
01 Oct 2019	शिकायतकर्ता से संतुष्टि परीक्षण के लिए सम्पर्क किया गया, शिकायतकर्ता का नंबर स्विच ऑफ है।...
27 Sep 2019	शिकायतकर्ता से सहमति अथवा असहमति की पुष्टि होय है
	HIMSWAN टीम से कार्य किया गया है, वहाँ पे HIMSWAN कनेक्टिविटी में कोई समस्या नहीं है। शिकायतकर्ता

- शिकायतकर्ता की संतुष्टि पर बंद शिकायतें (Closed):

**Step 1 :** To view the complaints which are closed on the basis of complainant satisfaction after taking their feedback, click on “शिकायतकर्ता की संतुष्टि पर बंद शिकायतें”:



**Step 2 :** A brief description of complaints on the basis of attributes opens up. Click on “देखें” to view the details :

क्रमांक	शिकायत का प्रकार	शिकायत की संख्या	देखें
1	Related to CM Seva Sankalp Helpline	11	
2	HIMSWAN/ Internet Connectivity related	2	

**Step 3 :** All the complaints with respect to selected attribute opens up. Click on “देखें” to view the details of particular complaint:

शिकायत क्र. *	दिनांक	सेवा दिनांक	स्थिति	नाम	क्षेत्र / जिला	फोन नं.	विभाग	शिकायत का प्रकार	स्थिति	देखें	Share
65009	19-09-2019	21-09-2019	47	vijay	बलौक - दारंग जिला - मेदी	0918756275474	सूचना प्रौद्योगिकी विभाग	Related to CM Seva Sankalp Helpline	L1		
68106	23-09-2019	23-09-2019	43	arun	बलौक - मेदी (राष्ट्रीय) जिला - मेदी	7018060050	सूचना प्रौद्योगिकी विभाग	Related to CM Seva Sankalp Helpline	L1		
70876	28-09-2019	28-09-2019	38	virender kumar	बलौक - देहरा गौगलपुर जिला - नौगढ़ा	9459749992	सूचना प्रौद्योगिकी विभाग	Related to CM Seva Sankalp Helpline	L1		
71880	30-09-2019	23-10-2019	36	KANWALPREET KALUR	बलौक - झंडुवा जिला - निलसापुर	8628982747	सूचना प्रौद्योगिकी विभाग	Related to CM Seva	L1		



The page having the complete details of the complaint pops up :

मुख्यमंत्री सेवा संकल्प - शिकायत विवरणी	
शिकायत क्रमांक	65009 दिनांक - 19-09-2019
विभाग का नाम	सूचना प्रौद्योगिकी विभाग
शिकायतकर्ता का नाम	vijay
पता	village Maglana
फ़ोन नंबर	0918756275474
जिला	मंडी
क्षेत्र	ब्लॉक :- दरैगंधवायत :-कुण्डरौगौब :-Maglana (550)
शिकायत का प्रारूप	Related to CM Seva Sankalp Helpline
शिकायत का विवरण	इनका कहना है ki ye outof station (uttrakhand ) gye then to 1100 no. pe call ni lgta tha ....number do not exist aurha tha. ye chahte hai kiye agar kbi ye ya koi aur hp se bhar ho1100 no lg jana chahyey.
निराकरण	ये सेवा हिमाचल प्रदेश के नेटवर्क क्षेत्र में ही उपलब्ध है। रोजिंग के दौरान तकनीकी कारणों से यह सुविधा नहीं दी जा सकती है।
शिकायत की स्थिति	शिकायत को बंद कर दिया गया है
शिकायत की स्थिति	
दिनांक	स्थिति
24 Sep 2019	शिकायतकर्ता कि गयी कार्यवाही से संतुष्ट है अतः शिकायत को बंद कर दिया गया है
24 Sep 2019	शिकायतकर्ता की सहमति के आधार पर शिकायत बंद की जा रही है।

- आज समय सीमा से बाहर होने वाली शिकायतें

The number in this tab shows the complaints that will go to “Next Level” at the end of the day.

**Step 1 :** To view the complaints, click on “आज समय सीमा से बाहर होने वाली शिकायतें” :

संकाट

Friday, November 15, 2019

Sh. Vikas Chaudha

प्रोफाइल : Sh. Vikas Chaudha, पद : Manager (IT), District:-Shimla, जिला : शिमला , Department Of Information Technology

Note : Technical assistance kindly contact on officer helpline 0177-280-1200

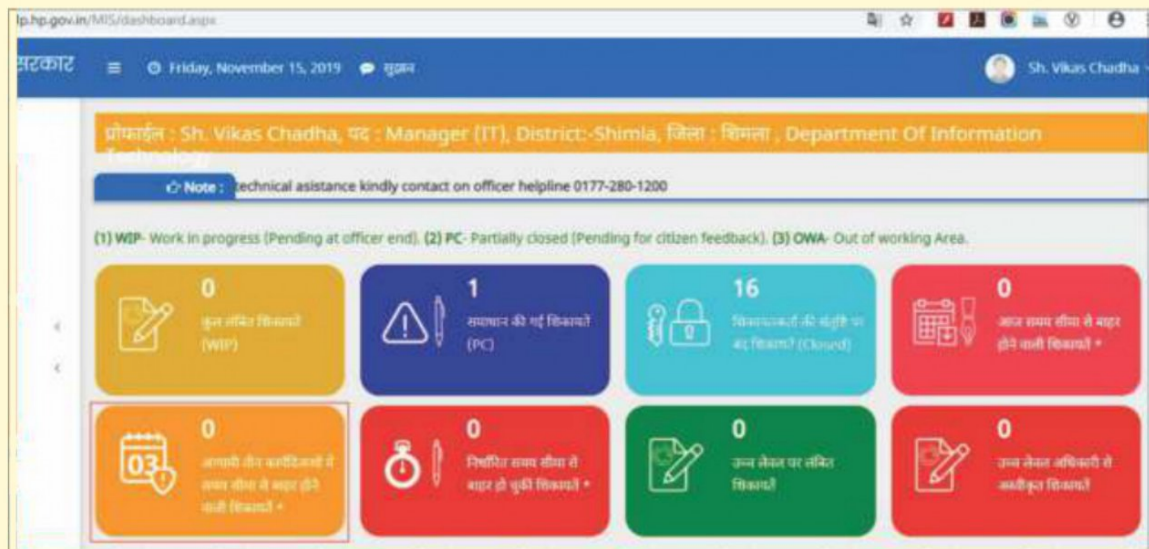
(1) WIP- Work in progress (Pending at officer end). (2) PC- Partially closed (Pending for citizen feedback). (3) OWA- Out of working Area.

0	कुल जमा शिकायतें (WIP)	1	समाधान की गई शिकायतें (PC)	16	शिकायतकर्ता की संतुष्टि पर बंद शिकायतें (Closed)	0	आज समय सीमा से बाहर होने वाली शिकायतें *
0	आगामी तीन कार्यदिनवाले में समय सीमा से बाहर होने वाली शिकायतें *	0	विभागीय समय सीमा से बाहर हो चुकी शिकायतें *	0	उच्च लेवल पर जमा शिकायतें	0	उच्च लेवल अधिकारी से अवैकल्पित शिकायतें

- आगामी तीन दिनों में समय सीमा से बाहर होने वाली शिकायतें

The number in this tab shows the complaints that will go to “Next Level” in next 3-days.

**Step1:** To view the complaints, click on “आगामी तीन दिनों में समय सीमा से बाहर होने वाली शिकायतें” :



- निर्धारित समय सीमा से बाहर हो चुकी शिकायतें

The number in the tab shows the number of complaints that have crossed the defined timelines and moved to higher level.

**Step 1 :** Click on “निर्धारित समय सीमा से बाहर हो चुकी शिकायतें” to view details:



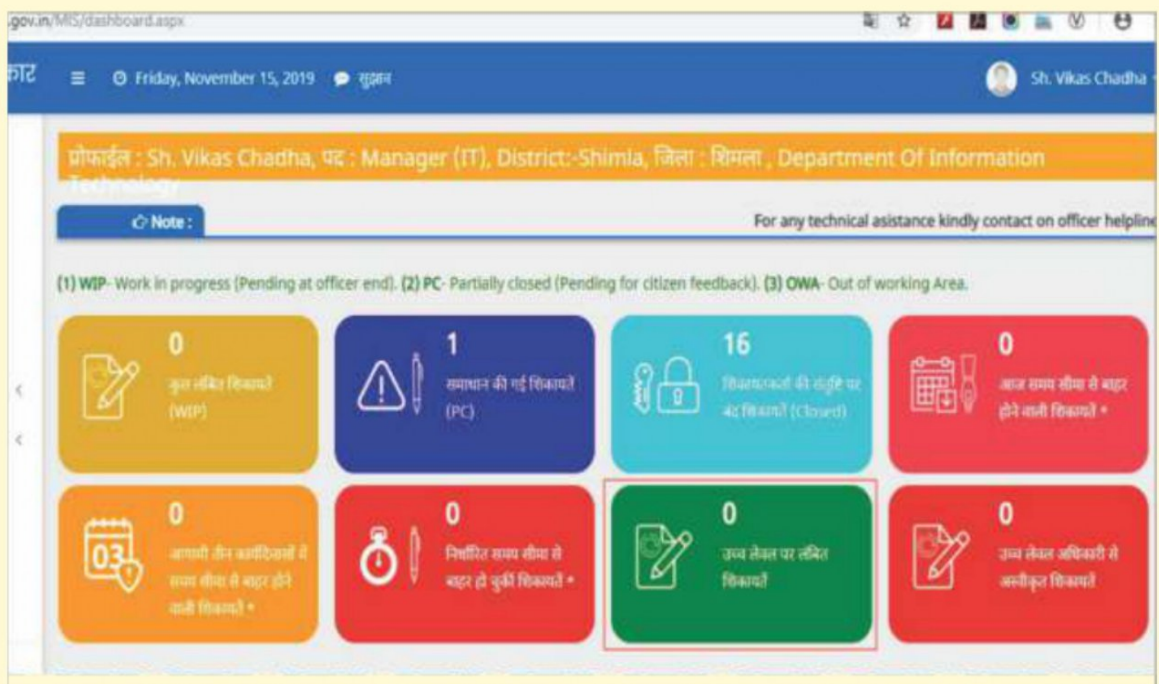


- उच्च लेवल पर लंबित शिकायतें

This tab shows the number of complaints which are escalated through your account and pending at higher levels. Officer can still enter the resolution against these complaints which will be forwarded to higher level for their approval.

If the higher officer approve the resolution submitted by the subordinate office than complaint will be partially closed otherwise it will remain pending.

**Step1 :** To view the details click on “उच्च लेवल पर लंबित शिकायतें”



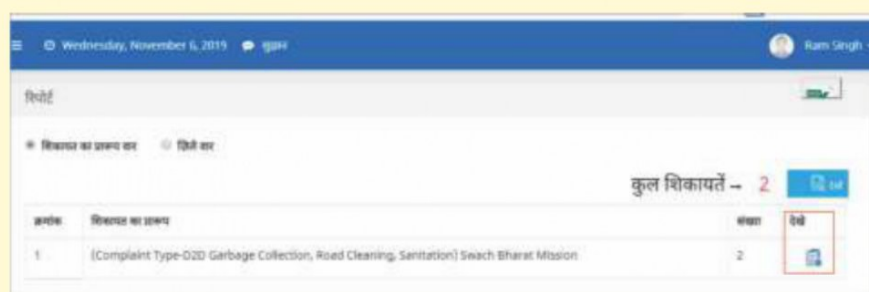
**Step 2 :** The details of complaints pending at L2, L3 and L4 officer opens up as shown below:

उच्च लेवल पर लंबित				
L4 पर मान्य अमान्य के लिए लंबित शिकायतें				
क्रमांक	लेवल L2 पर लंबित	लेवल L3 पर लंबित	लेवल L4 पर लंबित	
1	0	0	2	

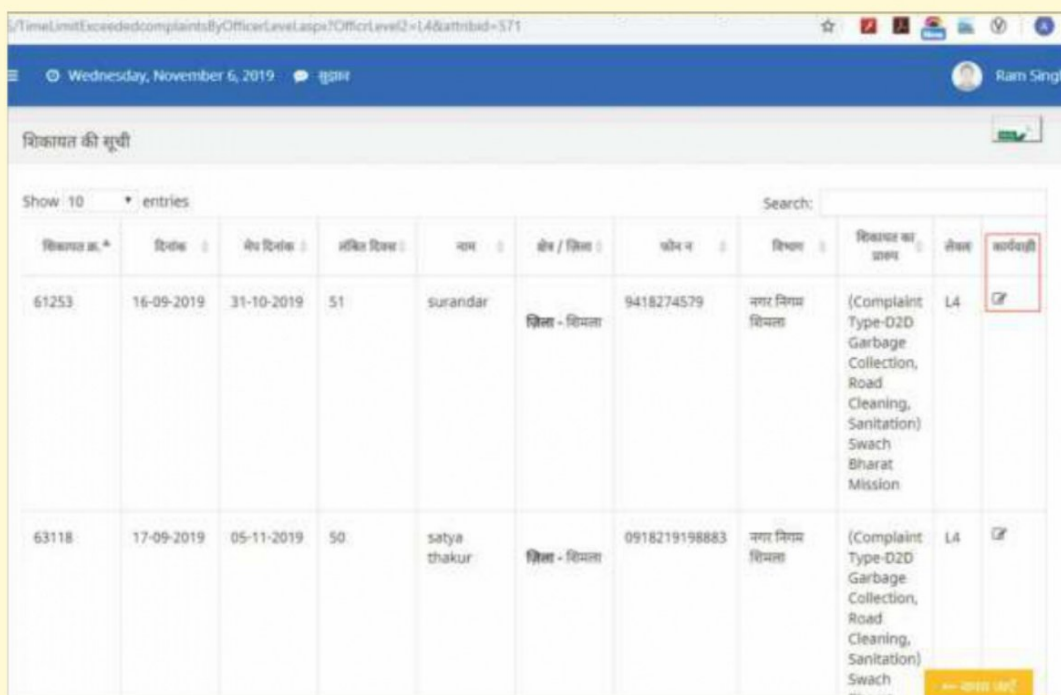
**Step 3 :** To view details of the complaint, click on the number below the Officer level as shown below :



**Step 4 :** Click on “देखें” to view details of the complaint:



**Step 5 :** The details of all the complaints will open up. Click on “कार्यवाही” to update the action taken/proposed:





**Step 6 :** Write the action taken/ proposed to resolve the complaint inside the “कार्यवाही” section and click on “अनुमोदन हेतु उच्च स्तर पर भेजे”:

कार्यवाही

अनुमोदन हेतु उच्च स्तर पर भेजे

शिकायत का विवरण

शिकायत क्रमांक: 61253 दिनांक - 16/09/2019

शिकायत का स्रोत: सी.एम.सेवा संकल्प से प्राप्त (शिकायत सीएम हेल्पलाइन 1100 कॉल सेंटर के माध्यम से दर्ज की गयी है।)

## 10.7. Report Section

The Officer has the option to view/ download various reports by clicking on रिपोर्ट button on left pane. There is different type of reports for different level of officers.

**Step 1 :** To view/ download report, click on “रिपोर्ट”:

रिपोर्ट

प्रोफाइल : Sh. Vikas Chadha, पद : Manager (IT), District:-Shimla, जिला : शिमला, Department Of Information

Note : For any technical assistance kindly contact on officer helpline 0177-280-1200

(1) WIP- Work in progress (Pending at officer end), (2) PC- Partially closed (Pending for citizen feedback), (3) OWA- Out of working Area.

0	कुल सक्रिय शिकायतें (WIP)	1	आवृत्ति की गई शिकायतें (PC)	16	शिकायतकर्ता की सुविधा के अनुसार बंद शिकायतें (Closed)	0	आज समाप्त होने वाले शिकायतें
0	आवृत्ति की गई शिकायतें (WIP)	0	निर्धारित समय सीमा से बहार हो चुकी शिकायतें	0	उत्तर देना बाकी शिकायतें	0	उत्तर देना बाकी शिकायतें

**Step 2 :** Select the appropriate option viz MIS report or विभागीय Summary or Advance report :

The screenshot shows the Himachal Pradesh Government portal. The user is logged in as Sh. Vikas Chadha, Manager (IT), District: Shimla, Department Of Information Technology. The dashboard displays the following data:

Icon	Count	Description
1	1	कुल सक्रिय विभाग (WIP)
1	1	निरकरण की गई विभाग (PC)
14	14	विभागों की सक्रियता बंद विभाग (Closed)
0	0	अब समय सीमा से बाहर होने वाली विभाग
0	0	अब समय सीमा से बाहर होने वाली विभाग
0	0	अब समय सीमा से बाहर होने वाली विभाग
0	0	अब समय सीमा से बाहर होने वाली विभाग
0	0	अब समय सीमा से बाहर होने वाली विभाग
0	0	अब समय सीमा से बाहर होने वाली विभाग

**Step 3 :** Select the attributes and duration for which the report is required:

The screenshot shows the 'MIS रिपोर्ट' form. The form includes the following fields:

- Source: सचिवालय
- District: सभी जिला
- From Date: DD/MM/YYYY
- To Date: DD/MM/YYYY
- Report Type: सचिवालय

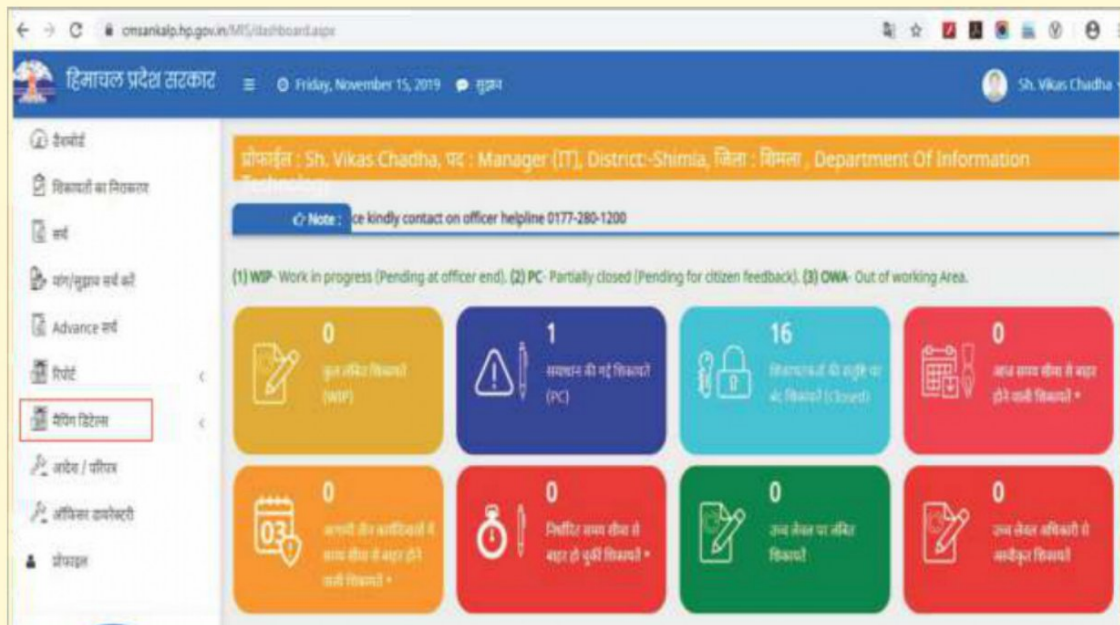
The 'MIS रिपोर्ट' option is highlighted in the left sidebar.



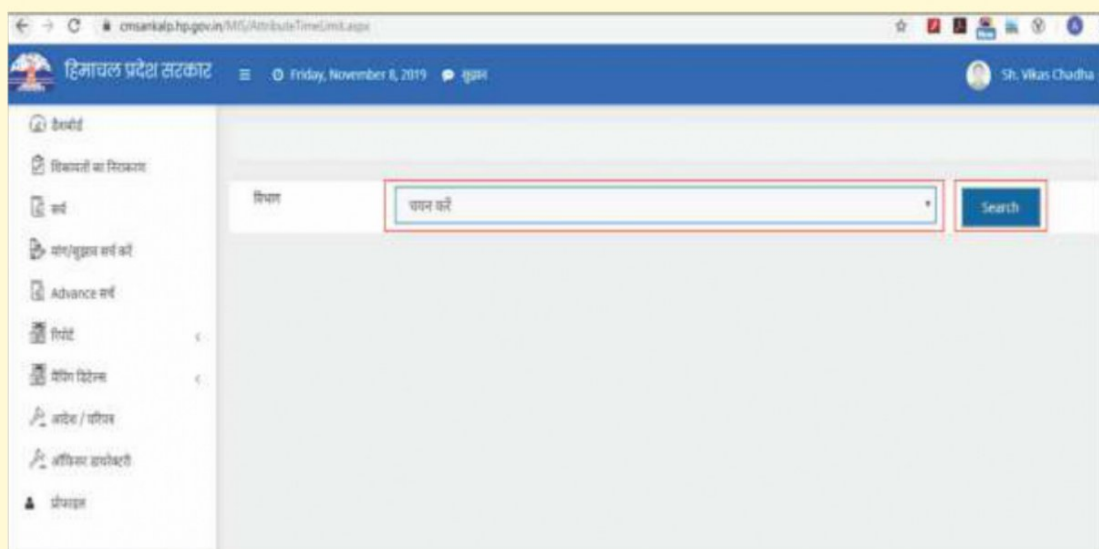
## 10.8. Mappings Details (Timelines, Escalation Matrix)

The Officers can view attribute and timelines details, escalation matrix and Officer mapping details. To view attributes and timelines:

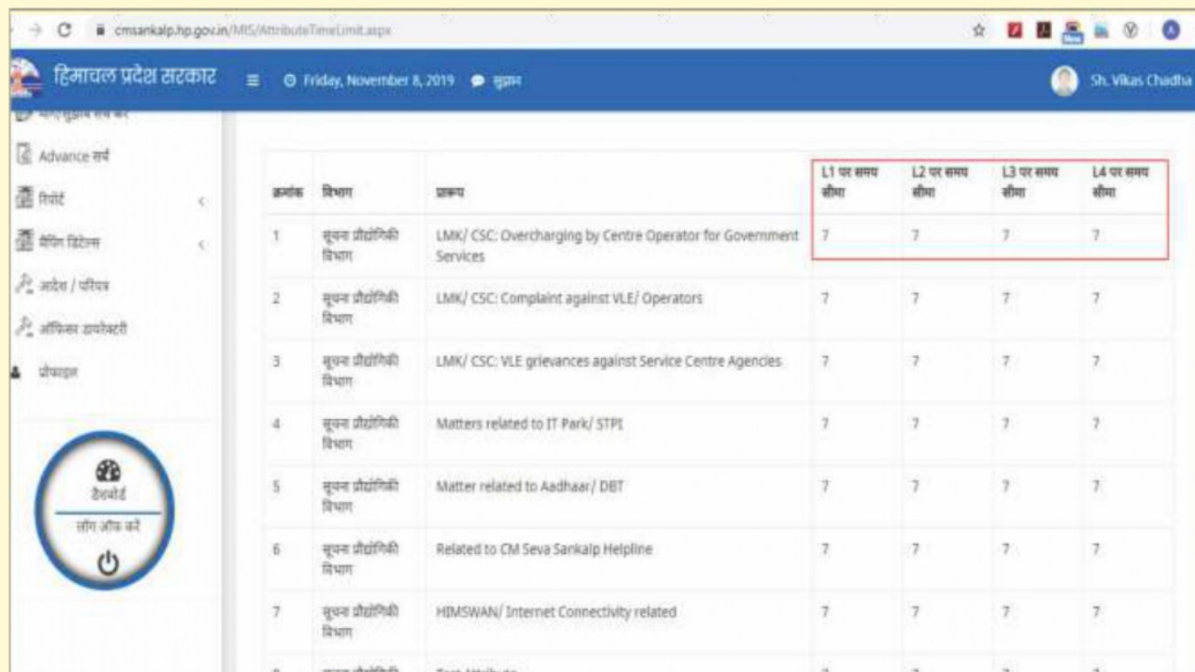
**Step 1 :** click on “मैपिंग डिटेल्स” on left side pane on portal and then on “Attribute and TAT Details:



**Step 2 :** Select the Department and click on “Search”:

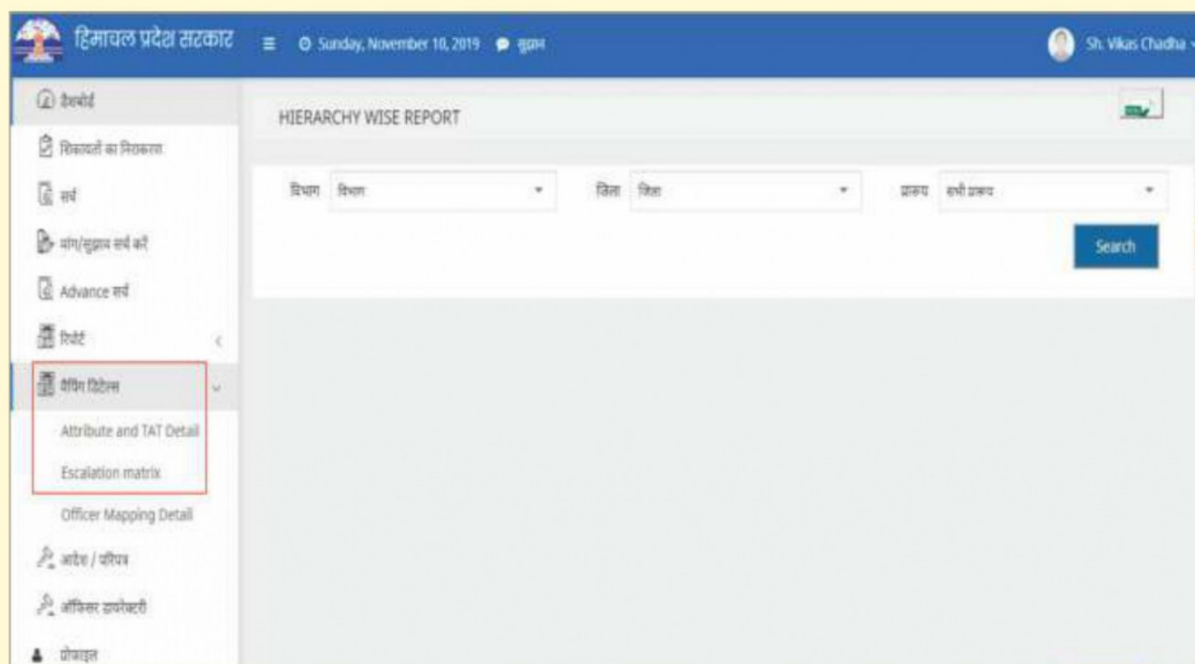


All the attributes along with level wise defined timelines will be displayed:



क्रमांक	विभाग	प्रकरण	L1 पर समय सीमा	L2 पर समय सीमा	L3 पर समय सीमा	L4 पर समय सीमा
1	सूचना प्रौद्योगिकी विभाग	LMK/ CSC: Overcharging by Centre Operator for Government Services	7	7	7	7
2	सूचना प्रौद्योगिकी विभाग	LMK/ CSC: Complaint against VLE/ Operators	7	7	7	7
3	सूचना प्रौद्योगिकी विभाग	LMK/ CSC: VLE grievances against Service Centre Agencies	7	7	7	7
4	सूचना प्रौद्योगिकी विभाग	Matters related to IT Park/ STPI	7	7	7	7
5	सूचना प्रौद्योगिकी विभाग	Matter related to Aadhaar/ DBT	7	7	7	7
6	सूचना प्रौद्योगिकी विभाग	Related to CM Seva Sankalp Helpline	7	7	7	7
7	सूचना प्रौद्योगिकी विभाग	HIMSWAN/ Internet Connectivity related	7	7	7	7
8	सूचना प्रौद्योगिकी विभाग	Test Attribute	7	7	7	7

- To view **escalation matrix**, Click on “मैपिंग डिटेल” and then on “Escalation Matrix”. Select appropriate options and click on “Search”.



HIMACHAL PRADESH SANKALP

Friday, November 8, 2019

Sh. Vikas Chaudha

Advance सर्वे

रिपोर्ट

मैपिंग डिटेल

Attribute and TAT Detail

Escalation matrix

Officer Mapping Detail

जोड़ें / घटायें

ऑफिसर डायरेक्टरी

प्रोफाइल

HIERARCHY WISE REPORT

विभाग विभाग

जिला जिला

प्रकरण सभी प्रकरण

Search



The escalation matrix details are displayed as shown below:

क्रमांक	विभाग	विवरण	प्रकार	L1	L2	L3	L4
1	सूचना प्रौद्योगिकी विभाग	Related to e-District Portal		Dy. Manager (IT)	Additional Director (IT)	Director	Administrative Secretary
2	सूचना प्रौद्योगिकी विभाग	Other		Manager (IT)	AD (Admin)	Director	Administrative Secretary
3	सूचना प्रौद्योगिकी विभाग	LMK/ CSC: Overcharging by Centre Operator for Government Services		Dy. Manager (IT)	Additional Director (IT)	Director	Administrative Secretary

### 10.9. Special Departmental Dashboard

The विभागीय डैशबोर्ड is made available to L4, L3, and Nodal Officers where they can view total complaints of their concerned Department. The dashboard can be viewed by clicking on “विभागीय डैशबोर्ड” button.

The same dashboard available to DCs shows the status of complaints of all departments of their respective district.

The source through which complaint is received can be selected by clicking on appropriate drop-down menu option under “Change Dashboard” as shown below:

**प्रोफाइल :** Sh. Rohan Chand Thakur, IAS, पद : Director, District-Shimla, जिला : शिमला, Department Of Information

**Note :** 77-280-1200

(1) WSP- Work in progress (Pending at officer end). (2) PC- Partially closed (Pending for citizen feedback). (3) OWA- Out of working Area.

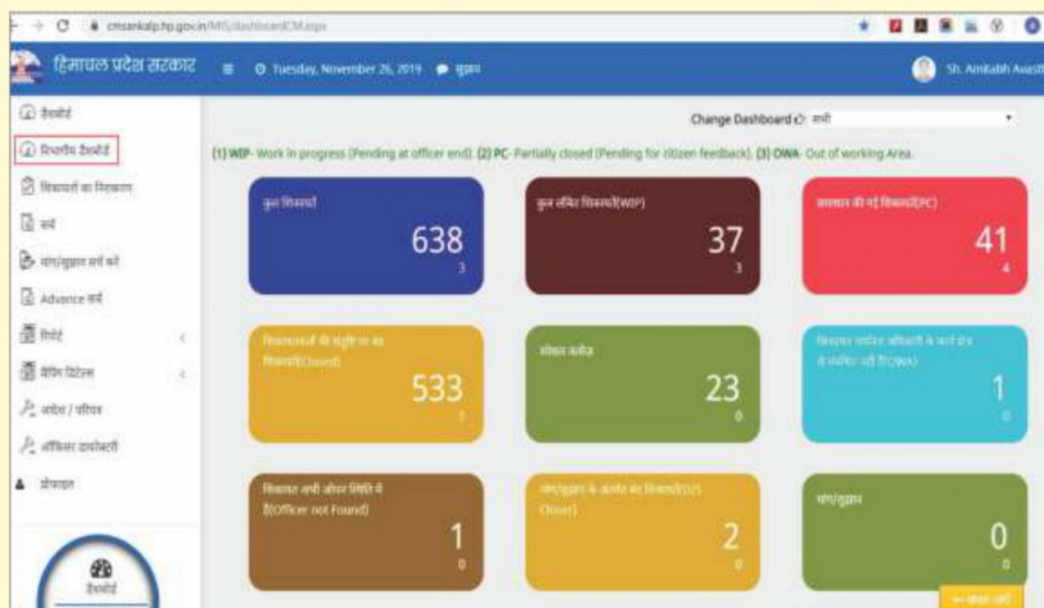
**Change Dashboard** (Dropdown menu options):

- सभी
- सीएम (समाधान 1100)
- ऑनलाइन पोर्टल/एनडीएस
- सूचना प्रौद्योगिकी विभाग (फोन ट्रेम और डीएम) से प्राप्त आवेदन
- सीएम/डी.सी. ऑफिस
- सूचना प्रौद्योगिकी विभाग (ऑनलाइन एनडीएस)

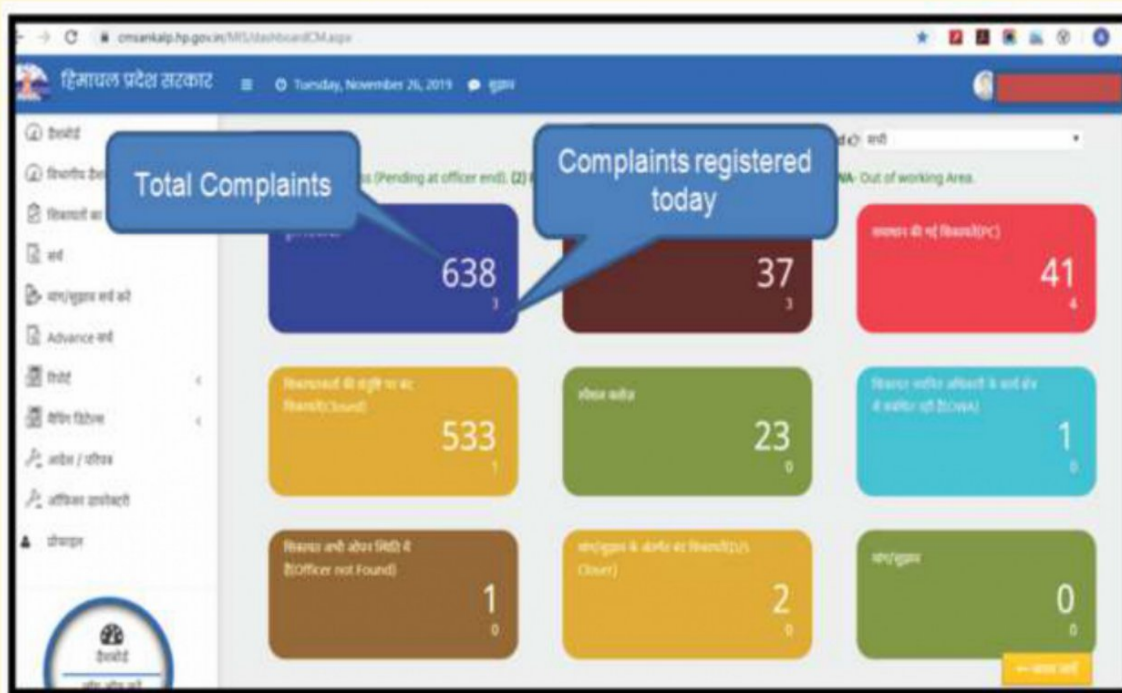
**Dashboard Tiles:**

- 4 कुल ऑनलाइन रिपोर्ट (WSP)
- 1 सीएम आवेदन के लिए अप्रतिबद्ध रिपोर्ट
- 0 ऑनलाइन आवेदन के लिए अप्रतिबद्ध रिपोर्ट
- 1 अप्रतिबद्ध रिपोर्ट (PC)
- 3 रिपोर्टों के लिए अप्रतिबद्ध रिपोर्ट (OWA)
- 10 सीएम आवेदन
- 1 आज तक सीएम से संपन्न होने वाली रिपोर्ट
- 2 सीएम के लिए अप्रतिबद्ध रिपोर्ट के लिए अप्रतिबद्ध रिपोर्ट
- 0 रिपोर्टों के लिए अप्रतिबद्ध रिपोर्ट के लिए अप्रतिबद्ध रिपोर्ट
- 10 कुल सीएम पर ऑनलाइन रिपोर्ट
- 0 रिपोर्टों के लिए अप्रतिबद्ध रिपोर्ट के लिए अप्रतिबद्ध रिपोर्ट

The screenshot of विभागीय डैशबोर्ड of L4,L3, DCs & Nodal Officer is as under:



Each tile has two numbers. The numbers depict, total count and today's count of respective category. E.g. in the below screenshot, 638 (Upper figure) is the total number of complaints and 3 (lower figure) is the number of complaints registered today (date in which the dashboard is being viewed):





## 10.10. Sending Instruction/ Direction to Subordinate Officers

The Officers at L2 level and above have the facility of sending instruction/ direction to subordinate Officers in the escalation matrix.

**Step 1:** Click on “कुल लंबित शिकायतें” as shown below:



**Step 2 :** Click on icon under the column “देखें” as shown below:

शिकायत जिस पर कार्यवाही जारी है |

● शिकायत का प्रारूप वार ● जिले वार

कुल शिकायतें → 4 →

क्रमांक	शिकायत का प्रारूप	शिकायत की संख्या	देखें
1	Matter related to Aadhaar/ DBT	2	
2	LMK/ CSC: Complaint against VLE/ Operators	1	
3	LMK/ CSC: VLE grievances against Service Centre Agencies	1	

**Step 3 :** Click on icon under the column “कार्यवाही दर्ज करें” :

शिकायत क्र.	दिनांक	सेप दिनांक	संबंधित दिवस	नाम	क्षेत्र / जिला	फोन नं.	विभाग	शिकायत का प्रारम्भ	सेवक	कार्यवाही दर्ज करें	Share
112126	26-11-2019	17-12-2019	30	RAJEEV	बलौक - शिमला (राष्ट्रीय जिला - शिमला)	9816099979	सूचना प्रौद्योगिकी विभाग	Matter related to Aadhaar/ DBT	L3		

Showing 1 to 1 of 1 entries

Previous 1 Next

**Step 5 :** “Click on “Message” tab on the resolution page as shown below:

शिकायत पर की गयी कार्यवाही

Default English, for typing in Hindi, Click Here -> हिन्दी

कार्यवाही

संक्षेपित : Choose File No file chosen

संकेतन दर्ज करें

कार्य प्रगति पर है

कार्यक्षेत्र से बाहर है

स्पेशल क्लोज का कारण चुनें

प्रकार चुनें

स्पेशल क्लोजर

योग/सुझाव क्लोजर

शिकायत का विवरण

Message open WIP PC Close Special Close Merge

शिकायत क्रमांक 112126 दिनांक - 26/11/2019

**Step 6 :** Select the Officer Level e.g. ‘Get L1’ or ‘Get L2’ etc. The details of Officer will populate automatically. Write the instruction in the message box and click on “Send Notification and Message”:



Thursday, December 26, 2019 सुझाव

शिकायत के संदर्भ में मैसेज भेजें

Get L1 Get L2

Message:

मोबाइल नंबर :

9418497722

नाम :

Sh. Anil Semwal

पद :

Joint Director (IT)

Close Send Notification and message

The concerned Officer will receive an SMS having complaint number and message that you have received instruction from Senior Officer. The concerned Officer can view the instruction on the summary of the related complaint under the tab “उच्च लेवल पर लंबित शिकायतें” on their dashboard.

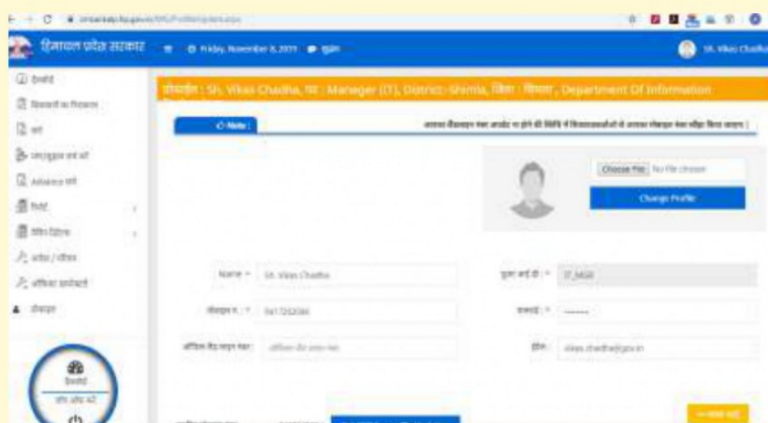
## 11. Guidelines on Transfer/ Posting/ Retirement

The redressal of citizen's complaints in a time-bound manner with citizen's satisfaction is essential for the success of the CM Helpline project. The User ID provided for CM Seva Sankalp portal are Office based IDs. All the Government employees handling CM Helpline complaints handover the usernames and passwords on transfer to the concerned office from where he/ she is getting transferred/ retired. The concerned office will ensure that the same is handed over to the new incumbent so that he/ she is in a position to login to the CM Helpline Portal to resolve the complaints. Further, the concerned office will update the contact details (name, mobile number etc.) in CM Helpline Portal, so that complaints and SMS alerts are forwarded to the right person. It will also be the responsibility of the designated Nodal officer of the Department for CM helpline to ensure that the contact detail is updated immediately.

**Step 1 :** To update the profile, click on “प्रोफाइल” button on left side of pane :



**Step 2 :** Update the required information as shown below. For detailed procedure, refer Section 7.3





## 12. Nodal Officer's Contact Details

The Contact details of Nodal Officers designated for MM Seva Sankalp Helpline can be accessed on the home page of MM Seva Sankalp portal by clicking on Three horizontal lines as shown below :

हिमाचल प्रदेश सरकार

अधिकारी लॉगिन

मुख्यमंत्री सेवा संकल्प - 1100

शिकायत की स्थिति

- पंजीकृत मोबाइल नम्बर के माध्यम से शिकायत की स्थिति जानने की सुविधा
- पंजीकृत मोबाइल नम्बर से दर्ज शिकायतों की संख्या जात करने की सुविधा
- शिकायत पर की गयी कार्यवाही का विवरण देखने की सुविधा
- निस्तारण के उपरान्त निस्तारण रिपोर्ट देखने की सुविधा

शिकायत दर्ज करें

शिकायत / सुझाव की स्थिति

प्रतिक्रिया दर्ज करें

हिमाचली NDR - शिकायत दर्ज करें

10337723

CPGRAMS

अधिकारी लॉगिन

Click on “नोडल ऑफिसर्स” :

हिमाचल प्रदेश सरकार

अधिकारी लॉगिन

मुख्यमंत्री सेवा संकल्प - 1100

शिकायत दर्ज करें

- किसी भी समय शिकायत दर्ज कराने की सुविधा
- शिकायतकर्ता को मोबाइल और 1100 के माध्यम से शिकायत दर्ज कराने की सुविधा
- शासन के प्रत्येक स्तर पर ऑनलाइन शिकायत दर्ज कराने की सुविधा
- प्रत्येक स्तर पर SMS/Email के माध्यम से सूचना का आदान प्रदान
- नागरिकों एवं शासन के बीच आसान एवं पारदर्शी तरीके से संवाद

शिकायत / सुझाव की स्थिति

प्रतिक्रिया दर्ज करें

हिमाचली NDR - शिकायत दर्ज करें

10337723

CPGRAMS

अधिकारी लॉगिन

नोडल ऑफिसर्स



The details of Nodal Officers:

Sr. No	Department	Officer Name	Designation	Land Line no.
1	Agriculture Department	Sh . Rajesh Kaushik	Joint Director Of Agriculture	0177-2830620
2	Agriculture Marketing Board	Sh. Anil Chauhan	Senior Marketing Officer	0177-2621252
3	Animal Husbandry Department	Dr. Rajeev Mehta	Nodal Officer (IT & Legal)	0177-2830167
4	Ayurveda Department	Sh. Tashi Sandup	Joint Director	0177-2622262
5	Baddi Barotiwala Nalagarh Development Authority	Sh. Keval Krishan	Joint Controller	0179-5271121
6	Civil Supply Corporation	Sh J P Sharma	System Analyst	0177-2621583
7	Co-Operative Department	Sh. Ramesh Malta	Additional Registrar (Monitoring)	0177-2620970
8	Dental Health Services	Dr. Jharna Chauhan	Joint Director	0177-2621594
9	Department Of Information Technology	Sh. Anil Semwal	Joint Director	0177-2628914
10	Dr. Y.S Parmar University of Horticulture and Forestry	Sh. Sandeep Negi	Registrar	0179-2252219
11	Economics and Statistics Department	Dr. Vinod Kumar	Economic Advisor	0177-2626302
12	Electrical Inspectorate	Er. Brij Lal Thakur	Chief Electrical Inspector	0177-2621020
13	Elementry Education	Dr. Bhuwan Sharma	Joint Director (Admin)	0177-2658044
14	Environmental Science & Technology	Sh. Baldev Raj Thakur	Computer Programer	0177-2656559
15	Exise and Taxation	Sh. Harish Chhate	Addl. Commissioner	0177-2621267
16	Finance Department	Sh.Akshay Sood	Secretary (Fin)	0177-2622080
17	Fire Services Department	Sh. Sanjeev Kumar	Divisional Officer	0177-2629945
18	Fisheries Department	Sh. Satpal Mehta	Director of Fisheries	0197-8224068
19	Food Civil Supplies and Consumer Affairs	Sh.Ravinder Singh Thakur	Joint Director	0177-2623749
20	Forest Department	Sh. Abhilash Damodar	CF (IT/MIS/GIS)	0177-2623541
21	Health and Family Welfare Department	Dr. Ambika Chauhan	Joint Director Health Service	0177-2620661
22	Health Safety & Regulation Department	Sh. Kapil Dhiman	Assistant Drug Controller	0177-2621383
23	Higher Education School	Dr. Harish Kumar	Jt.Director	0177-2656621
24	Himachal Institute of Public Administration (HIPA)	Sh. Sandeep Kumar	Assistant Professor(IT)	0177-2734700
25	Himachal Pradesh Agriculture University	Dr. Satish Paul	Director	0189-4230399
26	Himachal Pradesh Kaushal Vikas Nigam	Kapil Bhardwaj	Sector Specialist training/ training head	0177-2628081
27	Himachal Pradesh Milk Federation	Smt. Preeti	Senior Manager(Plants)	0177-2837280
28	Himachal Pradesh State Electricity Board (HPSEBL)	Er. Rumel Singh	Chief Engineer (P&M)	0177-2812500
29	Himachal Pradesh State Forest Development Corporation Limited	Sh S.K Bhatia	Assistant Engineer	0177-2622452
30	Himachal Pradesh Technical Education Board Dharamshala	Sh. Ravinder Sharma	Deputy Secretary (1)	0189-2222662
31	Himachal Pradesh Technical University	Prof. Kulbhushan Chandel	Dean	0197-222453
32	Himachal Pradesh University	Dr. Ashok Tiwari	Deputy Registrar	0197-2224153
33	Himachal Road Transport Corporation	Sh. Pawan Mahajan	Divisional Manager (IT)	0177-2812753
34	HIMFED	Smt. Indra Thakur	General Manager	0177-2650746
35	HIMUDA	Sh. N. K. Negi	Executive Engineer	0177-2623860
36	HimUrja	Sh. Naresh Sharma	OSD	0177-2621430
37	Home Guard Department	Naresh Kumar Sharma	commandant/staff officer	0177-2658531
38	Horticulture Department	Desh Raj Sharma	Joint Director	0177-2842390
39	HP Board of School Education	Rattan Lal	Assistant Secretary	0189-2242217
40	HP Ex-servicemen Department	Sh.Kamal Dev Kumar	HAS	1972-222472
41	HP General Industry Corporation	Sh. Pankaj Pandit	Deputy Manager	0177-2624438



Sr. No	Department	Officer Name	Designation	Land Line no.
42	HP Private Educational Institutions	Smt. Sushma Watts ,HAS	Secretary	0177-2673663
43	HPBOCW	Chetan Patil	AC	0177-2620210
44	HPPTCL	Er. Vijay Singh Thakur	General Manager	0177-2831784
45	HPSIDC	Sh. Krishan chand	Deputy Manager (Admn)	0177-2624751
46	Industries Department	Sh. Naresh Kumar	Joint Director	0177-2813414
47	Information & Public Relation Department	Mahesh Pathania	Joint Director	0177-2620068
48	Jal Shakti Vibhag	Er. Vijay Kumar Dhatwalia	Chief Engineer	0177-2831318
49	Khadi and Village Industries Board	Sh. Sanjeev Justa	Assistant Development Officer	0177-2653229
50	Labour and Employment Department	Sh. Rajesh Sharma	Deputy Labour Commissioner	0177-2624157
51	Land Record Department	Sh. Chandan Kapoor, HAS	HAS	0177-2623678
52	Language, Art and Cultural Department	Dr. SURESH JASWAL, HAS	Joint Director, Lac	0177-2628789
53	Medical Education Research& Training Department	Sh. Shyam Singh Rajta	Superintendent	0177-2624895
54	Municipal Corporation Dharamshala	Sh. Navdeep Singh`	Assistant Engineer	0189-2222115
55	Municipal Corporation Shimla	Sh. Neeraj Mohan	Assistant Secretary (Tax)	0177-2802771
56	Panchayti Raj Department	Smt Niraj Chandra	Joint Secretary	0177-2623820
57	Planning Department	Sh. Ravinder Kumar	Joint Director	0177-2620977
58	Police Department	Dr. Khushal Sharma	Superintendent of Police	0177-2628397
59	Pollution Control Board	Sh. Vikas Sharma	Sr. Database Analyst	0177-2673766
60	Printing and Stationery	Vijay Kumar Choudhary	Deputy Controller	0177-2830378
61	Public Works Department	Sanjeev Thakur	Executive Engineer (ICT)	0177-2629827
62	Rural Development Department	Sh. Yashvir	Addl. Director	0197-2231046
63	Sainik Welfare Department	SANJAY KUMAR, HAS	OSD	0197-2221854
64	SC,ST,OBC & Minority Affairs Department	Sh. Bhupender Singh	Research Officer (SCSP)	0177-2620033
65	SCERT	Dr. Hemant Kumar	Associate Prof.	0179-2228135
66	Settlement Department	Sh. Hem Raj Sharma	Naib Tehsildar	0189-2222443
67	Settlement Department Kangra	Sh. Rakesh Kumar	Naib Tehsildar	0197-2224153
68	Technical Education	Sh. Pawan Gaur	Technical Officer	0190-7267671
69	Tourism & Civil Aviation Department	Surjeet Kumar	Publicity Officer	0177-2625864
70	Town and Country Planning Department	Karam Chand Nanta	TCP (HQ)	0177-2621450
71	Transport Department	Tilok Chand	Seniormvi	0177-2803136
72	Tribal Development Department	Sh. Kailash Chauhan	Deputy Director	0177-2621997
73	Urban Development Department	Sh. Manmohan Sharma	Director	0177-2626518
74	Vigilance Department	Sh. Karthikeyan Gokula chandran, IPS	IPS	0177-2623048
75	Women and child development department	Smt. Ira Tanwar	District Programmer Officer HQ	0177-2622033
76	MC Mandi	Sh. Hari Singh Rana	Commissioner	
77	MC Palampur	Sh. Suresh Kumar	Clerk	
78	HP Pharmacy Council	Sh. Gopal Krishan sharma		0177-2621842
79	HPMC	Sh. Abhinay Sharma		0177-2623823
80	Youth Services & Sports	Sh. Sanjay Sharma		0177-2622032

### 13. Important Contact Details

In case of any technical assistance/ queries/ suggestions, please contact following:  
MM Seva Sankalp Officer Helpdesk.: 0177-352-5100  
MM Seva Sankalp E-mail Id: cmhelpline.hp@gov.in



अब आपकी एक फोन कॉल पर होगा  
समस्या का समाधान

# 1100

(टोल फ्री नंबर)

हिमाचल सरकार ने प्रदेशवासियों की समस्या के  
तुरंत समाधान के लिए शुरु की है

## "मुख्यमंत्री सेवा संकल्प" हेल्पलाइन

इस सेवा का लाभ अवश्य उठाएं

मुख्यमंत्री कार्यालय तथा सूचना एवं  
प्रौद्योगिकी विभाग की संयुक्त पहल



Department of Information Technology, Himachal Pradesh  
I.T. Bhawan, Mehli, Shimla-171013.

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