

**Government of Himachal Pradesh
Department of Information Technology**

No. IT-A001/4/2021-IT-BRANCH-H.P. Sectt. Dated Shimla-171013, the

29th May, 2023

NOTIFICATION

Whereas, the State Government has setup Mukhya Mantri Seva Sankalp Helpline (MMSS Helpline) @ 1100 which is a centralized grievance redressal platform in the State, where any citizen can register his/ her complaint and can also seek information about various Government schemes. For timely redressal of public grievances, Turn Around Time (TAT) has been defined for all complaints attributes at every level.

And whereas, it has been felt necessary to designate senior officers in the concerned Secretariat Branches, Departments and Field offices for effective monitoring and to ensure timely redressal of the public complaints.

Now, therefore, State Government hereby appoints following officers as Nodal Officers for effective monitoring and timely redressal of complaints received on the Mukhya Mantri Seva Sankalp (MMSS) Helpline:

Sr. No.	Unit	Nodal Officer
1.	Secretariat Level	Officer Second-in-Command after Administrative Secretary.
2.	Departments/ Boards/ Corporations	Officer Second-in-Command after HoD in the concerned Department/ Board/ Corporation.
3.	Field Officers	Officer Second-in-Command to the Head of Office, including in offices of Deputy Commissioner & Superintendent of Police.

1. Nodal officer shall regularly monitor complaints pertaining to his/ her department/ district on the Mukhya Mantri Seva Sankalp Helpline. The nodal username and password may be obtained from Department of IT, H.P.
2. The Nodal Officer shall ensure the timely redressal of complaints received in his/ respective department/ district through MMSS Helpline.
3. The Nodal Officer shall monitor the list of defaulter officer (who has not taken any action in the stipulated time on the complaints received to them on Mukhya Mantri Seva Sankalp Helpline) and take further necessary action. The report as 'Defaulter Report' is available on Mukhya Mantri Seva Sankalp Helpline.

By Order

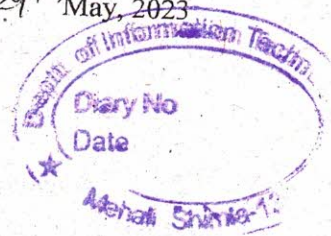
Secretary (IT) to the
Government of Himachal Pradesh
P.T.O

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Endst no. No. IT-A001/4/2021-IT-BRANCH-H.P. Sectt. Dated Shimla-171013, the 29th May, 2023

Copy forwarded to following for information and necessary action: -

1. All the Administrative Secretaries to the Government of Himachal Pradesh.
2. ~~All~~ Head of Departments of Himachal Pradesh.
3. ✓ The Director, Department of Information Technology, HP - Shimla -171013
4. All Managing Directors of Boards/ Corporations in Himachal Pradesh.
5. All Division Commissioners/ Deputy Commissioners in H.P.
6. Guard File



1/06/23
Dir. (IT)

Joint Secretary (IT) to the
Government of Himachal Pradesh