

Regd.

DIT-B015/16/2018-6689 - 218
Department of Information Technology
Government of Himachal Pradesh

From

PIO-cum-Joint Director (IT),
Department of Information Technology,
Government of Himachal Pradesh.

To

Sh. Prakash Bhardwaj,
State Bureau Head, Danik Jagran,
Madhuban Bhawan, Dazy Bank,
Lower Jakhu, Shimla-01

Dated: Shimla-13, the


24th July, 2023

Subject: Regarding information under RTI Act, 2005.

Sir,

Please refer to your RTI application dated 10th July, 2023 on the subject captioned above.

In this context, the information requested by you consists of 1 page which is enclosed for further necessary action at your end. If you are not satisfied, you have a right to prefer an appeal to Sh. Chandan Kapoor, Joint Director (Admin), Department of Information Technology, Himachal Pradesh, Shimla (Tel. No. 0177-2622502) within a period of 30 days.


(Anil Semwal)
PIO-cum-Joint Director (IT)
Department of Information Technology,
Himachal Pradesh

Sr.No.	Question	Answer
1.	Name of agency handling 1100.	M/s WE WIN Ltd. has been selected as the Call Centre Agency (CCA) for the Mukhya Mantri Seva Sankalp Helpline 1100 through an open tender process.
2.	Total number of employees working in CM helpline 1100.	Currently, there are 120 employees working in the Mukhya Mantri Seva Sankalp Helpline 1100.
3.	How many employees relieved from services from 01-01-2023 to 10-03-2023 along with name and address.	<p>As per the details provided by the Call Centre agency, following 6 employees of Call Centre Agency were relieved from their services between 01-01-2023 to 10-03-2023:</p> <ol style="list-style-type: none"> 1. Divya Saagar 2. Sunita 3. Monika 4. Vineet Sharma 5. Varsha Khan 6. Manish Kumar <p>Address details, being a personal information cannot be shared.</p>
4.	Total monthly expenditure on CM Helpline 1100.	The monthly expenditure on Mukhya Mantri Seva Sankalp Helpline including Call Centre Agency charges, PRI Lines and electricity bill is approximately Rs. 24.3 lakhs.

True copy of the documents/
records supplied under RTI Act, 2005
Signature.....
Date..... 22.07.2023
Name of PIO... Anil Kumar
Name of the Public Authority... DIT.....