

Workshop-cum-Training program on CM Helpline (DIC Ashoknagar, 3rd August 2014)

NIC District Centre conducted one day workshop-cum-training program on **CM Helpline** portal for level 1 and level 2 officers of all the departments of the district on 3rd August 2014. The event was organized at Zila Panchayat meeting hall. The training programme received overwhelming response from all the participants. More than 150 employees from various district level departments i.e. Revenue, Police, Education, Health, Agriculture, Electricity, Zila Panchayat and all blocks & tehsils employees attended the training program.

Shri S.K. Jain, DIO, NIC, Ashoknagar explained that how citizens can call & seek information or register any complaint that they are facing, related public services rendered by the state government. Further, how state level call centre can handle incoming/outgoing telephone calls from/to the citizens and concerned officials at various levels responsible to deliver solutions for various services. During the training gave detailed presentation on Process of Registering a complaint by citizen, Process of Disposal of a case by officer, various states of a complaint and monitoring system of complaint cases etc.

In the concluding session, participants and officials appreciated the efforts made by NIC district centre team.

Some photographs covering the event –

