

The Help line call centre
Interactive Voice Response System (I.V.R.S)
At
Jilladhikari Karyalay Nagpur

The Help line call center (I.V.R.S.) has been installed in Nagpur Collector Office with three (3) hunting telephone lines and '1917' as the access number of the Help-line .

The deployment of this service with its unique features is probably one of its kind in the various state Revenue departments of India, and the First in Vidarbha region .

This will facilitate not only in creating true INTERFACE between the Administration and Public at large. but, also will increase the transparency and flow of information's pertaining to the various schemes and other activities of the Revenue department, which in turn will help in expediting the cases, their speedy disposals, and at the same time effective redressal of Public Grievances.

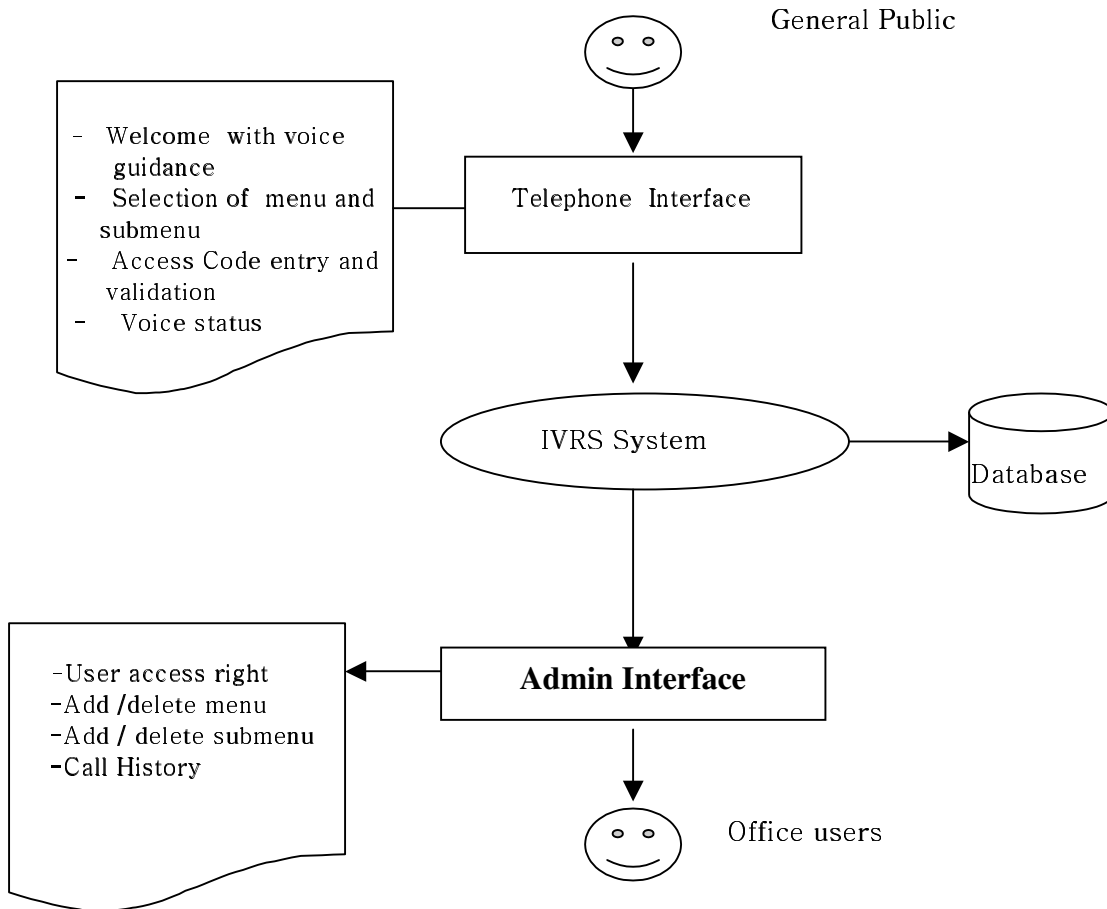
Now, by making use of this facility the Public will be able to get the information regarding all the government programmes / schemes related to revenue department and also the status of their applications, cases etc will be made known on this help-line within no time. The said help line will be updated online and automatically.

The I.V.R.S will have both

- **Machine recorded information** on all the activities and services being carried out at the SETU Kendra i.e. information with regard to all the affidavits, income, caste, domicile, nationality, age, solvency, arm license, mining royalty, conversion of land from class II to class I, Sanjay Gandhi Niradhar Yojana etc And also about departments like Home, Revenue, Nazul etc.
- **Manual operator help desk.**

This service will be available initially in working hours i.e. between 10.00 AM to 5.45 PM and there is a plan for making it available 24 Hours in future.

Architecture of System



System Architecture

How System will work?

System will have two interfaces one is telephony interface for general public and one is user interface for office users to check the information

1. Telephony interface:

We will be having three functionalities :

- a. Submission procedure
- b. Paper required information
- c. Contact information of person related to particular procedure of paper work.
- d. Status enquiry

General public will call on particular on provided by corporation and they will follow the instruction given by IVRS system to achieve the final required information.

1. Welcome Message with menu
 - a. Guidance for sub menu
 - i. Enter access code
 1. Listen status
 - ii. End

OR

1. Main menu [status / complain]
 - b. Enter access code [different for different case]
 - i. Listen status
 - ii. End

2. Admin user interface

Office users will access the required information of callers by admin interface.

1. Login access
2. Add / delete menu
3. Add / delete sub menu
4. Report – call history.

These novel ideas and initiatives have seen the light of the day due to the sincere and committed efforts and able guidance of the District Collector Dr. Sanjay Mukherjee and his team of Deputy Collectors and office staff, without whose contribution and guidance this would not have been the reality which happens to be today.