

Madhya Pradesh CM HELPLINE

A Key Initiative towards Responsiv Public Service Delivery

22 Dec, 2017

REGIONAL CONFERENCE ON
Good Governance and Replication of Best Practices,
Guwahati, Assam

Introduction and Vision

CM Helpline – A Brief Introduction

- ❑ CM Helpline is a centralized grievance system under State Agency of Public Services (SAPS), started from 31st July 2014.
- ❑ Single point of toll-free Contact **“181”**
- ❑ On boarded **52+ Department** with **800+ attributes**
- ❑ **13000 + Officers** Mapped and Managed Centrally
- ❑ **460** Call Center Executives working in two Shifts .
- ❑ A key initiative of **Paperless Government**
- ❑ Citizen **Ease of access** to Government
- ❑ **Transparent** and **Accountable Governance.**

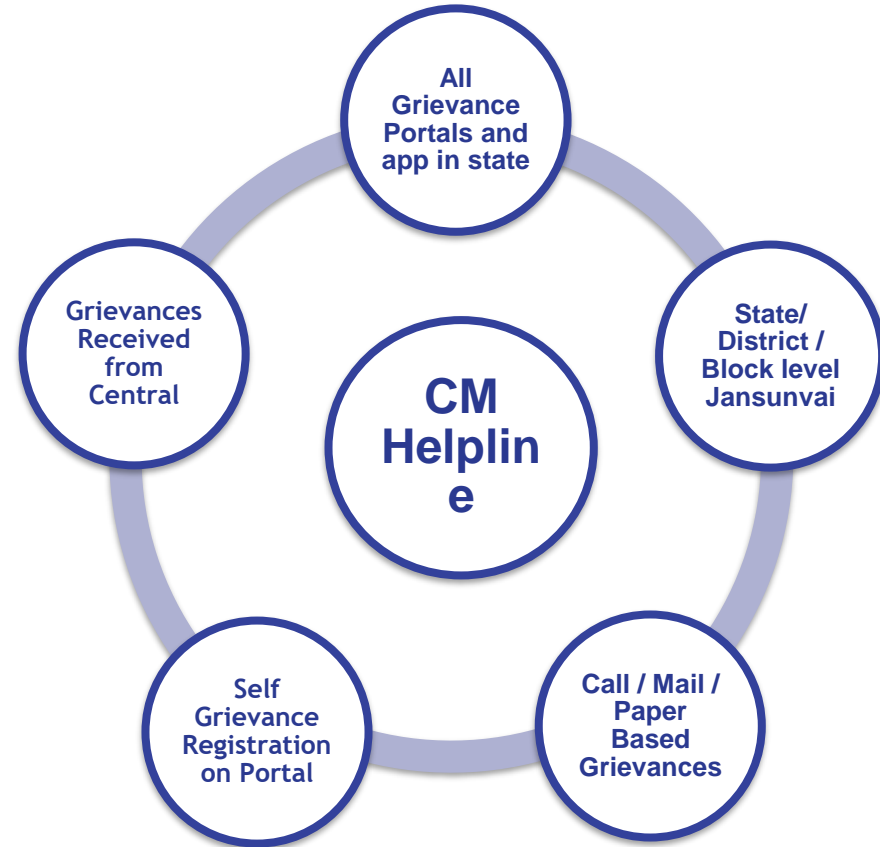


- ❑ Single point of contact for citizen of Madhya Pradesh seeking for any -
 - **Grievance**
 - **Information**
 - **Demand**
 - **Suggestions**
- ❑ Identifications of demographic **Issues** and **Improvement** area.
- ❑ **Enhancement** in the **Productivity** of Government officials.
- ❑ **Centralize Monitoring** and Helping in **Policy level Decisions**
- ❑ **Effective Service Delivery** and measurable parameters.

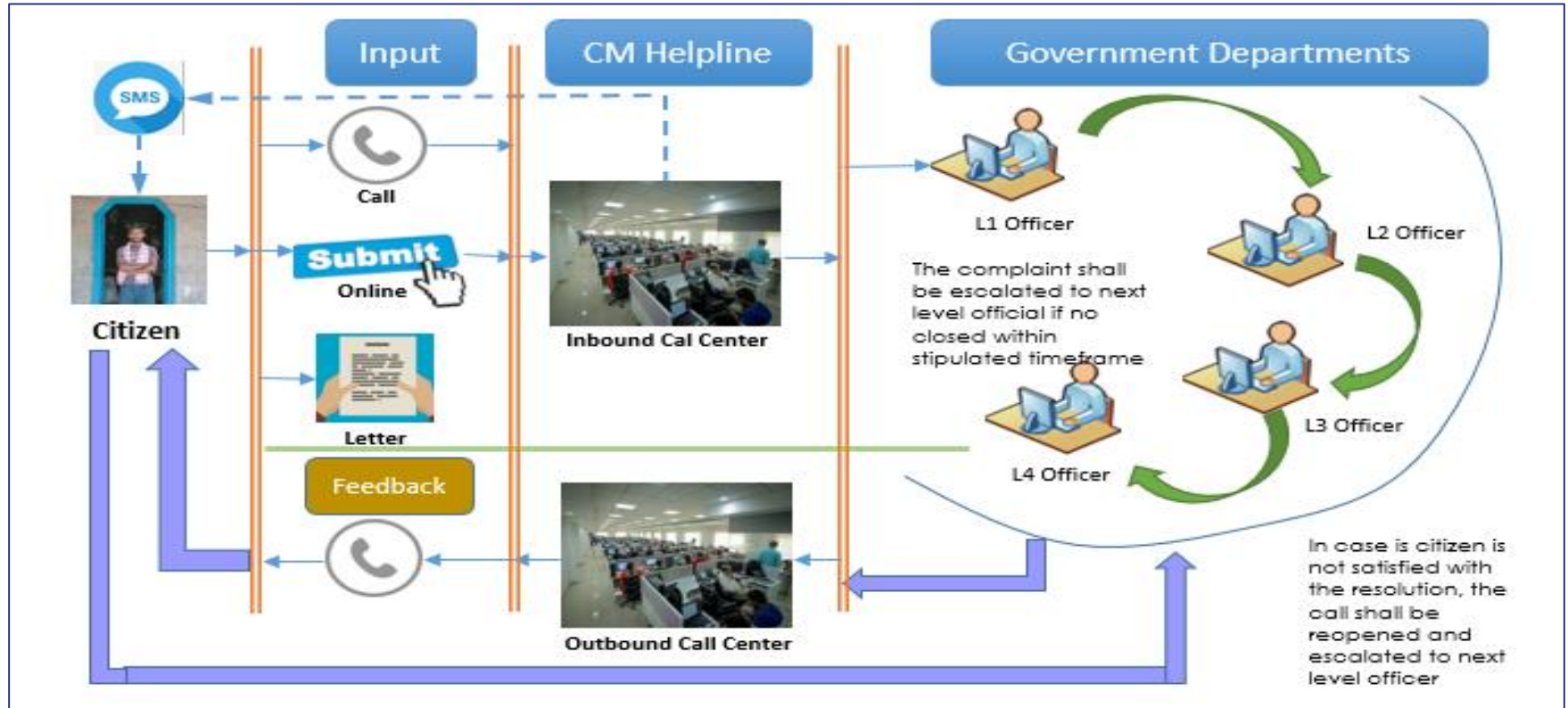


Single sign on Grievance Platform In the State

- ❑ **One call** Grievance registration and tracking system.
- ❑ **Multiple channels** to register and track the grievance Calls/ Email / Paper Based/ Visiting the Offices.
- ❑ Grievances received on any **State/ District / Block level offices.**
- ❑ **Self grievance registration** availability on CM Helpline portal for citizens.



Easy Grievance Redressal Mechanism



Our Strength and Achievements

47 Lakh + Grievances Resolved with

58%

Satisfaction

63

Lakh+

**Beneficiaries
Served in Past
three Years**

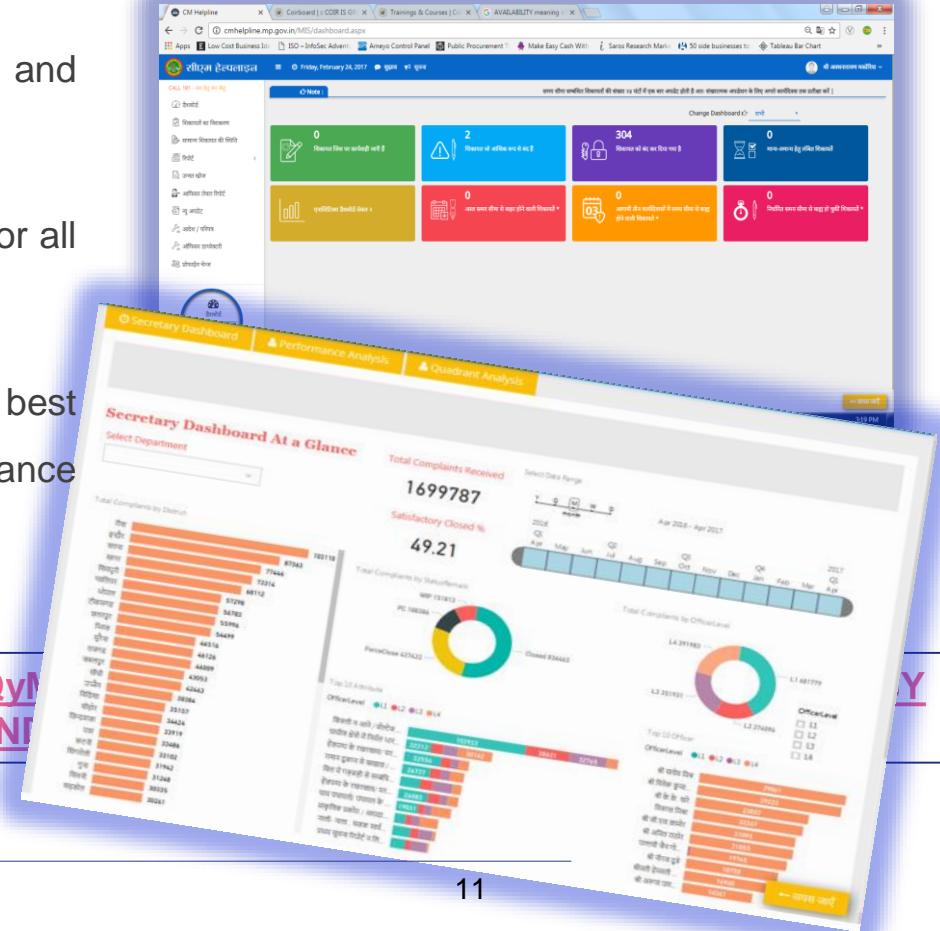
- ❑ Acknowledgement on Complaint Movements and complaint closure on **citizen Consent**.
- ❑ Random Complaints review and action mechanism by Hon. **Chief Minister** in **Samadhan Online**.
- ❑ Calling to **5 citizens every day** for their Complaints status and feedback by Hon. Chief Minister.



CM Helpline – Officers Centric Initiatives

- ❑ **Recognition and Rewards** from Hon. CM and Department for performing Officers.
- ❑ **Single Sign on** for all source of grievances for all level of officers.
- ❑ **Customized dashboard** in line with the best Industry Practices for effective Grievance Management and tracking System.

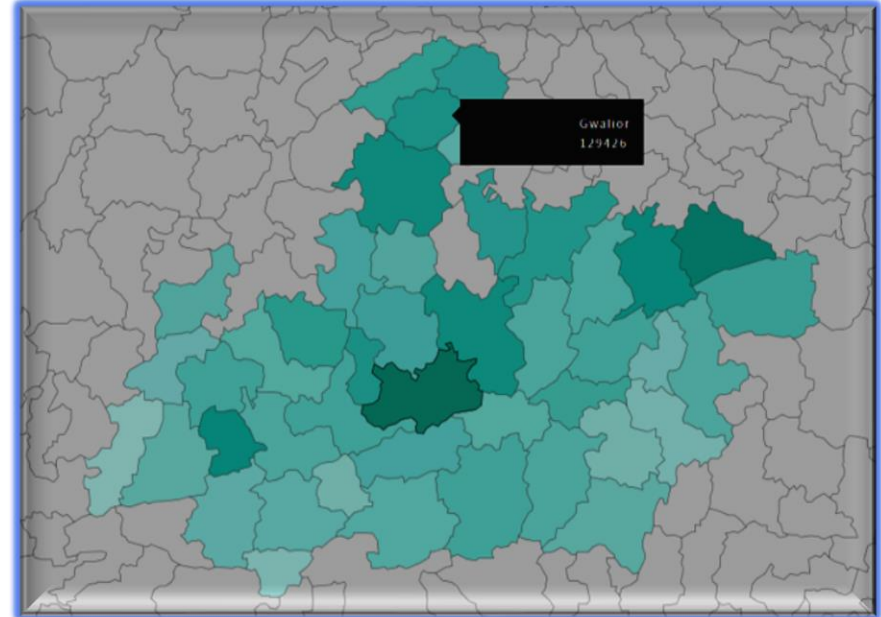
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Key Benefits

- ❑ Database of More than **63 Lakh** citizens contacted in CM Helpline for any issues, Information, demand and suggestions.
- ❑ The database can be helpful for citizen **feedback and satisfaction** towards the existing Services and Processes.
- ❑ Database can be used for **identification of beneficiaries geographical**, departmental and attribute wise issues.
- ❑ Helpful in Identifying the **reoccurring issues** in the state.

✓ Heat Map Analysis



*(Dark to light color is the volume of highest to lowest Complaints)

- ❑ Analytics till the **gram Panchayat** and **ward levels** on the basis of current and previous issues trend.
- ❑ **Example** – Identification of key issues geographically till last mile like **drinking Water** in summers.

SN.	District	Block	Gram Panchayat	Attribute	Total Complaints
1	Rewa	Gangev	Belwa	Hanpamp Related Issues (Public Health Engineering Department)	18
2	Sagar	Sagar	Makroniya	Water Supply / Narmada Water Supply/ Pipe Line Related Issues (Municipal Corporation)	15
3	Sahdol	Budhar	Bakhi	Drinking Water Supply Issues (Panchayat and Rural Development)	12

- ❑ Due to availability of huge database of grievance CM Helpline has played a significant role in Business Process Reengineering for key Issues In the state.

Root Cause Analysis of Key Issues in the State for Proactive actions and Business Process Reengineering to fix the cause of issues permanently.

Recently some RCA's and BPR is done for hot issues in the state like –

- ❑ Mark sheet Correction Issues in State Board
- ❑ Crop Insurance Related Issues
- ❑ Natural Disaster related Issues

and many more

CM Helpline – Helping Hand in Emergency Cases

- ❑ CM Helpline is a very known and trust worthy Service of Madhya Pradesh Government.
- ❑ CM helpline have the huge number of call handling capacity with trained manpower.
- ❑ Emergency number can be diverted to CM Helpline in case of flood, Train accidents, landslides, Violence or any other emergency cases.
- ❑ **Example –**
 - ✓ Handled and addressed large number of calls during the **demonetization**, like old currency related issues faced in nursing homes at various locations in MP.
 - ✓ Handled **flood related** issues in recent case of **Rewa**. Information gathered and routed to concern department for Some of the rescue operations as well.

Thank You

