



“Feedback Callcentre on Public Grievances” Guidelines Booklet

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Project Brief

1. 93,000 COVID-19 related public grievances have been disposed for the period 30.03.2020 to 30.05.2020.
2. DARPG shall provide data dump of all the above cases to BSNL.
3. BSNL shall arrange feedback on citizen satisfaction by calling the individual complainant.
4. BSNL shall arrange feedback in vernacular languages also based on language input in data dump provided by DARPG.
5. DARPG shall provide questionnaire to BSNL.
6. BSNL will arrange necessary training to their Call Centre agents to perform the task.
7. The above task shall be completed within one month of commencement of the feedback Centre by BSNL.

Our Call Center Locations



Location	Seat Count	Agent Count
Noida	Data Centre	
Bhubaneswar	110	125
Guwahati	40	40
Jamshedpur	80	100
Vadodara	60	116
Ahmedabad	150	215
Lucknow	175	290
Ajmer	122	148
Guntur	70	105
Coimbatore	110	102
Guntakal	40	65
Total	957	1406



Languages supported across

Hindi
English
Gujarati
Marathi
Punjabi
Kannada
Konkani
Malayalam
Tamil
Telugu
Oriya
Bengali
Assamese
Rajasthani

- Marked Centres CONNECTED by BSNL MPLS.
- 128000 grievances received ,almost 1 lac grievances redressed.
- 58.6% Female callers
- 41.4% Male callers.
- 1400 +callers in 12 Indian languages, Including dialects



Welcome to the new selfcare portal. If you are an existing selfcare portal user, Please re-register with your email id in the new portal. Please refer Help f

Facilities for Unregistered Users

Wireline Wireless

- New Services(Self Onboarding) *New*
- New Services(By Agent)
- Wings Service Booking *New*
- Track New Service Request
- Go Green(opt for E-Bill Only) *New*
- Pay your bill(s)
- Loyalty Rewards Scheme/FAQ
- Register Complaint
- Track Complaint
- Change Broadband Password
- Leased Circuit Cost Estimation

Welcome To BSNL

Username: *

Password: *

LTYVGH

Captcha: *

☒ Login with Password ☐ Login with OTP ☐ Reset Password

Login

Sign Up

Sign in with Facebook

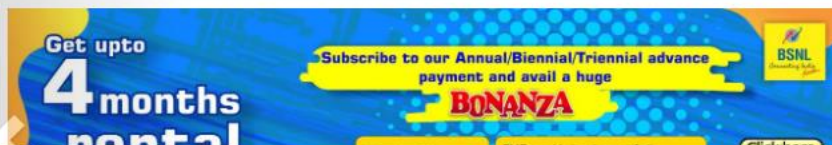
Sign in with Google

Facilities for Registered Users

Wireline Wireless

- View/Pay Bills/Sign up for E-bill
- Check Landline/Broadband Usage
- View/Redeem Loyalty Points
- Track Order/Complaints
- Change Broadband Password
- Update Customer Profile
- Schedule Conference

Annual Plan Offer



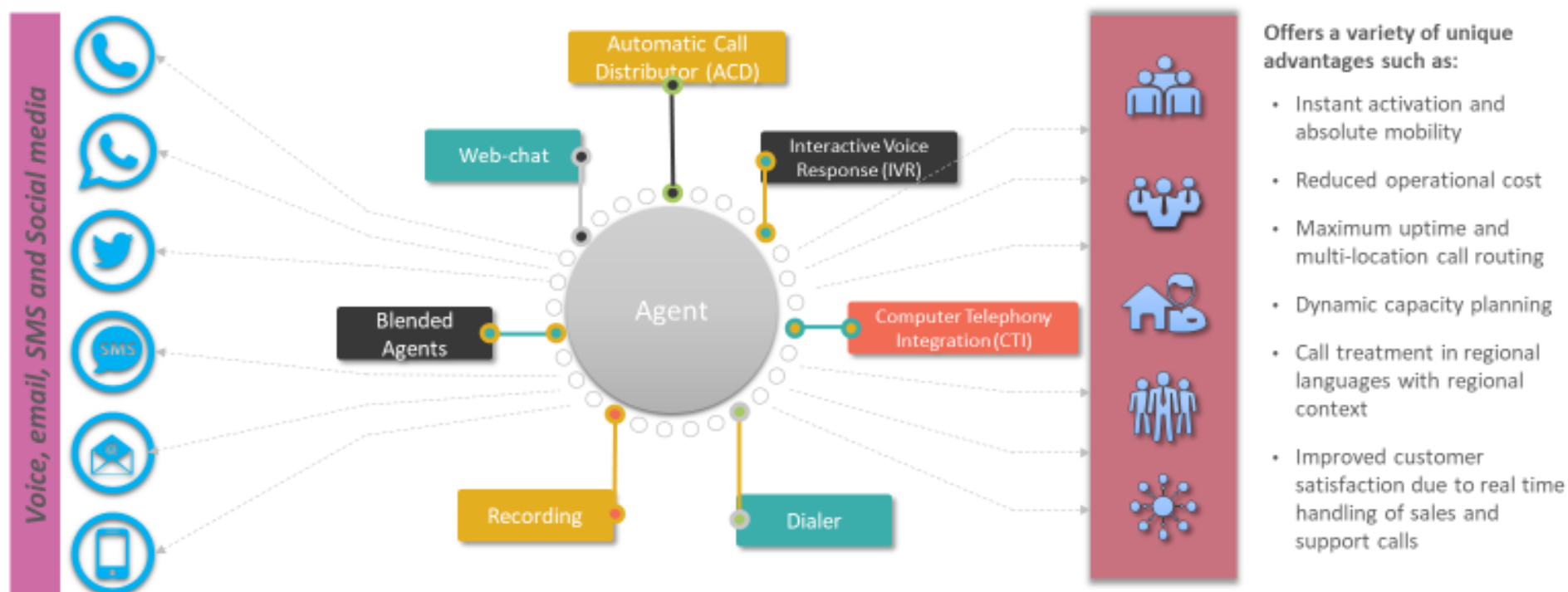
5 pe 6 Offer



Technology – Multichannel ACD Solution



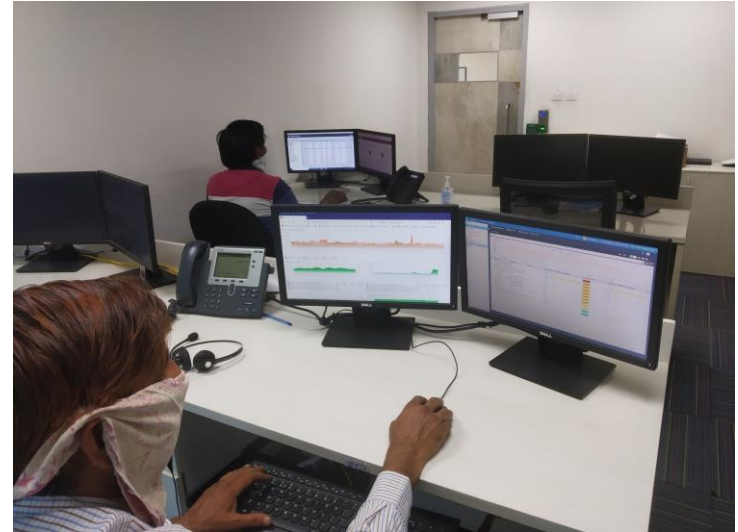
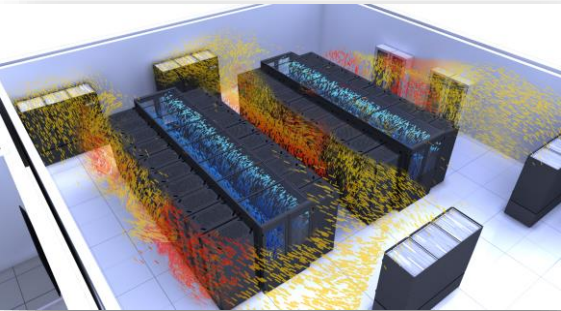
On-premise based Multi-channel Communications Solution





Work Stations and Training Rooms





Uniform temperatures across racks

Processes in place , to amplify “Caller” efficacy.

Interview & Selection Process



Our Training Academy – Overview & Approach

Advisors are expected to feature our values over call/chat & email with professionalism, as we believe that the quality of our work depends on the quality of our people.



Quality Involvement

- Regular Audits
- BQ Management
- Refresher audits
- Hygiene Audits
- Quick Audits

Training Course Format

- Class Room Training
- Business Communication skills
- Soft Skills
- On Job Training
- Refreshers Training
- Solution on Result Orientation

Program Overview & Objective

- To train candidates - essential employable Skills, Personal effectiveness
- To provide an opportunity to candidates to be employed
- Groom and enable candidates to fit into the Corporate Culture

Target Audience

- All employable candidates who would like to be employed
- Selection into the Program basis written and verbal skill Evaluation

QUESTIONS TO BE ASKED BY THE AGENT TO THE CITIZEN

FIRST SET OF QUESTIONS

1. Your grievance has been resolved -Y/N
2. If No whether problem still persist and complaint is planning to lodge the grievances again- Y/N
3. If resolved the time taken in resolving the grievance after lodging the grievance in portal :
4. Are you satisfied with the resolution -Y/N
5. If No -reason for dis-satisfaction - Descriptive
6. Have you taken up your grievance with authorities before filing in PG portal-Y/N

SECOND SET OF QUESTIONS TO BE ASKED

1. From where you come to know about
 - i.New papers
 - ii.Social Media
 - iii.Websites
 - iv. From other people

THIRD SET OF QUESTIONS

1. Whether you have filed for yourself or on behalf of someone else
2. If grievance filed on behalf of someone else - Reason for the same

FOURTH SET OF QUESTIONS

(Only for the grievances filed on CPGRAMS Portal)

1. How easy it was to file an application on CPGRAM portal.
Time taken, . Navigation , . Help menu
2. Whether subject of his grievance was available in in drop down menu-Y/N
3. Whether he faced any difficulty in selecting right grievance redressal authority in Portal: Y/N

Success Story – 1

Registration No. - PMOPG/E/2020/0255821
Reported As Covid19 Case On Date - 05-04-2020
Closing Date - 12-04-2020

Ministry/State Government Disposing the Grievance – Haryana

Name and Address of Citizen –

Raj Kumar Manglick
9839033199
2A/56, AZAD NAGAR,
KANPUR-208002
Uttar Pradesh

Grievance - Sir, My two daughters Tanvi Manglick -Mobile 9871856636, Aadhar 60408237 6638 and Pranvi Manglick -Mobile 7880534888, Aadhar 4927 9738 1904 had been stuck at Gurgaon. Kindly allow them to travel by road from Gurgaon to their hometown Kanpur. Tanvi can drive and have car. She has a valid driving licence. Please issue E Road Permit (Vehicle no. HR 26ED 4864) so that they can reach their hometown Kanpur. Thanking you and regards, Rajkumar Manglick Aadhar 2989 8622 3281 Father of Tanvi Manglick and Pranvi Manglick Azad Nagar, Kanpur Mobile 9839033199 Whatsup: 91 9839033199

Appreciation by Citizen –

Received reply promptly even in such an unprecedented hard and unordinary time. Also received call from Haryana Govt today. As per advice of all concerned we asked both daughters to remain at Gurgaon for time being and should follow Lockdown rules. In case any problem they will contact local authority. Thanks a Lot. Regards, Rajkumar Manglick Chartered Accountant

Success Story – 2

Registration No. - PMOPG/E/2020/0349364
Reported As Covid19 Case On Date - 23-04-2020
Closing Date - 24-04-2020

Ministry/State Government Disposing the Grievance – PMO

State from which person has filed Grievance - Gujarat

Name and Address of Citizen –

Gordhanbhai Jethabhai Patel
9974704029
AMBICA BHUVAN,
VADODARA-391740
Gujarat

Grievance - Dear PM sir please activate Post finance service. In our Baroda city I Invested my money in post MIS scheme. It was matured on 16th April 2020. I ask for money but post staff said service not activate because of Lock down in india. Pls help on it because at this time I require money but Post staff said it will start after 3rd May 2020. I need money. Lots of people like me they have investment in Post scheme but India Post not given money then after matured because of Lock down.

Appreciation by Citizen – Thanks for help. It was very excellent experience with PM complaint service. Very fast resolution. Thanks a lot. In Chhani branch post office Manager is so helpful. Appreciate with help for post manager and Complaint resolution team PMO. Once again thanks for help. Jai hind

Success Story -3

Registration No. - DEABD/E/2020/16613
Reported As Covid19 Case On Date - 15-04-2020
Closing Date - 21-04-2020

Ministry/State Government Disposing the Grievance – Financial Services (Banking Division)

Name and Address of Citizen –

Renuka V Parasappagol
renuvp27@gmail.com; 6363323977
Shastri nagar in front of galaxy school,
-586102
Karnataka

Grievance - Financial Services (Banking Division) >> Deficiency in Customer Service Related >> Delay in Service Bank : Canara Bank Branch / Name of Bank and Branch : Merta city branch code 3378 Canara bank-----Respected officer, Letter attached in the form of PDF, the same letter was sent to Canara bank merta branch, but till date amount is not refunded and no communication received, its more than 1 month after sending the letter. Please take action expeditiously, now due to corona i dont have income and iam facing financial problems, hence kindly request you to refund the amount to my account at earliest. Jai hind

Appreciation by Citizen –

Thank you , the amount is credited to my account. This was pending from more than 1 month. But now it has been solved in just 2 days. Thanks to DARPG for making new rules to address the grievance in 3 days time in this tough time of Covid 19. & thanks to PM Narendra Modi & Tomar sir. Jai hind

Success Story - 4

Registration No. - DHLTH/E/2020/02836
Reported As Covid19 Case On Date - 02-04-2020
Closing Date - 08-04-2020

Ministry/State Government Disposing the Grievance – Health & Family Welfare

Name and Address of Citizen – S

Lakshminarayanan
slakshminarayanan8162@gmail.com; 8800677536
579 Sector 4 R K Puram,
New Delhi
-110022

Grievance - Health & Family Welfare >> Medicines >> Shortage of Medicines Name of medicine : HCQS 300 mg Indication of the medicine : For treatment of SLE-----
---- Sir, My daughter is suffering from SLE and is undergoing OPD treatment from Rheumatology Department of AIIMS, New Delhi. She is taking HCQS 300 mg on daily basis on the prescription of Doctor. However, for the past 6-7 days, I am not able to get HCQS 300 mg which is one of the regular medicine to be taken on daily basis by patient of SLE as it is not available in nearby pharmacies as well as online pharmacies. We are running short of medicine. Kindly Help on SOS pl.

Appreciation by Citizen –

Very Prompt redressal of grievance and we got medicine through local pharmacy on the information provided by Drug Inspector Mob: 9810369757. We have also received very good response from AIIMS Rheumatology Department in getting the medicine HCQS 300 mg for my daughter.

Success Story - 5

Registration No. - DPOST/E/2020/09227
Reported As Covid19 Case On Date - 15-04-2020
Closing Date - 15-04-2020

Ministry/State Government Disposing the Grievance – Posts

Name and Address of Citizen – PS

Mrithinjayan
psmjayan@gmail.com; 8920343541
G1/17 Aarthi Sivaraman Apartment s,
Old Township Office Road
Chennai-600053
Tamilnadu

Grievance - Posts >> Allegation of Corruption/ Malpractices/Harassment >> OthersPost Office : 600053-----During this lockdown period, though it has been announced, the skeleton staff are carrying out only important work (services). They are not accepting monthly instalments of deposits (Recurring). They are also not sure/guaranteeing that interest will not be collected when accepting this month instalment after lifting of lock down period. The fault is not ours, as they only not accepting. In these circumstances, please ensure that late fee will not be collected when accepting the same.

Appreciation by Citizen –

The redress of Grievance has been done in an excellent way and fastest manner within the same working day. This is excellent considering the facts that this is the lock down period with skeleton staff working and I myself was a former AD in Dte. of Posts and worked there for 10 years.

Success Story – 6

Registration No. - DPOST/E/2020/09233
Reported As Covid19 Case On Date - 15-04-2020
Closing Date - 20-04-2020

Ministry/State Government Disposing the Grievance – Posts

Name and Address of Citizen –

Alok Bachheti
akbachheti@yahoo.com; 9910282047
OMQ 53/4, HQ Esatern Air Command,
Nonglyer P.O.
Shillong-793009
Meghalaya

Grievance - Posts >> Others/Misc.-----1. Reference is made to speedpost consignment no. EU163862319IN dated 18 Mar 20 sent to me with medicines from Sahibabad, U.P. to Nonglyer P.O. (Pin 793009) Shillong, Meghalaya. 2. Last online tracking status shows consignment at Ghaziabad NSG as on 19 Mar 20.3. Following are my grievances:- (a) no update post 19 Mar 20. (b) no response on any customer care no. (c) No information on Post office website on starting of postal services4. Items urgently required, kindly provide update on above

Appreciation by Citizen –

Excellent effort by the CPGRAMS teams. Ecstatic to see the amazing response, which was beyond my expectations. Starting from the day when the complaint was launched, continuous updates were made available. Followed by calls from Shillong GPO and extra effort by them to deliver my medicines at campus gate today. Keep it up, team. Only desirable thing is if postal dept could keep up with similar efficiency, as prior to lodging complaint it was impossible to obtain any update/ response from any available means of communication.




Chalo Sunaen Duniya ko, Bharat ki "Covid Virus" par jeet ki kahaani. Deshwaasiyon ki zubaani.

"Corona Harega , Bharat Jeetega."

भारत सरकार
Government of India


कार्मिक, लोक शिकायत और पेंशन मंत्रालय
Ministry of Personnel, Public Grievances & Pensions

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प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF ADMINISTRATIVE
REFORMS & PUBLIC GRIEVANCES

CPGRAMS New
Centralized Public Grievance Redress And Monitoring System



एक कदम स्वच्छता की ओर

View Status Guidelines Nodal PG Officers Redress Process Grievance Sign In

User Login

Mobile No/Email Id/Username

Mobile No/Email Id/Userrn

Password

Password

Security code

Security code

645642

Login

Forgot Password | Forgot Username
Click here to sign up

PG Officer Login

One platform where you can lodge your grievances for quick redress

Centralized Public Grievance Redress And Monitoring System (CPGRAMS) is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to Ministries/Departments/Organisations who scrutinize and take action for speedy and favorable redress of these grievances. Tracking grievances is also facilitated on this portal through the system generated unique registration number.

Issues which are not taken up for redress :

- Subjudice cases or any matter concerning judgment given by any court.
- Personal and family disputes.
- RTI matters.
- Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
- Suggestions.

Monitoring of Public Grievances and Recommended Systemic Reforms

Grievance Analysis Dashboard

Your valuable feedback on quality of grievance disposal will help us to improve the service

Any Grievance sent by email will not be attended to / entertained. Please lodge your grievance at the website.

Request : All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are to be redressed by the State/ UT/ NCT Government concerned. Citizens are advised to take up matter regarding pendency of their grievance directly with the State Government concerned.

Note : If you have not got a satisfactory redress of your grievance within a reasonable period of time relating to Ministries/Departments and Organisations under the purview of Directorate of Public Grievances (DPG), Cabinet Secretariat, GOI, you