No. STV(TE)HF(4) CM SevaSankalp/2023- 7699-7850   Dated   20 /02/2025

To

      The Director/Principal
      All Govt. Engineering Colleges/ Pharmacy Colleges/
      Polytechnics & ITIs in H.P.

Subject: -   **Regarding WhatsApp Chatbot for Mukhya Mantri Seva Sankalp Helpline @1100.**

Sir/Madam,

      Please find enclosed herewith the copy of letter no. DIT-F010/6/2019-IT SECTION-GoHP-(E:9020)-128 dated 13/02/2025 received from the Director, Department of Digital Technologies & Governance, Himachal Pradesh, Shimla on the subject cited above for your information and further necessary action accordingly.

Encls: As above

                                 Director
                          Technical Education
                 Vocational and Industrial Training
                      Himachal Pradesh

DIT-F010/6/2019-IT SECTION-GoHP-(E:9020) - 128
Department of Digital Technologies & Governance
Government of Himachal Pradesh
******

From

Director,
Department of Digital Technologies & Governance,
Government of Himachal Pradesh.

To

1. **All the Head of Departments in**
   Himachal Pradesh.
2. **All the Managing Directors/ CEOs of Corporations/ Boards in**
   Himachal Pradesh
3. **All the Deputy Commissioners in**
   Himachal Pradesh.
4. **All the Superintendent of Police in**
   Himachal Pradesh.

   Dated: Shimla-171013, the   13th Feb, 2025

Subject: -   **Regarding WhatsApp Chatbot for Mukhya Mantri Seva Sankalp
Helpline @1100**

Madam/ Sir,

With reference to the subject cited above, it is informed that this department
has developed a WhatsApp Chatbot for the Mukhya Mantri Seva Sankalp Helpline @1100,
which is available at WhatsApp number **94186 01100**. The WhatsApp conversation may be
initiated by sending a 'Hi' to 9418601100. An interactive menu will appear on WhatsApp
chat, which will guide through the process, making grievance tracking easier and more
accessible. The CM Helpline WhatsApp Chatbot has the following features:

- **Track Complaint Status:** Citizens can effortlessly track the real-time status
  of their complaints

- **Complaint Registration and Request Callback**: The chatbot provides
  information for registering new complaints or citizen can request a callback
  from Helpline.

- **Provide Feedback**: Citizens can share feedback on partially closed
  complaints.

- **Government Scheme Information**: Get detailed information about various
  government schemes.

- **Officer Section**: A dedicated section for officers to monitor the pendency of
  complaints.

- **Bilingual Support**: The chatbot offers information in both Hindi and English,

It is, therefore, requested to kindly disseminate this information to al stakeholders and encourage the use of the CM Helpline WhatsApp Chatbot for efficient grievance redressal, please.

Yours faithfully,

13|2|25

Director,
Department of Digital Technologies & Governance,
Himachal Pradesh, Shimla-13.