



ABSTRACT

Information Technology – TNeGA –Integrated & Inclusive Public Grievance CM Helpline Management System (IIPGCMS) – Using the Amma Call Centre Toll Free Number “1100” for the IIPGCMS – Orders -Issued.

INFORMATION TECHNOLOGY (C.1) DEPARTMENT

G.O.(Ms.) No.30

Dated: 15.12.2020

சார்வரி, காந்திதிகை-30

திருவள்ளூர் ஆண்டு-2051.

Read:

1. G.O.(Ms) No.83, Public (Establishment-IV) Department, dated 18.01.2016.
2. G.O.(Ms) No.27, Information Technology (C1) Department, dated 22.09.2020.
3. From the Commissioner of e-Governance / Chief Executive Officer, TNeGA, Letter No. 15/39/2020-COE-CeG/TNeGA, dated 07.10.2020.

ORDER:

In the Government Order 1st read above, orders were issued for setting up of Amma Call Centre at Chennai to address the grievances of public in Tamil Nadu with Toll Free Number 1100.

2. In the Government Order 2nd read above, orders have been issued for setting up of Integrated & Inclusive Public Grievance CM Helpline Management System (IIPGCMS) for Tamil Nadu. The IIPGCMS is proposed with 100 seater CM Helpline Call Center to receive calls from public.

3. In the letter 3rd read above, the Commissioner of e-Governance / Chief Executive Officer, Tamil Nadu e-Governance Agency (TNeGA), has sent proposal to provide an easy to remember Toll Free Number for the IIPGCMS.

4. The Government, after careful examination of the proposal of the Commissioner of e-Governance, hereby order that the existing Amma Call Centre Toll Free Number “1100” be used for IIPGCMS.

(By Order of the Governor)

K.SHANMUGAM
Chief Secretary to Government

To

The Commissioner of e-Governance & Chief Executive Officer,
Tamil Nadu e-Governance Agency, Chennai-600 002.

The Special Officer,

Integrated & Inclusive Public Grievance CM Helpline Management System (IIPGCMS).

All Departments of Secretariat,
All Heads of Departments.
All District Collectors/ District Magistrates,
The Special Officer, Chief Minister Special Cell, Secretariat, Chennai-600 009.

Copy to:

Office of the Honble Chief Minister, Secretariat, Chennai-600 009.

The Senior Private Secretary to Chief Secretary to Government of Tamil Nadu,
Secretariat, Chennai – 600 009.

The Special Personal Assistant to Minister for Revenue and Disaster Management and
Information Technology, Secretariat, Chennai-600 009.


The Principal Private Secretary to Additional Chief Secretary to Government,
Information Technology Department, Secretariat, Chennai-600 009.

The State Informatics Officer, National Informatics Centre, Chennai- 600 090.

✓ The Content Creator (CMS) / Moderator (CMS) / Nodal Officer (CMS) /ADS/US
Information Technology Department, Secretariat, Chennai-600 009.

(With a request to host the Government Order in the Government website)
Sf/Sc.

// Forwarded / By Order //


15/12/2020
Section Officer
15/12/2020