

**Government of Tripura**  
**Directorate of Information & Cultural Affairs**  
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**Agartala, 25<sup>th</sup> July, 2025**

**CM Emphasizes Strengthening Helplines for Better Public Service Delivery**

July 25, 2025: Chief Minister Prof. (Dr.) Manik Saha yesterday reiterated the state government's commitment to ensuring basic services and addressing public grievances through efficient and responsive systems. Speaking at a review meeting held at Conference Hall No. 2 of the State Secretariat, the Chief Minister emphasized the crucial role of helpline services, particularly the CM Helpline Number 1905 — in building a bridge between the government and the people during emergencies. He stressed the need to raise public awareness about the availability and importance of these helpline services. "People must be encouraged to use the helpline numbers whenever needed. Awareness campaigns in schools, colleges, and public camps can play a vital role in spreading this message," Dr. Saha said. He urged all departments to work in coordination and be proactive in responding to citizen concerns swiftly. During the meeting, the Chief Minister reviewed the functioning of helpline numbers of various departments and was briefed on the existing response mechanisms. He instructed departmental officials to take prompt steps in resolving the issues raised by citizens through these help lines.

Chief Secretary J.K. Sinha noted that the CM Helpline and other departmental help lines have proven to be highly effective during times of distress. He also mentioned that the Prime Minister's Office has appreciated the efforts and functioning of the CM Helpline 1905, underlining its national relevance. At the outset, the Secretary of the Good Governance Department, Kiran Gite, gave a power point presentation on the CM Helpline 1905, detailing its structure and service delivery model. Director General of Police Anurag shared insights into the five helpline numbers operated by the State Home Department. Other presentations in the meeting highlighted key services including ambulance access, disaster management support, Child Line, and senior citizen helplines.

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