



Chief Minister hoped that CM helpline will prove to be helpful in providing hassle-free and transparent services to the people. Chief Minister also lauded Emergency Response Support System (ERS) connected with police service on being hugely helpful during Covid pandemic which has helped people inside and people who were stranded outside the state. At present, 47 services are being given through e-district or e-digital platform. So far 141 services were hand to hand digitized. e-services have been started in 18 departments and offices to bring liability and transparency in government administration. People can now know about welfare schemes through Jagrut Tripura. 193 schemes are covered under it. Steps are being taken for creating favourable environment for IT start-up and encourage trade. Chief Minister directly spoke to Ratish Debnath from Ranir bazar and Chandan Bhowmik from Indranagar area who called 1905 helpline number.

The initiative of CM helpline number 1905 was taken so that people of the state could easily inform about their grievances. Primarily the service will be available from morning 8 am to evening 8pm. After listening to people's grievances and suggestions, those will be sent to concerned departments through Integrated Task Monitoring System. The people will be contacted back and be let known of what steps were taken to solve the issue. Although this helpline service was started already in Dhalai district, from today it started state-wide by the Chief Minister. Depending upon the people's response will the service may later be extended to 24*7 service. Apart from grievances and complaints, people can also share their valuable developmental ideas. People will also get to know about new or ongoing schemes. Others present in the programme were Principal Secretary JK Sinha, Secretary Tanusree Debbarma, Director-in-charge of IT Tarit Kanti Chakma.
