

By e-mail

ELECTION COMMISSION OF INDIA

NirvachanSadan, Ashoka Road, New Delhi-110 001.

No.485/Comp/Call Centre /2016

Dated: - 06.01.2017

To,

All Chief Electoral Officers of
States/UTs.

Subject: Soft launch of National Contact Centre-regarding.

Madam/Sir,

The Commission has engaged M/s Caretel Info Pvt. Ltd. for operationalizing National Contact Centre. The necessary arrangements have been made and the toll free number 1800111950 is now active. Detailed training has been provided to Master Trainers of M/s Caretel Info Pvt. Ltd. and a list of Frequently Asked Questions (FAQs) was also developed. It has been decided that before launching for citizens a trial run is to be made. Therefore you are requested to ensure that the officers from your office and office of DEOs/EROs to make call and queries on the above mentioned toll free number and submit their feedback on the following grounds:

1. Quality of language of operation.
2. The method of conversation for understanding the problem of complainant.
3. The co-relation of the reply granted
4. Ease with which telephone call is handled by the operator.

Yours faithfully,


(G.K. RAO)
SECRETARY

V. G.
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