DIRECTORATE OF TECHNICAL EDUCATION
VOCATIONAL & INDUSTRIAL TRAINING
HIMACHAL PRADESH, SUNDERNAGAR
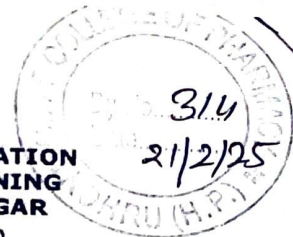
No. STV(TE)HF(4) CM SevaSankalp/2023-7699-7850   Dated 20/02/2025

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

Endst No:- GCPА/ESH/CM seva sankalp/24-413   Dated:- 22/2/25

Copy to:-

① Sh. Rameev Thakun A.P. for information and necessary compliance.

Director/Principal
Govt. College of Pharmacy Rohru
Distt. Shimla H.P.171207

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.