

To
The Managing Director,
H.P. State Civil Supplies Corp
Shimla - 171009 H.P.

I/567464/2025

DIT-F010/6/2019-IT SECTION-GoHP-(E:9020)- 128
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.

P
24/3/2025

Dr. N. N. Singh