



# CM launches New Format of CM Helpline 1905 at Secretariat

## Why in News?

On 9 May 2023, Uttarakhand Chief Minister Pushkar Singh Dhami launched the new format of CM Helpline 1905 at the Secretariat.

## Key Points

- In the new version of CM Helpline 1905, apart from dialling 1905, the facility of web portal, mobile app and audio call recording feature have also been provided.
- Now along with taking help on 24 hours CM helpline 1905, the facility to register complaints will also be available.
- On this occasion, Chief Minister Pushkar Singh Dhami instructed the officials that the CM Helpline 1905 should be reviewed twice a month by the departments. The Chief Minister himself will review it in the last week of every month.
- The Chief Minister directed that people should be made more and more aware through the CM Helpline 1905. It should be ensured that the general public gets the benefit of this helpline created for the redressal of public problems and complaints.
- The Chief Minister instructed the officers to ensure that public problems are resolved at their level only. The problems which can be solved at the tehsil level should not reach the unnecessary District Magistrate and the problems which have to be solved at the district level should not reach the government level. The level at which the problems have to be resolved, if it is not happening then the responsibility of the concerned officers and employees should be fixed.
- Anti-Corruption Mobile App- 1064 should be made more powerful. Tehsil Diwas should be organized regularly. At the district level also, the District Magistrate should conduct public hearings every month. Tehsil Jan Samarpan Diwas should be organized on the first & third Tuesday of every month and the fourth Tuesday, the District Magistrate should solve public problems by observing Jan Samarpan Diwas in the district.
- All public problems and public complaints should be registered online. Those whose problems will not be resolved at the tehsil and district level, only those problems will be referred to the chief minister's office.



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