OFFICE OF THE COLLECTOR & DISTRICT MAGISTRATE, GAJAPATI

ELECTION SECTION

Letter No. 64 /Elec. (I-   /19)   / Dated: 17-01-19

ADVERTISEMENT

Applications are hereby invited from interested Service Providing Agencies for providing service of 2 (two) Persons as Call Centre Agents, who will be engaged on out sourcing Basis at District Call Centre, District Election Office, Collectorate, Gajapati from 20.01.2019 to May 2019.

Service providers are requested to submit their technical and financial proposals in separate sealed envelopes showing "application for the post of Data Entry Operator as Call Centre Agent" and Applications should reach the undersigned on or before 19.01.2019 by 2.00 PM. The same will be opened on 19.01.2019 on 4.00PM in the presence of DEO & Collector, Gajapati. The Collector & District Election Officer, Gajapati reserves the right to accept or reject any of the applications without assigning any reasons thereof. Copy of Letter No.957 Dated.16.01.2019 of Govt. (Home) Elections Department of Odisha is placed is enclosed for reference.

Collector & District Election Officer,
Gajapati

Memo No. 65   Dated. 17-01-19

Copy to DIO, NIC, Gajapati for information and he is requested to host the advertisement in the District Web Site http://www.gajapati.nic.in.

Collector & District Election Officer,
Gajapati

CHIEF ELECTORAL OFFICER, ODISHA
HOME (ELECTIONS) DEPARTMENT
***

Letter No. __957__/   Dated. Bhubaneswar the 16th of January, 2019

From

   Sri. Surendra Kumar, IAS
   Chief Electoral Officer, Odisha

To

   All DEOs and Collectors

Sub: **Operationalization of District Call Centre 1950.**

Madam/Sir,

   In inviting a reference to the subject cited above, I would like to say that, Election Commission of India is emphasizing on operationalization of District Call Centre (DCC) for addressing the information, feedback, suggestion, and complaints of the voters. The DCC would become the **'first point of call'** for all citizens looking for help in reference to electoral services. Voter helpline will provide services relating to Information, Feedback, Suggestion and Complaints (IFSC) of citizens. It has been decided by the Commission to inaugurate this Voter Help line on 25-Jan-2019. Therefore, all the districts should act proactively to operationalize the DCC immediately. In order to facilitate the DEOs, EROs, ROs and DC/ AC (Elections), a detailed instruction and guideline has been prepared. The same is attached for necessary action at your end.

   The arrangements for DCC will be reviewed in the next Video Conference.

Yours faithfully

Chief Electoral Officer
16/1/19

Instructions and Guidelines for operationalization of District Call Centre

Each district election office has been provided with two land line numbers, which have already been ported to 1950. This number (1950) has already been made toll free. As per mandate of ECI, all calls from landline & mobile within the district shall land in the DCC. Likewise, all calls from land line and Mobile with STD code of the district (<STD code>1950) shall land in respective DCC. BSNL and other Mobile Service Providers (Reliance JIO, Bharati Airtel, and Idea-Vodaphone) have already been instructed to provide the services as stated above. As the 1950 is a toll-free service, the payment is being made by the "called party" i.e. by the office of CEO/DEO on behalf of "calling Party" i.e. by the citizen.

In the above back drop, following instructions and guideline have to be meticulously adhered to:

1. The DCC should function in a room that should be adequate enough to accommodate two computer systems, one printer, one scanner along with sitting arrangements for two Call Centre Agents. Ideally 120 Sft. room with furniture and electrical fittings will be sufficient. The DCC room has to be made ready immediately. [Action: DEO]

2. The telephones, which are ported to 1950 must immediately be placed in the DCC **only.** In case these telephones are located anywhere else, then they should immediately be shifted to DCC without further delay. DEOs should ensure that these telephones are set up in DCC by **17th January,2019**. These telephones **must not be used for any outgoing calls** so that they do not bar incoming calls.

3. The Desktops and printers provided by the office of CEO should be used in DCC. DEOs should arrange scanners and at least 1 Mbps Internet connectivity to the Computer system. This activity of setting up desktop, Printer, Scanner, and Internet connectivity must be completed **by 18th January, 2019.** DEOs may arrange second desktop (if required) for DCC at their end.

4. Ear Headphone with mike (2 Nos.) may be arranged by the DEOs and installed **by 18th January,2019.**

5. The DCC should be under CCTV surveillance. The CCTV footage should be kept at least for a period of 90 days. DEOs should make necessary arrangements to install CCTV **by 20th January,2019**

6. The DCC should have Multiple line call recorder (Hardware device) to record all telephone calls made through 1950. Recording should be stored at least for **90 days**.

The hardware device should have facilities like.

    a. The device should have the facility to establish connection between telephone lines and Computer USB port. It should support connections from at least four land lines.

    b. The product should support recording of conversation made in to landline and EPABX extension that is connected to the device

    c. The device should have provision for recording simultaneous calls from multiple lines (i.e. if two agents are taking calls simultaneously, both the calls should be recorded)

    d. The product should have software that can be installed in desktop computer to record all Incoming/Outgoing/Missed calls in the computer hard disk. The software should work in Windows-7 O/S onwards.

    e. The product should support automatic uploading of recorded data to external storage device (Hard disk, USB drive, CD, DVD etc.)

    f. The product should be capable of recording start and end time of each recording.

    g. The product should have facility to manually playback the calls through either a built-in speaker or external speaker attached to the desktop to which the device is connected.

    Note : there are many products available in the market (e.g. Voice logger, Tubros, Korecall, Versadial Call Recorder etc.

7. BSNL Head-Office at Bhubaneswar is being requested separately to provide PRI line along with exchange on hire basis by the CEO Office directly (if required based on volume) for operationalization of the District Contact Centre. Payment towards such hiring charges shall be made from the Office of CEO directly to BSNL

8. Dy. Collector (Election)/ Asst. Collector (Election) shall be designated as District Contact Officer (DCO) by the District Election Officer immediately.

9. The services of 2 (Two) persons as Call Centre Agent may be engaged on outsourcing basis through service provider. The Call Centre Agent can be in the manner and type of a Data Entry Operator. It may be worth-wile to consider hiring DEOs who are engaged for Electoral Roll revision as they are more adept and acquainted in handling the E Roll work and therefore answering the queries.

10. To begin with, the engagement Data Entry Operators as Call Centre Agent should be till end of May, 2019. The DCC should operate from 10 AM to 5 PM on every working days till the announcement of elections by ECI.

11. Engagement of Call Centre Agent must be completed by 20th-Jan-2019 so that they can be given training on lodging complaints on National Grievance Service Portal (NGSP), using search facility available in NVSP and CEO's website and basic etiquettes for handling calls.

12. The DCC operation time must be from 9 AM to 9 PM in two shifts from the day of announcement of Election dates.

13. Once the threshold of calls crosses the level of 85 calls per day per agent for five days in a week, then 2 more Call handling agents may be hired with prior permission of CEO, Odisha. Second desktop along with Ear Headphone with mike must be provided in case two more agents are engaged.

14. **Each and every Information, Feedback, Suggestion and Complaints (IFSC) of citizen must be entered in NGSP. Call center agents will be given user credentials to enter the IFSC in NGSP.**

15. DCO will be provided with user credentials in NGSP for monitoring the DCC activities.

Standard Operating Procedure for DCC

1. The operators will take calls only at 1950
2. There should not be a waiting period of more than 30 seconds
3. After 30 seconds, voice prompt system shall be activated so that call back facility can be availed.
4. The call abandon percentage should be less than 10% (Calls which cannot be answered)
5. Information, Feedback, Suggestion and Complaints (IFSC) should all be taken at DCC.
6. All calls should be registered at NGSP with phone number, name and other relevant details
7. If the matter pertains to complaint, the DCC will give the complaint ID over phone to the citizen. If the mobile number of the complainant is registered, the NGSP will auto-send the SMS also
8. For Quality monitoring and Assurance- 1% of the total calls received at DCC & cases received / disposed / escalated at NGSP or maximum 50 calls per fortnight will be monitored by the DEO and submit the report to CEO every fortnight.
9. The DEO should have call barging facility.
10. The State Contact Centre will monitor the operations of DCC and cases registered at NGSP for quality. 1% of the total calls received at DCC & cases received/ disposed/escalated at NGSP or maximum 50 calls per fortnight will be monitored by the State Nodal Officer every fortnight. The CEO will have call barging facility.
11. National Contact Centre will also monitor the operations of DCC. NCC shall monitor quality of the case disposal at NGSP, DCC call centre performance based on average handling time, call drops, call threshold and call quality. The NCC shall give the report to SNO for improvement and corrections. The CEO will acknowledge the monitoring report of NCC and enforce SLA and penalties from SCC and DCC based on the report.
12. **Every day three officers from the district will randomly make three calls to the DCC to ensure quality of the call responses. DEO should make an office order in this regard and review the same regularly. DEO should make calls randomly to the DCC and ensure that the DCC is functioning and calls are being responded properly. The record of the same to be maintained by the DEOs and forwarded to office of CEO by updating in Google Doc.**