

**GOVERNMENT OF INDIA
PANCHAYATI RAJ
LOK SABHA**

UNSTARRED QUESTION NO:4361
ANSWERED ON:18.12.2014
LAUNCHING OF CENTRAL HELPDESK
Raajhaa Shri Anwhar

Will the Minister of PANCHAYATI RAJ be pleased to state:

- (a) whether the Government has launched `Central Helpdesk` under e-panchayat operational in three languages Hindi, English and Marathi;
- (b) if so, the details thereof;
- (c) the purpose for launching `Central Helpdesk`;
- (d) the response received from the Gram Panchayats and public in this regard;
- (e) whether the said Central Helpdesk will also be made operational in Tamil; and
- (f) if so, the time by which it is likely to be made operational?

Answer

MINISTER OF STATE FOR PANCHAYATI RAJ (SHRI NIHAL CHAND)

(a) to (c): Yes, Madam. Under e-Panchayat Mission Mode Project, a Helpdesk has been introduced for two Software Applications, namely PRIASoft and PlanPlus, which is providing support in English, Hindi, Marathi and Tamil languages. The Helpdesk was launched in July, 2014 and operates on all seven days of the week from 8 a.m. to 8 p.m. A toll free number (1800117200) is available to Panchayat level users to address operational queries related to the usage of PRIASoft and PlanPlus Applications. The Helpdesk logs, tracks and addresses queries/ issues related to PRIASoft and PlanPlus Applications to facilitate continuous usage of these Applications by Panchayats.

(d) The Helpdesk is basically meant for Panchayat level users. Since its launch, 1186 queries were received for PRIASoft of which 891 have been resolved. Similarly, 96 queries were received for PlanPlus of which 74 have been resolved.

(e) & (f): Does not arise, in view of reply to (a) to (c) above.