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Title: Need to set up Central Grievance Redressal System in every State capital in the country.

SHRI P.R. SUNDARAM (NAMAKKAL): Mr. Chairperson, Sir, thank you for giving me this opportunity. I would like to proudly declare here about the launch of a new round-the-clock Amma Call Centre in the State of Tamil Nadu under the leadership of our hon. Puratchi Thalaivi Amma mainly to ensure quick delivery of government services. The Call Centre with the latest technology like computer telephony integration and Voice Logger System, the centre will initially handle upto 15,000 calls a day with 138 operators recruited for this purpose.

Already a Chief Minister's Special Cell is functioning successfully addressing people's issue by referring petitions and letters to the Departments concerned. There are various issues in the Central Government Departments to be notified to the common citizens about their petitions and appeals.

Taking this example from the State of Tamil Nadu, I would like to request the Central Government to establish such Call Centres in every State capital in order that it functions as a Central Grievance Redressal System. Thank you.