

No.12012/8/5/2016-C&P
Government of India
Ministry of Textiles
Office of the Development Commissioner (Handicrafts)

West Block No.7, R.K. Puram,
New Delhi-110066

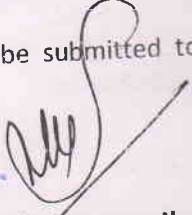
Dated: 12.5.2017

OFFICE ORDER

"Handicrafts – Helpline for Handicrafts Artisans" has started functioning w.e.f. 05.05.2017.

To make available updated information to the call centre agents so that they are able to give the right & updated information to the calling Handicrafts artisan and to provide interface among officers handling the grievances booked through helpline centre, **"Handicrafts Helpline Cell"** is hereby formed with following members: -

- 1) Shri Yogendra Pandey, Deputy Director, Office of DC(Handicrafts), New Delhi.
 - 2) Shri S.M. Naseer, Asstt. Director, CWTSC, Bhopal (MP).
2. **"Handicrafts Helpline Cell"** will work under the supervision of Shri Sohan Kumar Jha, Sr. Director (Handicrafts). Shri Yogendra Pandey, Dy. Director will be the convenor of the cell.
3. The cell will submit monthly analysis of calls on the following parameters. However, weekly report to be submitted for first three months.
- 1) Category-wise number of calls
 - 2) Best Desk in resolving the complaint
 - 3) Most delayed desk in resolving the complaint
4. The cell will have a close liaison with all sections of Office of D.C (Handicrafts) for providing updated information to call centre. Visit to be made by one of the officer in the cell to call centre at Bhopal every 15 days to impart the necessary training to agents time to time and for updation of information in the FAQs.
5. Monthly report as per para-4 along with the details of visits made to be submitted to undersigned on monthly basis by 3rd day of next month.
6. This issues with the approval of competent authority.


(Sohan Kumar Jha)
Sr. Director (Handicrafts)
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E-mail : sk.jha@nic.in

To

1. Shri Yogendra Pandey, Dy. Director, Office of DC(Handicrafts), New Delhi.
2. Shri S.M. Naseer, Asstt. Director, CWTSC, d/o, DC(CH), Bhopal (MP).

Copy to:

- 1) PA to DC(Handicrafts), Office of DC(HC), New Delhi.
- 2) PS to ADC (HC), PA to Director (H) Office of DC(HC), New Delhi.
- 3) All L2/L3 level officers of Office of DC(HC).