

The Gaya District helpline "e-Samadhan" works on the system of Interactive Voice Response I.V.R., Which is a computerized telephone system. In this system, a caller can get the information or register complains by calling on the helpline number 84 48 596 580 and following the voice menu by choosing the option as desired.

The caller can either get the information as desired or can talk to the concerned officer for registering complain or getting a problem resolved.

All the conversations happening through helpline gets recorded and can be downloaded & overheard at a latter point of time, if needed. The helpline call center has the facility to attend 30 calls at a time. This facility is functional on 24x7 basis throughout the year.

Hence, the district helpline "e-Samadhan" is an attempt for bridging the gap between district administration and people while taking the public service closer to their doorsteps.

**Call Flow Chart for Gaya District Helpline 'e-Samadhan'**





