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Civic body sets up new call centre to revamp helpline

Staff Reporter

The Chennai Corporation is finally addressing a long-time grievance — revamping its civic helpline, 1913.

A year after the civic body suspended four officials for their alleged failure to pass on information pertaining to civic complaints, residents are set to get better services as a new call centre will be set up by April 15. As many as 24 personnel will man it.

The new call centre will have 10 personnel working between 6 a.m. and 2 p.m.; eight between 2 p.m. and 9 p.m. and six between 9 p.m. and 6 a.m.

The new system will include a number of facilities for better delivery of civic services. The interactive voice response

system (IVRS) will also be updated to suit current needs.

Last April, the Corporation suspended four of its call centre officials after records revealed that after October 25, 2011 a total of 7,660 complaints had been registered by residents but civic officials claimed they had received just 2,490 complaints.

Later, the discrepancy was attributed to a lack of manpower.

Most civic problems called in, relate to the mosquito menace, unsanitary conditions of roads, improper sweeping, encroachments of public property, parking issues and potholes.