



Breaking News Sambalpur Municipal Corporation introduced toll free service number to register complaints

The Sambalpur Municipal Corporation has introduced a helpline to expedite the process of addressing complaints from consumers. The latest initiative was aimed at ensuring quick response to people's grievances wherein they can dial the helpline toll-free number **18003456791** at any point of time in the day, Monday to Saturday from 6AM to 10PM. This helpline will ensure that the complaint is recorded, passed on and follow-up with the concerned department and try to resolve it as early as possible.

People can contact the new toll free number to register imperfections and complaints. The grievances directed to the concerned departments would be resolved. One line would be operational on this toll free number. Two operators have been engaged to run the call centre, which is expecting approximately 50 calls a day at initial stage.

An attendant at the customer care centre at SMC, where the helpline is set up, said that the helpline has been swift in addressing the complaints and queries related to their day to day various issues, inform about their difficulties, service requests, street light, garbage dump, sanitary workers, waste collection, disposal of hazardous waste, construction of road and drains where necessary (air quality, and noise nuisance, and environmental permits for industrial and commercial activity) . etc.

The Municipal commissioner Mr. Bimalendu Ray said that all the complaints would be monitored at the headquarter level on daily basis priority wise. This is a dedicated no for all citizens for all types of municipality related redressal .All the citizens can take the maximum benefits or avail this service by ideally sitting in their home.

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