

**GOVERNMENT OF ANDHRAPRADESH  
SCHOOL EDUCATION DEPARTMENT**

From Sri B.M.DiwanMydeen, I.F.S., Director, Mid Day Meal & SS, Anjaneya Towers B-Block-1 <sup>st</sup> Floor Ibrahimpatnam	To The Chief Executive Officer, Real Time Governance Society, Block-1, AP Secretariat, Velagapudi, Amaravti
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**Lr.Rc.No. ESE02-27021/140/2020 -MDM CSE, Dated:13/02/2022**

Sir,

Sub	School Education- Establishment of call centre service to receive grievances from various stake holders - Request to provide man power - Reg.
Ref	1.Instructions issued by Honourable Chief Minister during review meeting held on 05.01.2022. 2.Proposal received from Mouri Tech, Global Enterprise Solution, MaduraWada, Visakhapatnam. 3. Lr.Rc.No. ESE02-27021/140/2020-MDM CSE, Dated: 27/01/2022

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It is informed that, the Hon'ble Chief Minister has given instructions to establish one call centre to receive grievances for the monitoring and supervision of implementation of all welfare schemes covered under School Education department which covers **Jagananna Gorumudda (MDM), Toilet Maintenance Fund (TMF), School Maintenance Fund(SMF), Jagananna Vidhya Kanuka(JVK Kit), Teacher related issues** etc. The Honorable Chief Minister garu reiterated the same during the meeting held on 3. 2. 2022

Accordingly, one short code (14417) has been obtained from Department of Telecom, Government of India for easy access and to receive grievances from stake holders from ground level. The activation of Short code is under process.

RTGS has an excellent expertise and experience in the operation of call center and proper addressing of grievances. Hence, it is requested to provide a dedicated team of about 10 personal, equipped with relevant software and MIS reports.

It is requested to send cost particulars per month /year so that an MoU may be entered quickly with CEO, RTGS by school Education department in this regard.

I solicit early action in this regard.

Yours faithfully  
DIRECTOR

B Mohamed Diwan Mydeen Ifs  
MID DAY MEAL & SS