आज़ादी का अमृत महोत्सव

GOVERNMENT OF SIKKIM
HOME DEPARTMENT
TASHILING, GANGTOK – 737102
Email: hd.confdlsection@gmail.com

No: 34 /Home/2022 **Dated: 12/05/2022**

NOTIFICATION

The State Government has decided to set up Help Desk facility in all the District Level Offices and also the Head office of the Government Departments to provide assistance and information to the general public and officials visiting the concerned office.

The Help Desk shall operate from 09:00 hrs. to 17:00 hrs. There shall be two shifts for the Staff. It shall be manned by trained staff who shall be deputed by the Head of Department/Office with proper instructions for the purpose.

The Head of Department/Office shall ensure that adequate manpower are deputed as Help Desk Facilitators from the existing manpower (which shall not be less than six in bigger departments) and who shall work in two shifts. The number of staff to be deputed is to be decided judiciously by the Head of Department/Office but under no circumstances the help desk should remain unmanned at any point of time during the prescribed hours of operation.

The Head of Department/Office shall also provide logistical requirements like telecommunication, internet facilities etc. required for the purpose.

The Help Desk facilitators shall assist the visitor(s) seeking help and guidelines for their official work. They shall give information about the tours, meetings of the officer's alongwith information on the availability of the officers in the office when asked for by the general public. They will keep a record of the assistance provided by them. They shall submit this record to Head of Department/Office or any other officer designated for the purpose on or before 5th of every month.

All the officers should invariably inform the Help Desk regarding their tours, leaves and unavailability in the office.

The Head of Department/Office shall give adequate publicity of the Help Desk Facilitators and their contact number for convenience of the general public.

By order and in the name of the Governor.

Sd/-
(S.C. Gupta, IAS)
Chief Secretary
Government of Sikkim
File No. GOS/12/774/Home-2022

Copy for information to:

1. The Secretary to Hon'ble Governor, Raj Bhawan;
2. The Secretary to Hon'ble Chief Minister, CMO;
3. All the Addl. Chief Secretaries, Principal Secretaries, Secretaries/Head of Departments/Heads of Offices, Govt. of Sikkim;
4. The Director General of Police, Police Headquarters, Gangtok;
5. The District Collectors, Gangtok, Gyalshing, Mangan, Namchi, Pakyong and Soreng, Government of Sikkim;
6. The Superintendents of Police, Gangtok, Gyalshing, Mangan, Namchi, Pakyong and Soreng, Government of Sikkim;
7. The Resource Officer, CMO;
8. Staff Officer-cum-Joint Secretary to Chief Secretary;
9. The Programmer-IT, Home Department - for uploading in Government Website;
10. Gazette Section - for publication in the official Gazette;
11. File & Guard File.

HOME DEPARTMENT GOVT. OF SIKKIM, GANGTOK

Joint Director (Confdl.)
Home Department.