दूरभाष : 21411670

CPS Secretariat
Naval Headquarters
Ministry of Defence
241, 'C' Wing, Sena Bhawan
New Delhi 110011

ASC/0100/IVRS

04 Apr 24

The Flag Officer Commanding-in-Chief
(for Chief of Staff)
Headquarters, Western Naval Command
Mumbai 400023

The Commander-in-Chief
(for Chief of Staff)
Headquarters, Andaman & Nicobar Command
Port Blair 744102

The Flag Officer Commanding-in-Chief
(for Chief of Staff)
Headquarters, Eastern Naval Command
Visakhapatnam 530014

The Flag Officer Commanding-in-Chief
(for Chief of Staff)
Headquarters, Southern Naval Command
Kochi 682004

## NAVY-WIDE TOLL-FREE HELPLINE WITH INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

1. In pursuance of 'Steadfast in Support' pillar of the 'SHIPS FIRST' policy, a Navy-wide toll-free helpline with IVRS is being deployed to provide all personnel an additional avenue to address various 'personnel service' related issues. The deployment of a reliable response system in form of a Navy-wide helpline will instill confidence pan Navy and assure all personnel that their issues can be communicated and addressed in a time-bound manner.

2. **Aim**. The aim of this policy letter is to lay down broad guidelines for implementation of the Navy-wide helpline with IVRS.

3. **Scope**. The scope of this platform is limited to matters related to 'personnel issues'. The platform can be utilised by serving personnel, veterans, widows and NoK.

4. **Network Architecture**. The network architecture of the navy-wide helpline with IVRS is as depicted below: -
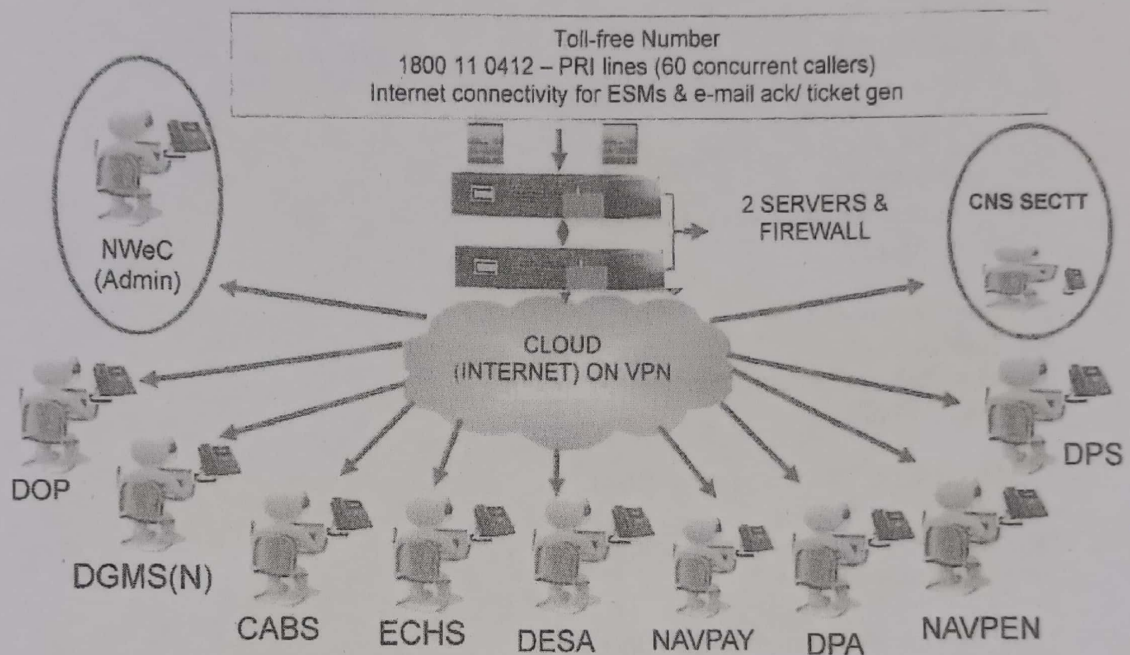


5. **Workflow**. The Workflow Chart for IVRS is placed at Enclosure.

6. **Salient Features of the Single Navy-wide Helpline**. The salient features of the single toll-free Navy-wide helpline with IVRS number are as follows: -

    (a) **Efficient Call Routing**. The system has the ability to efficiently route 60 concurrent incoming calls to the concerned directorates/ units or individuals based on user inputs to voice prompts.

    (b) **Accountability**. The system ensures automatic generation of unique tickets to calls through SMS and e-mail on registered mobile numbers and e-mail address to enable tracking and monitoring the issue till resolution.

    (c) **Scalability**. Based on the experience gained, the system can be scaled up at a later date to accommodate higher call volumes and user demand.

    (d) **Multilingual Support**. To cater for the Navy's diverse human capital, the system can support multiple languages. Selection of English and Hindi will be implemented for interaction on the IVRS in the initial phase.

(e)     **Customisable Prompts**.   The system allows directorates/ units to customise voice prompts and menu options, according to their specific needs and/ or internal organisation and work processes.

(f)     **Accessibility and Caller Identification**.   The system will integrate with backend systems/ databases such as HR-CDF (for serving personnel) and VET-CDF (for retired personnel) to enable expeditious caller authentication and identification.

(g)     **Call Analytics and Reporting**.   The system will provide data on call volumes, user interactions, call durations, and frequently accessed menu options.

(h)     **Fall Back Mechanism**.   In case of system failure or connectivity issues, the system has an option to inform users about downtime and alternate options available to raise the query in the interim.

(j)     **User-Friendly Interface**.   The system has an intuitive and user-friendly interface. This includes clear and concise voice prompts and easily navigable menu options.

(k)     **Accessibility**.   Callers will be able to raise their queries or grievances from their registered mobile number in the naval records.  Additionally, callers can raise their queries on email address ivrshelpdesk@helpline-indiannavy.in with personal details and the issues. The same would be further assigned to appropriate personnel service providers by NWeC.

(l)     **Call Manager**.   The call manager application is integrated with e-mail and SMS to communicate with callers. Interfacing it with a specific mobile-based app or WhatsApp will be reviewed at a later date.

(m)     **Ticket Management System**.   The ticket management application can create tickets through call, e-mail and SMS. It generates automated responses to callers, enables management of open tickets and ticket closure etc.

(n)     **Re-routing Tickets**.   Although the IVR flow has been made considering the mandate of various personnel service providers, there would be occasions when a caller chooses responses leading to a console not dealing with the particular subject. In such cases, the concerned directorate/ unit is to log the ticket and transfer the issue/ grievance to the IVRS admin (NWeC) for further sub-allocating to the concerned directorate/ unit.

7.     **Processing within the Directorate/ Unit**.   Each directorate/ unit is to draw up its own internal process to man the installed IVRS nodes, address tickets generated on the IVRS and monitor resolution of all issues received thereafter.

8. <u>Escalation Matrix</u>. The escalation matrix along with time datum and its auto escalation in case of delay in resolution or grievance is tabulated below: -

| Ser | Escalation Level | Designation | Timeline for Escalation |
|-----|------------------|-------------|-------------------------|
| (a) | Level 5 | CNS | $91^{st}$ day onwards |
| (b) | Level 4 | COP | 75-90 days |
| (c) | Level 3 | DGMS (N) / CPS | 60-75 days |
| (d) | Level 2 | ACOP (HRD)/ ACOP (AC)/ ADGMS (N) | 30-60 days |
| (e) | Level 1 | Directorate/Unit Head | 15-30 days |
| (f) | Level 1 | Capt/ Cdr | 0-15 days |

9. <u>Responsibilities</u>. Specific responsibilities iro *Navy-wide helpline with IVRS are as follows:* -

    (a) <u>INS Tanaji</u>. INS Tanaji is required to maintain following telecom services:-

        (i) One STD civil telephone for troubleshooting of IVRS system with OEM.

        (ii) One each internet connections of at least 100 Mbps with public static IP for connecting IVRS servers with eSMS and email gateways and two operator consoles. Internet connections for server are to be provisioned from two different telecom service providers to ensure redundancy. Total four internet connections are to be provisioned.

        (iii) Two each PRI lines of 30 channels each for termination into the IVRS server from two different telecom service providers.

        (iv) Space for 42 U rack, AC, power with provision of power backup for IVRS servers and a workstation for server management.

    (b) <u>Naval Welfare Cell (NWeC)</u>. The admin console of the helpline solution has been positioned in the NWeC at New Delhi. NWeC would be responsible for functional control and life cycle management of the entire system.

    (c) <u>NAVPAY and NAVPEN</u>. NAVPAY and NAVPEN are to provide one each internet connection for the consoles at NAVPAY and NAVPEN with public static IP.

10. <u>Hardware Redundancy at NWeC</u>. One set of IVRS hardware will be installed at NWeC, NSB with all requisite telecom services to ensure redundancy.

11. <u>Augmentation of Consoles</u>. Augmentation of consoles, if required, based on the call and mail traffic, is to be progressed as follows: -

    (a) <u>Financial Case</u>. The processing of all financial cases for the Directorates at NHQ will be by NWeC and for units outside New Delhi under delegated financial powers.
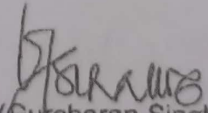
    (b) <u>Requirement of Hardware and Software</u>. The following hardware and software are required for the solution and are to be catered in the financial approval: -

        (i)    Desktop PC (Operator Console) with headphone.

        (ii)   IP Phone.

        (iii)  Call manager and ticket management software with licenses.

        (iv)  Internet connection with public static IP.

        (v)   Firewall for Internet LAN for consoles located in close proximity.

        (vi)  VPN Licences.

12. <u>Summary</u>. IVRS is a means to expedite and efficiently address queries/ grievances and has been implemented to enhance transparency/ faith in the system. Towards optimum efficacy of the system, it is recommended that all personnel may be sensitised to exercise prudence before registering an enquiry or grievance as each redressal requires investment of time and effort. Utilisation of existing in-service means must continue to be encouraged and emphasised through the divisional system/ chain of command at the unit level.

13. <u>Review</u>. Based on the feedback received, this policy will be reviewed in Sep 24.

14. It is requested that contents of this letter be disseminated to all units under your Command; as also 'For Public Release' for information of veterans/ widows/ NoK.

(Gurcharan Singh)
Vice Admiral
Controller Personnel Services

<u>Encl</u>:- As above

<u>Copy to</u>: -

The Commandant INA, Ezhimala, Kannur, Kerala

The Chief Hydrographer, C/o Naval Hydrographic Office, Dehradun

The Flag Officer Commanding Eastern Fleet, Visakhapatnam

The Admiral Superintendent, Naval Dockyard (Mumbai)

The Flag Officer Commanding Karnataka Naval Area, Karwar

The Admiral Superintendent, Naval Dockyard (Visakhapatnam)

The Flag Officer Doctrine and Concept, Mumbai

The Flag Officer Commanding Maharashtra Naval Area, Mumbai

The Commandant NWC, Verem, Goa

The Flag Officer Commanding Western Fleet, Mumbai

The Flag Officer Commanding Goa Naval Area, Vasco-da-Gama

The Flag Officer Commanding Tamil Nadu and Puducherry Naval Area, Chennai

The Flag Officer Sea Training, Kochi

The Chief Instructor (Navy), Defence Services Staff College, Wellington, Tamil Nadu

The Flag Officer Commanding Gujarat Naval Area, Porbandar

The Flag Officer, Headquarters, Offshore Defence Advisory Group, Mumbai

The Director, Defence Machinery Design Establishment, Hyderabad

The Commodore Bureau of Sailors, Mankhurd, Mumbai

The Materiel Superintendent (Visakhapatnam)

The Commodore Work up, LWT (West), Mumbai

The Materiel Superintendent (Mumbai)

The Commodore Work up, LWT (East), Visakhapatnam

The Logistic Officer -In- Charge, Naval Pay Office, Mumbai

The Controller of Naval Armament Inspection (East), Visakhapatnam

The Controller of Naval Armament Inspection (West), Mumbai

The Controller of Naval Armament Inspection (South), Kochi

All NOICs

Internal: -

**All Directorates at NHQ**

For info: -

**NA/CNS**

**NA/VCNS**          **TA/COM**          **SO/ COP**          **SO/DCNS**

**All DGs/ Controllers and APSOs**

# NAVY WIDE HELPLINE – WORKFLOW VER – 4.0

## Distribution of Consoles

- CNS Sect – 01
- DOP - 03
- DESA - 02
- NAVPAY - 01
- NAVPEN - 01
- NWeC – 01
- (Admin console)
- DGMS(N) - 02
- DPS - 01
- CABS - 02
- DPA - 01

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Welcome to Indian Navy helpline
भारतीय नौसेना के सहायता फोन सेवा में आपका स्वागत है। हिन्दी के लिए 1 दबाएं, For English Press 2

Assume Caller has pressed 2

Sorry your number is not found in India Navy's database, Please call through your registered mobile no. or enter your registered number.

For verification of authentic caller, please dial your service number without suffix after beep followed by hash

You have _____ open tickets if it is related to old ticket(s) press 1 and for New ticket Press 2

Assume callers has pressed 1 (Please enter your ticket number)

Assume caller has pressed 2 The call will be routed abinitio

Press 1, if you are serving

Press 2, if veteran

## Serving

For issues related to Directorate of personnel Press 3

For issues related to medical services Press 4

For issues related to Directorate of personnel Services Press 5

For issues related to policy concerning pay & allowances, passage or e-claims press 6

**For issues related to Bureau of sailors Press 1**
Two Consoles to be configured as one section to attend all calls related to Bureau of Sailors

**For issues related to Naval Pay Office Press 2**
Console 1 of NPO

**Directorate of personnel (Press 3):**
- For issues related to Transfer & Pre-release course Press 1
- For issues related to promotion and confidential Report Press 2
- For issues related to No objection Certificate press 3 — Console2 DOP
- For issues related to pending applications press 4
- For issues related to updation of personnel records press 5 — Console 3 DOP
- For issues related to SPARSH press 6
- For issues not listed above press 7 — Console 1 DOP

**Console 1 of DGMS (N) — For issues related to medical services Press 4:**
- Press 1 for Medical Board
- Press 2 for status of Annual Medical Examination & Periodic Medical Examination
- Press 3 for Health Statistics
- Press 4 for miscellaneous issues related to medical services

**Console 1 of DPS — For issues related to Directorate of personnel Services Press 5:**
- Press 1 for issuance of Medals
- Press 2 for requisition of band
- Press 3 for issuance of Battle casualty certificate
- Press 4 for Change of permanent address
- Press 5 for miscellaneous issues related to personnel services

**Console 1 of DPA — For issues related to policy concerning pay & allowances, passage or e-claims press 6:**
- For pay & allowances press 1
- For matters concerning LTC, TY Duty, Permanent duty moves or issues related to International air travel on TY or permanent duty press 2
- For E-Claims press 3
- For any other policy matter press 4

## Veteran

For issues related to Directorate of Ex-Servicemen Affairs Press 1

**Console 1 of NAVPEN:**
- Press 1 For Pre-release course for officer sailors, widows.
- Press 2 for grievance and welfare aspects related to Veterans, widows and Next of kin
- Press 3 for Navy foundation and veteran sailor's forum
- Press 4 for policy & Naval Regimental System, Death in Harness cases
- Press 5 for Second Career Opportunities at Indian Naval Placement Agency
- Press 6 for matters not listed above
- Press * to return to previous menu

For issues related to Naval Pension Press 2 — Console 1 of NAVPEN

**For issues related to Ex-servicemen Contributory Health Scheme, ECHS Press 3 — Console 2 of DGMS (N):**
- Press 1 For Issues related to Application Status
- Press 2 for card issues
- Press 3 for Bill reimbursement
- Press 4 for Empanelled hospitals
- Press 5 for Miscellaneous issues related to ex-servicemen affairs

For issues related to SPARSH or policy related to pension Press 4 — Console 1 of DPA

For issue related to Directorate of Personnel services Press 5 Console 1 of DPS

For SPARSH and updation of personnel particulars Press 6 Console 3 of DOP

Two Consoles to be configured as one section to enable attending all above issues by both consoles

## Distribution of Consoles

| | |
|---|---|
| CNS Sectt – 01 | |
| DOP – 03 | |
| DESA – 02 | |
| NAVPAY – 01 | |
| NAVPEN – 01 | |
| NWeC – 01 (Admin console) | |
| DGMS(N) – 02 | |
| DPS – 01 | |
| CABS – 02 | |
| DPA – 01 | |

**भारतीय नौसेना के सहायता फोन सेवा में आपका स्वागत है। हिन्दी के लिए 1 दबाएं, For English Press 2**

यदि कॉलर ने 1 दबाया

क्षमा करें आपका नंबर भारतीय नौसेना के डेटाबेस में उपलब्ध नहीं है कृपया अपने पंजीकृत नंबर से कॉल करें या अपना पंजीकृत नंबर दर्ज करें

कॉलर के संख्यापन हेतु अपना सविधा नंबर अंकन करें तथा बीच आने के पश्चात hash का उपयोग करें (संख्यापन होने के बाद अपना registered मोबाइल नंबर दबाएं)

आपके पास:------- open ticket(s) है यदि ये पुराना ticket है तो 1 दबाएं और नए ticket के लिए 2 दबाएं

सेवारत कॉलर ने 1 दबाया (कृपया अपना टिकट नंबर दर्ज करें)

**सेवारत**

1 दबाएं, अगर आप सेवारत है
2 दबाएं, अगर आप सेवानिवृत है

सेवानिवृत कॉलर ने 2 दबाया तो कॉल नए ticket हेतु निर्देशित किया जाएगा

**सेवानिवृत**

नीतियों के बारे में संबंधित जानकारी के लिए 1 दबाएं

**Console 1 of NPO** — नौसेना वेतन कार्यालय से संबंधित जानकारी के लिए 2 दबाएं

कार्मिक निदेशालय से संबंधित जानकारी के लिए 3 दबाएं

स्वास्थ्य से संबंधित जानकारी के लिए 4 दबाएं

कार्मिक सेवा निदेशालय से संबंधित जानकारी के लिए 5 दबाएं

### Console 1 DOP
- स्थानांतरण, नई तैनाती/पाठ्यक्रम से संबंधित जानकारी के लिए 1 दबाएं
- पदोन्नति और वरिष्ठता जांच की स्थिति से संबंधित जानकारी के लिए 2 दबाएं
- अवकाश प्राप्त पत्र से संबंधित जानकारी के लिए 3 दबाएं

### Console 2 DOP
- विवाहोपरांत, आवेदन-पत्र की स्थिति जानने के लिए 4 दबाएं

### Console 3 DOP
- कार्मिक के निजी दस्तावेज़ अद्यतन करने से संबंध में 5 दबाएं
- SPARSH से संबंधित जानकारी के लिए 6 दबाएं
- ऐसे मुद्दे जो पूर्वबद्ध जानकारी है उनके लिए 7 दबाएं

### Console 1 of DGMS (N)
- मेडिकल बोर्ड के लिए 1 दबाएं
- वार्षिक चिकित्सा जांच और अधिकृत चिकित्सा जांच की स्थिति के लिए 2 दबाएं
- स्वास्थ्य अकाउंट के लिए 3 दबाएं
- स्वास्थ्य सेवाओं से संबंधित अन्य जानकारी के लिए 4 दबाएं

कार्मिक सेवा निदेशालय से संबंधित जानकारी के लिए 5 दबाएं

### Console 1 of DPS
- पदक विमान से संबंधित जानकारी के लिए 1 दबाएं
- बैंड की प्राप्ति के लिए 2 दबाएं
- Battle Casualty Certificate के लिए 3 दबाएं
- स्थायी पता को बदलने के लिए 4 दबाएं
- कार्मिक सेवाओं की अन्य जानकारी के लिए 5 दबाएं

### Console 1 of DPA
- वेतन और भत्ते के लिए 1 दबाएं
- स्लिप्स, जमापूंजी एवं अवकाश रिकवरी यात्रा और स्थायी यात्रा से संबंधित जानकारी के लिए 2 दबाएं
- E-Claims से संबंधित जानकारी के लिए 3 दबाएं
- व्यय नीतियों के संबंध में जानकारी के लिए 4 दबाएं

वेतन और भत्ते की नीतियां, पात्रता और E-claims से संबंधित जानकारी के लिए 6 दबाएं

### Console 1 of NAVPEN
- पूर्व-नौसैनिकों से संबंधित जानकारी के लिए 2 दबाएं
- पूर्व-नौसैनिकों के निदेशालय से संबंधित मामलों के लिए 1 दबाएं

### Console 1 of DPA
- पूर्व-नौसैनिकों के लिए 1 दबाएं तथा निधन के बाद Navy Foundation और पूर्व-सैनिकों के लिए 3 दबाएं
- नीति एवं नौसैनिक रिटायरमेंट प्राप्ति, Death in Harness के लिए 4 दबाएं
- भारतीय नौसेना पेंशन अधिकरण के द्वारा इससे करियर के अवसर के लिए 5 दबाएं
- ऐसे मुद्दे जो पूर्वबद्ध जानकारी है उनके लिए 6 दबाएं

पूर्व-नौसैनिकों के contributory health scheme ECHS के लिए 3 दबाएं

### Console 2 of DGMS (N)
- आवेदन नवासी स्थिति के लिए 1 दबाएं, कार्ड निर्माण के लिए 2 दबाएं, बिल राशियों के लिए 3 दबाएं
- पूर्व नौसैनिक अस्पतालों के लिए 4 दबाएं
- पूर्व नौसैनिक निदेशालय अन्य जानकारी के लिए 5 दबाएं

### Console 3 of DOP
कार्मिक विवरण से संबंधित जानकारी के लिए 6 दबाएं

### Console 1 DPS

**टिप्पणी:**
- Two Consoles to be configured as one section to attend all traffic related to Bureau of Sailors
- Two Consoles to be configured as one section to enable attending all above issues by both consoles