



Glodyne Technoserve Limited

Innovative Insights

Press Release

Glodyne rolls out 'e-shakti' call center in Bihar under NREGS

Designed to function on a transparent complaint structure and facilitate accountable Grievance Redressal Mechanism.

14th October 2009, Patna: Glodyne, through its subsidiary Smaartechnologies has built a state of art '**e-Shakti**' **Helpline Call Centre** is ready to serve the NREGS-Bihar beneficiaries as well as all others who are directly or indirectly involved with NREGS-Bihar. Today, the Honorable Chief Minister of Bihar, Shri Nitish Kumar inaugurated the 'e-Shakti' Call Centre located in Patna. The CM made a call to the e-Shakti Helpline number to ask queries and the call centre operator addressed the concerns.

E-Shakti helpline is a complete one call Portal for implementation of NREGS-Bihar, the aim is to provide authentic information to the callers by a specialized team which is available 24*7 to help and respond to all the beneficiaries and Government functionaries. 'e- Shakti' Call Centre is an InstaCC hosted Call centre established in collaboration with BSNL and VSNL, BSNL being the connectivity provider and VSNL providing the connectivity interface. A CRM has been developed by Glodyne to facilitate the call center operations.

The caller has a language option (Hindi or English) as per his/her preference to discuss the problems and queries with the operator and a complain number is assigned for future reference. The caller can check the complain status using the number. All unresolved cases are routed to the call center manager who checks the complaint and subsequently routes it to the concerned Government Official for solutions. The Government official will look at all complaints assigned to them, resolve them and call the call center manager to provide him the solution to further facilitate the concerned beneficiary.

E-Shakti Call centre helpline is designed to function on a transparent complaint structure and facilitate an accountable Grievance Redressal Mechanism and is geared up to be at the rural disposal 24 hours a day and 7 days a week. This move will surely boost the functioning of NREGS-Bihar and subsequently lead Bihar towards the path of development.

Commenting on the project Mr. **Annand Sarnaik, Chairman and Managing Director, Glodyne Technoserve Limited** said ***"Glodyne believes that appropriate use of technology in governance will lead to the true empowerment for the people of the country. I would like to congratulate every member and partner who is a part of implementing the 'e-shakti' dream in the state"***

Mr. Binod Kumar Mishra, Head - NREGS Project, Glodyne commented, *“The experience of implementing the ‘e-shakti’ project in the state has been an enriching and learning experience for the entire team at Glodyne. We are proud to be associated with this prestigious project which will change the rural landscape of the state. The support given to us by the various state bodies and partners has been very inspiring and we are confident of setting up an example in NREGS implementation.”*

About ‘e-shakti’ project:

Glodyne, through its subsidiary Smaartech Technologies has partnered with the Rural Development Department of the Government of Bihar for implementing and managing the National Rural Employment Guarantee Scheme (NREGS) project in Bihar, named ‘E-shakti’. The project was launched in February 2009, at the hands of the Hon. Chief Minister of Bihar, Mr. Nitish Kumar at Patna. The NREGS scheme, an initiative of Govt of India, guarantees 100 days of employment in a financial year to below the poverty line household. ‘E-shakti’ is a 5 year BOOT project which would generate more than Rs 284 crore in revenues for the Company and has the potential not only to generate more employment directly and indirectly, but also to transform rural economic and social relations at many levels. Glodyne is responsible for the project implementation, management and maintenance. With e-shakti the processes of registration, receipts, job demand, muster rolls, works, attendance, calculation and disbursement of wages will be digitalized saving all the paperwork and complexity giving the rightful benefit to the card holders. Technology is being used for empowerment and enrichment of the rural households of the state.

About Glodyne Technoserve Limited (BSE: 532672; NSE: GLODYNE)

Glodyne Technoserve Limited is a leading IT Services company with prime focus on Technology Infrastructure Management Services that delivers real time solutions to businesses seeking efficiencies in their IT spends. Glodyne has presence across India and US. For more information kindly visit www.glodyne.com

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