

**PRESS NOTE**

**24X7 Helpline for e-services: 03192-259027/28**

SOVTECH is pleased to announce new 24X7 helpline numbers for reporting the following:

1. Issues related to e-services offered by A & N Administration & CSCs.
2. Issues related to websites/portals of A & N Administration hosted at A&N State Data Centre.
3. Any other issues related to Common Service Centers.

The helpline numbers are 03192-259027/28.

You can also email at [helpdesk.sdc.and@nic.in](mailto:helpdesk.sdc.and@nic.in)

**Complaint Redressal Mechanism**

- (A) As soon as the call is logged a ticket number will be generated against the complaint.
- (B) The matter shall be first brought to the notice of the concerned Technical staff for immediate redressal.
- (C) If the complaint is not redressed within 8-10 hours of the call, the matter will be escalated to the concerned Project Manager
- (D) After exhausting all the above channels, in case the issue is still not resolved, the caller can email to the senior management at [osdit1.and@nic.in/](mailto:osdit1.and@nic.in) [eosovtech.and@gov.in/](mailto:eosovtech.and@gov.in) [ssit.and@nic.in](mailto:ssit.and@nic.in).

**Executive Officer**  
SOVTECH