



DIT-F010/11/2019-IT SECTION-GoHP-(E:12808) - 125
 Department of Digital Technologies & Governance
 Government of Himachal Pradesh

From

Director,

Department of Digital Technologies & Governance,
 Government of Himachal Pradesh.

To

- 1/ All the Head of Departments in Himachal Pradesh.
2. All the Managing Directors/ CEOs of Corporations/ Boards in Himachal Pradesh
3. All the Deputy Commissioners in Himachal Pradesh,

Dated: Shimla-171013, the

25th November, 2024

Subject: - Regarding Establishment of Digital Helpline at 0177-3525101/02 for
 Support on DDT&G Applications and Portals

Madam/ Sir,

With reference to the subject cited above, it is informed that, in order to enhance accessibility for government users and provide timely support, a Digital Helpline has been set up in this department to address queries and issues raised by field offices related to the applications and portals developed by this department

This helpline is available to assist with issues related to applications such as the Himachal Online Seva Portal (eDistrict), eOffice, HimAccess SSO, MMSS Helpline, LMS, Relief Portal, Revenue Management System, and others. Every issue or query registered with the Digital Helpline will be assigned a ticket number, which will be sent via SMS for tracking its status. The Digital Helpline can be reached at 0177-3525101/02 during standard office hours. It is requested that this helpline number may be circulated to all field offices so that they can easily access support for any related queries/ issues.

Yours faithfully,

Director,

Department of Digital Technologies & Governance,
 Himachal Pradesh, Shimla-13.

No-EDN-DDHE(HP)-IT(MISC.)
 O/o DDHE, Bilaspur - 435 29-1-2025

Forwarded to all the Heads of Schools with the directions to resolve the issues related to above mentioned applications using Digital Helpline 0177-3525101/02 during standard office hours.

M 29/01/2025
 DDHE, Bilaspur.

24 JAN 2025

Endst: Shimla the dated: January, 2025

EDN-HE(14)-1/2023-B-MISC
Directorate of Higher Education
Himachal Pradesh, Shimla-1

Copy for Information & further necessary action to :-

1. All the Principals of Government Colleges of the State.
2. All the DDHEs of the State.
3. All the Librarians of the libraries of the State/State Library.



(Dr. Amarjeet K. Sharma)
Directorate of Hr. Education
Himachal Pradesh, Shimla-1