

Tel/ Fax: 0381 – 235 5751  
e-mail: itdept-tr@nic.in

**GOVERNMENT OF TRIPURA**  
**DIRECTORATE OF INFORMATION TECHNOLOGY**  
ITI Road, Indranagar, Agartala – 799 006

**NOTIFICATION**

**Subject:** - Notification defining the working procedure and escalation matrix of Online Grievance Mechanism for the Tripura Startup Policy, 2024 Portal.

In pursuance of the objective to ensure the smooth discharge of services to the public and facilitate lodging of grievances related to the Tripura Startup Policy, 2024, the Directorate of Information Technology, Govt. of Tripura, has implemented an Online Grievance Mechanism. The mechanism is accessible through hyperlinks integrated with the CM Helpline Portal (<https://cmhelpline.tripura.gov.in>).

**Operational Workflow:**

Upon registering a grievance on the portal, unique tickets are generated in favour of complainant citizen; departmental wise issues / grievances are segregated and deliver or disposed to the Appellate Authority for redressal within stipulated timelines. The status of Grievances Redressal is displayed in the Dashboard of CM helpline portal. The following **escalation matrix** shall be adhered to for efficient resolution of grievances within the prescribed Turnaround Time (TAT):

<b>Escalation Matrix</b>		<b>TAT (Turned Around Time)</b>
1 <sup>st</sup> Level	Manager, Tripura Startup Policy	48 Hours
2 <sup>nd</sup> Level	Joint Director, IT, Govt of Tripura (For respective project)	48 Hours
3 <sup>rd</sup> Level	Additional Director, IT, Govt of Tripura (For respective project)	72 Hours
4 <sup>th</sup> Level	Director, IT, Govt of Tripura	72 Hours

(Jeya Ragul Geshan B, IFS)  
Director, IT  
Govt. of Tripura

**Copy to: -**

PS to the Secretary, IT, Govt. for Tripura for kind information of the Secretary, IT, Govt. of Tripura.  
All the concerns.