



# Chief Electoral Officer Madhya Pradesh



1950 (Toll Free)

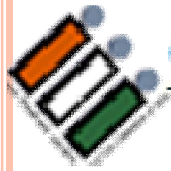




## FUNCTIONING OF DCC 1950

- The operation time of DCCs should be **9AM to 9PM on all working days and** upscaled during Election Period.
- The DCC will continue to work **throughout the year during both election as** well as non-election periods.
- The DCC should be manned by a ' **Contact Centre Agent** ' and not by Computer Programmer, Data Entry Operator or any other position.
- The minimum **qualification of DCC and SCC agent is 12th pass with good** command on area specific languages, good typing skills, good articulation and patience. There is no further computer knowledge required for this position.

**Cont.....**



**Chief Electoral Officer**



**Madhya Pradesh**



## FUNCTIONING OF DCC 1950

- All the Contact Centre agents should be **thoroughly trained on Election** matters and on Soft skills. The DCO should be closely associated with the training.
- All DCC agents should be having **account at NGSP which can be created by** DEO Admin login at NGSP. All DCO login can be created by CEO Admin account
- Every call should be **punched into the NGSP portal. All types of calls such as** information, feedback, suggestion and complaints should be entered with relevant details.





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## Process Flow Chart

