

GOVERNMENT OF TELANGANA
REGISTRATION AND STAMPS DEPARTMENT
PRESS NOTE
Dated:31.7.2018

Registration and Stamps Department with intent to deliver efficient and quality services to the citizens is establishing a call centre with 6 telephone lines in the office of the Commissioner and Inspector General, Registration & Stamps Department, Telangana.

This facility will be available to the citizens from 11:30 am of 1st August, 2018.

The citizens may seek guidance or get clarifications with regard to registration of documents, registration of Hindu and special marriages, registration of societies and firms and administration of chit fund business and other services.

The call centre works from 10:30 am to 5:30 pm every working day. One Urdu knowing person is also part of the call centre besides Telugu and English speaking persons.

An electronic log will be maintained to record the calls, to monitor the replies and to get the feedback from the citizens with regard to quality of performance of the call centre.

Strict escalation matrix protocol is in place so that the citizen gets proper and timely reply from the department.

The toll free number of the call centre is **18005994788**

The call centre is going to be operated by M/s.Netexcell under the supervision of the department.

COMMISSIONER AND INSPECTOR GENERAL,
REGISTRATION AND STAMPS DEPARTMENT