

GOVERNMENT OF INDIA  
MINISTRY OF PANCHAYATI RAJ  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 3916**  
TO BE ANSWERED ON 02.04.2018

**Central helpdesk under e-panchayat**

**3916. DR. VIKAS MAHATME:**

Will the Minister of PANCHAYATI RAJ be pleased to state:

- (a) whether Government has launched 'Central helpdesk' under e-panchayat, operational in three languages Hindi, English and regional languages;
- (b) if so, the details thereof;
- (c) the purpose for launching 'Central helpdesk';
- (d) the response received from the Gram Panchayats and public in this regard;
- (e) whether the 'Central helpdesk' will also be made operational in Tamil Nadu; and
- (f) if so, by when it is likely to be made operational ?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF PANCHAYATI RAJ  
(SHRI PARSHOTTAM RUPALA)

(a) to (f): The Ministry of Panchayati Raj (MoPR) is implementing e-Panchayat Mission Mode Project (MMP) wherein a suite of Core Common Software Applications, collectively known as Panchayat Enterprise Suite (PES) was developed. In 2014-15, under e-Panchayat MMP, a Central helpdesk was introduced for two Software Applications, namely PRIASoft and PlanPlus. The helpdesk provided support in English, Hindi, Marathi and Tamil languages to Panchayat level users to address operational queries related to the usage of PRIASoft and PlanPlus Applications. Due to low utilization of the helpdesk, it was discontinued in subsequent years. However, in order to support the Panchayat level users of the PES applications, User Manuals, Brochures and Frequently Asked Questions (FAQs) are continuously updated for all Applications. Furthermore, multi-media enabled Computer Based Tutorials have also been developed for all PES Applications to demonstrate the usage of these Applications and to provide a simulated hands-on experience. Therefore, this Ministry is not considering to restart Central helpdesk anywhere including in Tamilnadu under e-Panchayat.

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