INDUSTRY – Citizen Services

Client Profile

The client is a government organization whose responsibility is in setting diplomatic principles and policies , related laws and regulations, safeguarding national sovereignty, security and interests on behalf of the state;

Business Challenges

The government challenge is to deliver on their missions with services that merit superior customer satisfaction. The government expects operational flexibility and technology innovation with reduced cost without compromising the quality of service. Tata BSS processes information and documents in the most highly secure operating environment.

Tata BSS Solutions

- **Inbound:**
  o Handling general queries like documents required for fresh and reissue of document, document fees, qualification required for document etc.
  o Providing information about passport services to citizens
  o Providing the status of a application
  o Registering applicants' grievances
  o Provide the status of information requests and grievances
  o Scheduling of appointment with seva kendra
- **Outbound:**
  o Outbound calls to the citizen in case of exceptional/ special cases and to gauge customer satisfaction

PERFORMANCE HIGHLIGHTS

- Reach – Multi lingual support to address regional requirement
- Overall 70+ seva kendras are live (as of Nov 2013) with 17 languages aligned to 37 RPOs
- A single point of contact for general public on any related information
- Clubbed with seva kendras physical locations for enhanced customer experience and help the Ministry in attaining their business objective.

Tata BSS helps its clients increase its customer base, retain high value customers, protect their brand reputation and provide efficient and scalable BPM services. Tata BSS serves industry leading customers in North America, Europe and Asia across major industry verticals. Inspiring trust and un-complicating business transformations since 2004, Tata BSS is a wholly owned subsidiary of Tata Sons, the holding company of the 142 years old Tata Group.