

SINGLE NAVY-WIDE TOLL-FREE HELPLINE NUMBER **INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)**

A Navy-wide toll-free helpline number **1800-11-0412** has been launched by the Chief of the Naval Staff on 18 Apr 24 towards providing a single point access for veterans and serving personnel for resolving their grievances/ queries. Salient features of the IVRS are as follows: -

- Direct access to CABS, NAVPAY, NAVPEN, DOP, DPS, DESA, DPA, DGMS(N) and ECHS(N).
- Bilingual IVRS support (Hindi and English).
- Reach back through call logs.
- Ticket Management System for follow-up of grievances/ queries.
- Dedicated in-built monitoring mechanism.