

Interactive Voice Response System (IVRS) in the Estate Management of Kolkata Dock system

Shri A. Majumder, Chairman, KoPT inaugurated on 5.01.2010 the Interactive Voice Response System (IVRS) in the Estate Management of Kolkata Dock system. Kolkata Dock System has its jurisdiction 4576 acres of land covering Kolkata, Howrah, Budge Budge and in the districts of Nadia, Medinipur, 24 Parganas, Murshidabad etc. There are more than 1900 acres of leased out area wherein altogether 5000 occupations (plates) persists. Management of such vast estate is a very difficult task. In order to enhance estate revenue, KoPT already introduced various advanced information technology. To give further facilities to the tenants / lessees, the Port have introduced IVRS. Through the four dedicated telephone lines (2231-2140/2141/42/2143) anybody can access the IVRS by dialing their account code and get their payment and billing related information for each of their occupations (plates) by giving respective plate codes.

