

Establishment of dedicated Control room with PRI facility for COVID-19 in the State

Subject: -

Regarding establishment of dedicated control room with PRI Facility for COVID-19 in the State.

Please refer to the subject cited above.

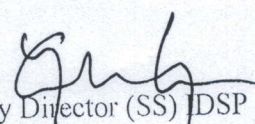
As per the telephonic communication received from GOI on 17-03-2020 and keeping in view the present situation of COVID-19 at the national as well as State level, there are chances that more and more calls will be received at State Helpline Number as well as District level.

Hence, it is requested to establish a dedicated control room at State as well as District level as per the following:-

- a. Presently, at State level single SIM Helpline Number-8558893911 is operational and widely publicised & this number may be converted with PRI Facility having capacity of taking minimum 30 calls at a time with flexibility to decrease or increase the call loads on need basis and having linked to National Helpline Number -1075. If present Helpline Number 8558893911 is not feasible to convert with PRI Facility, then a separate parallel Helpline Number may be provided for State Level with PRI Facility having capacity of taking minimum 30 calls at a time with flexibility to decrease or increase the call loads on need basis and having linked to National Helpline Number -1075.
- b. Similarly at District level single SIM Helpline Number -108 is operational and widely publicised & this number may be converted with PRI Facility having capacity of taking minimum 30 calls at a time with flexibility to decrease or increase the call loads on need basis and having linked to National Helpline Number -1075. If present Helpline Number -108 is not feasible to convert with PRI Facility, then a separate parallel Helpline Number may be provided at District Level with PRI Facility having capacity of taking minimum 30 calls at a time with flexibility to decrease or increase the call loads on need basis and having linked to National Helpline Number -1075.

It is further submitted that District Surveillance Officer, Epidemiologist, Data Entry Operator & other staff of District IDSP Unit should not be deployed in the Helpline Call Duties as this staff is solely designated for COVID-19 surveillance work only. Separate dedicated staff may be deployed for Helpline Call duties with having all the basic knowledge regarding COVID-19 prevention & containment.

You are, therefore, humbly requested to establish a dedicated control room mentioned in para a & b at the earliest possible.

  
Deputy Director (SS) IDSP  
For Director Health Services (IDSP)  
Haryana, Panchkula

To

DDC(IT)  
o/o MD, NHM, Haryana  
Panchkula

Endst No. IDSP/2020/1429

Dated: 20/3/2020