Dear Sir,

As you are aware, the India Health Team is taking all necessary precautions for the management of recent novel Corona Virus (COVID-19). And, Ministry is operating a 24X7 Call Centre at NCDC, New Delhi with the number 011-23978046 and mail id of ncv2019@gmail.com. States also are running their helplines for this purpose.

It is to bring to your kind notice that under NHM support, States/UTs are running 104 Call Centres / State Specific Helpline and this ‘Dial 104’ / Helpline is widely known to the public of the State as the helpline of the health Department. Hence, it is suggested that after proper training and orientation of the Call Centre operators, the 104 Call services may also be utilized for attending the calls from the General Public of the State/UT for giving medical and other related information such as travel advisories and common Dos and Don’ts on COVID-19. You are requested to identity the resource person for this purpose. After the Video Conference on COVID-19 on 6th March 2020, orientation of these resource persons will be done through video conference from 3.00 pm onwards.

It is also to reiterate that IEC budget under NHM can be utilized for awareness and other IEC purposes for COVID-19. States/UTs have already identified Hospitals where the Quarantine and Isolation wards for the management of COVID-19. In this regard, it is informed that Untied funds of these public hospitals can also be utilized for making necessary arrangements for management of novel Corona Virus.

warm regards

Yours sincerely,

(Vikas Sheel)

ACS / Principal Secretary / Secretary, Health of all the States/UTs

Talking about AIDS is taking care of each other
www.mohfw.nic.in
Copy to

- Mission Directors of NHM of all the States/UTs
- Director, NCDC, New Delhi to appraise the same to the IDSP teams in the States/UTs

(Vikas Sheel)