Dear Colleagues,

As you are aware, Secretary (HFW) has already written a letter on 14th April, 2020 (Copy enclosed) to all States and UTs regarding the maintenance of non-COVID essential health services.

It has been advised by the Hon’ble Delhi High Court in a matter relating to maintenance of non-COVID essential health services that specific WhatsApp number may be designated for the purpose of Grievance redressal. It is therefore requested that, in addition to the help line for grievance redressal that the States/UTs already have, the States may designate a specific WhatsApp phone number for grievance redressal where people could send their complaints if any regarding non availability of non-COVID essential health services. The WhatsApp phone number may be widely publicized by the States / UTs on their website for the benefit of the Citizens. It is also requested that this may be complete within the two days.

With warm regards

Yours sincerely

(Vandana Gurnani)

To,
Additional Chief Secretary/ Principal Secretary/ Secretary (H&FW) – All States/ UTs

Copy To:
2. Mission Director (National Health Mission) - All States/ UTs