

GOVERNMENT OF ANDHRA PRADESH
HEALTH MEDICAL & FAMILY WELFARE DEPARTMENT

Order No.69/COVID-19/HM&FW/2020,

Date:26.07.2020

COVID INSTANT ORDER – 69

Sub:- HM&FW – COVID-19 – Establishment of State 104 Call Centre at Gannavaram for dedicated COVID Cases – Drafting of Group-1 Officers for monitoring of State 104 Call Centre and redressal of public grievances - Orders – Issued – Reg.

Ref:- COVID Instant Order-68 dated 17.07.2020.

Government of Andhra Pradesh had strengthened the existing 104 Call Centres in the districts vide ref cited, to cater to the information pertaining to COVID-19. The Calls received in 104 Call Centre are divided into COVID & Non COVID.

Further, Government has decided to establish a Dedicated State 104 Call Centre for COVID Cases at Gannavaram to monitor the District 104 Call Centre pertaining to COVID division and effective service delivery of COVID patients. In this regard, the following Group-1 officers in the Medical & Health Department are drafted to State 104 Call Centre at Gannavaram which will be operated 24*7 basis in four shifts.

Timings	1st week	2nd week	3rd week	4th week
9 AM – 5 PM	Vasudeva Rao	Ganapati Rao	Rajasekhar Reddy	Sesha Reddy
5 PM - 1 AM	Rajasekhar Reddy	Vasudeva Rao	Sesha Reddy	Ganapati Rao
1 AM – 9 AM	Sesha Reddy	Rajasekhar Reddy	Ganapati Rao	Vasudeva Rao

The above officers are instructed to verify the calls received in District 104 Call Centres pertaining to COVID cases and ensure that all the grievances of public are adhered to by the concerned officials in the districts in a timely and hassle-free manner.



Special Chief Secretary to Government

To
The CEO, DR YSR AHCT, Guntur.
The Commissioner of Health & Family Welfare, Gollapudi.
All the Collector & District Magistrates.
All the DM&HOs in the State.