

**GOVERNMENT OF ANDHRA PRADESH
HEALTH MEDICAL & FAMILY WELFARE DEPARTMENT**

Order No.128 /COVID-19/2020-21, Date:22.06.2021

COVID INSTANT ORDER –128

Sub: HMFWD – COVID-19 – expansion of 104 services to the mandal /municipalities level for providing quick services to public on covid - orders –issued–reg.

Government has established dedicated 104 call centre for covid 19 management to provide information and action services to the public on demand. All districts have also established satellite 104 call centres in the districts with 10 executives in each shift. All the information calls are being attended by the 104 call centre and the action calls are converted as tickets(covid test request, hospital/CCC admission request) and sent to districts for redressal. Accordingly, the public could able to request for testing and admission in to hospitals and Covid care centres and availed services.

In view of availing services by public with ease, government decided expand the scale of operations to the mandal and municipality level for hassle free and quick services delivery to the public and accordingly, the following instructions issued.

1. GVMC, Visakhapatnam, Vijayawada Municipal corporations should establish a 5 seater 104 call centre with five executives in each shift. 104 call centre should have 2 dedicated landline connections, 5 computers with internet and mobile connections to five executives.
2. Guntur, Rajahmundry, Kurnool, Tirupathi corporations should establish a 4 seater 104 call centre with four (4) executives in each shift. 104 call centre should have 2 dedicated landline connections and 4 computers with internet and mobile connections to four executives.
3. All other corporations should establish a 3 seater 104 call centre with three (3) executives in each shift. 104 call centre should have 2 dedicated landline connections and 3 computers with internet and mobile connections to three executives.
4. All municipalities should establish a two seater 104 call centre with two executives in each shift. A dedicated land line and two computers with internet shall be provided. All executives shall have mobile connections.
5. All mandals should establish a two seater 104 call centre and two executives in each shift. A dedicated land line and two computers with internet and mobile connections to two executives shall be provided.

The action calls received from the public shall be registered as tickets and they shall be sent to concerned call centre (Mandal/Municipality/corporation). The concerned call centre shall attend the requests from their jurisdiction (village /ward secretariat) and also arrange for admission into the covid hospitals or CCC. If such facility (CH/CCC) is located in their jurisdiction, requests from other mandal/municipal 104 call centres also to be redressed by admitting patients into CH/CCC. These activities shall be completed within SLAs (service level agreements).

Further, if the positivity rate crosses 5% in any given mandal/municipality/corporation limits, they shall immediately engage vehicles for pick up of patients, admitting into hospital/CCC and drop back to home after discharge. The vehicles to be hired only on the occasion of positivity is crosses 5% and it shall be two in case of mandal/ Municipalities, three to five as per the 104 call centre seats indicated above.

By making outbound calls, these 104 call centre executives shall also ensure that all the symptomatic persons reported in fever survey are given isolation kits by ANMs, covid tests conducted by the medical officer concerned within 24hours and also monitored by ANM to those persons on home isolation and persons advised to be on quarantine are monitored are monitored by ASHAs.

The District Collectors are requested to make necessary arrangements in establishing the mandal, municipality, corporation level 104 call centres for effective service delivery.



Principal Secretary to the Govt.

To

All Collectors & District Magistrates in the state.
All Joint Collectors (Revenue and civil supplies) in the state
All Joint Collectors (V, WS & development) in the state
All Commissioners of Municipal corporations in the state
All DMHOs in the state

Copy to:

The Principal Secretary to the Government, Revenue department
The Principal Secretary to the Government, MA&UD department.