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Covid Observer of Bhubaneswar City Smt. Anu Garg addressed Co-ordination Meeting

104 and 1929 help line numbers have been integrated to attend related calls on Covid

Bhubaneswar dt.28.04.2021

A coordination meeting via video conferencing was held on Tuesday in presence of Ms.Anu Garg, Principal Secretary,Water Resources, W&CD Department and Covid Observer for Bhubaneswar City with senior officials managing 1929 & 104 COVID helpline numbers to chalk out a strategy on attending public on incoming & outgoing calls related to Covid.

The Covid Observer of the city took stock of the situation regarding operation of 1929 Call Centre integrated with 104 Health Helpline in BMC area. All the Covid related calls are addressed by the helplines working round the clock like Shifting of Covid cases from Home Isolation to Covid Hospitals, Information about Covid Testing Centres, Information of vaccination centers and about patients under treatment in different Covid Hospitals, Monitoring of cases in Home Isolation and Coordination with RRT teams and Zonal officers.

7 Doctors, 38 Call Executives and 6 Supervising Officers are deployed to work for 1929 call centre where as 8 Doctors and 46 Counsellors are working for the 104 helpline. Another 7 doctors and 20 counsellors are to be deployed for the 104 help line.

In a day, nearly 10000 calls handled by the 1929 and 104 Call Centres. Control rooms are also set up in BMC and Capital Hospital for shifting needy patients to hospitals by coordinating with Hospitals and Ambulances. 44 ambulance are deployed at different locations for shifting needy patients to hospitals to save valuable time in shifting. For Capital Hospital there are 24 Ambulances operational where as for UCHC,Patia – 04, UCHC,Dumduma – 04,BMC office – 04,BMC Zonal

Office, North Zone – 02,BMC Zonal Office, South West Zone – 02,BMC Zonal Office & South East Zone – 02 have been deployed for the purpose. Necessary steps are being taken for providing oxygen facility in the ambulances.

The Covid Observer in her message also assured the people of the city that these two help line nos. are serving at its best to providing information to public .

Commissioner cum Secretary, E&IT. Shri.Manoj Kumar Mishra, Dr.N.Thirumala Naik, Labour Commissioner Shri.Prem Chandra Choudhary, Commissioner, BMC attended the meeting.

Pathani Rout
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