



Khalid Arshad, B.A.S
Administrative Officer

SHSB/Gen Admin/IDSP/1495/2015/१११०

To,
In charge, 104 Call Centre
State Health Society Bihar

Patna, Date-...11.../...3.../2020

Sub: Regarding use of 104 Call Centre Number as Corona Virus Disease (COVID 19) Control Room

Sir,

In context to the ongoing corona virus outbreak in China and its rapid spread to many other countries including India, there are chances of initiation of local transmission and rapid spread of the disease in our State also. In order to address the public queries related to the disease and to ensure follow up of each case/suspect, it is essential that 104 Call Centre be designated as the COVID 19 Control Room.

The Control Room is expected to address the queries of the general public on the disease and their referral to designated Health Centres for testing and treatment. It shall work closely in coordination with the State Surveillance Unit, IDSP. The Control Room is also expected to verify the suspects as per the line list provided by the State Surveillance Unit, IDSP and share the verification report on email: ssobihar@gmail.com on daily basis. The Control Room should provide information on total number of lines attached to the Call Centre, Number of calls received (Local & ISD calls), Email-id used as enquiry on COVID 19 and number of emails received on regular basis.

In view of the above and as directed, it is requested to direct the competent authorities/officials to start working of 104 Call Centre Number as Corona Control Room with immediate effect.

Yours Sincerely


(Khalid Arshad)

Memo No. १११०....., Date 11-3-2020

Copy to:

1. Executive Director, SHSB, Patna for kind information


(Administrative Officer)

