



National Health Mission
SDA Complex, Kasumpti, Shimla-9
Himachal Pradesh
Dated: Shimla-171009, the



CIRCULAR

Subject: Regarding AAROGYA SETU IVRS 1921

Government of India has launched **Aarogya Setu IVRS** 1921. This is for including the citizens with feature phones and landlines under the protection of AAROGYA SETU. This service is available Pan-India and this is a **toll free service**. It will work in the following steps :

- **Citizens need to give a missed call to the number 1921.** Call will get disconnected and citizens will receive a call back requesting for inputs regarding their health.
- The questions asked are aligned to the Aarogya Setu App. Based on the responses given; citizens will get a SMS indicating the health status. Citizens will continue to get alerts for their health.
- The service is implemented in 11 regional languages, same as the app and SMS, is sent to the citizen in the same language in which, he has shared his information.
- The input is made part of the Aarogya Setu database and information is processed to send alerts to the citizen on the action to be taken to ensure their safety.

All the Districts are requested to:-

- Inform the public about the 1921 service and inform the Media also with regard to this services.
- Inform the people of your respective district about the official nature of this exercise and they should be aware of any other calls by pranksters or phishing/fishing attempts from any other number.
- For an effective citizen inclusion, kindly popularize this service in your respective district extensively.

Nagendra...
5/5/20
Special Secretary (Health)
Cum-Mission Director, NHM
Himachal Pradesh



Endst. No. As above

Dated Shimla-9 the

Copy for information and necessary action to:

1. The ACS (Health) to the Government of Himachal Pradesh.
2. The Director Health Services, Himachal Pradesh.
3. The Director of Medical Education & Research, Himachal Pradesh.
4. The Director IPR with request to undertake publicity regarding the same.
5. All the Deputy Commissioners, Himachal Pradesh.
6. All the Chief Medical Officers, Himachal Pradesh.
7. All the Sr. Medical Superintendents, Himachal Pradesh.
8. All District Surveillance Officers, Himachal Pradesh.

N. Pr...
5/5/20

Special Secretary (Health)
Cum-Mission Director, NHM
Himachal Pradesh