



No. NHMHP-IDSP/1/2020-IDSP-Section-Part (2)-16780 -20703
National Health Mission-HP
SDA Complex, Kasumpti, Shimla-9
Himachal Pradesh
Dated: Shimla-171009, the

MISSION DIRECTOR (NHM)
04 MAY 2021
Shimla-9 (H.P.)

To,

All the Deputy Commissioners
Himachal Pradesh

All the Chief Medical Officers,
Himachal Pradesh

Subject: Regarding engaging Volunteer groups, NGOs, CSOs in COVID19 pandemic by setting up Help Desks

Madam/Sir,

This is in reference to D.O letter No. AS(H)/MoHFW/2021 Dated 1st May, 2021 received from Addl. Secretary , Govt. of India, Ministry of Health and Family Welfare on the subject cited above. In order to provide mental well being and support to the relatives and friends of COVID 19 Patients, following measures are suggested to be adopted:

1. Volunteer groups, NGOs and CSOs should be engaged by setting up Help Desks. The Help Desk team setup at the hospitals can support in managing the patients being admitted in the hospital effectively and facilitate better interaction between hospital staff and patients attendants. The Help Desk team may also help in increasing awareness about the necessary safety precautions and appropriate COVID-19 behavior, amongst patients.
2. NGOs can support in other activities at hospitals that facilitate the attendants grievance redressal and also help in their logistic requirements such as helping with discharge, liaising with cremation and burial grounds etc.

MISSION DIRECTOR (NHM)
04 MAY 2021
Shimla-9 (H.P.)

Yours faithfully,

NM 4/5/21
Mission Director
National Health Mission

Endst. No. As above
Copy for information to:

Dated Shimla-9 the

1. The Secretary (Health) to the Govt. of Himachal Pradesh.
2. The Director Health Services, Himachal Pradesh.
3. The Director Medical Education, Himachal Pradesh.
4. All the Medical Superintendents, Himachal Pradesh.
5. All the District Surveillance Officer (IDSP), NHM Himachal Pradesh.

Ny
4/5/21
Mission Director
National Health Mission
Himachal Pradesh



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली-110011

Government of India
Ministry of Health and Family Welfare
Nirman Bhavan, New Delhi - 110011

D.O.No.AS(H)/MoHFW/2021
Dated: 1st May, 2021

आरती आहुजा भा.प्र.से.

अपर सचिव

Arti Ahuja, IAS
Additional Secretary

Tel. : 011-23061066, 23063809

E-mail : ash-mohfw@nic.in

Dear Sir/Madam,

This is in continuation of the letter D.O. No. Z.28015/ 66/ 2021-DM Cell dated 29th April 2021.

2. It has been observed that a certain gap in proper information dissemination and communication has been aiding the spread of panic and misinformation, which needs to be kept in check.
3. In this context, at the hospital level, you may consider engaging Volunteer groups, NGOs and CSOs by setting up Help Desks. The Help Desk team setup at the hospitals can support in managing the patients being admitted in the hospital effectively and facilitate better interaction between hospital staff and patients' attendants. The Help Desk team may also help in increasing awareness about the necessary safety precautions and appropriate COVID-19 behaviour, amongst patients.
4. Similarly, NGOs can be asked to support in other activities at hospitals that facilitate the attendants grievance redressal and also help in their logistic requirements, such as helping with discharge, liaising with cremation and burial grounds etc.
5. I am sure you must be already doing many of these activities and even more. This is just to bring to the forefront our duty towards the mental well being and support to the relatives and friends of the patients.

With warm regards,

Yours sincerely,

(Arti Ahuja)

Chief Secretaries/Administrators of all States/UTs
Health Secretaries/ MD NHM