



HSM/IDSP/Outbreak\_COVID/03/1162.

Dated Shillong the 11<sup>th</sup> March, 2020

### Office Order

In view of the prevailing Situation of Coronavirus Disease (COVID-19) outbreak in India and across the Globe which continues to evolve and poses threat to the State, it is highly essential to arrange Call Centre to facilitate correspondent with the Public for the immediate information in regard to any clarification thereof. Hence the following arrangement has been made to attend to the Call Centre as per Table below:

**TABLE FOR ROSTER DUTY FOR ATTENDING THE 24 X 7 EMERGENCY CALL UNDER IDSP WITH REGARDS TO COVID-19**

Day	Name of call Operator	Remarks
Monday- Tuesday	Sibalis Marwein/Lanula Thangkhiew	<b>STATE SURVEILLANCE UNIT HELP LINE NO: 9366090748</b>
Tuesday-Wednesday	Anderson Passah/Mr B Don	
Wednesday- Thursday	Mr K. Khongwir/M. Nongpiur	
Thursday- Friday	Miss N.L Syiem/ Miss C.B Kynta	
Friday- Saturday	Shri. Dalamphang K. Kongor/ Wandap Kharngi	
Saturday- Sunday	Shri. Ha I Dahi Chyrmang/Shri Pynshainam Myllem	
Sunday - Monday		

### **IMPORTANT INSTRUCTION:**

- The Timing starts at 12. 00 Noon each day
- Each operator will hand over the Set to the Next Operator at 12. 00 Noon every day
- Any call received in regards to COVID- 19 should be directed to the Districts concerned mentioning their respective Help Line Number given below:
- The Operator should simultaneously intimate forward the Concerned District Help Line to do the needful mentioning the Caller's Name, Address & Contact No.

Name of District	Help Line No.
East Khasi Hills	7085281316
West Khasi Hills & South West Khasi Hills	9485395373
West Jaintia Hills & East Jaintia Hills	6009693315
West Garo Hills & South West Garo Hills	9864939334
Ri Bhoi	8787520449
East Garo Hills & North Garo Hills	9485113132
South Garo Hills	7085100406

This order will come into force with immediate effect and until further orders.

21488  
11/3/20

**Memo No. HSM/IDSP/Outbreak\_COVID/03/1862-71 Dated Shillong the 11<sup>th</sup> March, 2020**

Copy to:

1. The Commissioner & Secretary to the Government of Meghalaya, Health & Family Welfare Department, Meghalaya, Shillong for kind information.
2. The Secretary cum Mission Director(NHM) to the Government of Meghalaya, Health & Family Welfare Department, Meghalaya, Shillong for kind information.
3. The National Programme Officer, Integrated Disease Surveillance Programme (IDSP), Sham Nath Marg, New Delhi-110054 for kind information.
4. The Director of Health Services(MI), Meghalaya, Shillong for kind information.
5. Dr Daisy Panna, Epidemiologist consultant, NCDC, New Delhi-110054 for kind information.
6. The District Medical & Health Officer, East Khasi Hills/West Khasi Hills/South West Khasi Hills/West Jaintia Hills/East Jaintia Hills/Ri Bhoi/East Garo Hills/North Garo Hills/West Garo Hills/South West Garo Hills/South Garo Hills for kind information.
7. The District Surveillance Officer, East Khasi Hills/West Khasi Hills/Jaintia Hills/Ri Bhoi/East Garo Hills/West Garo Hills/South Garo Hills for kind information.
8. The State Programme Manager, National Health Mission, Meghalaya, Shillong for kind information.
9. To all concern for information and necessary action.
10. Office copy.



**Director of Health Services(MCH & FW)  
Meghalaya, Shillong**