



Government of West Bengal
Health & Family Welfare Department
Strategic Planning & Sector Reform Cell
4th Floor, Wing B, Swasthya Bhawan

No. HF/SPSRC/49/2013/Hospital Admn/135

Dated 18 June 2013

From: Dibyen Mukherjee, IAS
Special Secretary

To: 1. Director of Medical Education
2. Director of Health Services

Subject: State Nodal Officer for 24 x 7 Health Helpline

It has since been decided that the Health & Family Welfare Department will operate 24x7 Health Helpline on an outsourced basis. Patients, Patient Parties or the general public would receive the following two categories of services from the Helpline (a) Information regarding availability of essential service packages in State Government Run Health Facilities and (b) Assistance in availing the service packages rendered by the State Government Run Health Facilities.

2. In order to implement and monitor the above mentioned project, the Deputy Director of Health Services (Hospital Administration) will henceforth act as the State Nodal officer for Health helpline. Beside other responsibilities, he will maintain liaison between the Outsourced agencies and facility managers of different tertiary and secondary tier facilities. Hospital Authorities are expected to comply his request regarding submission of different data related to availability of hospital services, prompt redressal of grievances etc. He will maintain the central database required for call centre with assistance from the System Analyst of the IT Cell of the department. He will organize orientation training for call-centre associates, and functionaries of health department. He will develop and design different 'standard operating procedure'; formats of database; training module etc. with the assistance of different committees to be constituted for the purpose from time to time. He will submit performance report of the call centre to the Jt. Secretary (IT) from time to time.


[Dibyen Mukherjee]
Special Secretary

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Copy forwarded for information and necessary action to:

1. Director SPSRC & State Mission Director, NRHM, WB
2. Director of Homeopathy. He is requested to send a copy of this letter to the Supdtt of all tertiary and secondary care health facilities under that directorate
3. Director of Ayurveda. He is requested to send a copy of this letter to the Supdtt of all tertiary and secondary care health facilities under that directorate.
4. Director/Principal (All medical Collages/teaching Institution)
5. MSVP (All medical Collages/teaching Institution)

6. Jt. Secretary (IT)
7. Jt. Director SPSRC, Swasthya Bhawan
8. Jt. DHS (Admn). He is requested to send a copy of this letter to the Supdtt of all secondary care health facilities including decentralized hospitals situated in Kolkata
9. DDHS (HA), Swasthya Bhawan
10. CMOH (All Health Districts). He is requested to send a copy of this letter to the Supdtt of all Secondary Health Care facilities including decentralized hospitals situated in his health district
11. ADHS (Dental). He is requested to send a copy of this letter to the Supdtt of all Dental colleges under that directorate
12. Dr. Samir Sarkar, DADHS (HA), Swasthya Bhawan
13. Dr. S. Sengupta, TO, SPSRC
14. Dr. Suman Biswas, TO, SPSRC
15. System Coordinator, IT Cell.


[Dibyen Mukherjee]
Special Secretary