



विकास शील
संयुक्त सचिव
VIKAS SHEEL
Joint Secretary



भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली - 11001

Government of India
Ministry of Health & Family Welfare
Nirman Bhavan, New Delhi -11001

Pr. Secy. Health, Med. Edu.
Secy. Disasters Management.

Tel. : 011-23063506
: 011-23061481 (T/F)
E-mail : sheelv@nic.in

D.O. No.COVID/CR/BP/01/2020
New Delhi, 18th May, 2020

Chief Secretary
Jharkhand, Ranchi

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Dear Sir,

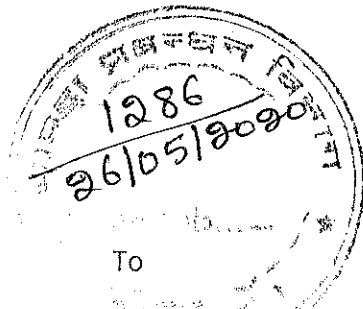
I take this opportunity to compliment you and your team for the hardwork and commitment with which you have addressed the challenges posed by the COVID-19 pandemic. I also acknowledge the exceptional work done by your team under your leadership in provisioning of health care services during this pandemic.

2. As you are aware, some States / UTs in the country have exhibited innovative and good practices in containment of the COVID-19. I sincerely feel that some of these innovative practices, implemented by some of the States / UTs may be useful to other States / UTs for adoption and large scale replication in the effective management of COVID-19.

3. I am attaching a brief on some of such good practices for your perusal. I request you to initiate needful action utilizing these practices in your State in the effective management of COVID-19 pandemic.

Warm regards

Encl: As above



Yours sincerely,

(Vikas Sheel) BP 5

Chief Secretaries of all States and Administrators of all UTs.

मुख्य सचिव कार्यालय
झारखण्ड राँची,
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दि. 22/05/2020

Best Practices of States/ UTs with reference to Management of COVID-19

I. IT Related Initiatives:

Andhra Pradesh:

- Started tracking citizens who are in-home quarantine through a tool called "COVID Alerting Tracking System", which uses signals of mobile towers to track people's location. If any of these persons travel beyond a 100-metre radius from the location the district authorities get an alert and the required action is taken.
- Developed bilingual chatbot, "Andhra Pradesh Gov COVID-19 Info" for help and guidance of the COVID-19 affected persons.

Tamil Nadu:

- App to video-call COVID positive patients and those in Quarantine through which doctors can provide medical advice to those under home quarantine through video calls.

Kerala:

- Existing Asset tracker app re-designed to track moving assets such as ambulances, Police vehicles, food trucks etc. to be used to create Ambulance Network for Covid Care Centres.

Gujarat:

- Surat Municipal Corporation used an app to track the persons under quarantine through GIS (user is required to send location through app every hour).

Goa:

- Introduced chatbot operating via whatsapp in order to clear doubts and provide information on precautions to be taken to avoid COVID infection.

Karnataka:

- Corona Watch mobile application which can be downloaded from www.karnataka.gov.in. In the application one can see the spots visited by positive patients upto 14 days prior to testing positive. Also it shows the nearest First Respondent Hospitals and Helpline numbers.
- The government asked all those under home quarantine to send 14 selfies to the government per day, one every hour from 7 am to 9 pm, using the Quarantine Watch app. Any defaulters were liable to be shifted to a mass quarantine centre.
- 'Jagruti Karnataka', a Youtube channel to train grassroots level health workers in Covid-19 treatment started.

Uttarakhand:

- Asked returning migrants to download IGiS Geo-Locator app on their smartphones as measures to help monitor the movement of migrants and contain coronavirus spread in the state.

Delhi:

- Started tracking cell phone location of people in quarantine, helped in identifying the number of people who came in contact.

Maharashtra:

- Launched an application called 'MahaKavach' which helped in contact tracing and tracking quarantined COVID-19 patients.

Rajasthan:

- Developed a chatbot to guide the public of the State on COVID-19 and provide related information to them. The link is: <https://wa.me/911412225624?text=Hi>.

II. Clinical Management:

Assam:

- Final year MBBS students leveraged to meet surge capacity requirement for healthcare staff.

Kerala:

- Set up Corona Care Center (CCCs), a temporary facility under public private partnership, by converting educational institutions (like schools and colleges) into facilities to isolate and treat COVID affected patients, done to augment healthcare system capacity. They also leveraged their app to create ambulance network for COVID Care Centres.

Chhattisgarh:

- ESMA enforced for better management of COVID-19 in the State which included all health facilities, doctors, nurses, paramedics, sanitation workers in health facilities, purchase of medical equipments, drugs, etc. are now essential services.

Odisha:

- Trained MBBS students (7th / 8th / 9th semester of all medical colleges) for COVID treatment.
- Engaged AYUSH doctors in COVID-19 management.
- The Odisha government warned hospitals and clinics, especially those operating in the private sector, of license cancellations if non-COVID-19 patients are denied treatment.
- Made separate arrangements for COVID cases in members of the LGBT community and pregnant women - to be housed in temporary medical camps and quarantine centers.

Assam:

- Seven days extensive training on Corona Critical Care imparted online as well physically to doctors belonging to all disciplines, nurses, Final Year MBBS Students, Final Year AYUSH Students, Final year BDS Students, PG Students, Final Year BSc Nursing & GNM Students.

Rajasthan:

- AYUSH personnel including doctors, post-graduate and under-graduate students engaged in the response against coronavirus in the state.

Manipur:

- A 24*7 state level psychological telephone helpline operationalized by psychological support team under National Mental Health Programme, to address issues like anxiety, stress, etc. faced by people.

Haryana:

- Converted state roadways buses into mobile clinics to ensure adequate availability of basic medical facilities.

Karnataka:

- Set up a tele - ICU for their COVID Hospitals, using Zoom along with existing experts in Bangalore.

Kerala:

- An institute has developed a disinfected barrier-booth for COVID-19 patients which allows the examination of patients without making direct contact with the doctor (leveraging UV light etc.).

Telangana:

- Medical shops and pharmacists to collect phone numbers of customers who buy medicines for fever, cough and cold-symptoms to be able to contact these patients and get a test conducted depending on the symptom.

Punjab:

- Launched e-Sanjeevani-Online OPD (Doctor to Patient), integrated telemedicine solution developed by C-DAC, Mohali.

III. Testing:**Punjab:**

- Mobile testing vans brought in to boost testing and volunteers trained to man isolation beds.

Delhi:

- Screening of all people living in 100 coronavirus containment zones across the city.

Kerala:

- Walk-in Sample Kiosk (WISK) to help health workers collect throat swabs without using personal protection kits, inspired by South Korea model.

Goa:

- Set up sample collection 'walk-in' kiosks to increase the number of people being tested for coronavirus, while reducing infection risk during testing.

Tripura:

- The Agartala Municipal Corporation (AMC) Smart City Project has built a mobile COVID-19 testing van in which swab samples are collected by medical experts from inside a glass encasement.

IV. Community led Interventions:**Andhra Pradesh:**

- About 4.5 lakh volunteers and secretaries from 11,158 village secretariats and 3,786 ward secretariats have been involved to do house to house survey along with Asha workers and ANMs to check on foreign returnees and make sure that every foreign returnee is home quarantined.

Uttarakhand:

- Entrusted the local Gram Sabha for registering migrants who reach the Gram Sabha area directly without registering at the State or district level.

← 4/4/20

Odisha:

- Empowered the Sarpanches of the Gram.Sabhas with the "collectors' powers" within their jurisdiction to impose 'Curfew' for a limited period, to carry out the registration and quarantine exercises thereby becoming the first State in the country to do so.

V. Miscellaneous:

West Bengal:

- Directed post offices to deliver pension at home during lockdown period for people aged 80 or above.

Andhra Pradesh:

- Distribution of pensions at the doorstep of 58,44,240 beneficiaries using its volunteer force.

Odisha:

- Four months' advance salary for doctors, nurses and other medical staff who have been engaged 24x7 in the anti-COVID -19 operation as a measure of financial support to healthcare professionals.

Maharashtra:

- The Brihanmumbai Municipal Corporation (BMC) to provide the legal heir of its employees jobs - in case they die while performing coronavirus-related duties.
- No hike in school fee for the academic year 2020-21 amid the coronavirus lockdown.

Bihar:

- Launched Corona Sahayata app for workers entering Bihar from other states or stranded outside Bihar to register themselves and get direct transfer of INR 1,000 in their bank accounts.

Jharkhand:

- A remote-controlled robot developed in West Singhbhum district to provide food & medicines to patients without human intervention.

Punjab:

- Acknowledging the role of MBBS Interns who have joined the workforce to combat covid-19 pandemic, decided to increase the stipend from ₹ 9,000 to ₹ 15,000 per month.

Madhya Pradesh:

- Decided to have a separate 'Happiness Department' and use its services to reduce the stress of coronavirus patients and boost the morale of COVID-19 patients and healthcare workers.