

Government of Jammu and Kashmir
Health and Medical Education Department
Civil Secretariat, Srinagar

Subject:- Establishment of a 24x7 Control Room at Government Medical College, Jammu for Redressal of Grievances related to COVID-19 patients.

Government Order No: 699 -JK(HME) OF 2020
Dated: 13 - 09 - 2020

Sanction is hereby accorded to the **establishment of a Control Room at Government Medical College, Jammu** for Redressal of Grievances related to the COVID-19 patients, admitted in the Associated Hospitals of Government Medical College, Jammu and Government Hospital, Gandhi Nagar, Jammu. The Control Room shall be headed by Dr. Ashwan Dev Singh Manhas, Medical Officer, presently on deputation to National Health Mission, J&K, also looking after the charge of the post of Epidemiologist, Health Services Department, Jammu.

Dr. Sanjeev Gupta, Medical Officer, presently on deputation to Jammu and Kashmir Medical Supplies Corporation Ltd. and Dr. Jatinder Mehta, Medical Officer, presently on deputation to National Health Mission, J&K, shall assist the Incharge of the Control Room for ensuring its proper functioning.

For the above purposes, Dr. Ashwan Dev Singh Manhas, Dr. Sanjeev Gupta and Dr. Jatinder Mehta are deployed in Government Medical College, Jammu. They shall attend the working of the Control Room in addition to their own duties.

The Control Room shall remain functional 24x7. It shall assist the Principal, Government Medical College, Jammu and the Director, Health Services Department, Jammu, in augmenting the efforts relating to overall COVID-19 management.

The Principal, Government Medical College, Jammu shall provide necessary space, machinery & equipment and the required

staff to the Incharge of the Control Room so as to ensure its smooth functioning.

- The Officers deployed in the Control Room shall ensure:-
- i) that the grievances related to COVID-19 positive patients, admitted in the Associated Hospitals of GMC, Jammu, and Government Hospital, Gandhi Nagar, Jammu are properly looked into and redressed immediately.
 - ii) that they will coordinate with the faculty members of GMC, Jammu and Medical Superintendents of aforesaid Hospitals, for proper management of the COVID-19 positive patients admitted in these Hospitals.
 - iii) that regular calls are made to the concerned Ward Incharges, where the COVID-19 positive patients are admitted, so as to ensure that proper medication & other logistics, including food are provided to the patients.
 - iv) that telephone calls are made to the admitted patients to take the feedback on the treatment and other facilities and sharing of this feedback with the treating doctor(s) /Medical Superintendents of the Hospitals.
 - v) that proper record of the roster of faculty members is maintained for their visits to COVID-19 wards and compliance of the roster is ensured.
 - vi) that distress calls by the patients or their attendants regarding malfunctioning of the machinery / equipments, Oxygen supply etc. are attended on priority and required action taken accordingly.

Chief Engineer, Mechanical Engineering Department, Jammu, shall ensure availability of a Senior Mechanical Engineer in the Control Room, 24x7, to attend to any technical snag as may arise in the Oxygen supply line to COVID-19 patients.

The Incharge of the Control Room shall ensure that telephone numbers of the Control Room are widely publicized in the print and electronic media for the information of the general public and also displayed in the COVID-19 wards, where COVID-19 positive patients are admitted.

The above arrangement shall remain operational till the COVID-19 pandemic is over.

By order of the Government of Jammu and Kashmir.

Sd/-

(Atal Dulloo) IAS

Financial Commissioner,

Health & Medical Education Department

Dated:13.09.2020

No:- ME/COVID-19/01/2020(Sgr)

Copy to the:

1. Principal Secretary to the Government, Public Works (R&B) Department.
2. Principal Secretary to the Lieutenant Governor.
3. Joint Secretary, (J&K), Ministry of Home Affairs, Government of India.
4. Principal, Government Medical College, Jammu.
5. Managing Director, National Health Mission, J&K, Jammu.
6. Director, Information, J&K, Srinagar **with the request to give publicity to this Government Order.**
7. Director, Archives, Archaeology and Museums, J&K, Srinagar.
8. Managing Director, J&K, Medical Supplies Corporation Ltd., Jammu.
9. Chief Engineer, Mechanical Engineering Department, Jammu.
10. Director, Health Services Department, Jammu.
11. OSD to Advisor(B) (I/C Health and Medical Education).
12. Medical Superintendent, Government Hospital, Gandhi Nagar, Jammu.
13. All the Concerned.
14. Private Secretary to the Financial Commissioner Health & Medical education Department.
15. I/C Website.
16. Govt. order file/Stock file/ Website HME.



(Nasir Bilal Shah)

Under Secretary to the Government,
Health and Medical Education Department