

Programme: MEDICAL HELPLINE 104

Introduction: The Government has set up an inbound Medical Helpline for the convenience of the general public. This call center is functioning round the clock 24X7 hrs and in this helpline the services are available in three languages, viz. Punjabi, Hindi and English.

Background: The Government has started 104 Medical Helpline call center from June 2014, for which the State Government has entered into an agreement with M/s Ziqitza Healthcare Limited Mumbai through tendering process only for three years. After successful completion of the tenure of three years again floated the tender for next three years. In this tender the successful bidder (L1) M/s Aryabhat Computers, Patna with consortium partner M/s HB Software Solutions India Pvt. Ltd., Gurugram, Haryana has taken the rights of this Medical Helpline 104 from September, 2017. The Call Centre has already been setup at SDH Kharar (Sahibzada Ajit Singh Nagar) & this Medical Helpline can be availed 24x7 hrs free of cost to all the citizens in the State of Punjab from anywhere by dialing no.104 from any Landline or Mobile phone.

Key Areas: The aim is to provide information or advice for health related services to general public about queries in the following areas:

1. Information Directory for tracking health services providers/institutions, diagnostic services, hospitals etc.
2. Complaint Registration about person/institution relating to deficiency of services, negligence, corruption, etc. in government healthcare institutions.
3. Advice on long term ill conditions like diabetes, heart issues etc.
4. Response to health scares and other localized epidemics.
5. Counseling and advice (stress, depression, anxiety, post-trauma recovery, HIV, AIDS, RTI, STI etc.)
6. Health and symptoms checker (initial assessment, flu advice, pregnancy related information etc)
7. First aid information and advice.
8. Any other health related services/issues.

Current Status: Currently this helpline is having 12 seats. Each seat is expected to take approximately 300 calls per day.

DIAL '104' HELPLINE

	July-19 to June-20
Total Calls	1577664
Total Relevant Calls	302281
Complaints Received	6538
Complaints Closed	5562
Total Pending Complaints/ Open Cases	976
Information	271042
Facility Information	268222
COVID 19 related calls (Since 23 rd march 2020)	70422
Medical Information	1578
Calls Diverted to 108 / 181	1243
Medical Advice	13789
Total Counselling	892
Drug Counselling	586
HIV Aids Counselling	61
Psychiatric Counselling (Depression, Anxiety etc)	245
BPSSBY	3238
PGEPHIS	6
AB - SSBY (Started w.e.f. 01-08-2019)	151252