



MISSION DIRECTOR NATIONAL RURAL HEALTH MISSION, J&K.

Jammu Office: Regional Institute of Health & Family Welfare, Nagrota, Jammu.  
Telefax: 0191-2674114; 2674244; email: mdnrhmjk@gmail.com

Kashmir Office: J&k Housing Board Complex, Chanpora, Srinagar-190015,  
Telefax: 0194-2430359, 0194-2431167; email: dnokashmir@gmail.com

The Director Health Services,  
Jammu / Kashmir.

No: SHS/J&K/NRHM/FMG/302/ 17209-15

Dated 7/1/2013

Sub: Release of Grant-in-Aid on account of Establishment of Health Helpline (104).  
Ref: Health and Medical Education Department Letter No.HD/Plan/104/2012 dated: 15/1/2013

Sir,

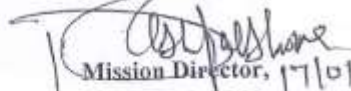
As approved by the Chairman of Executive Committee, State Health Society, J&K sanction is hereby accorded to the release as Grant-in-Aid of Rs. 15.00 Laacs (Rupees Fifteen Laacs only) to Director Health Services, Jammu for Establishment of Health Helpline (104) at Directorate Level in Jammu & Rs.15.00 Laacs (Rupees Fifteen Laacs only) to Director Health Services, Kashmir for Establishment of Health Helpline (104) at Directorate Level in Kashmir.

Accordingly the above sanctioned GIA is transferred to Director Health Services, Jammu in the Bank Account No. 47142 of J& K Bank Ltd, Shalamar Road, Jammu and to Director Health Services, Kashmir in the Bank Account No.SG-5198 of J& K Bank Ltd, old Secretariat, Srinagar under the head Mission Flexipool.

The Grant-in-Aid is subject to the following conditions:

1. That the above GIA sanctioned is exclusively meant for Establishment of Health Helpline (104) at Directorate Level during the current financial year as per the guidelines enclosed.
2. That the funds sanctioned are utilized strictly as per the guidelines issued by the MOH&FW, GOI and after observing all codal formalities required under rules.
3. That the proper record of Cash Book, Ledger, Assets and other relevant record is maintained at all levels for check of any visiting team Central/State Govt. team.
4. That the monthly Statement of Expenditure & Utilization Certificate is sent to the State Health Society regularly.
5. The account of the grantee shall be open to the inspection by the sanctioning authority and Audit both by the Comptroller and Auditor General of India under the provision of CAG (DPC) Act 1971 and internal Audit by Principal Accounts Office of the ministry of Health & Family Welfare, Government of India, whenever the society is called upon to do so.

Yours Sincerely,

  
Mission Director,  
NRHM, J&K, 17/01

Copy to the:-

1. Commissioner/Secretary to Govt; Health & Medical Education Department, Civil Secretariat, Jammu for information.
2. Joint Director (P&S), State Health Society, Jammu, J&K.
3. FA/CAO, NRHM, J&K.
4. Divisional Nodal Officer, NRHM, Jammu/ Kashmir Division for follow up.
5. Private Secretary to Hon'ble Minister for Health, Horticulture & Floriculture for information of the Hon'ble Minister.

## Proposed Guidelines for Operationlisation of Health Helpline 104

The Directorates of Health, Jammu as well as Kashmir shall have a dedicated information cell with updates of all health programs and projects. The cell shall be equipped with two telephone lines, one toll free number (104) and another for outgoing calls which shall remain at round the clock service of the public through telephone/internet. These cells shall be manned by in-service health care staff like CHOs who shall remain informed and up to date regarding:

- all health programmes
- initiatives under health/NRHM undertaken by the State
- lists of all Rogi Kalyan Samitis, Village Health and Sanitation Committees, ASHAs with reference to their institutions/areas
- Public related assignments of the department ie. seminars/camps/inauguration of a new hospital
- Health Statistics
- Services offered by different institutions under health
- contact numbers of health institutions/ambulances
- Procedures for grievance redressal/ RTI application/ emergency transport/ help-line numbers
- Occurrences of public health importance i/e. epidemics, accidents
- Rates for different health care services
- Precautions for currently endemic/epidemic diseases
- Any other relevant information related to health programmes/schemes.

8 Data Entry Operators (4 for each of the division) shall be engaged subject to the condition that engagement of manpower should be outsourced and done through an external agency. The information cell shall maintain liaison with all the health care institutions, CMO and BMO offices, Program Management Units, Directorates of Health, Family Welfare and NRHM, Medical Education institutions, and shall remain at round the clock service of the public through telephone and internet.

Health Helpline shall also act as Grievance Redressal Cell for JSSK, JSY and other maternal and child health schemes of NRHM.

### Proposed Budget :

| Activity               | Rs. In lakhs |              |              |
|------------------------|--------------|--------------|--------------|
|                        | Jammu        | Kashmir      | Total        |
| Setting up of Helpline | 10.00        | 10.00        | 20.00        |
| Recurring Cost         | 5.00         | 5.00         | 10.00        |
| <b>Total</b>           | <b>15.00</b> | <b>15.00</b> | <b>30.00</b> |

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