



Government of West Bengal
Health & Family Welfare Department
National Health Mission

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Memo No. HFW/27011/73/2019-NHM/2033

Date: 06.11.2020

From : Mission Director (National Health Mission) &
Secretary to the Government of West Bengal.
Health & Family Welfare Department.

To : Chief Medical Officer of Health (CMOH), All Districts

Sub : Awareness regarding State Call Centre

Sir,

National Health Mission has set up a 12 hour **Call Centre** at Swasthya Bhawan. The toll free no is '104'. The Call Center is operational with inbound and outbound facilities from 8.00 AM to 8.00 PM. The telecallers will contact the beneficiaries, ANMs, ASHAs and others for the purpose of verification and getting information. On the other hand, beneficiaries can make queries on RCH and other services. ANMs, ASHAs and others may make toll free calls to get reply to their queries related to NHM programme. All concerned must be duly sensitized to ensure that that said Call Center is suitably utilized by all the stakeholders for further strengthening our RCH services. This is for your kind information for maximum utilization and wide circulation.

Yours faithfully

Mission Director (NHM) &
Secretary, H & FW Dept.

Copy forwarded for kind information to:

1. Director of Medical Education, Govt of West Bengal
2. Director of Health Services, Govt of West Bengal
3. Additional Mission Director and Additional Secretary, Health & FW Department
4. SFWO & Joint DHS (FW)
5. Principal (All Medical Colleges)
6. MSVP (All Medical Colleges)
7. ADHS(MH), Health & FW Department
8. ADHS(EPI), Health & FW Department
9. DADHS(CH), Health & FW Department
10. SNO, NUHM
11. Programme Officer - I, NHM
12. DFWO, Kolkata
13. Dy. CMOH I (All Districts)
14. Dy. CMOH II (All Districts)
15. Dy. CMOH III (All Districts)
16. DMCHO
17. DPHNO
18. ACMOH, (All Sub-divisions)
19. Superintendent (All MCH, DH, SDH, SGH, SSH)
20. BMOH/BPMU, (All Blocks) with a request to share with all stakeholders)
21. DPMU, (All Districts including Health Districts) with a request to share with all stakeholders)
22. Sr. PA to Secretary, Health & FW Department
23. Health Specialist, UNICEF
24. IT Cell with a request to upload a copy of this order in the website of the Department
25. Office Copy



Mission Director (NHM) &
Secretary, H & FW Dept.