



**वन्दना गुरनानी, भा.प्र.से.**  
**Vandana Gurnani, I.A.S.**

अपर सचिव एवं मिशन निदेशक (रा.स्वा.मि.)  
Additional Secretary & Mission Director (NHM)



भारत सरकार  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
निर्माण भवन, नई दिल्ली - 110011  
Government of India  
Ministry of Health & Family Welfare  
Nirman Bhavan, New Delhi - 110011

*Dear Colleagues,*

Dated 17<sup>th</sup> April, 2020

As you are aware, Secretary (HFW) has already written a letter on 14<sup>th</sup> April, 2020 (Copy enclosed) to all States and UTs regarding the maintenance of non-COVID essential health services.

It has been advised by the Hon'ble Delhi High Court in a matter relating to maintenance of non-COVID essential health services that specific WhatsApp number may be designated for the purpose of Grievance redressal. It is therefore requested that, in addition to the help line for grievance redressal that the States/UTs already have, the States may designate a specific WhatsApp phone number for grievance redressal where people could send their complaints if any regarding non availability of non-COVID essential health services. The WhatsApp phone number may be widely publicized by the States / UTs on their website for the benefit of the Citizens. It is also requested that this may be complete within the two days.

*with warm regards*

Yours sincerely

(Vandana Gurnani)

To,  
Additional Chief Secretary/ Principal Secretary/ Secretary (H&FW) – All States/ UTs

Copy To:

2. Mission Director (National Health Mission) - All States/ UTs