

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
HEALTH & FAMILY WELFARE DEPARTMENT
9th LEVEL, A-WING, DELHI SECRETARIAT, IP ESTATE, NEW DELHI - 2
Ph: 011-23392017, Fax: 011-23392464, email: pshealth@nic.in

F.No. SS-I/HFW/COVID-19/2020/4/prsecyhfw/5534-78

Date: 22/04/2020

ORDER

A State Level Media Cell (SLMC) under Health and Family Welfare Department, NCT of Delhi is formed consisting of following members to deal with COVID related issues/misinformation/complaints/requests for medical intervention.

Composition of the media cell is as under

1. Dr Ashok Rana, Ex DGHS (9891567200)
2. Sh. Surinder Narang, DS (H&FW) (9810587100)
3. Dr. Daljeet Kaur ,CMO, SAG,DGHS (9711806522)
4. Ms. Anchal Vajpayi ,DARC Media Fellow. (9999853760)
5. Sh. Abhishek, Media Executive, DIP, (9560190156)

SOP of the working of the Cell:

1. Any Complaint/Misinformation/Fake News on print/social media to be sent / forwarded to the following Whats App no. 9999853760.
2. Once such information is received , the media cell will examine and categorize it as
 - i. Request for assistance (emergency health intervention)
 - ii. Complaint
 - iii. Misinformation/fake news.
3. Once the categorization is made, the same is forwarded to the concerned department /media cells of the Hospitals/Districts for taking necessary action as per the requirement.
4. If the matter relates to Misinformation/Fake News, concerned authority shall provide the correct version in the same format as that of the circulated misinformation/fake news to the SLMC.
5. The SLMC will disseminate the correct version of information on appropriate media platform.

(contd....2/-)

6. If the matter is in complaint category, concerned authority shall take necessary action and inform the SLMC of the action taken report which shall further be forwarded to the complainer by SLMC.
7. In case of calls/messages for medical emergencies, SLMC to immediately forward the matter to concerned Hospital/designated authority for necessary action and action taken report be submitted to the SLMC by concerned hospital/designated authority.


22/4/2020

(Padmini Singla)

Secretary (Health & FW)

To

All MSs/MDs/Directors of all GNCTD Hospitals

F.No. SS-I/HFW/COVID-19/2020/04/prsecyhfw/5534-78

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Copy to:

1. Addl. CS (Home), Govt. of NCT of Delhi
2. Pr. Secretary to Hon'ble LG, Delhi
3. Pr. Secretary (Health & FW/UD), Govt. of NCT of Delhi
4. Addl. Secretary to Hon'ble CM, Govt. of NCT of Delhi
5. Secretary to Hon'ble Minister of Health, GNCT of Delhi
6. OSD to CS, Govt. of NCT of Delhi
7. MD-DSHM
8. DGHS, Govt. of NCT of Delhi
9. Dr Ashok Rana, ex DGHS
10. Ms. Anchal Vajpayi, DARC Media Fellow.
11. Sh. Abhishek, Media Executive, DIP


22/4/2020

(Padmini Singla)

Secretary (Health & FW)