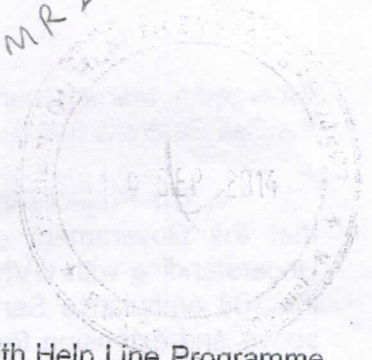




EMRI



007415 ABSTRACT

Tamil Nadu Health Systems Project -Launching of 104 Health Help Line Programme in Tamil Nadu to provide health Help Line Services, Implemented Public Private Partnership Mode – Supplementary Memorandum of Understanding signed – Orders Issued.

HEALTH AND FAMILY WELFARE (EAPI-1) DEPARTMENT

G.O (2D) No.85

Dated:05.09.2014
Thiruvalluvar Aandu – 2045
Jaya Aavani – 19

Read:

1. G.O.(Ms) No.163, Health and Family Welfare Department dated:08.05.2012
2. G.O.(Ms) No.90, Health and Family Welfare Department dated:17.03.2008.
3. G.O.(Ms) No.137, Health and Family Welfare Department dated:05.05.2008.
4. G.O.(Ms) No.118, Health and Family Welfare Department dated: 29.05.2013.
5. From the Project Director, Tamil Nadu Health Systems Project, Letter No. 8334/ HSP/TN-EMRI/2012, Dated: 20.03.2014.

ORDER:

The Government have issued orders for launching of Telemedicine 104 programme in Tamil Nadu to provide the service to the Public in G.O first read above.

2. The Project Director, Tamil Nadu Health Systems Project, has stated that the Director of Public Health and Preventive Medicine had sent a proposal to the Government for introduction of Grievance Redressal Systems in health care services and if the Emergency Management Research Institute (the free 108 Ambulance Service Provider) System becomes operational, the Grievances Redressal System will become part of the Emergency Management Research Institute. The Government have issued orders in G.O second read above for introduction of the Grievance Redressal System by utilizing the existing facilities available in the Medical institutions.

3. The Project Director, Tamil Nadu Health Systems Project, has stated that '24x7' help line and Telemedicine service may be implemented through the GVK Emergency Management Research Institute (108) as per the Memorandum of Understanding on no profit no loss basis, except 5% contribution from the Emergency Management Research Institute. The Health Help line cum Telemedicine service focused on providing free access to health information, Health guidance, special support to doctor and nurses working in periphery, real time redressal on matters related to health care service delivery, information on epidemics and counselling support for adolescents and others. The 104 Health Help Line was officially launched by the Chief Minister, on 30.12.2013 and Call Centre was established in the premises of the 108 Call Centre functioning at the Government Kasthuri Bai Gandhi Hospital for Obstetrics, Triplicane, Chennai by the GVK

Emergency Management Research Institute, with ten seater capacity. At present, the Call Centre is functioning and around 1200 calls are received per day.

4. The Project Director, Tamil Nadu Health Systems Project has further stated that the Government of Tamil Nadu have already signed a Memorandum of Understanding with GVK Emergency Management Research Institute, for operating the 108 Ambulance Service was already signed vide Government order third read above and extension for five years with effect from 05.05.2013 was given to GVK Emergency Management Research Institute and a Memorandum of Understanding was also signed by both the parties as per Government Order fourth read above. The Project Director, Tamil Nadu Health Systems Project, has stated that as the programme is implemented under the Public Private Partnership mode with GVK Emergency Management Research Institute, the service provider of free 108 ambulance service, a Supplementary Memorandum of Understanding has to be signed with them for implementing the 104 Health help line also.

5. The Government after careful examination, have decided to accept the request of the Project Director, Tamil Nadu Health Systems Project and to permit him to sign a Supplementary Memorandum of Understanding between the Government of Tamil Nadu, represented by the Project Director, Tamil Nadu Health Systems Project and the GVK Emergency Management Research Institute for implementing the 104 Health help line.

6. This order issue with the concurrence of the Finance Department vide its U.O.No.45519/H-II/2014, dated: 22.08.2014.

(BY ORDER OF THE GOVERNOR)

J.RADHAKRISHNAN
SECRETARY TO GOVERNMENT

To

The Project Director, Tamil Nadu Health Systems Project, Chennai- 6.

The Mission Director, National Rural Health Mission, Chennai-6.

The Director of Medical and Rural Health Services, Chennai-6.

The Director of Medical Education, Chennai-10.

The Director of Public Health and Preventive Medicine, Chennai-6.

The Principal Accountant General (A&E), Chennai - 18.

The Principal Accountant General (Audit I), Chennai -18.

The Pay and Accounts Officer(South),Chennai-35.

Copy to:

The Secretary to Government of India, Ministry of Health and Family Welfare,
New Delhi - 11.

The Country Director - India, The World Bank, New Delhi Office, 70, Lodhi Estate,
New Delhi - 3.

The Finance (Health-II) Department, Chennai- 9.

Health and Family Welfare (Data Cell) Department, Chennai-9.

SF/SC

// FORWARDED BY ORDER //

S. Chandrasekaran
SECTION OFFICER
12/7/14