

**Rev (DMC) (C) 20-2/2021 – COVID 19 – III**  
**Government of Himachal Pradesh**  
**Revenue Department – Disaster Management Cell**

Shimla – 171002

Dated: 19<sup>th</sup> May 2021

**ORDER**

In view of the current situation of COVID-19 pandemic and assistance required to be provided to the general public, the undersigned in the capacity of the Chairman (SEC), exercising the powers conferred under section 22(2)(h) and section 24 of the Disaster Management Act 2005, hereby orders to constitute following committee at the District level for redressing grievances in regard to availability of ambulances, medicines, 'oxygen, etc:

- |      |                                       |            |
|------|---------------------------------------|------------|
| i.   | ADC/ADM                               | - Convener |
| ii.  | Chief Medical Officer (CMO)/MO(H)     | - Member   |
| iii. | P.O. DRDA                             | - Member   |
| iv.  | District Panchayat Officer (DPO)      | - Member   |
| v.   | Secretary, District Red Cross Society | - Member   |

1. The committee will maintain constant liaison with the State Level Committees constituted vide order dated 28<sup>th</sup> April 2021 (copy enclosed) in regard to availability of medicines, oxygen and ambulances etc.
2. District Emergency Operations Center (DEOC) (1077 toll free) will continue to be nodal office for receiving grievances and for widespread IEC on all issues. Deputy Commissioners will designate senior administrative officer(s) as the Nodal Officer of this DEOC, who will be physically present in the DEOC to guide & advise the staff. The CMOs will also deploy MOs/MO(dental)/AMOs as per availability on round the clock basis in these centers. This center will remain operational 24X7 and the in-charges in these centers will also liaise with above mentioned committee and ensure effective/prompt redressal of grievances in relation to availability of medicines, oxygen, ambulances etc.
3. This committee will meet as frequently as required but at least once a day and take feedback about the gaps, if any with regard to availability of medicines, ambulances or oxygen etc. and ensure that the gaps/grievances are redressed.

*Anand*

4. The Committee will also monitor the patients under home isolation and also see that arrangements for emergency transportation of patients under home isolation are in position.
5. The committee is also authorized to hire taxis (as per DC approved rates) as per requirement for shifting/drop back of the patients.
6. In-charge DEOC (1077) will put in place arrangements to inform the person with grievances, after interacting with the members of the committee or any other official in the district and keep proper record of the same.
7. Widespread IEC about this toll-free helpline number 1077 shall be undertaken by the District Administration as already requested vide this office letter of same number dated 30.04.2021.

**Approved by**


**Chief Secretary cum Chairperson,  
State Executive Committee, Himachal Pradesh.**

**To**

1. All the Administrative Secretaries to the Government of Himachal Pradesh.
2. All the Head of Departments, Himachal Pradesh.
3. All the Divisional Commissioners, Himachal Pradesh.
4. All the Deputy Commissioners, Himachal Pradesh.
5. The Director I & PR for wider dissemination.

**Copy for information to:**

1. The Home Secretary, Ministry of Home Affairs, Government of India.
2. Principal PS to Hon'ble Chief Minister-cum-Chairperson, HPSDMA.
3. Press Secretary to Hon'ble CM, Himachal Pradesh.
4. The Incharge, all the DEOCs



**Director-cum-Sp Sec (Revenue-DM) to the  
Government of Himachal Pradesh.**