



GOVT. OF ASSAM
OFFICE OF THE DEPUTY COMMISSIONER:: DARRANG:: MANGALDAI
(DISTRICT DISASTER MANAGEMENT AUTHORITY)

NOTIFICATION

In pursuance of Govt. letter No.NHM/20011/2/2021-Grievance Redressal -NHM/4824 dated 27/05/2021 received from the Mission Director, National Health Mission, Assam, the *District Grievance Redressal Cell for COVID for Darrang District* is hereby notified with the following officers .

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| 1. Smti. Pallavi Kachary,ACS, Addl. Deputy Commissioner (Health), Darrang.
(Ph. No.91275 42027) | - In-Charge |
| 2. Dr. Ruplal Nunisha, Joint Director of Health Services, Darrang
(Ph.No.94350 66339) | - Member. |
| 3. Dr. Malabika Gogoi, District Surveillance Officer, Darrang
(Ph. No.99546 62668) | - Member. |
| 4. Sri Jagadish Bhattacharyya ,DPO(DM),DDMA, Darrang
(Ph. No.98641 16646) | -Member |
| 5. Smti. Nayana Parashar, District Programme Manager, NHM, Darrang,
(Ph. No.98596 86809) | - Member. |
| 6. Smti.Jahnavee Sarmah, District Media Expert, Darrang
(Ph. No.98646 34922) | - Nodal Officer. |

The contact details of District Grievance Redressal Cell for COVID for Darrang District is -03713-222723
(Land line)/94358-44400 (Mobile)/1077 (Toll free).

- District Grievance Redressal Cell for COVID shall address all COVID related issues immediately. Grievances received through 104 as well as through dedicated phone number or through written communication or through Social media posts should be redressed.
- Grievances related to COVID treatment, cremation/ last rituals should be redressed immediately with top priority.
- Grievances related to COVID vaccination should be redressed through ADC (vaccination).
- District Grievance Redressal Cell for COVID shall made follow up calls to confirm the status grievances redressed and satisfaction level of the complainer.
- District Media Expert shall maintain database of all grievances as per format .
- District Media Expert shall submit daily report (both soft copy as well as signed by in-charge) by 6 PM to NHM State HQ as per format. The same report must be shared with undersigned

This order will come into force with immediate effect.


Deputy Commissioner,
Darrang::Mangaldai

Memo No.DDMA.11/2020/Pl.IV/173

Date 29/05/2021

Copy to :

1. The Principal Secretary to the Govt. of Assam, Health & Family Welfare Department, Dispur, Guwahati-6 for favour of kind information.
2. The Principal Secretary to the Govt. of Assam, Home & Political Department, Assam, Dispur, Guwahati-6 for favour of kind information.
3. The Chief Executive Officer, Assam State Disaster Management Authority, Dispur, Guwahati-6 for favour of kind information.
4. The Mission Director, National Health Mission, Christian Basti, Guwahati for favour of kind information.
5. The Chief Executive Officer, Darrang Zilla Parishad, Darrang, Mangaldai
6. The Superintendent of Police, Darrang, Mangaldai.
7. The Addl. Deputy Commissioner (Magistracy) , Darrang for information and necessary action.
8. The Addl. Deputy Commissioner (Health), Darrang for information and necessary action.
9. The Addl. Deputy Commissioner (DM) cum CEO, DDMA, Darrang for information and necessary action.
10. The Joint Director of Health Services, Darrang for information and necessary action.
11. All Circle Officers, Darrang District for information and necessary action.
12. All Asstt. Commissioners, Darrang District for information and necessary action.
13. The DIPRO, Darrang for information and wide publicity of the notification.
14. The Dist. Social Welfare Officer, Darrang.
15. The District Surveillance Officer, Darrang for information and necessary action.
16. The District Programme Manager, NHM, Darrang, Mangaldai for information and necessary action.
17. The DPO(DM), DDMA, Darrang for information and necessary action
18. District Media Expert ,Darrang for information and necessary action
19. The DIO, NIC, Darrang for information and necessary action.
20. The Station Officer, Fire & Emergency Services Station, Mangaldai
21. The President/Secy., Press Club, / Electronic Media, Mangaldai.
22. DEOC,Darrang


Deputy Commissioner,
Darrang::Mangaldai