

THE KOLKATA MUNICIPAL CORPORATION

Office of the Municipal Commissioner

CMO Buildings, 5, S.N. Banerjee Road

Kolkata – 700 013

Date: March 17, 2020

Municipal Commissioner's Circular no. 187 of 2019-20

Sub.: Awareness on the prevention of infection spread through Novel CORONA Virus.

CMHO is requested to set up a Call Centre with sufficient number of trained personnel for awareness campaign and for attending the phone calls on the issue of Novel Corona Virus from the citizens from 5:00 p.m. on 16.03.2020 till further order.

The citizens can reach us through Toll Free No.1800-345-3375 round the clock (24x7). From the toll-free number arrangements are to be made to connect with the doctors concerned for any tele-advise to the caller if required. Further CMHO is requested to arrange for maintaining a tele-caller logbook for future reference.

CMHO must ensure that the personnel attending the phone calls shall be well conversant with the advisory issued by the Health & Family Welfare Department, Govt. of West Bengal.

This has the approval of the Hon'ble Mayor vide order dated 17.03.2020.


Municipal Commissioner

Distribution:

1. OSD to Hon'ble Mayor
2. P.A. to Hon'ble Dy. Mayor
3. Spl. Mpl. Commissioner (G,D&S)
4. Mpl. Secretary
5. CMHO
6. Ch. Manager (Personnel)
7. C.O.(I.T.)