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-advice 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  
4. Mpl. Secretary  
5. CMHO  
6. Ch. Manager (Personnel)  
7. C.O.(I.T.)