



COVID-19 (nCorona) Virus Outbreak Control and Prevention State Cell
Health & Family Welfare Department
Government of Kerala

GUIDELINE FOR COVID 19 VACCINATION FOR THE PRIORITY GROUPS

No 11/31/F2/ 2020 HEALTH- 1st March 2021

- Ref:** 1. DO letter dated 19th February 2021 number D.O.NO 1940407/2020/Immunization issued from MOHFW
2. Guidance note on CoWIN 2.0 dated 26/2/21 issued from MOHFW
- 3.COVID 19 Vaccine Operational guidelines dated 2d December 2020 issued from MOHFW
<https://www.mohfw.gov.in/pdf/COVID19VaccineOG111Chapter16.pdf>
4. DO letter dated 27th February 2021 number D.O.NO 1920764/2020/Immunization issued from MoHFW
5. File No S-12019/127/2021-NHA, Government of India, National Health authority dated 28/2/21

COVID Vaccine is one of most effective tools in the fight against COVID Pandemic. State Health department has successfully rolled out the COVID vaccination on 16th January 2021 and since then nearly 6 lakhs doses of the vaccine have been administered to the Health care workers and Front Line Workers. Moving forward, as prioritized by NEGVAC, Ministry has directed the State to start the registration and vaccination of the age appropriate groups also from 1st March 2021 onwards. In this regard following guidelines are being issued regarding the COVID vaccination:

- 1. Following priority groups are eligible to get COVID Vaccine from 1st March onwards.**
 - a) All HCW & FLW as specified by MOHFW
 - b) All citizens that are aged or will attain the age of 60 years or more as on **1st January 2022.**

- b) All citizens that are aged or will attain the age of 60 years or more as on **1st January 2022**.
- c) All such citizens that are aged or will attain the age of 45 years to 59 years as on **1st January 2022** AND have any of the **specified comorbidities**.

2. Vaccination can be conducted in the following Covid Vaccination Centres (CVC)

- I) Government Health Facilities (GCVC)
- II) Private Health Facilities (PCVC)-
 - 1. All Hospitals empanelled under the PMJAY/KASP
 - 2. All Hospitals empanelled under the CGHS.
 - 3. All Hospitals empanelled under the health insurance scheme(s) of state.
 - 4. All private hospitals as decided by the state Health Department.
- III) In addition to the above-mentioned sites, Districts may plan vaccination at public buildings like schools/auditoriums/halls as intimated in previous communications.

3. Criteria For selection of Covid Vaccination Centre

- A. For any CVC identified, District Task Force must ensure that the criteria given in operational guidelines regarding the infrastructure requirement is adhered to. **(COVID 19 Vaccine- Operational guidelines- Chapter 7, Pages 65-72)**.
- B. For any Private Health Facility to be operated as a **PCVC**, the facility must have the following facilities and the same must be verified by the District RCHO –
 - 1. Sufficient Cold Chain equipment and capacity.
 - 2. Sufficient rooms/space for waiting area, vaccination and observation post vaccination.
 - 3. Sufficient number of trained vaccinators and verifiers
 - 4. Ability to manage the Adverse Events Following Immunization (AEFI), as per the norms and guidelines of the Ministry.
- C. Any GCVC, if not a cold chain point and all PCVC must be linked to the nearest existing Cold chain point.

4. Conduct of Session.

- a) All sessions must be conducted following COVID protocol.
- b) Each session must be ideally planned from 9am to 5 pm, managed by a 5 membered vaccination team. Job responsibility of each team member is briefed in **Operational guidelines- Chapter 7, Pages 73-75**.

- c) All HR in PCVC will be from that private facility itself.
- d) In case of outreach session, presence of a medical officer at the site must be ensured.
- e) While administering vaccine safe injection practices must be followed.
- f) It must be ensured that the vaccinated beneficiaries are kept under observation for 30 minutes.

5. Vaccine Logistics & Cold chain Management

- a) As all districts will be using **both Covaxin and Covishield** for vaccination, it must be ensured that **one session site is given only one brand of COVID vaccine. Under no circumstance** both brands must be supplied to the same session site ie each session site must be **tagged with one brand of COVID vaccine.**
- b) While administering Covaxin, the additional guidance issued from ministry must be followed.
- c) Special care must be taken to ensure that cold chain is maintained properly at all session sites,
- d) Vaccine needs to be carried to Covid Vaccination Centre on the day of vaccination in Vaccine carrier along with **one additional vaccine carrier with conditioned icepacks.**
- e) All vials (used/empty, unused and partially used) and immunisation waste must be returned to the cold chain point as per the national guidelines.
- f) Safe disposal of injection waste must be ensured at the cold chain point. While disposing the needles guidance issued earlier in this regard must be followed (Circular No: NHM/3821/ADMIN1/2020 SPMSU dated 15/01/21)
- g) Intact sealed vials returned on the previous session day should be clearly marked and kept separately in the ILR on top layer so that these will be the first to be used on the following session day.

6. AEFI Management.

- a) All session sites must have anaphylaxis kit/AEFI Kit and must be linked to a AEFI management centre.
- b) Ambulance/vehicle must be kept ready at the session site to transport the patient to the nearest AEFI management Center in case of an AEFI.

7. CoWIN

- a) All sessions must be scheduled in CoWIN and **no offline** session must be conducted.

- b) The District Administrator must create a **Vaccination Time Table** (using COWIN 2.0) for vaccination at each CVC based on the target doses to be administered and the number of days in which the coverage is planned. Session scheduling in CoWIN must be done at least 2 days prior.
- c) The minimum capacity for a day will be equal to the number of 2nd doses due at a CVC for that day.
- d) Apart from the CVC Capacity, the District Admin must also specify the percentage of remaining capacity (CVC Capacity – 2nd dose reserve) to be opened for online appointments by citizens.

Example: If the specified CVC capacity for a session on 6th March is 200, the 2nd doses due on 6th March at that CVC is 50 and the specified %age of open slots is 40%, then –

- I. The remaining capacity is 150 (200 – 50 2nd dose slots),
 - II. The number of online open slots is $150 \times 40\% = 60$ and
 - III. the number of reserved slots for on-site registration = $200 - 50 - 60 = 90$.
- e) All the remaining, first dose of HCW and FLW will be through allot beneficiary option. There will not be any session scheduling for first dose of HCW and FLW.
 - f) During session, if there is a network issue or technical glitches in CoWIN, session must be continued using the hard copy of beneficiary list available at the site. Once the issue is resolved entry of data in CoWIN must be ensured and the same has to be completed **before 5 PM next day**.
 - g) All AEFI – minor, severe and serious must be reported through CoWIN. In case of Serious and Severe AEFI further investigations and reporting must be done as per guidelines. (**COVID 19 Vaccine- Operational guidelines- Chapter 10, Pages 108-111**).

8. Stock updation in eVIN and register

- a) Issue/ Net utilisation of COVID vaccine and syringe(0.5ml) must be updated in eVIN from Cold chain points on all session days as soon as the session ends.
- b) It must also be ensured that regular updates are made in stock register as well as session/distribution register.

9. Registration of General Citizen

- a) Pre-registration is mandatory for the above age-appropriate group also, for getting COVID vaccination. Beneficiaries can get themselves registered through CoWIN portal (cowin.gov.in) and

take appointments for vaccination online or can do a spot registration at session site and get vaccinated. Detailed steps of registration and online appointment given in **Annexure I**.

- b) Districts may support the needy citizens for online registration and appointment using self-help groups, ASHAs, Anganwadi workers, Akshaya centres etc.
- c) Districts can **start on spot registration** for General Citizen in Public facilities from 1st March 2021 onwards.
- d) On spot registration in private CVC is to be put on hold till further notice. This can be initiated after ensuring the training and capacity building of HR in PCVC and after establishing a proper vaccine supply chain management system including verification process for the vaccine purchase.
- e) Registration of a beneficiary requires basic demographic details including mobile number one photo ID proof. Kindly note that in case of those beneficiaries aged **45-59 years** the beneficiary will have to bring the **comorbidity certificate** signed by a Registered Medical Practitioner, at the time of vaccination. List of comorbidities and certificate format given as **Annexure II & III** respectively.

10. Registration and Vaccination of unregistered HCW & FLW

- a) All those HCW and FLW who could not register for vaccination in the initial phase can now walk into any of Covid Vaccination Centres and do a spot registration and get themselves vaccinated. Details of this procedure & other SOP related to vaccination of HCW & FLW through CoWIN 2.0 given in **Annexure IV**

11. Free & Paid Service:

- a) Covid vaccination will be given **free of cost** to all priority groups (HCW/FLW/age appropriate group) who take vaccination from **Government COVID Vaccination centre (GCVC)**.
- b) As decided by ministry, anyone taking COVID vaccine from **private** COVID Vaccination Centre will have to pay **Rs 250/- per dose**. Of this Rs 100/- will be service charge and Rs 150/- will be the cost of vaccine per dose. The cost of vaccine @ Rs 150/ dose is to be electronically deposited by the hospital in the bank account of NHA created in this regard.
- c) The payment can also be through PMJAY website, the detailed procedure for which is given in **Annexure V**.

12. For any doubts regarding COVID vaccination, Citizens can contact
Disha @ 1056. 0471 2552056.

District wise helpline numbers are given in **Annexure VI.**



Principal Secretary

Annexure I – Online Registration and Appointments for Citizens

Registration:

1. Citizens will be able to register and book and appointment for vaccination using the CoWIN portal(cowin.gov.in). The various steps for successful registration and appointment booking are as follows:
 - 1.1. Any person will be able to register at the COWIN portal through their mobile number.
 - 1.2. OTP verification will be done prior to registration to ensure veracity of the mobile number
 - 1.3. After registration, an account will be created on COWIN for the person. The person can access (login) his/her account on COWIN using the mobile phone number used at the time of registration. Features for adding beneficiaries, editing their details and for booking appointment(s) will be available in the citizen's account. The citizen can delete only beneficiaries as have been added by him/her.
 - 1.4. With one mobile number, a person can register as many as **four beneficiaries**. However, all those registered on one mobile number will have nothing in common except the mobile number. The ID Card Number for each such beneficiary **must** be different.
 - 1.5. A mobile number cannot be used for making more than four registrations. If one out of the four beneficiaries registered in an account is vaccinated, only three registrations are left, and so on.
 - 1.6. Till the time of vaccination, all the records of registration and appointment can be edited/deleted by the person making the registration/appointment. Only when a person gets vaccinated, the record is locked and cannot be edited/deleted.
 - 1.7. Beneficiary then selects the ID card type and provides ID Card number. In case Aadhar is being used, consent will be **obtained and recorded**.
 - 1.8. Following basic demographic details will be captured at the time of registration –

- a) ID Card Type - one of the cards as prescribed in para 1.9.
- b) ID card Number - As recorded in the ID Card selected.
- c) Name - As recorded in the ID Card selected.
- d) Year of Birth - As recorded in the ID Card selected.
- e) Gender - M/F/O

1.9. Following Photo Identity Documents can be used by citizens for availing online registration–

- a) Aadhar Card/Letter
- b) Electoral Photo Identity Card (EPIC)
- c) Passport
- d) Driving License
- e) PAN Card
- f) NPR Smart Card
- g) Pension Document with photograph

1.10. The user will be advised to enter the details of (c), (d) and (e), as recorded in the ID Card selected by the user.

1.11. If age of the beneficiary is from 45 years to 59 years, the beneficiary will be prompted to confirm if he/she has any specified comorbidity. In such cases, the beneficiary will also be advised to bring the comorbidity certificate signed by a Registered Medical Practitioner, as prescribed in annexure 1(B).

1.12. Once all the necessary details are recorded by the beneficiary, registration is completed and following actions will be taken –

- a) An acknowledgement (Registration Slip/Token) will be sent to beneficiary on his registered mobile number.
- b) Facility for downloading and printing etc. will also be available.

Appointments:

1. A COVID-19 Vaccination Time Table (VTT) (for each Vaccination Center) will be published by the States/Districts, on COWIN.
2. Any beneficiary will be able to choose and book a slot for vaccination at the VCs declared in the VTT, anytime and anywhere, based on his\her preference and convenience.

3. There will be only one live appointment for a beneficiary at any point of time for each dose.
4. The COWIN portal will provide the facility for booking an appointment based on the Vaccination Centers declared by the states/UTs, with their location, the dates on which appointment slots are provided and the capacity declared as Open Slots and the vacancies available at the time of booking.
5. Vaccine type will not be disclosed at the time of appointment.
6. The list of sites and availability of open slots for each site will be displayed. The beneficiary will select the Vaccination Center of his/her choice and the date where vacant slots are available. Subsequent to which, an Appointment Ticket will be generated.
7. Second dose will also be scheduled at the same CVC on 29th day of the date of appointment of the 1st dose, at the time of appointment for 1st dose.
8. The beneficiary will have the option to change the slot for 2nd dose in the period 29th day to 42nd day of the first dose. Such an option, however, will only be available –
 - a) Only when the 1st dose has already been administered, and if so –
 - b) Only for such CVCs where the vaccine type is the same as the vaccine type of the 1st dose appointment.
9. Special reserved 2nd dose slots will be kept by the system to offer alternatives to such beneficiaries who are not able to avail vaccination for 2nd dose in the period of 29th day to 42nd day of administration of first dose.
10. If a beneficiary cancels a 1st dose appointment, then appointment of both doses will be cancelled.
11. Option for cancellation of second dose appointment will not be available.

12. Appointments for any date for a Vaccination Center will be closed at 3.00 PM on the day prior to the date. (for logistics arrangements)

13. A disclaimer will be included in the Appointment Slip to the effect that –

- a) "This appointment does not create any entitlement to COVID-19 vaccination and that vaccination will be provided subject to verification of the identity of the person for whom the slot has been booked"; and that,
- b) "In the event of cancellation of the session on the booked date due to any reason, it beneficiary will have to reschedule an appointment"

14. The beneficiary will be advised that he\she should carry –

- a) The Aadhar Card (if available); and
- b) The Photo ID Card of which the details have been provided by him;
and
- c) Mobile phone through which he\she has registered;

Annexure II: List of specified Comorbidities for determination of eligibility of citizens in age group 45 to 59 years

SN	Criterion
1	Heart Failure with hospital admission in past one year
2	Post Cardiac Transplant/Left Ventricular Assist Device (LVAD)
3	Significant Left ventricular systolic dysfunction (LVEF <40%)
4	Moderate or Severe Valvular Heart Disease
5	Congenital heart disease with severe PAH or Idiopathic PAH
6	Coronary Artery Disease with past CABG/PTCA/MI AND Hypertension/Diabetes on treatment
7	Angina AND Hypertension/Diabetes on treatment
8	CT/MRI documented stroke AND Hypertension/Diabetes on treatment
9	Pulmonary artery hypertension AND Hypertension/Diabetes on treatment
10	Diabetes (> 10 years OR with complications) AND Hypertension on treatment
11	Kidney/ Liver/ Hematopoietic stem cell transplant: Recipient/On wait-list
12	End Stage Kidney Disease on haemodialysis/ CAPD
13	Current prolonged use of oral corticosteroids/ immunosuppressant medications
14	Decompensated cirrhosis
15	Severe respiratory disease with hospitalizations in last two years/FEV1 <50%
16	Lymphoma/ Leukaemia/ Myeloma
17	Diagnosis of any solid cancer on or after 1st July 2020 OR currently on any cancer therapy
18	Sickle Cell Disease/ Bone marrow failure/ Aplastic Anemia/ Thalassaemia Major
19	Primary Immunodeficiency Diseases/ HIV infection
20	Persons with disabilities due to Intellectual disabilities/ Muscular Dystrophy/ Acid attack with involvement of respiratory system/ Persons with disabilities having high support needs/ Multiple disabilities including deaf-blindness

Annexure III: Certificate to identify individuals with co-morbidities that enhance the risk of mortality in COVID-19 disease for priority vaccination

(To be filled by a Registered Medical Practitioner)

Name of beneficiary: _____

Age: _____

Gender: _____

Address: _____

Mobile phone number: _____

Identification document: _____

I, Dr. _____, working as _____ have reviewed the above named individual and certify that he/she has the below mentioned conditions based on the records presented to me. A copy of the records on which this certificate is based is attached.

Presence of ANY ONE of the following criteria will prioritize the individual for vaccination

SN	Criterion	Yes/No
1.	Heart Failure with hospital admission in past one year	
2.	Post Cardiac Transplant/Left Ventricular Assist Device (LVAD)	
3.	Significant Left ventricular systolic dysfunction (LVEF <40%)	
4.	Moderate or Severe Valvular Heart Disease	
5.	Congenital heart disease with severe PAH or Idiopathic PAH	
6.	Coronary Artery Disease with past CABG/PTCA/MI AND Hypertension/Diabetes on treatment	
7.	Angina AND Hypertension/Diabetes on treatment	
8.	CT/MRI documented stroke AND Hypertension/Diabetes on treatment	
9.	Pulmonary artery hypertension AND Hypertension/Diabetes on treatment	
10.	Diabetes (> 10 years OR with complications) AND Hypertension on treatment	
11.	Kidney/ Liver/ Hematopoietic stem cell transplant: Recipient/On wait-list	
12.	End Stage Kidney Disease on haemodialysis/ CAPD	
13.	Current prolonged use of oral corticosteroids/ immunosuppressant medications	
14.	Decompensated cirrhosis	

15.	Severe respiratory disease with hospitalizations in last two years/FEV1 <50%	
16.	Lymphoma/ Leukaemia/ Myeloma	
17.	Diagnosis of any solid cancer on or after 1st July 2020 Orcurrently on any cancer therapy	
18.	Sickle Cell Disease/ Bone marrow failure/ Aplastic Anemia/ Thalassemia Major	
19.	Primary Immunodeficiency Diseases/ HIV infection	
20.	Persons with disabilities due to Intellectual disabilities/ Muscular Dystrophy/ Acid attack with involvement of respiratory system/ Persons with disabilities having high support needs/ Multiple disabilities including deaf-blindness	

I am aware that providing false information is an offence.

Name of RMP: _____

Medical Council registration number of RMP: _____

Date of issuing the certificate: _____

Place of issue: _____.

(Signature of RMP)

Annexure – IV – SOPs For coverage of HCWs and FLWs through COWIN 2.0

- COWIN 2.0 will have flexible provisions to manage COVID Vaccination of Health Care Workers and Front-Line Workers.
- Scheduling will only be done by the system for 2nd dose of partly vaccinated beneficiaries on the 29th day from the date of administration of the 1st dose.
- Facility for “On site allotment” will be available both for 1st dose and 2nd dose.
- Facility will also be available for onsite registration, verification and vaccination of unregistered beneficiaries in the vaccinator module.

The process flow for various use cases is as follow:

1. Registered HCW/FLWs –

1.1. HCWs & FLWs Registered on COWIN but Not Vaccinated:

1. Those HCWs and FLWs who are registered on COWIN but not yet Vaccinated may visit CVC (COVID Vaccination Centre) and Vaccinator can use the existing “Allot Beneficiary” feature to pull the data of beneficiary.
2. This process can be executed by inter-district by selecting “All” District in filter as well as inter-state by selecting “All” States in filter.
3. Beneficiary can be vaccinated after following due verification process.

1.2. HCWs & FLWs Registered on COWIN and Partially Vaccinated

1. Such HCWs and FLWs who are registered on COWIN and are partially vaccinated will be automatically slotted for 2nd dose at the CVC where these were administered the first dose, based on date of first dose of Vaccination.
2. The number of such beneficiaries for any day will be considered at reserved slots for 2nd dose of HCWs/FLWs and will be subtracted from session capacity to determine open slots for that day at that CVC.

3. On-site Allotment feature will also be available for such HCWs/FLWs.
4. In case of any inter-state or inter-district transfer, Vaccinator can use "Allot Beneficiary" feature to pull the data of beneficiary. This process can be executed by inter-district by selecting "All" District in filter as well as inter-state by selecting "All" States in filter.
5. Allot Beneficiary feature will work only if Type of Vaccine for Dose 1 is same as Type of Vaccine for dose 2.
6. If the beneficiary is partly vaccinated but his vaccination details could not be recorded in the system for any reason (backlog cases), details of first dose vaccinations will be captured and 2nd dose will be administered.
 - a) Following details of 1st dose will be captured –
 - Date of First Vaccination
 - Type of First Vaccine (COVISHIELD OR COVAXIN)
 - State and District of First Vaccination
 - b) Certificate for first dose will not be generated in such cases.
7. Beneficiary can be vaccinated after following due verification process.

1.3. **HCWs & FLWs Registered on COWIN and Fully Vaccinated** – No action required.

2. Unregistered HCWs & FLWs:

- 2.1. Since, unregistered beneficiaries will interact with the system for the first time, it would be important **to ensure that eligibility of beneficiaries in terms of their actually being HCWs/FLWs** will be important. Hence an Unregistered-
- a) HCW must carry a valid proof showing them as a HCW.
 - b) FLW (MHA, MoHUA, Revenue, PRI) must carry a letter from their HOD or from any person nominated by HOD, certifying that the concerned FLW have been deputed for COVID containment/surveillance duties
 - c) FLW Polling officials must produce a certificate given by District Collector/authorized authority certifying them as a Poling official.

2.2. A close watch must be kept on the process and any attempts by ineligible persons for availing this facility may be viewed seriously.

2.3. Following processes will be followed –

1. The HCW/FLW can visit identified CVC (COVID Vaccination Centre) for on-spot registration.
2. Beneficiary to provide relevant Identity card or Authentication document to confirm that beneficiary is serving as FLW and HCW. Concerned facility/office in-charge re confirm the credentials of the HCW/FLW.
3. Once eligibility is established, the verifier to ascertain and record is the beneficiary has come for 1st dose or is due for Second dose vaccination.
4. If the beneficiary has come for first dose then it's a case of new registration. If second dose is due then it's a case of new registration and backlog data entry of 1st dose.
5. **HCW and FLWs Not Registered on COWIN and not vaccinated – New registration**

a) Following details will be captured to register the beneficiary –

- Name
- Mobile Number
- Type of Beneficiary (HCW/FLW)
- Sub Category:
 - a. HCW- State, Central, Private.
 - b. FLW- MHA-CAPF, MHA-State Home Department, MoHUA, Revenue, PRI, RPF, Polling officials, Kumbh Mela.
- Photo ID type
- Photo ID Number

b) After registering the beneficiary and Beneficiary can be vaccinated by following due verification process

6. HCW and FLWs Not Registered on COWIN – Partially Vaccinated (backlog cases)

- a) Beneficiary will first be registered with the details as in para 2.4(5)(a) above.
- b) Following details of 1st dose will be captured –
 - Date of First Vaccination
 - Type of First Vaccine (COVISHIELD OR COVAXIN)
 - State and District of First Vaccination
- c) After registering beneficiary can be vaccinated with 2nd dose by following due verification process.
- d) Certificate for first dose will not be generated in such cases.

Annexure-V

Guidelines for COVID Vaccine payment through PMJAY website by concerned Private Hospital to NHA

File No. S-12019/127/2021-NHA
Government of India
National Health Authority

9th Floor, Jeevan Bharati Building,
Connaught Place, New Delhi –
110001
Dated 28.02.2021

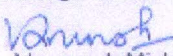
Subject: Guidelines for Covid vaccine payment through PMJAY-website by the concerned hospital to National Health Authority (NHA).

DO letter dated 27th February 2021 number D.O.NO 1920764/2020/Immunization provides that private empanelled hospitals under AB-PMJAY, CGHS or State Health Insurance scheme will deposit cost of vaccines immediately in the bank account of the National Health Authority. To ensure that information can be compiled in an organized manner at hospital, district, state and national level, hospitals are directed to make the payments to NHA through the following process:

1. Visit the AB-PMJAY website (<https://pmjay.gov.in/>) (Annexure 1 for reference)
2. Click on the "COVID Vaccine Payment" button under Menu tab in Covid-19 Section of the website. (Annexure 1 for reference)
3. The hospital will be redirected to "SBI COLLECT Form" on clicking the button where they are required to fill up the following details:
 - a. Hospital Login ID for site manager on COWIN portal
 - b. Hospital Name from the drop down
 - c. Hospital State (ID and Name) from drop down
 - d. Hospital District (ID and Name) from drop down
 - e. Hospital Type (Private)
 - f. Hospital Empanelment Category: (PMJAY, CGHS, state Health Insurance Scheme, others) from the drop down. Hospitals falling under multiple categories shall follow the following guidelines:
 - i. If a hospital falls under PMJAY category along with any other category then it should select PMJAY
 - ii. If a hospital is not empanelled under PMJAY but empanelled under CGHS and State Health Insurance scheme then it should select CGHS scheme for this specific purpose.
 - g. No of Vaccines for which payment is being made.
 - h. Amount to be Deposited
4. Submit and confirm the above details
5. SBI collect portal will redirect to the payment gateway portal where hospital can select a payment mode as per the options available as follows (NHA is requesting SBI to waive off the bank charges for the payments made for this purpose):
 - o Net Banking
 - SBI
 - Other Banks Internet Banking

- Cards Payments
 - SBI ATM-cum-Debit Card
 - Others Bank Debit Cards
- Credit Cards
- Other Payments Modes:
 - SBI Branch

Hospitals are directed to follow the above process to ensure timely compilation and monitoring of payment information. State Health Agencies (SHAs) will also assist the hospitals in this process. In case of any difficulty in payment, please call on the following mobile number: 9164414555 or write to the following email id: covid.payments@nha.gov.in.


Varunesh Mishra
Deputy Director - IT

To:

1. All CEOs, SHA
2. All private hospitals empanelled under PMJAY/ CGHS/ State Health Insurance Schemes

Copy to:

1. ACS/ Pr. Secretary (Health), all states
2. PPS to the Secretary (Health & Family Welfare), GoI
3. PPS to the CEO, NHA

Annexure VI
State & District- Help Line Numbers

	Line 1	Line 2	Line 3
Disha	1056	0471 2552056	
State Call Center	0471 2309251	0471 2309252	0471 2309255
Thiruvananthapuram	9188610100	0471 2733433	1077
Kollam	0474 2797609	8589015556	
Pathanamthitta	0468 2222515	0468 2222515	9188294119
Alappuzha	0477 2239999	0477 2238651	0477 2238641
Kottayam	0481 2583200	0481 2304800	0481 2581900
Idukki	0486 2232221	0486 2233130	0486 2233111
Ernakulam	0484 2368802	0484 2368902	
Thrissur	9400066921	9400066922	9400066923
Palakkad	0491 2505264	0491 2505189	
Malappuram	0483 2733253	0483 2737858	0483 2733252
Kozhikode	0495 2378300	0495 2371471	0495 2376063
Wayanad	0493 6204151	0493 5240390	8078409770
Kannur	0497 2700194	0497 2713437	
Kasargod	0467 2209901	0467 2209902	0467 2209903


Principal Secretary