

MHCO-ADMN/13(32)/6/2020/4-O/o GM HR-Admin

Dated: 29.04.2021

To,  
All BA/SSA Heads,  
Maharashtra Telecom Circle

**Sub: Formation of BSNL Maharashtra Help Desk for Covid -19 Medical Emergency.**

Keeping in view of the surge in Covid-19 spread among employees and their dependent family members, it is decided by Chief General Manager, MH Circle to form Help Desk exclusively for dealing cases of emergency nature and providing all necessary support/help to affected BSNL employees and their family members.

In Maharashtra state cases are increasing rapidly and mortality rates are quite high compare to other states. Circle Administration has also written several letters to concerned authority for vaccination/smooth travelling during lockdown period/Special camps for vaccination at work place/keeping humanitarian approach while dealing staff issues specifically/following standard procedure of operating etc.

To protect and boost the morale of BSNL employees and their dependent family members, many suggestions/queries are received from Unions/Associations and Senior Officers also.

Few of following points are considered as most effective and helpful to overcome from situation of this pandemic & **Help Desk employees to help for following;**

**1) To Keep the contact of information of;**

- a) Testing Centers
- b) Assistance in booking appointment for test, if required.
- c) Hospitals with COVID medical facility
- d) Availability of Beds (with/ without Oxygen)
- e) Pvt. Oxygen Supplier(s)
- f) Co-ordination with District Authority for Medicines-like Ramedisivir etc.
- g) Ambulance Facility

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## 2) Post Covid Result:

- Quarantine facility in vacant staff Quarters/Inspection Quarters or allotment of vacant quarters for temporary period.
- Arrangement of foods or tiffin services with the help of existing facility
- Coordinating with Doctors/Pathology for further needed tests
- Arranging Ambulance if patient's health condition is deteriorated
- Co-coordinating with empanelled/Pvt. Hospitals to facilitate admission
- Providing BSNL volunteer to facilitate administrative procedure of hospitalization(Can be Voluntary Retd. Employee).

## 3) Post Hospitalization:

- Financial Assistant through Medical Advance or Welfare funds
- Daily follow up with family to give the comfort
- Extending all kind of possible help for his/her speedy & fruitful recovery.

## 4) Data bank of employees, near relatives who are in field of medicine:

Contact details of near relatives of BSNL Employees who are in field of medicine/ Pathology/Nursing to be kept ready with help desk team.

In view of the above, it is requested to nominate at least TWO officers/officials having close liaisoning with state government departments, hospitals, NGOs etc. & who are active/required attitude in this regard. Details of your SSA help desk team to be shared within 2 days.

Circle office Help Desk Team coordinator:

- Sh. Gulab Hassan AD(Admin-II) Contact No. 9423992363
- Sh Hinge Ganesh N. AOS(G) Contact No. 9403837366

In case of any further requirement, guidance you may kindly contact undersigned.

  
(K. H. Morey)

General Manager (HR & Admin)

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Copy to:

- P.S. to CGM, MH. Circle, Mumbai.
- All Recognised Unions and Associations in MH. Telecom Circle.