**Annexure Dial ‘104’**

**FMR 13.3.1**

**PROPOSED BUDGET OF 104 MEDICAL HELPLINE (PIP 2020-21)**

The Government of Punjab has set up an inbound Medical Helpline for the convenience of the general public. This call center is functioning round the clock 24X7 hrs and in this helpline the services are available in three languages, viz. Punjabi, Hindi and English.

Name of Service Provider (Leading Member) : M/s Aryabhat Computers,

House No. – 304, Leela Apartment,

East Boring Canal Road,

Patna - 800001.

Name of Consortium : M/s HB Software Solutions India Pvt. Ltd.,

1st Floor, Infotech Centre,

14/2 Milestone, Old Delhi Gurugaon Road,

Gurugram – 122016.

Contract Start w.e.f. : 01.10.2017

Contract Period : 3 years

Toll Free Number for 24x7 call centre : Dial '104'

Scope of Work : The aim is to provide information or advice for health related services to

general public about queries in the following areas:

1. Information Directory for tracking health services providers/institutions, diagnostic services, Drug De-Addiction, hospitals etc.
2. Complaint Registration about person/institution relating to deficiency of services, negligence, corruption, etc. in government healthcare institutions.
3. Advice on long term ill conditions like diabetes, heart issues etc.
4. Response to health scares and other localized epidemics.
5. Counseling and advice (stress, depression, anxiety, post-trauma recovery, HIV, AIDS, RTI, STI etc.)
6. Health and symptoms checker (initial assessment, flu advice, pregnancy related information etc)
7. Tie-up with 108 Ambulances and other emergency or non-emergency numbers.
8. Calling for RCH/MCTS/High Risk Pregnancy – To advice regarding Mother Care/Child Care/Long term diseases etc.
9. First aid information and advice.
10. Any other health related services/issues.

Conti.,

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**OPEX of 13 Seats**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Brief Description of Services** | **Cost per seat per month** | **IGST@18%**  **(per seat )** | **Total Cost for 13 seats (including tax)**  **(Rs.)** | **Annual Budget (2020-21)**  **(Rs.)** |
| 104 Medical Helpline (10 existing + 3 new Seats) | 67,797/- | 12,203/- | 10,40,000/- | 1,24,80,000/- |
| Telephone expenses for 13 seats (BSNL PRI Lines) | 1,50,000/- per month (approximately) | | | 18,00,000/- |
| **Total** | | | | **1,42,80,000/-** |

**State is in process for adding 3 more seats keeping in view the new initiatives under MCH and other programmes.**

**CAPEX of 3 Seats**

|  |  |  |
| --- | --- | --- |
| **Description** | **Cost per seat**  **(Rs.)** | **Total Cost for 3 seats**  **(Rs.)** |
| 104 Medical Helpline (3 Seats) | 1,50,000/- | 4,50,000/- |

|  |  |
| --- | --- |
| OPEX | 1,42,80,000/- |
| CAPEX | 4,50,000/- |
| **Total Budget Required (2020-21)** | **1,47,30,000/-** |