

**Government of NCT of Delhi
Delhi Disaster Management Authority**

No.DDMA/COVID-19/2020/-115

Dated: 20.04.2020

ORDER

Whereas, the Delhi Disaster Management Authority (DDMA) is satisfied that the NCT of Delhi is threatened with the spread of COVID-19 epidemic, which has already been declared as a pandemic by the World Health Organization, and has considered it necessary to take effective measures to prevent its spread in NCT of Delhi;

And whereas, Delhi Disaster Management Authority has issued various orders/ instructions from time to time to all authorities concerned to take all required measures to appropriately deal with the situation;

And whereas, in WP(C) 2979/2020, Hon'ble High Court of Delhi vide order dated 22.04.2020 (copy enclosed) has observed that a dedicated helpline has not been setup by the Delhi Government for the Senior Citizens just as the Delhi Police has done, therefore, Government of NCT of Delhi has assured the Hon'ble Court that a dedicated helpline shall be activated within two days and adequate publicity of the said helpline number shall be given in the newspapers and social media to ensure that the information is disseminated amongst all concerned.

Now therefore, in exercise of the powers conferred under Section 22 of the Disaster Management Act, 2005, the undersigned, in his capacity as Chairperson, State Executive Committee, GNCT of Delhi, hereby directs that the **helpline with number 1077 of Revenue Department, Government of NCT of Delhi shall also function as the helpline for Senior Citizens for COVID-19**. Deputy Commissioner (HQ), GNCTD shall be responsible for efficient functioning of the helpline on 24x7 basis. Pr. Secretary (I&P), GNCTD is directed to give adequate publicity of the said helpline number in the newspapers and social media.

Further, SIO, NIC shall create an online application on urgent basis for capturing the requests/grievances of the senior citizens and sending the same to District Magistrate concerned. The online application must also provide for SMS acknowledgement to the senior citizen concerned and SMS alert to the District Magistrate concerned and his nodal officer.

Furthermore, all District Magistrates shall appoint a nodal officer at the district level for this purpose who shall ensure that all the grievances are attended to by the department concerned at the District level and send a feedback on the online application for record and onward information to the senior citizen.



(Vijay Dev)

Chief Secretary, Delhi

To,

1. Pr. Secretary (I&P), Govt. of NCT of Delhi for wide publicity
2. All District Magistrates, Govt. of NCT of Delhi.
3. Deputy Commissioner (HQ), GNCTD to ensure efficient functioning of the helpline on 24/7 basis.
4. SIO, NIC

Copy for Information to:

1. Pr. Secretary to Hon'ble Lt. Governor, Delhi.
2. Addl. Secretary to Hon'ble Chief Minister, GNCTD

3. Secretary to Hon'ble Dy. Chief Minister, GNCTD.
4. Secretary to all Hon'ble Ministers, GNCTD
5. Commissioner of Police, Delhi
6. Addl. Chief Secretary (Home), GNCTD
7. Pr. Secretary (Revenue) cum Divisional Commissioner, GNCTD.
8. All members of State Executive Committee, DDMA, GNCTD.
9. Director, DIP, Govt. of NCT of Delhi for wide publicity.
10. System Analyst, O/o Divisional Commissioner, Delhi for uploading the order on the website – ddma.delhigovt.nic.in
11. Guard file.