



# Operation and Maintenance of Urban Primary Health Centers

**Progress Report Jun. 2019 - Nov. 2022**



**SOCIETY OF PEOPLE FOR DEVELOPMENT (SPD)**  
90, Mayur Vihar, Sahasthradara Road, Dehradun (Uttarakhand)

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# Operation & Maintenance of Urban Primary Health Centers (UPHCs)



## Introduction

Operation and Maintenance of Urban Primary Health Centers in the Urban Slums of major cities in Uttarakhand is an initiative of the Uttarakhand Department of Medical, Health and Family Welfare under National Health Mission. SPD was involved in operationalization of Primary Health Centers in urban slums of Dehradun city since 2009. Starting from operationalization of 2 Urban Primary Health Centers, the scope of work was further expanded for running 8 UPHCs in Dehradun City. However, since June 2019 SPD had been engaged in operating 6 UPHCs in urban slums of Dehradun city catering to more than 1,20,000 population in the UPHC catchment area. The work involved providing free primary healthcare services to the urban poor. The assignment included treatment of minor ailments, immunization of pregnant women and children, RCH and MCH services, pathology services and organizing outreach camps for providing specialist services to improve upon the health seeking behavior of the community at large. The services were provided through the UPHCs situated in the urban slums of Dehradun city with the help of a Doctor, Lab Technician, Pharmacist, Staff Nurse, ANMs and other essential support staff.

Besides providing basic healthcare and medical services at the UPHC, the work also involved interacting with the community living in the urban slums to mobilize them to generate demand for

the health services at the centers. For participation of community in health services, Mahila Arogya Samitis were formed at the slum level by involving active local women who could mobilize the community, especially women for the purpose of availing quality health services at respective UPHCs in their area.

## Objectives

- Improving health service coverage by establishing Urban Primary Health Centers in the proximity of urban slums of Dehradun city and also by organizing regular outreach camps.
- Strengthening community-provider linkages through community mobilization and demand generation for primary reproductive and child health services.
- Mobilizing the community with a view to improving immunization of pregnant women and children and institutional delivery to reduce maternal and child mortality.
- Identifying and building capacities of ASHAs and MASs who are expected to mobilize their communities; contact them on a one-to-one basis and through group meetings to build information base and provide a link between health services and the community.
- Making availability of health services for the urban poor easier with a view to improving their health seeking behavior.

## Service Provided

The Following Services were provided through the UPHCs

- ANC Services – Identification and registration of pregnant women, Immunization and counseling of pregnant women, distribution of IFA supplementation, nutrition counseling, , recording weight, measuring blood pressure, identification of high risk pregnancies, etc.
- PNC Services – Regular field visits by ANMs to check the mothers and neonate health.
- Out Patient Services (OPD) - Treatment of minor ailments, general counseling, identification of malnourished or anemic patients, etc.
- Child Health Services – Routine immunization.
- Family Planning Services – distribution of Oral pills and condoms to eligible couples, counseling for permanent sterilization.
- RTI/STI Treatment – Treatment/referral of RTI/STI patients.
- Referral services – Referral of patients and pregnant women to higher public health facilities for investigation, treatment, institutional delivery and sterilization.
- Outreach activities – Regular outreach by ANMs in the target areas for counseling, immunization and formation of Mahila Arogya Samitis (MAS), etc.
- Health Camps – Organization of LMO Health Camps in the target area from time to time.
- Pathology Services.

## Activities Conducted:

### 1. Antenatal Care/ Checkups (ANC)

Antenatal Care Checkups (ANC) is an effective tool to reduce both infant and maternal mortality rates. As per NHM guidelines, it is mandatory to conduct minimum 4 ANC of pregnant women starting from the date of identification of pregnancy. However, in the case of high risk pregnancies the number of Antenatal checkups should be even higher to avoid complications during delivery.



The details of ANCs of expectant mothers carried out during Apr. 2019 to Nov. 2022 through all the 6 UPHCs are as follows...

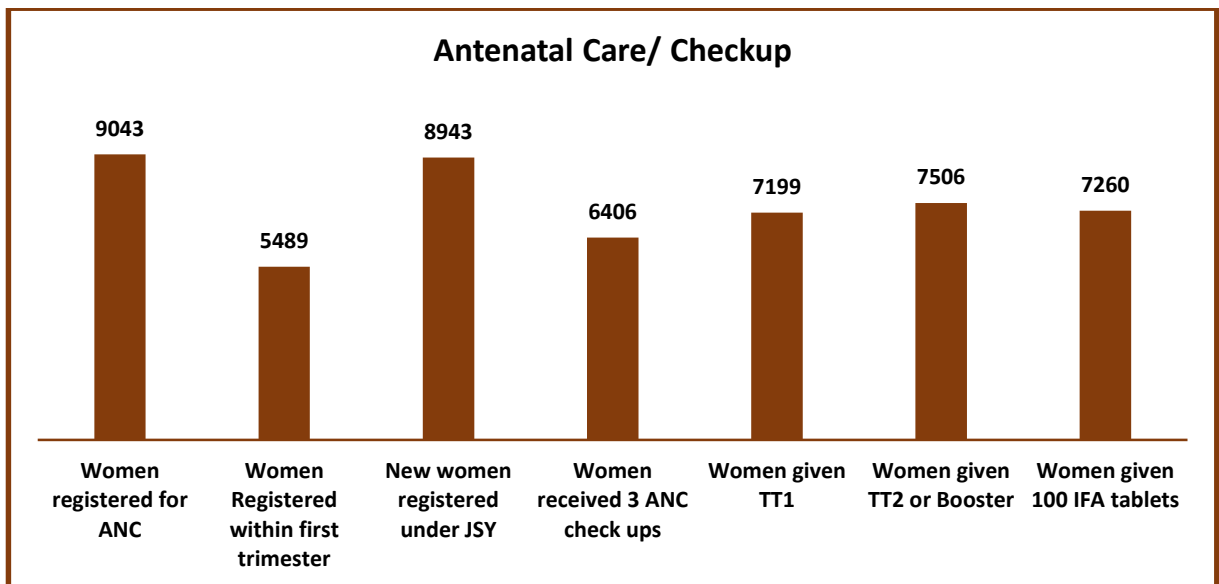
SN	Particulars	Urban Primary Health Centres (UPHCs)						Total
		Adhoi walar	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
<b>(A)</b>	<b>Ante Natal Care Services (ANC)</b>							
1	Total number of pregnant women registered for ANC	1250	1174	1782	1312	2176	1349	<b>9043</b>
2	Of which Number registered within first trimester	707	738	1091	921	1162	870	<b>5489</b>
3	New women registered under Janani Suraksha Yojna (JSY)	1251	1171	1782	1264	2176	1299	<b>8943</b>
4	Number of pregnant women received 3 ANC check ups	848	633	1436	1096	1650	743	<b>6406</b>
<b>(B)</b>	<b>Number of pregnant women given</b>							
1	TT1	1020	952	1424	1028	1746	1029	<b>7199</b>
2	TT2 or Booster	1053	961	1663	992	1780	1085	<b>7506</b>
3	Total number of pregnant women given 100 IFA tablets	1002	786	1550	1242	1732	948	<b>7260</b>

Year-wise details of ANCs of expectant mothers carried out through all the 6 UPHCs are as follows...

SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
<b>(A)</b>	<b>Ante Natal Care Services (ANC)</b>					
1	Total number of pregnant women registered for ANC	1524	2244	3069	2206	<b>9043</b>

SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
2	Pregnant women registered within first trimester	850	1180	2023	1436	5489
3	New women registered under Janani Suraksha Yojna (JSY)	1474	2244	3069	2156	8943
4	Number of pregnant women received 3 Antenatal checkups (ANCs)	1009	1587	2166	1644	6406
<b>(B)</b>	<b>Number of pregnant women given</b>					
1	TT1	1278	1804	2435	1682	7199
2	TT2 or Booster	1301	2033	2401	1771	7506
3	Total number of pregnant women given 100 IFA tablets	1017	1683	2720	1840	7260

\* June 2019 to Mar. 2020, # April 2022 to Nov. 2022



## 2. Post Natal Care/ Checkups (PNCs)

Post Natal Care/ Checkup is carried out till 2 months of delivery to ensure that mother and child are healthy and do not have any post natal complications. To conduct timely PNC, close tracking of mothers who have delivered in the recent past is conducted by the field staff (ANMs) to ensure that all the eligible mothers and neonates receive proper post natal care at their door step. The details of PNCs conducted during the period from June 2019 to November 2022 are as follows...

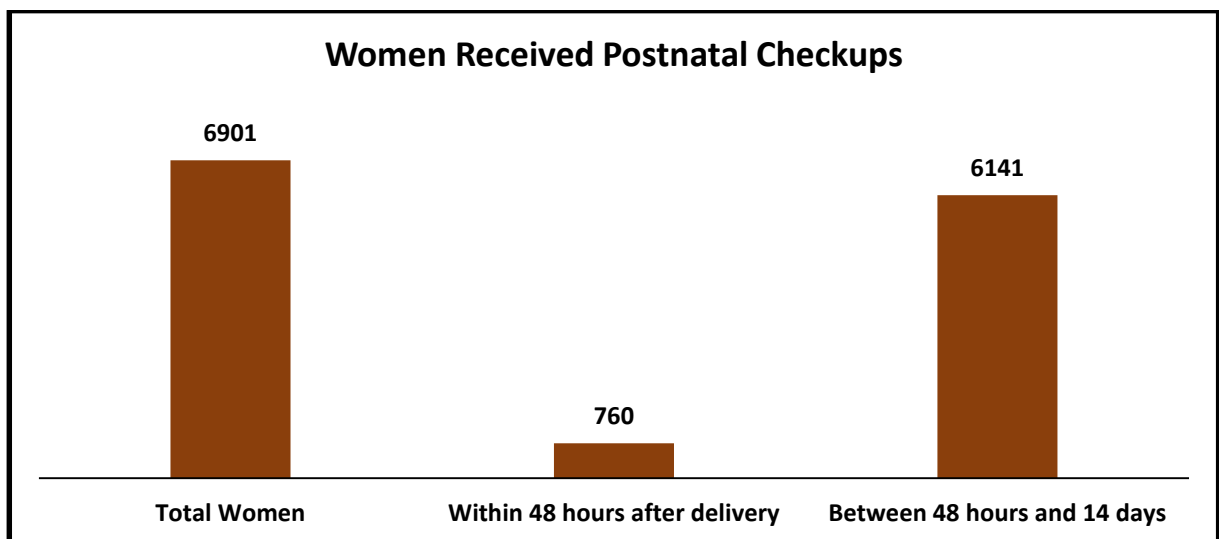
SN	Particulars	Urban Primary Health Centers (UPHCs)						Total
		Adhoi wala	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
1	Women receiving postnatal checkups within 48 hours after delivery	175	77	115	162	102	129	760
2	Women getting a postnatal checkup between 48 hours and 14 days	912	851	1074	769	1853	682	6141
<b>Total</b>		<b>1087</b>	<b>928</b>	<b>1189</b>	<b>931</b>	<b>1955</b>	<b>811</b>	<b>6901</b>



Year-wise details of PNCs are as follows...

SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
1	Women receiving postnatal checkups within 48 hours after delivery	297	196	223	44	760
2	Women receiving postnatal checkup between 48 hours and 14 days	1190	1448	1850	1653	6141
<b>Total</b>		<b>1487</b>	<b>1644</b>	<b>2073</b>	<b>1697</b>	<b>6901</b>

\* June 2019 to Mar. 2020, # April 2022 to Nov. 2022



### 3. Outpatient (OPD) Services

All the UPHCs provided OPD services 6 days in a week from 9 am to 5 pm. Monday was observed as weekly holiday for the Center. OPD services were ensured through a qualified MBBS doctor, pharmacist and GNM. The patients were distributed free medicines after proper checkup and in case of serious ailments they were referred to higher Government health facilities.



The details of OPDs conducted during Apr. 2019 to Nov. 2022 are as follows...

SN	Particulars	Urban Primary Health Centers (UPHCs)						Total
		Adhoi wala	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
<b>1</b>	<b>Patient Services (OPD)</b>	<b>67237</b>	<b>65563</b>	<b>62551</b>	<b>61825</b>	<b>67691</b>	<b>74879</b>	<b>399746</b>
<b>I.</b>	<b>Outpatient (New)</b>							
(a)	Male	25890	24304	19512	20779	23574	21562	135621
(b)	Female	33261	35388	34969	30081	39070	35266	208035
	<b>Total {(a) to (b)}</b>	<b>59151</b>	<b>59692</b>	<b>54481</b>	<b>50860</b>	<b>62644</b>	<b>56828</b>	<b>343656</b>
<b>II.</b>	<b>Outpatient (Old)</b>							
(a)	Male	2435	2082	2538	2965	1260	4583	15863
(b)	Female	5651	3789	5532	8000	3787	13468	40227
	<b>Total {(a) to (b)}</b>	<b>8086</b>	<b>5871</b>	<b>8070</b>	<b>10965</b>	<b>5047</b>	<b>18051</b>	<b>56090</b>
<b>2</b>	<b>Case wise Number of OPD patients</b>							
(a)	Fever	2713	2709	2870	3212	4585	5464	21553
(b)	Diarrhoea and dehydration	921	771	1102	982	800	1809	6385
(c)	ARI	2778	702	2514	7865	5980	5488	25327
(d)	Jaundice	0	9	66	0	0	12	87
(e)	STIs	810	651	1699	1198	1421	1433	7212
(f)	Others	60015	60721	54300	48568	54905	60673	339182
<b>3</b>	<b>Total Referrals</b>							
(a)	Male	72	121	108	87	55	72	515
(b)	Female	204	365	354	545	521	336	2305
	<b>Total {(a) to (b)}</b>	<b>276</b>	<b>486</b>	<b>467</b>	<b>622</b>	<b>576</b>	<b>408</b>	<b>2815</b>

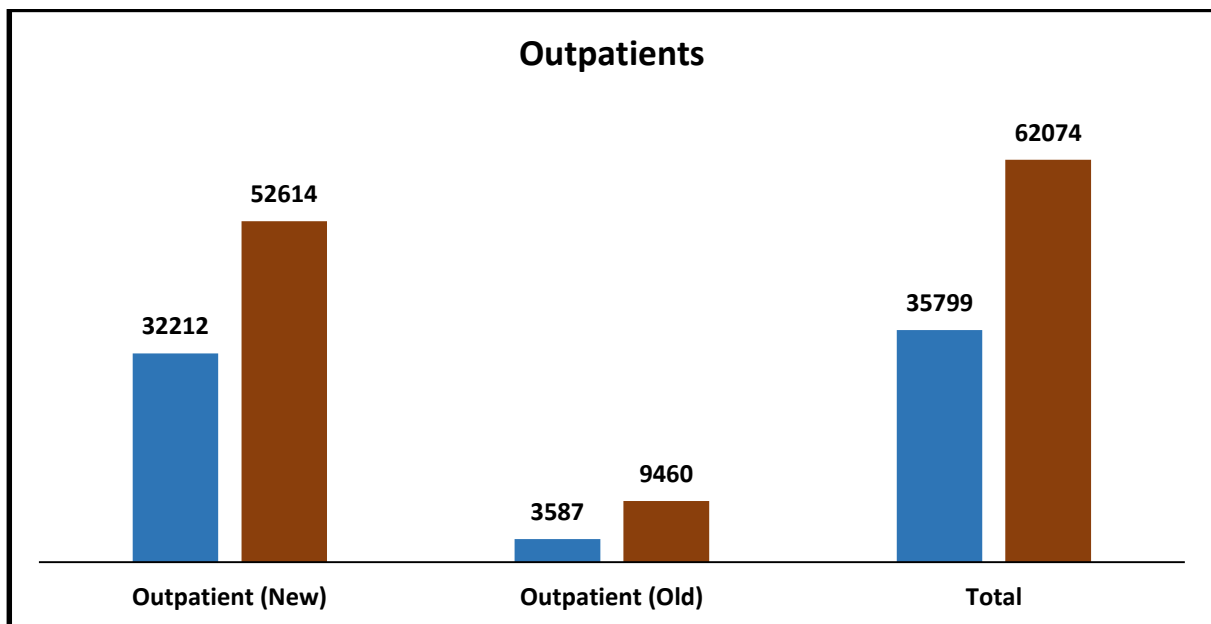
Year-wise details of OPDs conducted are as follows...

SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
<b>1</b>	<b>Outpatient Services (OPD)</b>	<b>46464</b>	<b>62649</b>	<b>192760</b>	<b>97873</b>	<b>399746</b>
<b>I.</b>	<b>Outpatient (New)</b>					
(a)	Male	8993	14630	79786	32212	135621
(b)	Female	21285	33773	100363	52614	208035
	<b>Total {(a) to (b)}</b>	<b>30278</b>	<b>48403</b>	<b>180149</b>	<b>84826</b>	<b>343656</b>



SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
<b>II.</b>	<b>Outpatient (Old)</b>					
(a)	Male	4797	3630	3849	3587	15863
(b)	Female	11389	10616	8762	9460	40227
<b>Total {(a) to (b)}</b>		<b>16186</b>	<b>14246</b>	<b>12611</b>	<b>13047</b>	<b>56090</b>
<b>2</b>	<b>Case wise Number of OPD patients</b>					
(a)	Fever	7463	2439	4325	7326	21553
(b)	Diarrhoea and dehydration	993	1405	2118	1869	6385
(c)	ARI	6368	4734	7561	6664	25327
(d)	Jaundice	40	2	33	12	87
(e)	STIs	1090	1125	2801	2196	7212
(f)	Others	28945	52944	175922	79806	337617
<b>3</b>	<b>Total Referrals</b>					
(a)	Male	50	124	187	154	515
(b)	Female	262	515	880	648	2305
<b>Total {(a) to (b)}</b>		<b>307</b>	<b>639</b>	<b>1067</b>	<b>802</b>	<b>2815</b>

\* June 2019 to Mar. 2020, # April 2022 to Nov. 2022



#### 4. Immunization

Immunization is a benchmark activity of Government of India for protecting children from life threatening preventable diseases. Similarly, it is one of the major focus areas of UPHC programmes whereby the eligible in the catchment area of these UPHCs are tracked and immunized at appropriate time to ensure their complete immunization.

The details of immunization (0 to 11 months) carried out during June 2019 to November 2022 are as follows...

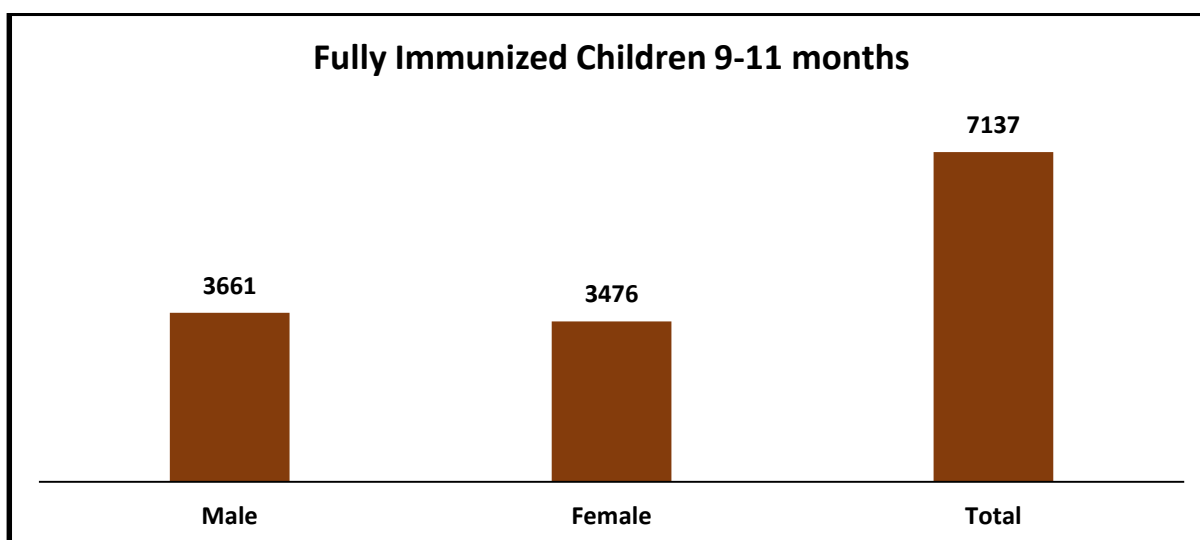
SN	Particulars	Urban Primary Health Centers (UPHCs)						Total
		Adhoi wala	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
1	BCG	171	172	243	564	625	280	<b>2055</b>
2	OPV 0 (Birth Dose)	35	112	67	31	99	166	<b>510</b>
3	OPV 1	955	964	1555	885	1886	955	<b>7200</b>
4	OPV 2	973	1036	1475	873	1898	976	<b>7231</b>
5	OPV 3	947	1055	1404	823	1871	997	<b>7097</b>
6	Measles	92	97	182	85	337	70	<b>863</b>
7	a) Pentavalent I	960	979	1549	885	1885	980	<b>7238</b>
	b) Pentavalent II	973	1052	1476	873	1898	998	<b>7270</b>
	c) Pentavalent III	945	1068	1404	813	1871	1024	<b>7125</b>
8	a) Rotavirus I	843	826	1312	740	1583	833	<b>6137</b>
	b) Rotavirus II	834	880	1251	759	1608	825	<b>6157</b>
	c) Rotavirus III	822	906	1204	705	1555	866	<b>6058</b>
9	Measles, Mumps-Rubella (MMR-1)	817	940	1190	644	1566	743	<b>5900</b>
10	a) Fully immunized 9-11 months (Male)	500	589	704	404	898	566	<b>3661</b>
	b) Fully immunized 9-11 months (Female)	465	517	658	404	910	522	<b>3476</b>
	Total (a + b)	965	1106	1362	808	1808	1088	<b>7137</b>



Year-wise details of immunization conducted are as follows...

SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
1	BCG	147	439	999	470	2055
2	OPV 0 (Birth Dose)	10	50	326	124	510
3	OPV 1	1393	1975	2228	1604	7200
4	OPV 2	1408	2068	2166	1589	7231
5	OPV 3	1298	2080	2135	1584	7097
6	Measles	742	121	0	0	863
7	a) Pentavalent I	1427	1975	2228	1608	7238
	b) Pentavalent II	1447	2068	2166	1589	7270
	c) Pentavalent II	1328	2078	2135	1584	7125
8	a) Rotavirus I	329	1975	2225	1608	6137
	b) Rotavirus II	338	2067	2163	1589	6157
	c) Rotavirus III	281	2061	2132	1584	6058
9	Measles, Mumps-Rubella (MR-1)	194	1845	2175	1686	5900
10	a) Fully immunized 9-11 months (Male)	692	1022	1083	864	3661
	b) Fully immunized 9-11 months (Female)	627	962	1091	796	3476
	Total (a + b)	1319	1984	2174	1660	7137

\* June 2019 to Mar. 2020, # April 2022 to Nov. 2022



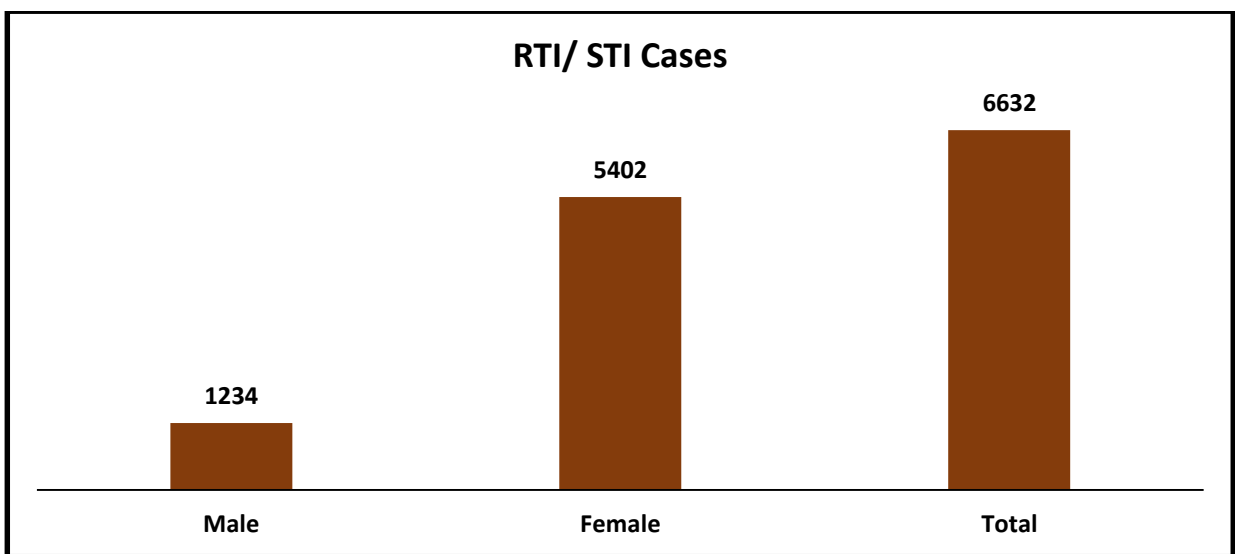
## 5. Reproductive Tract Infections/Sexually Transmitted Infections (RTI/ STI)

Sexually transmitted infections and Reproductive tract infections (STI/RTI) are an important public health problem in India. Individuals with STI/RTI have a significantly higher chance of acquiring and transmitting HIV. Moreover, STI/RTI is also known to cause infertility and reproductive morbidity. Provision of STI/RTI care services is a very important strategy to prevent HIV transmission and promote sexual and reproductive health. Treatment compliance and follow up, counseling, partner treatment and condom promotion, are important components of STI/RTI management etc. Patients

infected with cases of RTI and STI were also examined, treated and referred to higher medical facilities as per the need.

The details of center-wise RTI/STI cases attended at the UPHCs during the period June 2019 to November 2022 are given in the table below...

SN	Particulars	Urban Primary Health Centers (UPHCs)						Total
		Adhoi wala	Bakra wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
1	Male	296	42	396	59	207	234	<b>1234</b>
2	Female	513	604	1295	1049	1159	782	<b>5402</b>
<b>Total</b>		<b>805</b>	<b>646</b>	<b>1691</b>	<b>1108</b>	<b>1366</b>	<b>1016</b>	<b>6632</b>



Year-wise details of RTI/STI cases attended at the UPHCs during the period April 2019 to November 2022 are given in the table below:

SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
1	Male	45	73	478	638	<b>1234</b>
2	Female	785	1027	2054	1536	<b>5402</b>
<b>Total</b>		<b>830</b>	<b>1100</b>	<b>2528</b>	<b>2174</b>	<b>6632</b>

\* June 2019 to Mar. 2020, # April 2022 to Nov. 2022

## 6. Family Planning

The UPHC field staff, in coordination with local ASHA, maintains a record of eligible couples in their area to motivate and counsel them to use one or the other method of family planning to maintain proper birth interval and delay pregnancy. The eligible couples are distributed with different methods of contraception such as condoms and contraceptive pills. The couples are also counseled on adopting IUCD and PPIUCD for women for delaying pregnancy. The field staff also keeps a track of couples who do not want any more children to counsel them to go in for women sterilization or NSV in the camps which are conducted in the area from time to time.



The details of achievement in family planning services during Apr. 2019 to Nov. 2022 are as follows...

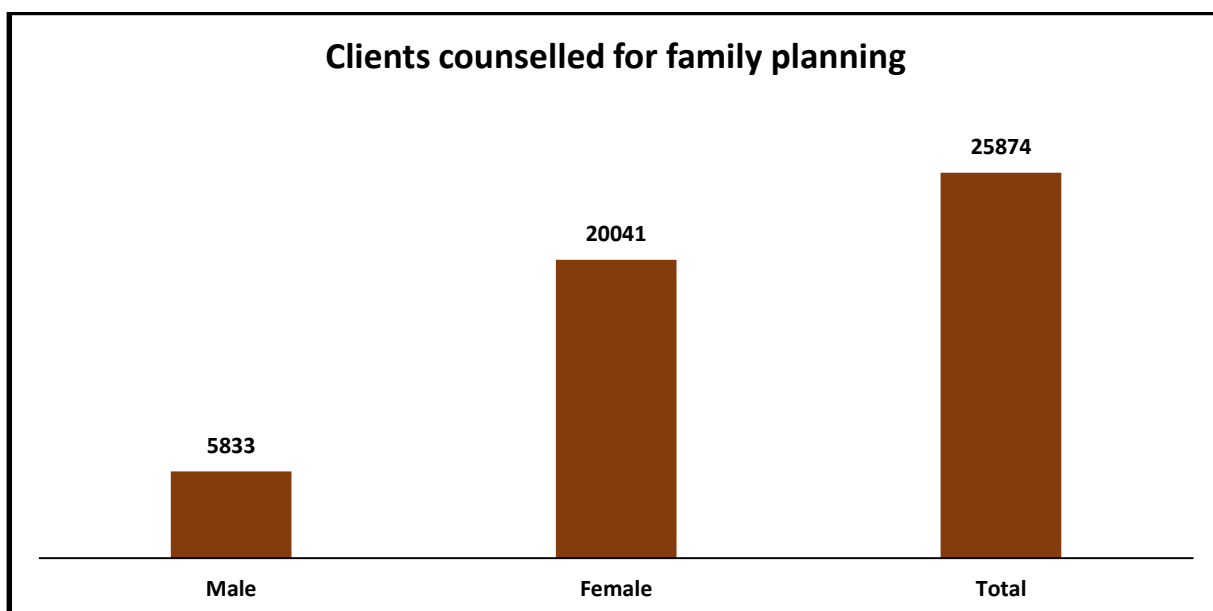
SN	Particulars	Urban Primary Health Centers (UPHCs)						Total
		Adhoi wala	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
1	Clients counselled for family planning							
(a)	Male	274	2233	741	827	585	1173	5833
(b)	Female	3340	4654	1741	3482	3756	3068	20041
	<i>Total (a+b)</i>	3614	6887	2482	4309	4341	4241	25874
2	Number of new IUCD Insertions at facility	5	44	47	5	5	20	122
3	Number of NSV	4	2	3	0	2	0	11
4	Number of Female Sterilization	28	40	107	29	90	18	312
5	Number of PPIUCD Insertion	3	3	29	4	8	2	49
6	Number of IUCD removals	0	12	13	1	1	5	32
7	Number of Oral Pills distributed	1323	3444	2785	1416	1073	3509	13550
8	Number of new users of Oral Pill Cycles	1237	746	556	441	316	830	4126
9	Number of Condom pieces distributed	40889	40407	40205	23545	52005	37073	234124
10	Number of new users of Condom Pieces	845	2023	864	3333	3482	2191	12737
11	Number of Contraceptive (weekly) Pills given	383	603	502	619	171	536	2814
12	Number of Emergency Contraceptive Pills distributed	10	62	96	86	2	64	320

Year-wise details of achievement in family planning services during Apr. 2019 to Nov. 2022 are as follows...

SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
1	Clients counselled for family planning					
(a)	Male	470	590	2638	2135	5833
(b)	Female	3019	3425	7864	5733	20041
	<i>Total (a+b)</i>	3489	4015	10502	7868	25874
2	Number of new IUCD Insertions at facility	6	35	27	54	122
3	Number of NSV	3	2	6	0	11

SN	Particulars	FY 2019-20*	FY 2020-21	FY 2021-22	FY 2022-23#	Total
4	Number of Female Sterilization	72	80	78	82	312
5	Number of PPIUCD Insertion	9	16	14	10	49
6	Number of IUCD removals	4	6	8	14	32
7	Number of Oral Pills distributed	1780	3106	5452	3212	13550
8	Number of new users of Oral Pill Cycles	584	1688	1226	628	4126
9	Number of Condom pieces distributed	34052	37489	96317	66266	234124
10	Number of new users of Condom Pieces	5157	3354	2212	2014	12737
11	Number of Contraceptive (weekly) Pills given	0	345	1876	593	2814
12	Number of Emergency Contraceptive Pills distributed	11	35	160	114	320

\* June 2019 to Mar. 2020, # April 2022 to Nov. 2022

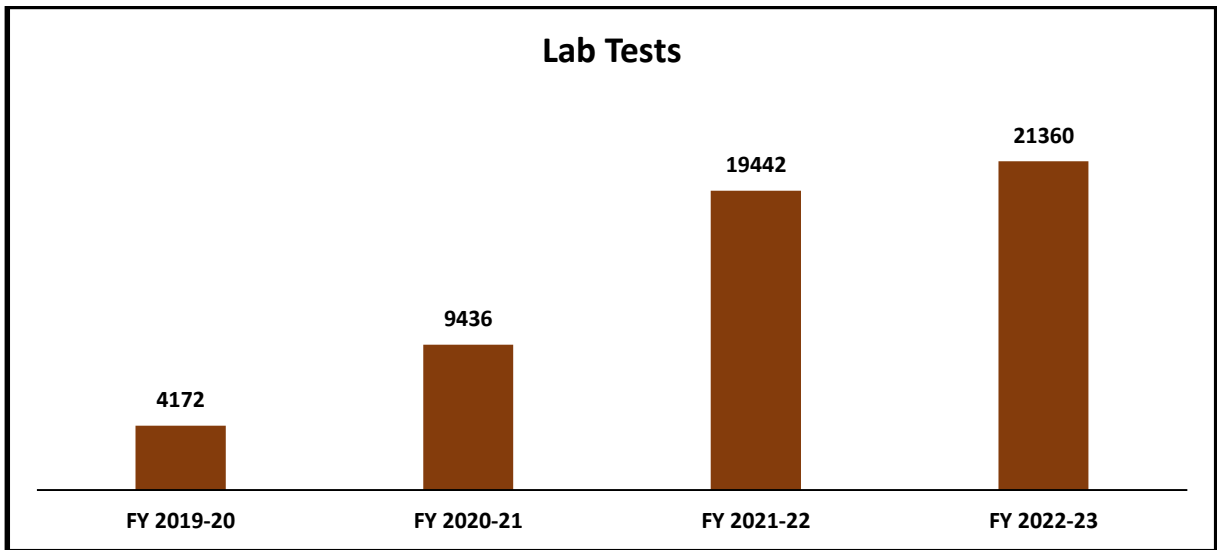


## 7. Lab Tests

Each UPHC is manned by a qualified Lab Technician and is well equipped with lab equipment to carry out common pathology tests of the patients visiting the center. Generally the tests carried out at the UPHC include Hb, HIV, HBsAG, Widal, VDRL, Blood Sugar, etc.

The total number of Lab Tests conducted during Apr. 2019 to Nov. 2022 is as follows...

SN	Financial Years	No. of Tests Conducted						Total
		Adhoi wala	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
1	FY 2019-20	103	647	893	921	1173	435	<b>4172</b>
2	FY 2020-21	1703	1157	1808	1504	1664	1600	<b>9436</b>
3	FY 2021-22	4213	2405	2291	3264	3467	3802	<b>19442</b>
4	FY 2022-23	4515	2288	4251	3683	4024	2599	<b>21360</b>
<b>Total</b>		<b>10534</b>	<b>6497</b>	<b>9243</b>	<b>9372</b>	<b>10328</b>	<b>8436</b>	<b>54410</b>



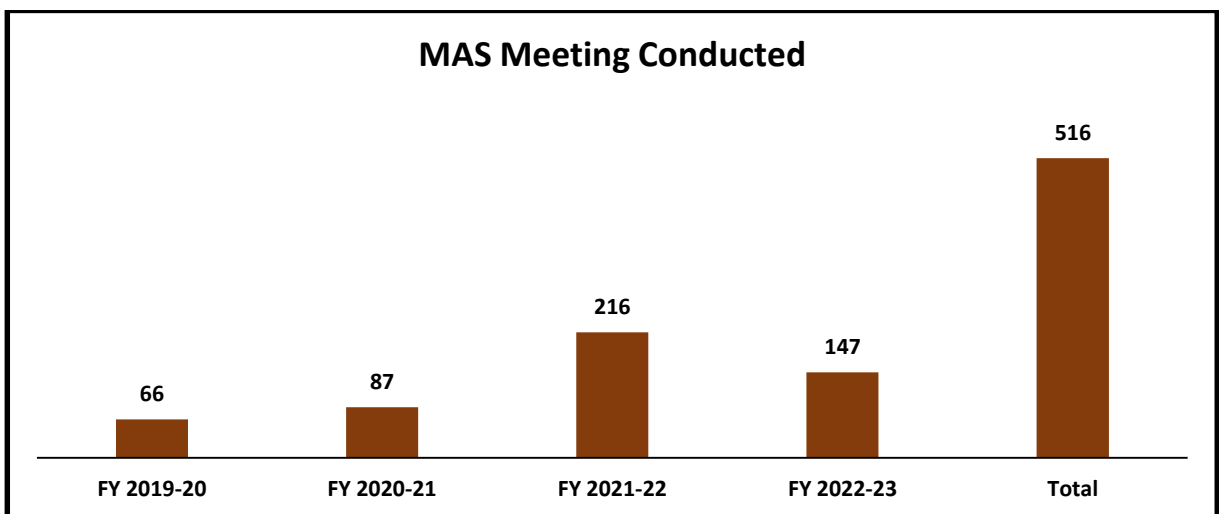
## 8. Mahila Arogya Samiti (MAS)

The programme mandated formation of Mahila Arogya Samitis (MASs) in the catchment areas of UPHCs. As per the guidelines, one MAS is to be formed on 50 to 100 households. The governing body of the MAS formed should comprise of active women from the catchment area of the UPHCs. Active women including ASHA and Anganwadi workers can also be in the governing body. In keeping with the project mandate, SPD activated the Mahila Arogya Samitis formed in the catchment area during previous tenure of the programme through regular meetings.



The details of MAS meetings conducted during Apr. 2019 to Nov. 2022 are as follows...

SN	Financial Years	MAS Meeting Conducted						Total
		Adhoi wala	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
1	FY 2019-20	14	8	10	12	14	8	66
2	FY 2020-21	13	11	19	10	19	15	87
3	FY 2021-22	36	36	36	36	36	36	216
4	FY 2022-23	27	24	24	24	24	24	147
<b>Total</b>		<b>90</b>	<b>79</b>	<b>89</b>	<b>82</b>	<b>93</b>	<b>83</b>	<b>516</b>

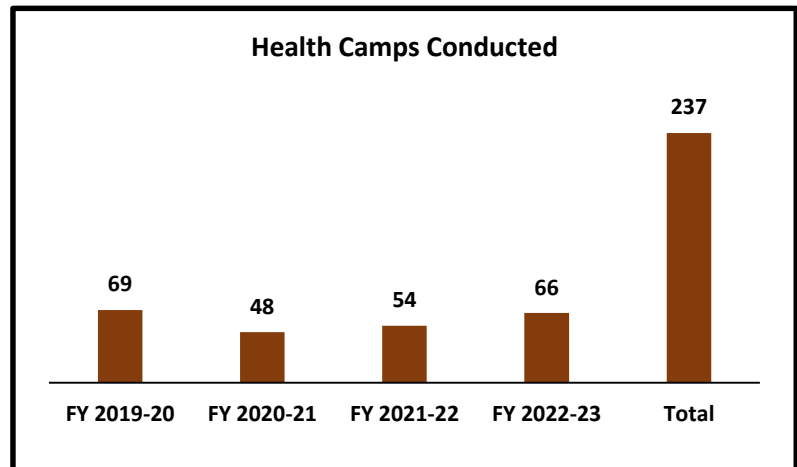




The annual targets for the formation of Mahila Arogya Samitis in the catchment slums of UPHCs were also achieved on year to year basis, viz., 60 MAS during 2019-20 (10 per UPHC); 48 MAS during 2020-21 (8 per UPHC) and 36 MAS during 2022-23 (6 per UPHC). However, no targets for formation of MAS were fixed during to year 2020-21 due to outbreak of Coronavirus. Overall 144 Mahila Arogya Samitis were formed and are functional in the catchment areas of 6 UPHCs.

## 9. Health Camps

As required under the contract, specialist outreach camps were to be organized in the slums with the help of LMO and one specialist doctor for providing specialty health services to the community in the catchment area of UPHCs. The details of outreach health camps organized during June 2019 to November 2022 are given in the table below...



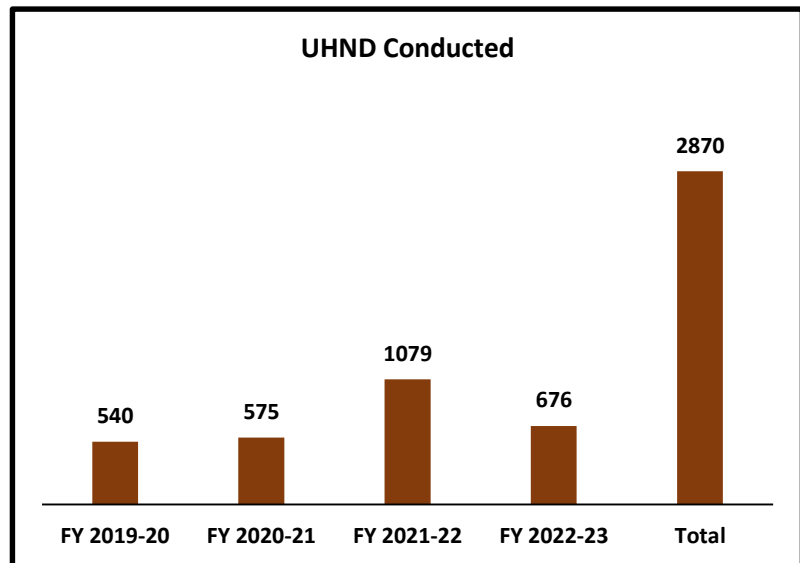
SN	Financial Years	Health Camps Conducted						Total
		Adhoi wala	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
1	FY 2019-20	10	13	10	14	10	12	69
2	FY 2020-21	8	8	8	8	8	8	48
3	FY 2021-22	9	9	9	9	9	9	54
4	FY 2022-23	12	12	13	9	11	9	66
	<b>Total</b>	<b>39</b>	<b>42</b>	<b>40</b>	<b>40</b>	<b>38</b>	<b>38</b>	<b>237</b>



## 10. Urban Health and Nutrition Day (UHND)

The project also envisaged providing support to the Urban Health and Nutrition Day (UHND) conducted in the respective areas of the UPHCs every month as per the monthly plan made by the ANM of that area.

In keeping with the project mandate the SPD provided complete support to the UHNDs organized in its area during Apr. 2019 to Nov. 2022, the details of which are given below ...



SN	Financial Years	UHND Conducted						Total
		Adhoi wala	Bakral wala	BS Colony	Chuna Bhatta	Deep Nagar	Khur bura	
1	FY 2019-20	71	95	92	78	144	60	<b>540</b>
2	FY 2020-21	70	103	102	77	168	55	<b>575</b>
3	FY 2021-22	143	179	210	147	260	140	<b>1079</b>
4	FY 2022-23	88	112	143	87	160	86	<b>676</b>
	<b>Total</b>	<b>372</b>	<b>489</b>	<b>547</b>	<b>389</b>	<b>732</b>	<b>341</b>	<b>2870</b>

## 11. Support Provided During Coronavirus Outbreak

During the outbreak of Coronavirus Pandemic, the organization provided all the required support to the Government Health Department at the community level at no extra cost. The UPHC staff was deployed in the catchment localities for identification of Coronavirus infected cases. The staff also guided the infected persons to reach the medical facilities for conducting pathology tests and receive proper treatment. Mildly infected persons were home quarantined to reduce load on health infrastructure and proper guidance and moral support was provided to such persons and family. The staff also contacted the community and counseled them to dispel their fears as regards various myths relating to coronavirus pandemic. The community was also guided on taking all precautions as regards use of mask, maintaining proper distance and use of sanitizer, etc. The organization through its UPHC staff extended most needed support to the department in the time of need when everyone was under fear about the spread of pandemic.



On release of Covishield vaccine by the Government for protection against the virus, the organization through its UPHC staff had been instrumental in conducting vaccination at the center and through outreach camps.

**Joint Vaccination Drive:**

To further speed up the vaccination process, the organization also conducted Joint Vaccination Drive in the catchment slums of 4 UPHCs, namely, Adhoiwala, Chunabhata, BS Colony and Bakralwalas under CSR activity of Azim Premji Foundation. The drive ensured that at least 90 percent of the community receives vaccination. For this purpose, complete Household listing of the slums was carried out through extensive survey and non-vaccinated persons were personally contacted over mobile phones to take their dose of vaccine at the facility or through outreach camps organized for the purpose.

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