



**GOVERNMENT OF KERALA**

**Abstract**

Health and Family Welfare Department - Using Covid-19 Jagratha platform for real time surveillance, care and support for people affected/quarantined by Covid 19 - Basic user Guide for management of COVID 19 JAGRATHA approved -Orders issued.

**HEALTH AND FAMILY WELFARE (F) DEPARTMENT**

**G.O.(Rt)No.872/2020/H&FWD** Dated,Thiruvananthapuram, 12/05/2020

Read : G.O (MS) No. 91/2020/GAD dated 07/05/2020.

**ORDER**

As per Government Order read above, sanction was given for documenting the arrivals of expatriates and those coming from other states and for downstream purposes like tracking, institutional verification, well being measures, health issues etc. using 'e- jagratha' ([www.covid19jagratha.kerala.gov.in](http://www.covid19jagratha.kerala.gov.in)) developed and operated by NIC. In order to ensure effective real time surveillance, care and support for people affected/quarantined by Covid 19, Government are pleased to issue the Basic User Guide, attached herewith as appendix for operating the portal 'e-jagratha' ([www.covid19jagratha.kerala.gov.in](http://www.covid19jagratha.kerala.gov.in)).

(By order of the Governor)

**RAJAN NAMDEV KHOBRADE**  
**PRINCIPAL SECRETARY**

To:

Additional Chief Secretary, Home and Vigilance.

The Principal Secretary, General Administration Department

The Principal Secretary, Local Self Government Department

The State Police Chief, Thiruvananthapuram

The Director of Medical Education, Thiruvananthapuram.

The Director of Health Services Thiruvananthapuram

The Mission Director National Health Mission.

All District Collectors

All Principals and Superintendents of Medical Colleges (Through DME)

All District Medical Officers ( through DHS )

National Informatics Centre Thiruvananthapuram

Information and Public Relations (Web & New Media) Department.

Stock File/Office Copy.

Forwarded /By order

*Hovi*

Section Officer

## COVID-19 Jagratha

### Basic User Guide.

<https://covid19jagratha.kerala.nic.in/>

Covid-19 Jagratha is'a comprehensive solution for real time surveillance, care and support for people affected/quarantined by Covid 19. This portal is a one stop platform for the public to avail emergency services and information related to Covid 19 and ensures transparency and quality in public services and welfare measures.

### 1.Users & Roles

User	Role
State Authorities	Overall Monitoring
District Administration	Overall Monitoring
Health Department	Overall Monitoring
District Control Room Team - DMO, DC	Overall Monitoring
Medical Officer	Mapping of returnees to Ward RRTs and Monitoring
Medical Officer /Health Officer	Mapping of returnees to Ward RRTs; Prescription and Referral - Health Officer/Medical Officer assisted by HI(s)
Monitoring Team	JPHN/JHI/Asha - Updation of the status of the Quarantined person
People under home surveillance	Broadcast facilities, Grievance/ Request ,



Add people to be under surveillance	PHN/JHI/ASHA, by Medical Officer/Health Officer and by admin
-------------------------------------	--

## 2. Features of the solution :

- some of the important features in Covid19 Jagratha which are presently used are
- Registration of returnees and a comprehensive surveillance system. Registration of returnees has to be strengthened in a post lock down scenario with a proper system in place.
- Simple Health Care Management System (prescription, referral) for those who are under observation.
- Services to facilitate Citizen needs during the LockDown period like 'online self declaration' and 'emergency travel pass'.
- Services to facilitate all the shops and establishments which are exempted during Lock Down like 'vehicle permits' and 'Operation permits'.
- Athithi Module to register all the 'Guest Workers' who are stranded and to monitor the measures taken up in their Camps.
- Monitoring of ail the Welfare Measures taken up through LSGIs like Community Kitchen, Supply of PDS provisions, Welfare of Guest Workers, Free Medicine Supply and so on.
- Options like 'report offence' and 'Complaints/Requests' to improve transparency and social vigilance.

## 3. User Roles Description

### 3.1 Public - International & Domestic Returnees

The details of both International & Domestic Returnees will be onboard in the Covid19 Jagartha. In the case of Domestic Returnees, all those who have registered in Norka Portal or otherwise, have to register in the <https://covid19jagratha.kerala.nic.in/> portal under the head Public Services and they need to select the option 'Domestic Returnee Pass'. Once the applicant pass is approved they will get Domestic Transit Pass with a QR code. In case of International Returnees their data can be fetched easily from the Airport Manifest database which has been uploaded to Covid19 Jagartha.

### 3.2 Check Post User - Domestic

Once the applicant reaches the Border District Checkpost, the check post user has to enter his permit number in the Covid19 Jagartha. His/Her details will be available to checkpost users with remarks from LSGI Level. If the person doesn't have a facility for Home Quarantine or the person is coming from the Red Zone District then that person should be marked to Covid CareCenter or follow the government guidelines.

Checkpost Users also have the privilege for direct registration in the case of emergencies. But this has to be approved by the District Collector of the



concerned Border District. Check Post users can also check the authenticity of the Domestic Pass by scanning the QR Code in the permit.

Details related to people who have crossed the border will be available in the logins of concerned District Collector, DMO, DSO, Medical Officer, Nodal Officer of CCC and Hospital, RRT.

### **3.3 Airport User - International**

Districts are getting Passenger manifests from NORKA in advance which will be ported into the database of Covid19 Jagrata. All the Airports should have sufficient Data Entry Terminals with good Bandwidth. When the passengers arrive at the airport, the record of each person gets auto populated through search. Only additional minimal data is collected like Destination District, LSGI, exempted category, 'Symptomatic or Asymptomatic, Health Remarks, Moved to quarantine or CCC or Hospital. District Can also collect the details on a paper which can be entered in the portal in parallel. Districts can do this as per their convenience.

These details will be available in the logins of concerned District Collector, DMO, DSO, Medical Officer, Nodal Officer of CCC and Hospital so that appropriate action can be taken.

CCC Nodal Officer of Destination District has to allot the people to respective CCCs in their District.

### **3.4 District Administration**

Once the International & Domestic Returnees data are verified on their arrival it will be immediately available in the District Collectors Login.

In case of Domestic pass the applications received have to be approved by the concerned District Collector. The people coming from red zone districts are marked in red colour.

The details of daily Health Monitoring done by the RRT and other health updates will be available in the Surveillance Dashboard (Refer 3.8 Rapid Response Team (RRT) - Ward Level). This will help the District Administration in the decision making process

### **3.5 District Medical Officer (DMO)/ District Surveillance Officer (DSO)**

Once the International & Domestic Returnees data are verified on their arrival it will be immediately available in the DMO/DSO Login. The people coming from red zone districts will be marked in red colour in the case of Domestic Returnees.

The details of daily Health Monitoring done by the RRT and other health updates will be available in the Surveillance Dashboard.(Refer 3.8 Rapid Response Team (RRT) - Ward Level). This will help the State Government and District Administration in the decision making process. The Health Department can also recommend to add more data points in the monitoring form as per their requirements whenever required.



### 3.6 Medical Officer

Once the Domestic Returnees data are verified on their arrival at border check post it will be immediately available in the Medical Officer Login. Medical Officer has to map these Domestic Returnees to the concerned ward level RRT's (Refer 3.8 Rapid Response Team (RRT) - Ward Level). LSGI Secretary can also add remarks before mapping them to RRT's in case of any urgency after verification.

The following things should be verified by Medical Officer

- a. Whether the facility for Home Quarantine is available in the applicant's home with an attached toilet facility.
- b. Details of elderly persons and children.
- c. Any other remarks

The people coming from red zone districts will be marked in red colour. Medical Officer can follow government guidelines on quarantining (Home or Institutional).

Once the Domestic Returnees data are verified on their arrival at border checkpoint it will be immediately available in the Medical Officer (MO) Login. MO has to map these Domestic Returnee to the concerned ward level RRT's. MOs can coordinate with LSGI Secretaries. MO can add remarks before mapping them to RRT's in case of any urgency after verification.

The following things should be verified by MO

- a. 'Whether the facility for Home Quarantine is available in the applicant's home with an attached toilet facility.
- b. Details of elderly persons and children
- c. Any other remarks

The people coming from red zone districts will be marked in red colour.

M.O/Health Officer has to create Rapid Response Team (RRT) Users. For this there is an option called RRT in the MO Login. By giving Name, Type and Mobile number, RRT users can be created by MO. M.O/Health Officer can mark returnees as 'Under Surveillance'. M.O/Health Officer can also add any missed out people from the system as 'Add to Surveillance'. Once this process has been completed, MO has to monitor the daily Health Status Update done by concerned RRT. The RRT teams will update Health Condition and Daily Health Status of the people under observation/Surveillance and the same will be updated via this system. The Medical Officer concerned can view this and can take appropriate action if there are any symptoms. The suspects are to be immediately observed through a Video Call and medical assistance should be provided in no time. M.O/Health Officer can give an online prescription and can also refer the person to Hospital.



MO can also see the list of RRT's who are not done monitoring for the last two days. The Same Health Monitoring System is applicable in the case of International Returnees also. MO also has the privilege to transfer the suspects to Covid Care Centers.

M.O/Health Officer will have provision to mark 'Positive'; 'Primary Contact' and 'Secondary Contact' to any one in the list of 'Under Surveillance'. They can also do the same while adding people to the surveillance list. ('Add to Surveillance').

### **3.7 Rapid Response Team (RRT) - Ward Level**

Once the Domestic Returnees data are mapped by Medical Officer (MO). The list of people under concerned RRT will be available under their login. RRT has to conduct a verification process for adding the remarks from field level.

The following things should be verified by RRT

- Whether the facility for Home Quarantine is available in the applicant's home with an attached toilet facility. Details of elderly persons and children.
- Any other remarks

Once the verification is done by the RRT, then RRT can add those findings under the option remarks. Also the RRT team has to collect the daily Health Status of the people under observation with the data monitoring form available under the monitor option in the Covid19 Jagratha without fail. RRT also has the provision to add New Suspect if it is need for health monitoring.

From the Domestic list RRT user can recommend suspects for daily health monitoring by using | the recommend option. During this stage any errors/missing fields in the data can be rectified. Then the person will be available for daily health monitoring.

### **3.8 Nodal Officer Covid Care Centers (CCC)**

A person from the Health Department Should be appointed as the Nodal Officer for CCC. The Health Status of those in CCC can be recorded by the nodal officer of CCC.

### **3.9 State Authorities**

State authorities will have the full real time statistics of all the activities happening in the Covid19 Jagratha through their respective dashboards.