

AAROGYA SETU IVRS

1921

For including the citizens with features phones and landlines under the protection of AAROGYA SETU, the ***Aarogya Setu IVRS*** service has been implemented. This service is available Pan-India. **This is a toll free service.**

- **Citizens need to give a missed call to the number 1921.** Call will get disconnected and citizens will receive a call back requesting for inputs regarding their health.
- The questions asked are aligned to the Aarogya Setu App. Based on the responses given, citizens will get a SMS indicating the health status. Citizens will continue to get alerts for their health moving forward also.
- For an effective citizen inclusion, the service needs to be popularized extensively.
- The service is implemented in 11 regional languages same as the app and SMS is sent to the citizen in the same language in which, he has shared his information.
- The input is made part of the Aarogya Setu database and information is processed to send alerts to the citizen on the action to be taken to ensure their safety.