

Government of West Bengal  
Home & Hill Affairs Department

Memo No. 195/HS/PS/2021

Date : 06.05.21

To : Commissioner, KMC  
The District Magistrates (All)

**Subject : Advisory: Monitoring and Updation of information in the West Bengal Integrated COVID-19 Management System (WBICMS) Portal**

Madam/Sir,

The WBICMS portal has been initiated to strengthen the fight against the second wave of the COVID-19 pandemic, through monitoring, coordination and management of various responsibilities and functions discharged by various stakeholders in COVID management.

**You would appreciate that the effectiveness of this portal depends upon dynamic, proactive and prompt updating of data from hospitals and various wings of the local administration and prompt action taken by all the stakeholders to address the issues.**

In this connection, it is requested that your team members may be sensitized the importance, punctuality and institutionalization of working procedures and other processes. They may also be requested to adhere to following guidelines strictly:

1. District COVID Coordination Center team should regularly follow up updating of the information. This should be hourly/ two hourly exercise.
2. The assigned officers should randomly call the Hospital, Ambulance and other services providers to check correctness, functioning status of number and also see that these contact numbers are responded and manned by trained officers/ personnel well conversant with tasks to extend best possible assistance to the callers. In case the number is incorrect / not reachable, the correct Nos. should be obtained and entered in the system. For any technical assistance State WBICMS monitoring team [[wbicms.it@gmail.com](mailto:wbicms.it@gmail.com), 033-22535363, 033-22535393] should be contacted.
3. There should be regular checks on the hospital oxygen status. The Status should be cross verified by calling the hospital. In case the situation is critical or alarming immediate efforts should be taken to inform the concerned officials in Swasthya Bhawan looking after the oxygen matter, along with the District Magistrate and District Coordinators.
4. District/ block/ municipality coordination centres and admission help Desk should be functional 24x7 under supervision of an officer in each shift. They should be called up randomly and cross checked if the numbers are working and officers are available.

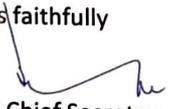
5. Any gap in the information of contact details of ambulances (different categories) and hearse vans, nodal persons to be contacted for ensuring dignified burial and cremation, control and coordination centres at the levels of Block, Subdivision, District) should be resolved with topmost priority. When there are any changes due to transfer, they may be incorporated in the portal immediately. The ADM in charge of ICMS and DCCC should keep a track.
6. District Magistrates and CMOHs should take daily stock of the information on the status and problems for timely, prompt redressal. Nodal ADM in-charge for WBICMS should ensure that the relevant information is provided to DMs and CMOHs.

Even though the ADM / Deputy Magistrate looking after Health are fully involved in the work at hand, I would like to urge you to consider involving other ADMs and senior officers of the district administration by giving them responsibilities for various verticals / subjects so that the district is able to ensure that all available human resources and efforts are devoted in the containment of this surge.

I would like to inform you that the state ICMS team members are available at all times for supporting the district teams and their efforts to combat the pandemic. Please do not hesitate to communicate with them for any of your issues / concerns. For any clarification on COVID Coordination Centres and WB-ICMS you may like to get in touch with Onkar Singh Meena, Choten Lama and Parwez Siddiqui.

**I would again like to reiterate that the success of our endeavours to assist COVID-19 affected members of the public through the ICMS initiative is fully dependent on the correctness of information, frequency of the information update and how the information is utilised for prompt and effective response to redress the issues before they go out of control. You are requested to kindly ensure that your team is appropriately sensitised about these aspects.**

Yours faithfully

  
Additional Chief Secretary  
Home & Hill Affairs Department