

## **“SWAGAT KAKSH” (CITIZEN HELP DESK) FOR COVID-19 VACCINATION PROGRAM**

“Swagat Kaksh” or Help Desk is an initiative of Bharatiya Jain Sanghatana. This program has been designed to assist Municipal Corporations and Councils across Maharashtra for a smooth implementation of the COVID vaccination process, and to assist citizens at the vaccination centre with their queries. The program has been conceived to ensure people’s participation in the vaccination process, making it a successful Jan Andolan.

As part of this initiative, a “Swagat Kaksh” or Help Desk will be established at all government hospital vaccination centres, initially in Mumbai, Thane, Navi Mumbai, Pune and Pimpri-Chinchwad, and later in other cities of Maharashtra. The Help Desk will be located at the entrance of the vaccination centre to facilitate maximum assistance to citizens arriving at the centre.

The Help Desk will function in close coordination with the vaccination centre hospital and will focus its efforts on site management, providing information and assistance to all citizens, especially senior and co-morbid citizens who need additional help. The following services will be available to citizens at the “Swagat Kaksh”:

- Help desk and volunteers to assist citizens with their vaccination-related queries
- Information about the vaccination process, assistance for registration etc.
- Site management to ensure a smooth vaccination process for citizens
- Public announcements on the vaccination process and for crowd control
- Display and distribution of vaccination-related public awareness material
- Assistance to senior and co-morbid citizens arriving at the centre

The “Swagat Kaksh” initiative of Bharatiya Jain Sanghatana is supported in Mumbai, Thane and Navi Mumbai by the Bill & Melinda Gates Foundation, Desh Apnayan, CREDAI-MCHI and StepOne. In Pune, Pimpri-Chinchwad and Ahmednagar, this initiative is supported by Force Motors and StepOne. All activities of the “Swagat Kaksh” are implemented in coordination with respective Municipal Corporations and government hospitals where the vaccination centres are located.