

# 'Tech glitches' hit vaccine drive in South Dinajpur

STATESMAN NEWS SERVICE  
BALURGHAT, 3 JULY

People coming to town from different corners of South Dinajpur district are not able to get their vaccine shots even after booking slots on WhatsApp as specified by the district health department, it is learnt.

Many people are returning from vaccination centres without getting the vaccine, and people from different parts of the district are being harassed, sources said.

"A good number of vaccine seekers had to go back empty-handed from the Balurghat High School vaccination camp on Friday morning. Despite having their names in the list, they had failed to register themselves in the CowinApp with their Aadhaar or voter cards and phone numbers. As a result, they did not get the vaccine. Many were forced to return from the Gangarampur High School in the same manner," a source said.

The health department, on the other hand, said there were technical problems. According to the department, slot bookings for the vaccines had started through the WhatsApp Bot around one month ago. Under this system, anyone can book his or her slot and get the vaccine on a specified day.

"A total of 200 people

are being vaccinated every day at Balurghat High School and Gangarampur High School. Today too, the vaccination process started in Balurghat, but the people who had booked their slots had not registered on the government website and phone numbers were not matching with the Aadhaar card or voter card numbers in some cases. This problem is continuing for the past several days," an official said yesterday.

There are allegations that people line up for the vaccination at the Balurghat Khaspur Rural Hospital from midnight onwards, but that a group of local people is taking advantage and offering early turn in return for some money.

"Locals have complained about the situation to the health staff of the Khashpur rural health centre, but in vain. The people of the district are demanding simplification of the vaccination process," a local source said.

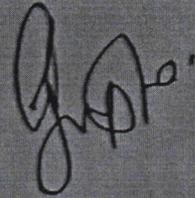
When contacted, the district chief medical officer of health-III, Omkar Nath Mandal, said, "If the name figures in the list, then the vaccine should be available. But if there is a technical problem, we can do nothing. However, the state government has been informed of this problem. The district health department will look into the matter."



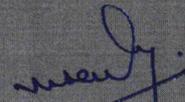
Dt. 04.07.2021

Enclosed is the news clippings appeared in the "THE STATESMAN",  
a English daily dated 04.07.2021, the news item is captioned,  
"Tech glitches hit vaccine drive in South Dinajpur"

The Principal Secretary, Health and Family Welfare Department,  
Government of West Bengal is directed to cause an enquiry into the  
matter and to furnish a report to the Commission by 10<sup>th</sup> August, 2021.  
The matter be listed on 16<sup>th</sup> August, 2021.



(Justice Girish Chandra Gupta)  
Chairperson



(Napanajit Mukherjee)  
Member

NB. - Report is missing in such vital details  
as names of persons to be vaccinated &  
slots allotted to them on their WAP numbers.  
I am of the view that the Registrar  
should give such details to make  
fact finding enquiry  
meaningful / substantive

Encl: News Item Dt. 04.07.2021.

Ld. Registrar to keep NHRC posted about cognizance taken on the  
subject by WBHRC and upload in the website.