

## COVID-19 OUTBREAK CONTROL AND PREVENTION STATE CELL HEALTH & FAMILY WELFARE DEPARTMENT GOVT. OF KERALA

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The daily COVID-19 bulletin of the Department of Health and Family Welfare, Government of Kerala summarizes the COVID-19 situation in Kerala. The bulletin also contains links to various important documents, guidelines, and websites for references.

#### **OUR HEALTH OUR RESPONSIBILITY**

- Even after vaccination, follow COVID appropriate behaviour.
- Maintain a distance of at least two metres with all people all the time.
- Always wear clean face mask appropriately everywhere all the time
- Perform hand hygiene after touching objects and surfaces all the time.
- Perform hand hygiene before and after touching your face.
- *Observe cough and sneeze hygiene*
- Avoid unnecessary travel, social interaction
- Protect the elderly and the vulnerable- Observe reverse quarantine
- PEOPLE WITH MULTIPLE COMORBIDITIES, IF DETECTED COVID POSTIVE SHOULD GET ADMITTED IN THE HOSPITAL IMMEDIATELY AND DO NOT REMAINED IN HOME ISOLATION
- Infection prevention by following Covid appropriate behaviour got strengthened with introduction of COVID vaccination.

#### Covid 19 status- Analytical Note

- 95.5% of the eligible population vaccinated with a single dose of vaccine (2,55,07,363) and 57.4% with a double dose (1,53,52,079) till November 15.
- Kerala is the state with highest rate of Vaccination/Million- 1147636. The state has vaccinated more than 96% of people aged more than 45 years with a single dose and 70% with double dose\*. (\*Target recalculated)
- People have been cooperating we appeal to the 2<sup>nd</sup> dose eligible people to take their second dose of Covishield/ Covaxin without delay. Both the vaccines are effective.

- As per today's data, among the 4547 positives, 3885 persons were eligible for vaccination. 607 were vaccinated with single-dose and 1680 were fully vaccinated.
- 1598 persons had no history of vaccination. This sub cohort needs to be followed and among them people having morbidity are advised to access health care in a Hospital. All vaccinated people should follow covid appropriate behaviour.
- Non vaccinated people with co morbidity have higher chances of mortality based on the mortality analysis. Hence, especially people with comorbidities should be careful. All must follow Covid appropriate behaviors.
- COVID-19 vaccines protect people from getting infected and become severely ill, and significantly reduce the likelihood of hospitalization and death.
- During November 8-November 14, the average active cases were 70,916 out of them an average of around 1.6% only were admitted in oxygen beds and 1.4% were in ICU. During this period there was a decrease of around 1281 new cases. The growth rate in newly declared cases decreased by 3% during the same week compared to the previous week. The number of active patients, those admitted in hospitals, field hospitals, ICU, ventilator and oxygen support beds has reduced by 6%, 9%, 28%, 9%, 10% and 17% respectively in this week compared to previous week. This shows that rate of hospitalization and serious cases are showing a decreasing trend.
- For any disease control program, active case finding is important. The state is doing appropriate testing. However, there is an apprehension regarding test positivity rate. It is hereby explained that test positivity rate indicates the infection. There are two specific issues all may understand i.e. **contracting infection** and because of contracting infection **the disease manifestation**. The World over post vaccination phase, contracting infection to disease manifestation is examined as CONVERSION RATE to decide the severity of pandemic. The data as on date suggests the conversion rate is stable because the People are following instructions, taking vaccines. However, it can be further improved with cooperation from all i.e. positive person having comorbidities should not delay their arrival in Hospital and take treatment as per the treatment protocols.
- Out of total 64,738 cases of infection only 7% of the active cases are admitted either in hospital/Field hospitals. This percentage is more or less constant and that indicates that the progression toward disease of the person who is infected is not very alarming and appropriate care and support is being given to patients. The patients who arrive late in the hospital even though having morbidity are the majority patients in the hospitals and Diabetes and Hypertension together being the most common cause of patient death. Therefore, we request people with co morbidities once detected with covid infection to get hospitalized in time.
- Based on the Covid positive data during June, July and August, 6% of the Covid positive patients had taken a single dose of Covid 19 vaccination and 3.6% had taken two doses of covid 19 vaccination. This indicates that vaccinated people may get infected, even though it is very less. It indicates that post vaccination immunity is effective in preventing infection. Vaccinated people are advised to consult Doctor only when symptomatic. Vaccinated people should follow covid appropriate behaviour.
- Symptomatic non-Vaccinated people may do RTPCR test. Antigen testing is only for emergency purpose. Non vaccinated people with co-morbidities to do testing by RTPCR and consult doctor.
- Repeat RTPCR is not needed among the people who are detected COVID positive in the previous 3 months. All young person detected positive and at home isolation should do blood sugar test.

## **PART- 1 SUMMARY OF COVID CASES AND DEATH**

Table 1. Summary of COVID-19 cases till 14/11/2021

	ositive cases	Recovere d patients	New persons in Quarantine / Isolation	New Persons in Home, Institution quarantine	New persons in Hospital Isolation	Total no of Deaths reported	No of deaths declared as per appeal G.O.(Rt) No.2110/2 021/H&F WD (B)	No of pending deaths declaration of the cases up to 18 June 2021 (offline period of death reporting) As per G.O.(Rt) No.2219/2021/H&F WD Dated 14 October (C)
5	061072	4957509	15312	14950	362	35750	3384	3779

Table 2. Summary of new COVID-19 cases (last 24 hours)

Positive cases	Recovere d patients	New persons in Quarantin e/ Isolation	New Persons in Home, Institution quarantine	New persons in Hospital Isolation	No of Deaths reported daily (A)	No of deaths declared as per appeal G.O.(Rt) No.2110/20 21/H&FWD (B)	No of pending deaths declaration of the cases up to 18 June 2021 (offline period of death reporting) As per G.O.(Rt) No.2219/2021/H& FWD Dated 14 October (C)
4547	6866	10380	10055	325	57	70	0

Table 3. Cumulative summary as on 15/11/2021

Total Positive cases	Active cases	Total Recover ed	Total persons in Quarantin e/ Isolation	Persons in Home/Ins titution quarantin e	Persons in Hospital Isolatio n	Total No of Deaths (D)	Total No of deaths declared as per appeal G.O.(Rt) No.2110/20 21/H&FWD (E)	Total No of pending deaths declaration of the cases up to 18 June 2021 (offline period of death reporting) As per G.O.(Rt) No.2219/2021/H&F WD Dated 14 October (F)
5065619	64738	4964375	222466	217083	5383	35877	3454	3779

Table 4. District wise summary of Cumulative cases, Active cases, and New positive cases

District	Positive Cases declared today	Declared Negative today	Positive cases admitted in the district	Other Districts
Thiruvananthapuram	709	959	9006	Kollam - 79, Pathanamthitta - 19, Alappuzha - 11, Kottayam - 9, Idukki - 11, Ernakulam - 7, Thrissur - 4, Palakkad - 3, Malappuram - 1, Kozhikode - 2, Kannur - 3, Kasaragod - 1, Others - 51
Kollam	474	439	5887	Pathanamthitta - 14, Idukki - 1, Ernakulam - 1
Pathanamthitta	175	18	3288	Alappuzha - 1, Kottayam - 6, Idukki - 1, Ernakulam - 2, Thrissur - 1
Alappuzha	172	338	2409	Pathanamthitta - 43, Kottayam - 34, Ernakulam - 3, Palakkad - 5, Kannur - 1
Kottayam	226	487	5139	Pathanamthitta - 49, Idukki - 43, Ernakulam - 30, Thrissur - 1, Kannur - 2
Idukki	203	476	3961	Kottayam - 15, Ernakulam - 33
Ernakulam	616	1134	7981	Pathanamthitta - 7, Kottayam - 5, Idukki - 13, Thrissur - 1, Palakkad - 5, Wayanad - 1, Kannur - 4, Kasaragod - 2, Others - 305
Thrissur	484	781	6912	Kollam - 1, Pathanamthitta - 1, Alappuzha - 1, Kottayam - 1, Idukki - 1, Ernakulam - 6, Palakkad - 26, Malappuram - 1, Kannur - 1, Others - 1
Palakkad	176	284	2035	
Malappuram	159	377	2845	
Kozhikode	568	792	7218	Thiruvananthapuram - 2, Pathanamthitta - 1, Kottayam - 5, Ernakulam - 13, Malappuram - 4, Wayanad - 23, Kannur - 61, Kasaragod - 14, Others - 1
Wayanad	168	286	2749	Kannur - 3
Kannur	371	394	4030	
Kasaragod	46	101	1278	Kannur - 1
Total	4547	6866	64738	

Table 5. District wise Death Cases through online and offline mode - post scrutiny status

District	No of Deaths reported daily (A)	No of deaths declared through appeal G.O.(Rt) No.2110/2021/H&F WD Dated 29 September (B)	No of pending deaths declaration of the cases up to 18 June 2021 (offline period of death reporting) As per G.O.(Rt) No.2219/2021/H&FWD Dated 14 October (C)	Death Cases approved today (A+B+C)
Thiruvananthapuram	2	12	0	14
Kollam	0	0	0	0
Pathanamthitta	6	0	0	6
Alappuzha	2	15	0	17
Kottayam	0	0	0	0
Idukki	6	16	0	22
Ernakulam	29	4	0	33
Thrissur	1	0	0	1
Palakkad	1	10	0	11
Malappuram	9	0	0	9
Kozhikode	1	4	0	5
Wayanad	0	0	0	0
Kannur	0	2	0	2
Kasaragod	0	7	0	7
Total	57	70	0	127

- The list of Track A is mentioned in the Bulletin
- The list of Track B and Track C will be very long as we are declaring cumulative cases. These lists are available with the DMO and can be verified on online portal.
- https://covid19.kerala.gov.in/deathinfo/covidDeathDeclarationList.jsp

Table 6. Summary of contact or travel history of COVID-19 cases since 4th May 2020

Total cases	5065120
Cases with history of International/Interstate travel	62746
Cases with history of contact	5002374

Table 7. Summary of contact/travel history of new COVID-19 cases reported in last 24 hours

Total cases	4547
Cases with history of International/Interstate travel	12
Cases with history of contact	4261
Cases with no history of travel or contact	274

Table 8. Details of COVID-19 positive deaths in the last 24 hours

SI no.	District	Name	Place	Age	Gender	Death Date
1	Thiruvananthapuram	Athira b	Thiruvananthapuram	31	Female	09-11-2021
2	Thiruvananthapuram	Komalamk	Thiruvananthapuram	64	Male	12-11-2021
3	Pathanamthitta	Gopi	Enadimangalam	68	Male	04-11-2021
4	Pathanamthitta	Manmadha kumar	Vadasserikkara	50	Male	05-11-2021
5	Pathanamthitta	Prasannan d	Thannithodu	51	Male	08-11-2021
6	Pathanamthitta	Raveendharan nair	Enadimangalam	76	Male	13-11-2021
7	Pathanamthitta	T r sasi	Eraviperoor	63	Male	13-11-2021
8	Pathanamthitta	Vikraman ms	Thottappuzhassery	79	Male	07-11-2021
9	Alappuzha	Rahelamma samuel	Chunakkara	98	Female	07-11-2021
10	Alappuzha	Sarath chandran	Mulakkuzha	85	Male	03-11-2021
11	Idukki	Joseph mathew	Kattappana	68	Male	09-11-2021
12	Idukki	Kunjumon	Karimkunnam	74	Male	14-11-2021
13	Idukki	Mathew	Erattayar	92	Male	05-11-2021
14	Idukki	Samuel	Vannappuram	70	Male	08-11-2021
15	Idukki	Sasi	Elappara	62	Male	11-11-2021
16	Idukki	Shyla gopi	Manakkad	52	Female	11-11-2021
17	Ernakulam	A g gopalakrishnan nair	Varapetty	67	Male	25-09-2021
18	Ernakulam	A k vijayalakshmi	Cheranallur	75	Female	25-08-2021
19	Ernakulam	Joji	Kochi	53	Male	17-10-2021
20	Ernakulam	Jose m m	Varapuzha	70	Male	24-10-2021
21	Ernakulam	K n krishnan nair	Angamaly	70	Male	23-10-2021
22	Ernakulam	Mary paul	Muvattupuzha	68	Female	08-10-2021
23	Ernakulam	Mathew k x	Kochi	79	Male	18-10-2021
24	Ernakulam	M m joseph	Ezhikkara	80	Male	27-10-2021
25	Ernakulam	Mohanan	Chittattukara	60	Male	20-10-2021
26	Ernakulam	Muhamad basha	Kochi	73	Male	24-10-2021
27	Ernakulam	Muhammed koya	Kochi	65	Male	11-10-2021

28	Ernakulam	Nabeesa	Kochi	78	Female	13-10-2021
29	Ernakulam	Nalini	Choornikkara	61	Female	25-10-2021
30	Ernakulam	Poulose mm	Kuttampuzha	90	Male	17-10-2021
31	Ernakulam	Pv antony	Cheranallur	94	Male	01-11-2021
32	Ernakulam	Rahul k r	Pallippuram	25	Male	16-10-2021
33	Ernakulam	Ramdasan	Kochi	79	Male	17-10-2021
34	Ernakulam	Reshmi t s	Cheranallur	37	Female	12-11-2021
35	Ernakulam	Sainaba	Kochi	62	Female	30-10-2021
36	Ernakulam	Sainaba t k	Kochi	79	Female	09-10-2021
37	Ernakulam	Satheshan	Kochi	63	Male	22-10-2021
38	Ernakulam	Shyla	Kochi	54	Female	24-08-2021
39	Ernakulam	Sofiya	Cheranallur	57	Female	02-10-2021
40	Ernakulam	Swapna thankaraj	Puthenvelikara	48	Female	13-09-2021
41	Ernakulam	Thankamma	Chittattukara	70	Female	17-10-2021
42	Ernakulam	Thankappan	Puthenvelikara	72	Male	18-10-2021
43	Ernakulam	Thresiamma joseph	Kuzhuppilly	87	Female	11-10-2021
44	Ernakulam	Thresiamma p o	Kanjoor	80	Female	23-09-2021
45	Ernakulam	Vineesh	Paipra	32	Male	06-11-2021
46	Thrissur	Moidu a k	Kaipamangalam	70	Male	12-11-2021
47	Palakkad	Muhammed ghani	Alathur	68	Male	18-10-2021
48	Malappuram	Abdul khader	Moonniyur	77	Male	05-11-2021
49	Malappuram	Abdulla	Puzhakkatiri	69	Male	09-11-2021
50	Malappuram	Aboobacker ik	Vengara	73	Male	06-11-2021
51	Malappuram	Amina	Pandikkad	75	Female	07-11-2021
52	Malappuram	Fathima	Thirunavaya	85	Female	09-11-2021
53	Malappuram	Hamza elachola	Koottilangadi	80	Male	11-11-2021
54	Malappuram	Kunhi mohammed	Nannambra	75	Male	04-11-2021
55	Malappuram	Saifuneesa	Manjeri	34	Female	07-11-2021
56	Malappuram	Unnikrishnan	Manjeri	69	Male	11-11-2021
57	Kozhikode	Raghavan m p	Peruvayal	75	Male	14-11-2021

Detailed list is available with the respective District Medical office (Health)

**Table 9. Summary of critical patients** 

Patients in ICUs	876
Patients on Ventilator support	368

<sup>\*</sup>The data shown contains ICU and Ventilator data from both government and private hospitals

### **PART- II COVID-19 TESTING**

Table 10. Cumulative number of samples tested

Cumul Samı Sei	ples	Cumulative routine + Sentinel samples	Airport surveillance	CB NAAT	True NAT	POCT PCR	RT LAMP	Antigen Assay
38860	)589	15822143	77321	116802	811362	71641	32627	21935007

Table 11. Details of new COVID-19 samples in the last 24 hours

Samples Sent	Routine + Sentinel Samples (PCR)	CB NAAT	True NAT	POCT PCR	RT LAMP	Antigen Assay
50638	33679	249	1038	1587	92	13993

## **PART-III SURVEILLANCE**

Table 12. District wise distribution of persons under quarantine and isolation

District	Persons under observation as on today	Persons under home/institutional quarantine as on today	Total persons under hospital Isolation as on today	Persons hospitalized today
Thiruvananthapuram	29996	28641	1355	62
Kollam	18193	17801	392	55
Pathanamthitta	6064	5666	398	15
Alappuzha	9111	8966	145	17
Kottayam	29984	29525	459	0
Idukki	5243	5063	180	1
Ernakulam	33967	33346	621	12
Thrissur	16214	15902	312	40
Palakkad	7968	7776	192	19
Malappuram	13056	12823	233	16
Kozhikode	26606	26218	388	13
Wayanad	13788	13651	137	29
Kannur	7146	6906	240	38
Kasaragod	5130	4799	331	8
Total	222466	217083	5383	325

Table 13. Summary of Travel surveillance 15/11/2021

Mode of Travel	Cumulative number of Passengers
International airport	2401844
Total	2401844

### PART-IV PSYCHOSOCIAL SUPPORT

'Ottakalla Oppamundu' is a program for providing Psychosocial support to the people in quarantine, isolation, school children and other categories of population as well as to the community in general. 807 Mental Health Personnel including Psychiatrists, Psychiatric Social Workers, Clinical Psychologists, and Counsellors are working and have given psychosocial support.

Table.14. Psychosocial support provided through the program "Ottakalla Oppamundu"

No. of Psychosocial workers	807
Total Psychosocial support calls made to persons in quarantine/isolation.	72,46,690
Total psychosocial support follow-up calls made	32,12,102
Total Post COVID calls	11,33,087
Total calls made to persons under treatment for mental illnesses, migrant labourers, differently abled children, elderly persons staying alone	3,48,860
Total Psychosocial support calls to school children	9,59,867
Total psychosocial support calls to health care workers	64,194
Total Psychosocial support calls received in helpline numbers	90,145
Total calls to all categories of Persons	1,30,54,945

## **PART-V ANNEXURES**

Annexure-1: List of Hotspots as on 15/11/2021

Annexure-1: List of Hotspots as on 15/11/2021  Panchayaths and Urban Wards with WIPR > 10			
Sl.No	District	LSG	Ward No
1	Thiruvananthapuram	Attingal (M)	3
2	Thiruvananthapuram	Nanniyode	5
3	Thiruvananthapuram	Panavoor	3
4	Thiruvananthapuram	Vakkom	7
5	Pathanamthitta	Thiruvalla (M)	18
6	Pathanamthitta	Kottanad	12
7	Pathanamthitta	Thannithode	3
8	Pathanamthitta	Mallappally	13
9	Pathanamthitta	Iraviperoor	5
10	Ernakulam	Muvattuppuzha (M)	26
11	Ernakulam	North Paravur (M)	6
12	Ernakulam	Piravom (M)	10
13	Ernakulam	Thrikkakkara (M)	29
14	Ernakulam	Thrippunithura (M)	17, 28
15	Ernakulam	Amballur	4
16	Ernakulam	Avoli	9
17	Ernakulam	Chittattukara	18
18	Ernakulam	Kalloorkkadu	12
19	Ernakulam	Keerambra	5, 13
20	Ernakulam	Kottuvally	1
21	Ernakulam	Paingottur	6, 9
22	Ernakulam	Palakkuzha	6
23	Ernakulam	Pambakkuda	13
24	Ernakulam	Puthenvelikkara	13, 17
25	Ernakulam	Thirumadi	7
26	Ernakulam	Thuravur	2
27	Thrissur	Chavakkad (M)	6
28	Thrissur	Annamanada	3
29	Thrissur	Athirappally	2, 3, 6
30	Thrissur	Chazhoor	1
31	Thrissur	Edavilnagu	8
32	Thrissur	Mathilakom	7
33	Kozhikode	Keezhariyur	5
34	Kozhikode	Koodaranji	10
35	Wayanad	Kalppatta (M)	23

36	Wayanad	Mananthavady (M)	35
37	Wayanad	Sulthanbatheri (M)	9
38	Wayanad	Kottathara	1, 13
39	Wayanad	Vengappally	13
As per G.O(Rt) No.643/2021/DMD dated 18.09.2021			

## DISTRICT WISE ABSTRACT

Sl. No	Name of District	WIPR (> 10)	
	v	No. of LSGs	No. of Wards
1	Thiruvananthapuram	4	4
2	Kollam	0	0
3	Pathanamthitta	5	5
4	Alappuzha	0	0
5	Kottayam	0	0
6	Idukki	0	0
7	Ernakulam	17	21
8	Thrissur	6	8
9	Palakkad	0	0
10	Malappuram	0	0
11	Kozhikkode	2	2
12	Wayanad	5	6
13	Kannur	0	0
14	Kasaragod	0	0
	Total	39	46

References
1.Thiruvanathapuram: DDMA/01/2020/COVID/H2 WIPR 12A dated 01.11.2021
2.Kollam: Nil
3.Pathanamthitta: DCPTA/1185/2020/DM5 dated 01.11.2021
4.Kottayam: Nil
5.Alappuzha: Nil
6.Idukki: Nil
7.Ernakulam: 3804/2020/D2 dated 02.11.2021

8.Thirissur: DCTSR/H4/14476/2019 dated 01.11.2021
9.Palakkad: Nil
10.Malappuram: Nil
11.Kozhikkode: DCKKD/4545/2020/F4 dated 31.10.2021
12.Wayanad: DCWYD/2671/2021/DM5 dated 30.10.2021
13.Kannur: Nil
14.Kasaragod: Nil

# Annexure-2: District Covid 19 Control Room Numbers Oxygen War Room Numbers

District	Covid 19 Control Room Numbers	Oxygen War Room Numbers
Thiruvananthapuram	9188610100, 1077, 0471 277 9000	7592939426, 7592949448
Kollam	0474 2797609, 2794006, 8589015556	75920 03857
Alappuzha	0477 2239999, 2238642, 2238651	7594041555
Pathanamthitta	0468 2222515, 0468 2228220	1077, 8547715558
ldukki	18004255640, 0486 2232220, 2233118	18004255640, 04862233118
Kottayam	9188610014, 9188610016, 0481 2304800,	0481 256 7390
	0481 2583200, 0481 2566100, 0481	
	2566700, 0481 2561300	
Ernakulam	0484 2368702, 0484 2368802, 0484	75940 46167
	2368902	
	Guest Control Room 9072303275,	
	9072303276	
	WhatsApp Number 9400021077	
Thrissur	9400066921, 9400066922, 9400066923	9400063430, 7034099935
Palakkad	0491 251 0580, 04912510583	0491251 0577, 8848902376
	0491 251 0575, 0491 251 0576, 251 0574	
Malappuram	0483 2737858, 0483 2737857,0483	0483 2952950
	2733251, 0483 2733252, 2733253	
Calicut	0495 2371471, 0495 2376063	75940-01419, 7594001485
	Collectorate 0495 2371002	
Kannur	0497 2700194, 2713437, 9400066062,	8281899687
	9400066616	
Wayanad	04936 202343, 04936 202375	9526831678
Kasaragod	9946000493, 9946000293	9645002811

Annexure-3: Table of links to documents, guidelines, and websites

Dashboard	https://dashboard.kerala.gov.in/
Daily Bulletin	http://dhs.kerala.gov.in/ഡെയിലി- ബൂള്ളറ്റിന്%E2%80%8D/

Guidelines and Advisories	http://dhs.kerala.gov.in/ജാഗ്രത- നിര്%E2%80%8Dദേശങ്ങള്%E2%80%8D/
Awareness materials	https://www.dropbox.com/sh/l2h2n9hu737lea3/AAD43CHbedUZa_8PUY9v3m0Wa?dl=0
Posters	http://dhs.kerala.gov.in/photo-gallery/
COVID-19 Jagratha	https://covid19jagratha.kerala.nic.in/
E Sanjeevani	https://esanjeevaniopd.in
NHM Kerala	https://arogyakeralam.gov.in/
Directorate of Health Services	https://dhs.kerala.gov.in/
Directorate of Medical Education	http://www.dme.kerala.gov.in/
Department of Health and Family Welfare	https://health.kerala.gov.in/
Training and IEC videos	https://www.youtube.com/c/keralahealthonlinetraining

Annexure-4: District Psychosocial support Helpline numbers

Annexure-4: District Esychosocial support neighbers		
District	COVID help line numbers	
Thiruvananthapuram	9846854844	
Kollam	0474 2740166, 8281086130	
Pathanamthitta	8281113911	
Alappuzha	4792344474	
Kottayam	9539355724	
Idukki	04862226929, 9496886418	
Ernakulam	04842351185, 9846996516	
Thrissur	48723831553	
Palakkad	4912533323	
Malappuram	7593843617, 7593843625	
Kozhikode	9495002270	
Wayanad	9400348670	
Kannur	04972734343, 9495142091	
Kasaragod	9072574748, 9447447888	

- District Helpline Numbers will be available from 9am to 4 pm.
- State Helpline Numbers DISHA 0471-2552056 and 1056 (Toll Free Number) will be available **24**x**7**