



GOVERNMENT OF ODISHA
HEALTH & FAMILY WELFARE DEPARTMENT

File No. HFW-SCH-I-MISC-0023-2020 - 13950 /H Dated, 11.05.2021
From

Shri P. K. Mohapatra, IAS,
Additional Chief Secretary to Govt.

To

All Collector & District Magistrates
The Commissioners, Municipal Corporation
Bhubaneswar, Cuttack, Berhampur, Sambalpur and Rourkela
All CDM & PHOs

Sub:- Implementation of "4-Digit Security Code" system in CoWIN portal to minimize errors during online appointment booking and vaccination - Regd.

Ref:- D.O. No. 2062327/2021/Immunization dated, 6th May, 2021 of Govt. of India, Ministry of Health & FW

Madam/Sir,

With reference to subject and reference cited above, it has been noticed in some instances that beneficiaries had booked their appointments for COVID-19 vaccination through COWIN portal, but did not actually attend for vaccination on the scheduled date, but have received notification through SMS that a vaccine dose has been administered to them.

In order to rationalize the vaccination through online booking and for minimizing the data entry error in vaccination status, MoHFW has incorporated 4-Digit security code verification in CoWIN from 8th May, 2021. This security code will be shown in SMS to the beneficiary mobile number after getting appointment in a particular health facility Covid Vaccination Center. At the time of verification before vaccination, the Verifier / DEO will enter " 4-Digit Security Code" which is available with beneficiary mobile . Then only the Verifier / DEO can change the status as vaccinated in the CoWIN. This will help to minimize the error of vaccination status. This functionality will only be applicable to all such beneficiaries who book an online appointment for vaccination.

In this context, a virtual training was organized for district programme managers on 7th May, 2021 by the Directorate of Family Welfare.

You are requested to sensitize all Verifiers / DEOs in your district and ensure proper implementation of above instruction & minimize such error in your district.

Enclosure : MoHFW Letter

Yours faithfully,


Additional Chief Secretary to Government

P.T.O.

Memo No. 13951/H

Dated, 11.05.2021

Copy forwarded to the Mission Director, NHM, Odisha for kind information.

[Signature]
11/05/2021

Under Secretary to Government

Memo No. 13952/H

Dated, 11.05.2021

Copy forwarded to DFW, Odisha for information & necessary action.

[Signature]
11/05/2021

Under Secretary to Government

[Faint, illegible text, likely bleed-through from the reverse side of the page]

13952/H
11/05/21



विकास शील
अपर सचिव

VIKAS SHEEL
Additional Secretary



भारत सरकार

स्वास्थ्य एवं परिवार कल्याण मंत्रालय

निर्माण भवन, नई दिल्ली - 110011

Government of India

Ministry of Health & Family Welfare

Nirman Bhavan, New Delhi - 110011

Phones : 23061481, 23063506 (T/F)

E-mail : sheelv@nic.in

D.O. No. 2062327/2021/Immunization

Dated, 6th May 2021

Dear Colleague,

At the outset, I would like to convey that with your support, we have been able to implement the COWIN system at such a large scale and that the state and district teams and the verifiers and the vaccinators are making all efforts to implement the new features in the system. However, instances of errors in vaccination recording have been noticed and reported leading to the following two issues-

1. It has been noticed that some of the beneficiaries who booked their vaccination appointment in online mode, and did not actually go for vaccination, are marked in CoWIN by the vaccinator as vaccinated. Subsequent to such erroneous data entry, the beneficiary gets a confirmation SMS leading to complaints. Also, since in such cases the beneficiary's status is marked as "partially/fully vaccinated", they are not able to book another appointment for vaccination.
2. Apart from this, errors have also been noticed in the name, age, gender or the ID card number etc., in case of on-site registrations. Data entry errors by the verifier/vaccinator in recording of vaccination status also lead to errors in digital vaccination certificates and the subsequent need for corrections of such errors.

You would agree that, in both the instances, considerable inconvenience and anguish is caused to the beneficiary. In order to eliminate such errors, a system of "4-digit security code" is being implemented in COWIN for such beneficiaries that book their appointment in online mode. The security code will be sent to such beneficiaries in the SMS being sent for confirmation of their vaccination appointment. The security code will also be included in the appointment slip. In the COWIN vaccinator module, the vaccinator will now have to enter the "4-digit security code" at the time of

making a change in a beneficiary's vaccination status. This functionality will only be applicable to all such beneficiaries who book an online appointment for vaccination. This feature will be made live on CoWIN for all vaccination sessions from 8th May 2021 onwards. It may therefore be ensured that all the data entry for the vaccination sessions held on 7th May 2021, is completed by 8:00 am on 8th May 2021.

You would agree that while we make these additional features to reduce the data entry errors, the technology can address the problem only to the extent the end users (DIOs/Verifiers/Vaccinators) use the system properly. In this context, training of these key stakeholders is of paramount importance. It is therefore requested that the DIOs and the field staff engaged in conducting the vaccination sessions may be suitably sensitized about exercising due care in recording of beneficiary data, especially regarding vaccination status. I am sure that going forward such errors will be significantly reduced.

I also request you to take exemplary action against those responsible in instances where upon enquiry it is found that the data was incorrectly recorded intentionally to give undue benefit to someone other than the person in whose name the vaccination was recorded.

Warm regards

Yours sincerely


(Vikas Sheel) 6/5/21

To,

Additional Chief Secretary/ Principal Secretary/ Secretary, Health - All States/UTs

Copy to:-

1. Dr. R. S. Sharma, Chairperson, Empowered Group on COVID Vaccination and C.E.O., N.H.A.
2. PPS to Secretary Health & Family Welfare, Government of India
3. PPS to AS&MD, NHM, Government of India
4. PPS to AS(MA), Government of India
5. Mission Director, National Health Mission - All States/UTs


27/5/24