ITU-APT Foundation of India

BATTLING CORONA VIRUS THROUGH THE USE ICT

1.   Introduction

India, just like many other countries, has been fighting the Covid-19 pandemic for over a year now. Indian administration has developed a number ICT tools to support this battle. Two main ICT apps/tools that have proved very successful in this fight in India are:

- Arogya Setu Application
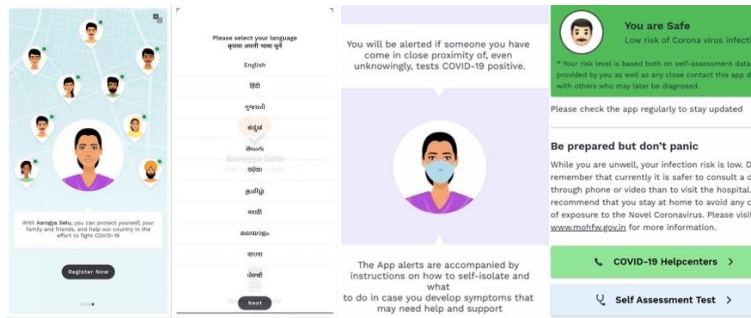- Co-Win Application and Portal

This contribution provides information on Arogya Setu app, which is a government of India initiative to support the safety for its citizens from the pandemic.

2.   Discussions

The main purpose of this app is keep the population updated on the Covid-19 and it connects the health services to the people. The app also notifies the user of any hotspot or 'high-risk' areas near his or her residence. It can assist a person to adopt adequate measures to avoid infection. The app highlights when are in the vicinity of a hotspot so that the user could take necessary precautionary measures. App users can also understand whether they are currently exhibiting symptoms associated with Covid-19. The mobile platform can help with self-diagnosis and inform you whether you should consult a doctor. This application uses contact tracing to keep a note of all individuals that a user meets during this pandemic. If one or more of these individuals develop Covid-19 symptoms in the future, this app immediately alerts the user of such a development. GPS and Bluetooth are two of the essential requirements for Arogya Setu App to function properly. At present, the Arogya Setu app supports 11 Indian languages, including English and Hindi. The inclusion of regional languages ensures that the App is easily accessible to millions of people from various parts of India.

The app can trace people through the use of Bluetooth and GPS access to the program. With the use of the Bluetooth, the app determines all nearby users of the same app and the GPS tagging is done every 15 minutes to help determine the user location where he is visiting with precision. These records are stored on the mobile phone. However, if the app determines a strong likelihood of Covid-19 infection of the user through the self-assessment data, then this data is uploaded to a government server for inspection and use.
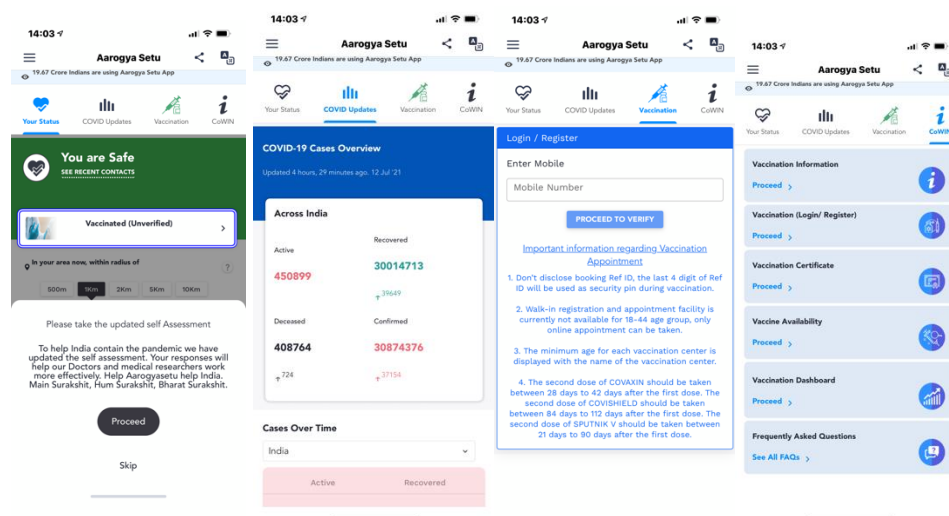
The app provides a simple registration through the mobile phone and a one time password sent to the phone:

Contact: Email:

The Arogya Setu app has four main sections:

- **Your Status** - This section determines the risk factor of the user to be infected by the COVID-19. To assess your risk, the app considers the age, the people in contact with and the area where you reside. Users of advanced age are more likely to suffer from coronavirus. Similarly, those residing in hotspot areas suffer from increased chances of contracting the virus. A self-assessment tool under this section uses a questionnaire through which the users can self-diagnose whether they suffer from Coronavirus. Based on your answers, the Arogya Setu app can determine whether you may have contracted the virus. In the case of positive assessment, the app will also provide guidance regarding your next step. Users can check the app to understand whether they should follow precautions or seek medical attention, based on the self-assess results.
- **Covid Update** - The update section allows you to stay up to date regarding the number of cases, both locally and nationally. The accurate numbers can help you assess your risk further. Additionally, the availability of official updates prevents rumours and misinformation from spreading.
- **Vaccination** – This section provides a link to register the user for the COVID vaccination which is done under the COWIN portal
- **Cowin information** – This section provides detailed information on COVID vaccination. One can also

These four sections may be seen below:

3.   Summary

Currently there are about 200 Million users of the App and the app has been proven to be extremely helpful in managing the Covid crisis. The app has helped the government to identify areas where clusters could be anticipated and thus helped increased COVID-19 response. WHO has also praised India's COVID-19 tracker. PRF is invited to share information about this app to help expand further collaboration between various APT members on this important topic.