

How Anima returned Home during the Covid Pandemic

Being helpless is like experiencing a sense of being paralyzed. This is precisely what *Anima Roy* experienced, when India went into the state of complete lockdown in March 2020.

Just like millions of fellow Indians, *Anima* and her family were clueless regarding their next plan of action, after receiving the grave news of the nation-wide lockdown. She was at Vellore in Tamil Nadu for medical treatment.

On 30th March, 2020, the CMO Grievance Cell received a call from *Anima*. Almost on verge of tears, she informed that she was stuck in Vellore with her family. *Anima* informed that they were suffering from some crisis of food and the lodging facility was just getting exorbitant, charges being nearly three times the usual tariff. She asked for immediate assistance as her family was also running out of money.

Sitting at her Kolkata residence, *Anima* was still gripped with fear as she was remembering the difficult days spent at Vellore. The family went to Vellore for a surgical intervention of *Anima's* father. However, never in their wildest dreams had they imagined that they would be left with no money to continue with the medical procedure.

Over call, she desperately implored the CMO Grievance Cell for assistance because their train was cancelled, and they had no means to come back to Kolkata.

Consequently, the CMO Grievance Cell played its role in rescuing *Anima* and her family along with thousand others. They were provided with proper travel assistance even in such calamitous times, "*We called many people for help. We were desperate to come home with my ailing father. However, coming home safely was possible only because of the timely intervention of the CMO Grievance Cell, thanks.*"