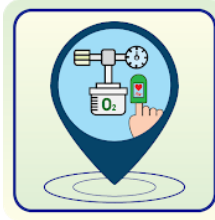




Ministry of Health & Family Welfare  
Government of India




**PM CARES**  
Prime Minister's Citizen Assistance and Relief  
in Emergency Situations Fund

## OxyCare Engineer Mobile App

**Description:** The Health Facilities are receiving Health Equipment under PM CARES and other centrally sponsored schemes. This health equipment is being received using the OxyCare Mobile App and the Supply Chain Management and various MIS reports for National/State/District users are available at <https://oxycare.gov.in>. A feature to report any problem being encountered related to these equipment is already available in the OxyCare mobile app. The Health Facilities will report the problem using this feature. The MIS reports are available on the portal to monitor these complaints. OxyCare Engineer mobile app has been developed with an objective to make these complaints visible to the concerned Engineer who will further add the action taken report using this app. The app allows Engineer to add interim or final action and submit for disposal. The final disposal of the complaint which are submitted for disposal is carried out by the Health Facility in-charge using the OxyCare mobile app. The whitelisting of State/District wise Engineers is done by the Manufacturer using the feature available at <https://oxycare.gov.in> portal.

### Administrative Information:

App Name	OxyCare Engineer
Department/ Corporation	National Health Mission, Ministry of Health and Family Welfare, GoI
Sector	Health
Category	G2G, G2B
Coverage	All Health Facilities of Government in India and Ministry, State, District Health Department officials
Developer-NIC Himachal Pradesh	

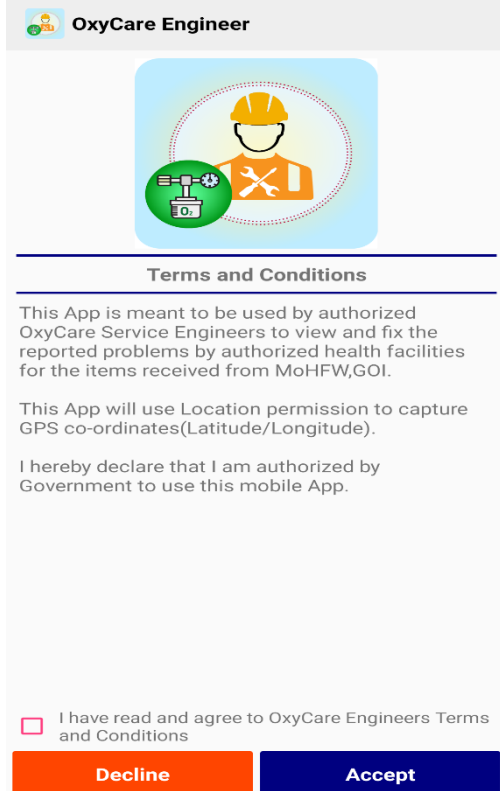
### Technical Details:

Back-end Office Application	Health Equipment Management Information System <a href="https://oxycare.gov.in">https://oxycare.gov.in</a>
Platform	Android and iOS
Size	
Language	English
Current Version	1.0
Last update	17-09-2021
New Addition as per last update	
User authentication	Required, through Mobile number and OTP
Auto Alerts	Yes, though SMS
Special Permissions	GPS
Internet Requirement.	Required
Associated Parent website URL	<a href="https://oxycare.gov.in">https://oxycare.gov.in</a>
Mobile App Available at	<a href="https://oxycare.gov.in">https://oxycare.gov.in</a> <a href="https://play.google.com/store/apps/details?id=nic.hp.oxycare_engineers">https://play.google.com/store/apps/details?id=nic.hp.oxycare_engineers</a> <a href="https://apps.apple.com/us/app/oxycare-engineer/id1586276597">https://apps.apple.com/us/app/oxycare-engineer/id1586276597</a>

## Mobile App Download:

The first step is to download the app either from the web-portal or directly from the Google Play Store <https://play.google.com/store/apps/details?id=nic.hp.oxycareserviceengineers> or iOS user can download from Apple app store using link <https://apps.apple.com/us/app/oxycareservice-engineer/id1586276597> On using the app for the first time, the App will ask for acceptance of Terms and Conditions with a link to privacy policy as shown in the screen here. After reading the Term and Conditions and Privacy Policy carefully, please check the box and tap Accept button.

Make sure that your company or ONGC has made your entries on the portal <https://oxycareservice.gov.in>. The company will add Service Engineer entries on this portal and will also assign the area to each service Engineer. Any Engineer has to be assigned the device as well as the State/District the Engineer will be addressing to.



**OxyCare Engineer**

**Terms and Conditions**

This App is meant to be used by authorized OxyCare Service Engineers to view and fix the reported problems by authorized health facilities for the items received from MoHFW,GOI.

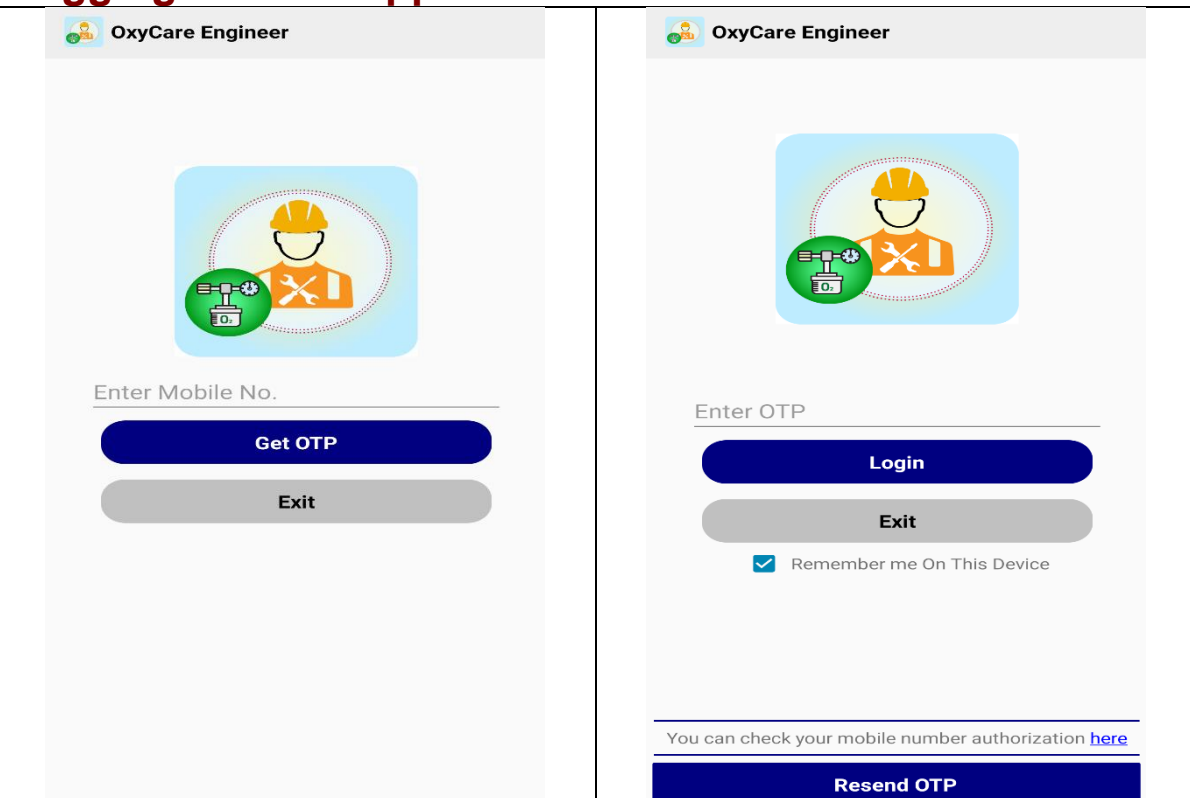
This App will use Location permission to capture GPS co-ordinates(Latitude/Longitude).

I hereby declare that I am authorized by Government to use this mobile App.

I have read and agree to OxyCare Engineers Terms and Conditions

**Decline** **Accept**

## Logging into the App:



**OxyCare Engineer**

Enter Mobile No.

**Get OTP**

Exit

**OxyCare Engineer**

Enter OTP

**Login**

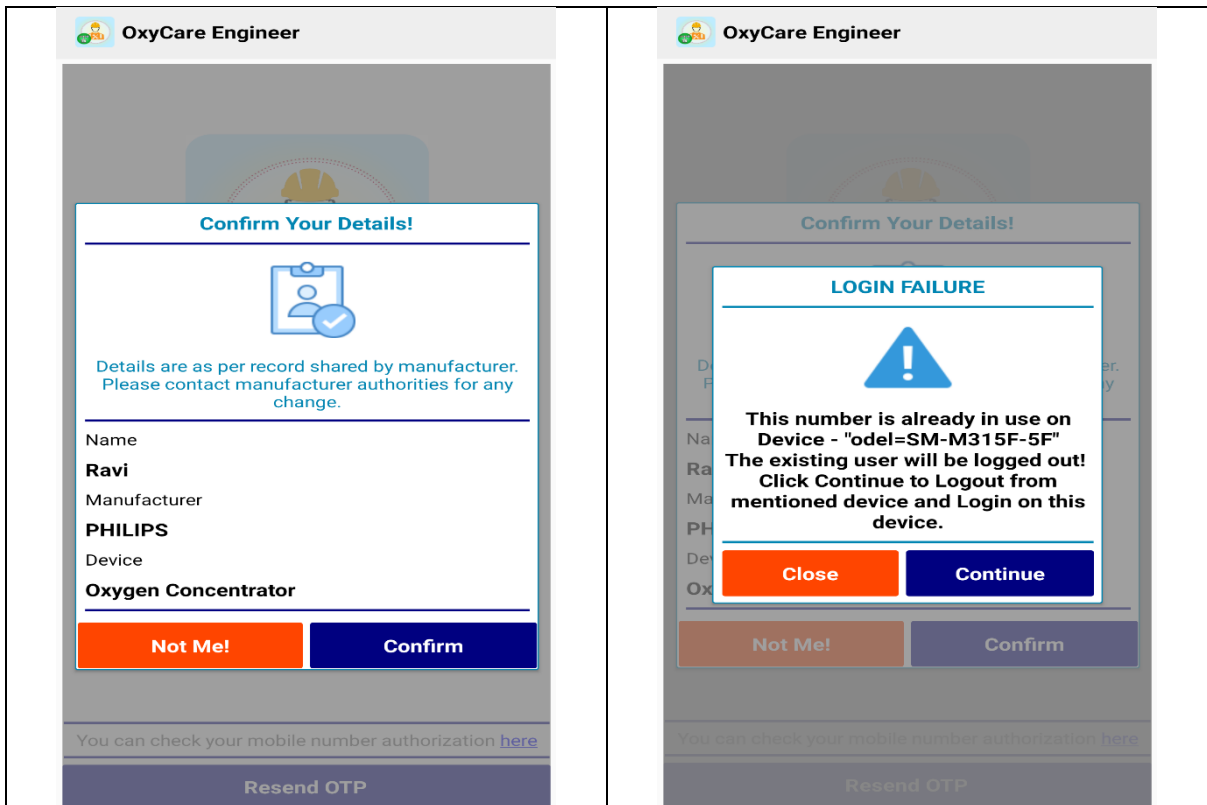
Exit

Remember me On This Device

You can check your mobile number authorization [here](#)

**Resend OTP**

After accepting Term & Conditions, user gets screen to login into the app by entering mobile number. Generate OTP by pressing Get OTP button. Enter the OTP in next screen and press Login to proceed further.



You will see details of your name. You may proceed after confirming your details. If the number entered by user is already being used on another device then app will ask to Continue or to Close. If user taps “Continue” button then user will automatically logged out from another device.

## Home Screen:

<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>OxyCare Engineer</span> </div> <div style="background-color: #003366; color: white; padding: 2px; text-align: center; font-weight: bold;">test user</div> <div style="background-color: #003366; color: white; padding: 2px; text-align: center; font-weight: bold;">Oxygen Concentrator (PHILIPS)</div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p style="text-align: center; font-weight: bold; margin: 0;">Choose Date Range for complaints assigned to you</p> <p>From Date: <input type="text" value="12-07-2021"/> To Date: <input type="text" value="13-09-2021"/></p> <p>State: <input type="text" value="HIMACHAL PRADESH"/></p> <p>District: <input type="text" value="All"/></p> </div> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="background-color: #ffffcc; padding: 5px;">In-Progress <b>2</b></td> <td style="background-color: #ff6600; padding: 5px;">Pending <b>5</b></td> </tr> <tr> <td style="background-color: #cccccc; padding: 5px;">For Closer <b>1</b></td> <td style="background-color: #99ff99; padding: 5px;">Closed <b>6</b></td> </tr> <tr> <td colspan="2" style="background-color: #cccccc; padding: 5px; font-weight: bold;">Total <b>14</b></td> </tr> </table> <div style="text-align: center; margin-top: 5px;"> <p style="font-size: small; margin: 0;">Contact Manufacturer</p> <div style="display: flex; justify-content: center; gap: 10px;"> <span> Call</span> <span> eMail</span> </div> </div> </div>	In-Progress <b>2</b>	Pending <b>5</b>	For Closer <b>1</b>	Closed <b>6</b>	Total <b>14</b>		<p>Name of Engineer is shown on Top. In the main screen area you need to choose the date range for complaints assigned to you. In case you are assigned more than one State or District, you may select the State/District you would like to work on. On making these selections, app will show you total number of calls which are falling under different status categories namely; “In-Progress”, “Pending”, “Submitted for Closer” and “Closed”. The Engineer also gets option to call the Manufacturer as well as to send an email.</p>
In-Progress <b>2</b>	Pending <b>5</b>						
For Closer <b>1</b>	Closed <b>6</b>						
Total <b>14</b>							

## Pending Calls:

The left screenshot displays a list of pending calls for a 'test user' in Himachal Pradesh. The details for three reports are shown:

- Report 1:** Reported Date: 12-07-2021, Reported By: DR, Problem Type: Air Intake System, Remarks: Anna
- Report 2:** Reported Date: 19-08-2021, Reported By: Ravi, Problem Type: Contaminated Sieve Materials, Remarks: fsdfdsdfs
- Report 3:** Reported Date: 27-08-2021, Reported By: Ravi, Problem Type: Contaminated Sieve Materials, Remarks: rest 1

The right screenshot shows the details of a pending call for 'Ravi' at 'BALAG PHC'. The details include:

- Health Facility: BALAG PHC
- Reported By: DR
- Reported On: 12-07-2021
- Sr. No: DMC
- Problem Type: Air Intake System
- User Remarks: Anna

Buttons for 'View Photo' and 'Call User' are visible. Below the details, there is a section for 'Action Type' with a 'Choose Action' dropdown and a 'Resolved Remarks' text area. At the bottom, there are 'Cancel' and 'Save Action' buttons.

Any of the option clicked from dashboard or home page, app will redirect you to respective page with four more options at the bottom of the screen. First option at the bottom is Pending, where you can view all pending calls of selected date range. You can click any record from the list to view further details. You can view details of clicked pending call from previous page like Health facility Location, by whom problem has been reported etc. You may also view user remarks along with the option to call the user (Health Facility in-charge reported the problem) or can view photograph uploaded by the user while registering the complaint. On this page you can select your action type and remarks for the same to save the details or you can simply cancel it by tapping cancel button.

## In-Progress Calls:

The screenshot shows the 'In-Progress' section of the app. The details for two reports are shown:

- Report 1:** Reported Date: 23-07-2021, Reported By: Ravi, Problem Type: Air Intake System, Remarks: not working needs help
- Report 2:** Reported Date: 21-08-2021, Reported By: Ravi, Problem Type: Air Intake System, Remarks: n95 uni

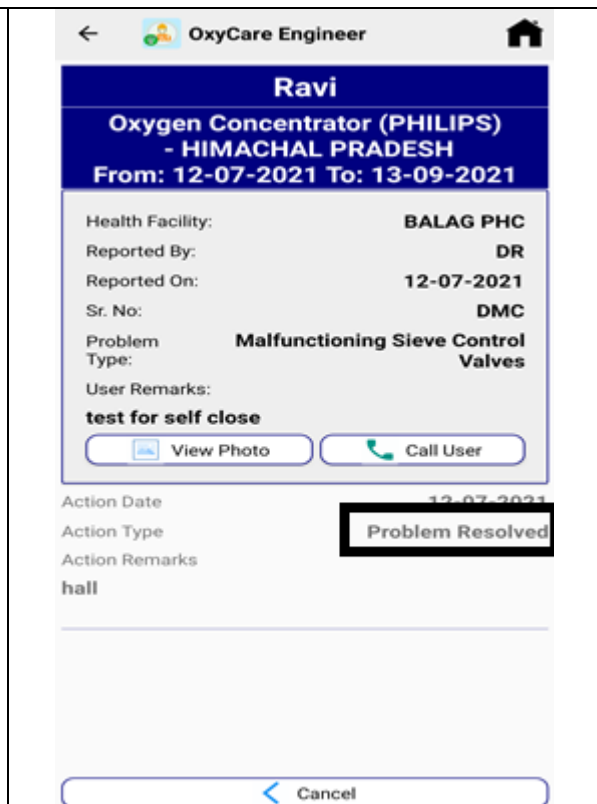
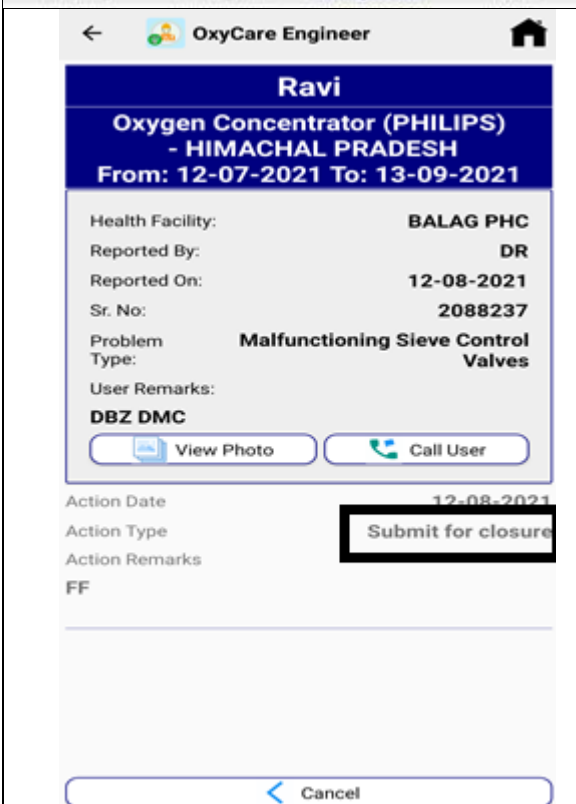
At the bottom, there are four tabs: Pending, In-Progress, Completed, and More. The 'In-Progress' tab is currently selected.

Second option from the bottom tab is "In-progress". In this screen you can view that records which are reported by the Health Facility and some interim action taken by the Engineer but is still pending for final resolution by the Engineer.

## Completed calls:



There are two categories under Completed tab one is "Submitted for closer", that means, the calls that are submitted by the Engineer but Health Facility user has not confirmed the closer. The second tab is "Closed" that means the call has been finally closed by the Health Facility User. By selecting Submitted for closer option you can view all the records that are closed from your end but confirmation is yet to come. After tapping on any record you can view record details along with action date and type.



When call will be closed from both the ends, action type will change to Submit for closer to problem resolved.



Closed option under completed tab shows that records which are closed by both the users(engineer and health facility user).

## More:



Under 'More' tab the user gets general details related to the app and the contact details of owner Department and App Developing organization. User may write an email at [support-ocmis@nic.in](mailto:support-ocmis@nic.in) to get clarifications on the mobile app usage or if any problem is faced in its operation after logging in.

## Total Calls:



You can also view all the call records on one page by tapping on "Total " from home page.

## Availability

Website Linking	Hosting Date	Current Downloads*	Ratings#
<a href="http://himachal.nic.in">http://himachal.nic.in</a>	17-09-2021		
<a href="https://egovmobileapps.nic.in">https://egovmobileapps.nic.in</a>			
<a href="https://play.google.com">https://play.google.com</a>	17-09-2021		

\*As on date #if available

For further details/ queries, please write to [support-ocmis@nic.in](mailto:support-ocmis@nic.in)

Software Solution by:

