

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 1358
TO BE ANSWERED ON: 22.09.2020

ISSUES AND CONCERNS WITH AAROGYA SETU APP

1358: PROF. MANOJ KUMAR JHA:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether any exercise has been carried out to assess the validity and efficacy of Aarogya Setu app in contact tracing, the details thereof;
- (b) whether the Ministry has commissioned any study to analyse the problems faced by users of the Aarogya Setu app, the details thereof; and
- (c) whether the developers of the App have designed any upgrades in the app based on the feedback received by the users, the details thereof;

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a): Contact tracing as a form of tracing infections has been in existence for many decades. Contact Tracing has been carried out to contain/mitigate many infectious diseases like polio, tuberculosis, smallpox, SARS, etc. over the years.

In the past, contact tracing was carried out manually by human contact tracers. During this ongoing pandemic, Aarogya Setu has leveraged modern technology for doing the same. Contact Tracing has been adopted in many countries across the world as a part of the COVID-19 containment strategy, which also includes testing and treatment. However, it is important to note that it is crucial that all 3 components (contact tracing, testing and treatment) are done in a time bound manner, so that the infection is detected early and the spread is controlled. The three components collectively prevent the spread and will not be effective if used in silos.

Aarogya Setu has helped identify approx 86 lakh contacts, through contact tracing. Based on the risk identification through contact tracing, the Aarogya Setu users are advised further necessary measures like self-isolation, precautions, testing, medical attention, etc., as deemed necessary. The local government authorities also implement further medical interventions as necessary to mitigate the infection and prevent its further spread.

(b): The problems/issues faced by the Aarogya Setu users are reported to the support helpdesk. The support team analyzes the reported problem/issue and then provides appropriate resolution to the concerned users.

(c): Aarogya Setu has been receptive to the concerns and feedback of its users and based on inputs received from the users, the development team has introduced new features, some of which are given below :

- App was made compatible with Android Version 5.
- List of ICMR Approved COVID-19 testing labs listed on the App to help users to identify the nearest test labs.
- e-pass integrated with Aarogya Setu App for ease of movement during the lockdown phase.
- COVID-19 related statistics within a certain distance from the user's current location as an alert mechanism.
- State wise and nationwide COVID-19 Statistics Dashboard.
- COVID-19 related Awareness Videos, Govt. Guidelines, and Precautions.

- Recent Contact Health Status Check, which enables the user to voluntarily upload their contact tracing information to backend server and get to know the anonymized health status of their recent contacts.
- Added support for Regional Indian Languages.
- QR Code based Health Status Check, which enables users to voluntarily generate a QR Code and share his/her health status with others.
- Provision to share the health status with families, employers or other third parties, through User Consent.
