



Tanjila Shaikh

19, Dharavi, Mumbai, Maharashtra

“mMitra calls made me feel like there is always a friend who is helping me out in everything.”

Tanjila had come to visit her sister in Dharavi, Mumbai, but she could not travel back to her hometown of Murshidabad in West Bengal once the lockdown was announced. Since she was eight months pregnant, she registered her pregnancy at Sion Hospital, following which our hospital supervisor Shrutika enrolled Tanjila into the mMitra program.

“The mMitra calls were constantly guiding me and I got so much information, which were relevant,” says Tanjila.

Shrutika started keeping regular contact with Tanjila. She told her about the 108 ambulance service and helped her with her sonography.

On 21st April, a day before her Estimated Due Date (EDD) Tanjila called Shrutika complaining of a stomach ache. Shrutika urged her to rush to Sion Hospital. Once Tanjila reached the hospital, she couldn't get admitted immediately since her husband who worked at a construction site didn't know their address. Shrutika advised him to show a copy of the landlord's electricity bill, following which Tanjila was admitted in time for her delivery.

On 22nd April, Tanjila gave birth to a baby boy weighing 2.3kg via a normal delivery. But a few days later, the baby contracted jaundice and had to be kept in an incubator for four days. All this time, Shrutika was in constant touch with Tanjila, reassuring her and advising

her to feed her baby regularly. Tanjila and the baby were finally discharged on 27th April, and they are both at her sister's house in Dharavi now.

Tanjila enjoys listening to the mMitra calls and never misses a single one. "I listen to the mMitra calls even after delivery as I get to know so much about child care. Thanks to mMitra for making the experience of motherhood easy," she adds.

Part of ARMMAN'S COVID-19 interventions, our virtual clinic (V-OPD) has helped pregnant women and mothers across India receive consultations with obstetricians and paediatricians. These consultations are available in Hindi, English and Marathi via WhatsApp on +91 9004141452 or a toll-free call on 1-800-2121-425. The women first reach our call centre executives who either offer logistical support or connect them to a doctor based on the nature of the query.