



A Dignified Farewell: How SARATHI 104 Helped a Grieving Family in Crisis

On morning, the SARATHI 104 Helpline received a distressing call from Mr. Pradip Barua* in Dibrugarh, Assam. His relative had passed away early that morning, but the hospital refused to release the body, demanding a payment the grieving family couldn't afford. With nowhere to turn, Mr. Barua called SARATHI 104.

Our HIHL executive, Nikita Kalita, responded with empathy and urgency. She escalated the case to district health authorities via WhatsApp and official channels. Within hours, the District Program Manager intervened, and the hospital released the body, without any payment.

In a follow-up call, Mr. Barua expressed deep gratitude, saying the helpline restored his faith in the system. This case highlights the SARATHI 104 Helpline's vital role in ensuring compassionate, and prompt support especially in life's most vulnerable moments.

**Name changed for confidentiality*