

GOVERNMENT OF ANDHRA PRADESH  
COVID-19 STATE CONTROL CENTRE

Cir. Memo.No.SCC/COVID-19-1902/R&B COMPLEX/12-2020 dt.09.04.2020

Sub:- 1902 Call Centre – COVID Lockdown - Providing of Emergency services to help the citizens of Visakhapatnam on urgent medical care like dialysis, cancer, Heart treatment to go to the Hospital by OLA Service providers – Guidelines – Issued – Reg.

Ref:- E Mail received from Sri Vishal Chaturvedi, OLA Service Provider, Dt. 08.04.2020.

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The attention of the Transport Commissioner, A.P., Vijayawada is invited to the reference cited and he is informed that the OLA in collaboration with the Ministry of Health and Government of Karnataka launched a category to allow booking of cabs on the platform to or from any Hospital in Bangalore. The Object of the service is follows:

- i) to help the citizens requiring urgent medical care (non COVID related) like dialysis, cancer, Heart treatment to be able to the go to the Hospital
  - ii) to help patient getting released from the Hospital to go home
  - iii) to help health care workers in their daily commute as they serve the nation
2. The OLA providers have requested to permit them to expand the emergency service to cater to the cities of AP citizens as well.
3. In this regard, based on the above proposal of the OLA, the matter has been examined with the Transport Commissioner and IGP, Enforcement and Nodal Officer from Police Department in State Control Room and decided to launch as pilot project at Visakhapatnam for catering to the medical fraternity and patients associated only with Non –COVID health care services by OLA Service providers with the following guidelines:

Guidelines for OLA Emergency Healthcare Cab Service

- i. The OLA Emergency Cab Service to be authorized to cater to the Medical fraternity and patients associated only with Non–COVID health care services.
- ii. Ola should apply for e-passes for all the Cab Drivers ad also display the passes on the wind shield of the car.
- iii. Every Cab being operated shall have as display board indicating that it is an Emergency Cab Service.
- iv. The Cab shall be fumigated and sanitized at regular intervals.
- v. The Cab drivers should regularly be checked for symptoms of COVID-19 and other ailments and should be deployed for duty only if they are in perfect health condition.

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- vi. The Drivers shall be equipped with essential protective to be taken for COVID-19.
- vii. The passengers traveling should be insisted to carry some valid document /documents to validate the reason for that particular journey.
- viii. The number of passengers should be only 2 excluding the driver and seating should be such as the travelers maintain safe social distance.
- ix. Customers should be advised to use masks and sanitizers.
- x. OLA shall ensure all features of passengers safety and trip guarantee followed during operations are also adhered to strictly.
- xi. The trip log of all the completed trips should be submitted to the local police at the end of the day.
- xii. Only a maximum of 50 cabs would be allowed to operate in a city.
- xiii. OLA shall have a feedback mechanism to check violation by the Cab Operators.
- xiv. Undertaking shall be given by OLA to adhere to all the guidelines communicated failing which the organization would be liable to legal action.

4. Therefore, the Transport Commissioner, A.P., Vijayawada and the Director General of Police, A.P., Managalagiri are permitted to authorize the OLA Service providers to operate their services as pilot project in Visakhapatnam to the Medical fraternity and patients associated only with Non -COVID health care services duly following the above guidelines.

5. The Transport Commissioner, A.P., Vijayawada and the Director General of Police, A.P., Managalagiri are requested to take necessary action in the matter.

**M T KRISHNA BABU, IAS**  
**Principal Secretary to Govt. of AP**  
**Transport, Roads & Buildings Dept.**  
(State Coordinator)

To

The Director General of Police, A.P., Managalagiri.

The Transport Commissioner, A.P., Vijayawada.

Copy to :

The IGP, Enforcement & Nodal Officer from Police Department in State Control Center

All District Collectors in the State.

The Commissioners of Police, Visakhapatnam, Vijayawada.

All Superintendents of Police in the State.

All the Special Chief Secretaries/Prl. Secretaries/Secretaries.

The Dy. Transport Commissioner, Visakhapatnam

The PS to Spl. CS to H,M & FW Dept.

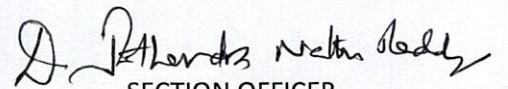
The PS to Addl. CS to CM

The OSD to Chief Secretary

The PS to Commissioner, I&PR.

SF/SC

//FORWARDED::BY ORDER//

  
SECTION OFFICER