

GOVERNMENT OF N.C.T. OF DELHI
DELHI DISASTER MANAGEMENT AUTHORITY

No.F.15/DDMA/COVID-19/2020/ 214

Dated: 02/06/2020

ORDER

Whereas, the Delhi Disaster Management Authority (DDMA) is satisfied that the NCT of Delhi is threatened with the spread of COVID-19 epidemic, which has already been declared as a pandemic by the World Health Organization, and has considered it necessary to take effective measures to prevent its spread in NCT of Delhi.

And whereas, Delhi Disaster Management Authority has issued various orders/ instructions from time to time to all authorities concerned to take all required measures to appropriately deal with the situation.

And whereas, there is an urgent requirement to enhance the capacity of CATS Ambulance services as well as Taxi Ambulance services in Delhi for COVID & Non-COVID patients to cope up with the increased calls (helpline No.102) due to COVID-19 epidemic.

Now, therefore, in exercise of powers conferred under Section 22 of the Disaster Management Act, 2005, the undersigned, in his capacity as Chairperson, State Executive Committee, DDMA, GNCTD, hereby issues following directions: -


- (i) 328 ambulances along with all connected equipments and manpower, as per list enclosed available with private ambulance operators are requisitioned with immediate effect under Section 65 of the Disaster Management Act, 2005 and the same shall be kept with the respective operators. These ambulances shall be utilised by the ambulance operators for transporting their patients except whenever required by the GNCT of Delhi on call basis for transportation of patients, which shall be mandatory for the ambulance operators, in larger public interest. These ambulances shall be paid service charges / compensation at the rates determined by H&FW Department, GNCTD.
All District Magistrates & Deputy Commissioners of Police shall assist Pr. Secretary (H&FW) in operationalizing the system.
- (ii) All the agencies providing Taxi Ambulances for transportation of patients such as - OLA, Uber, Prakriti shall arrange maximum number of Taxi Ambulances to cope up with regularly increasing numbers of calls to CATS Command Centre, in the interest of public at large.
- (iii) All Departments / Corporations / Autonomous Bodies / PSUs of GNCTD shall provide at least two drivers to CATS within 24 hours in order to operationalize unused CATS ambulances due to lack of drivers. General Administration Department, GNCTD shall co-ordinate & supervise the said work.
- (iv) All Departments / Corporations / Autonomous Bodies / PSUs of GNCTD shall provide, in addition to above, at least one car vehicle (in good condition) with driver at the disposal of CATS for the transportation of patients in Delhi. H&FW Department shall make

necessary arrangements such as proper partition, sanitization, maintaining hygiene, fumigation etc. in car vehicle for making it usable for transportation of patients as per the prescribed protocol / guidelines of Ministry of H&FW, GoI or Department of H&FW, GNCTD in this regard.

- (v) H&FW Department, GNCTD shall explore the possibility of providing monetary incentives to the drivers / staff of private taxi ambulance operators, as well as to the Govt. drivers deployed for the said purpose, in line of existing incentive scheme of Department, in order to motivate the drivers / staff for carrying out maximum trips on a day, as well as to increase the number of ambulances in Delhi.
- (vi) H&FW Department & CATS shall ensure that all 'missed calls' are responded back within 15 minutes and further ensure that desired services are provided to the caller / patient. A helpdesk shall be set up at CATS Command Centre for this purpose which should be equipped with sufficient staff.
- (vii) CATS shall ensure that no call is refused or remains unattended.
- (viii) H&FW Department & CATS shall ensure that the SOP laid down in respect of services provided by CATS Command Centre is strictly complied with by all officers, supervisors, operators, drivers and all other staff members, in letter & spirit. A flow chart depicting SOP of CATS prepared by H&FW Department is annexed herewith for strict compliance by all.
- (ix) H&FW Department shall issue an order tasking experienced and senior level officers to man the CATS Command Centre as Nodal Officers in 03 shifts of 8 hours each so that the CATS Command Centre / helpline no. functions seamlessly, effectively & efficiently 24x7 without any hassles. In case any discrepancy / laxity / gaps or lapse are noticed in the functioning of the CATS services and it is found that the smooth & quick service has not been provided as per the prescribed SOP / protocol & relevant orders, strict action against the erring officials and / or Nodal Officers shall be taken in a time bound manner.

Pr. Secretary (H&FW), GNCTD shall ensure compliance of these directions by all officers / authorities / persons concerned, in letter & spirit.

Encls: As above


(VIJAY DEV)
Chief Secretary, Delhi

Copy for compliance to: -

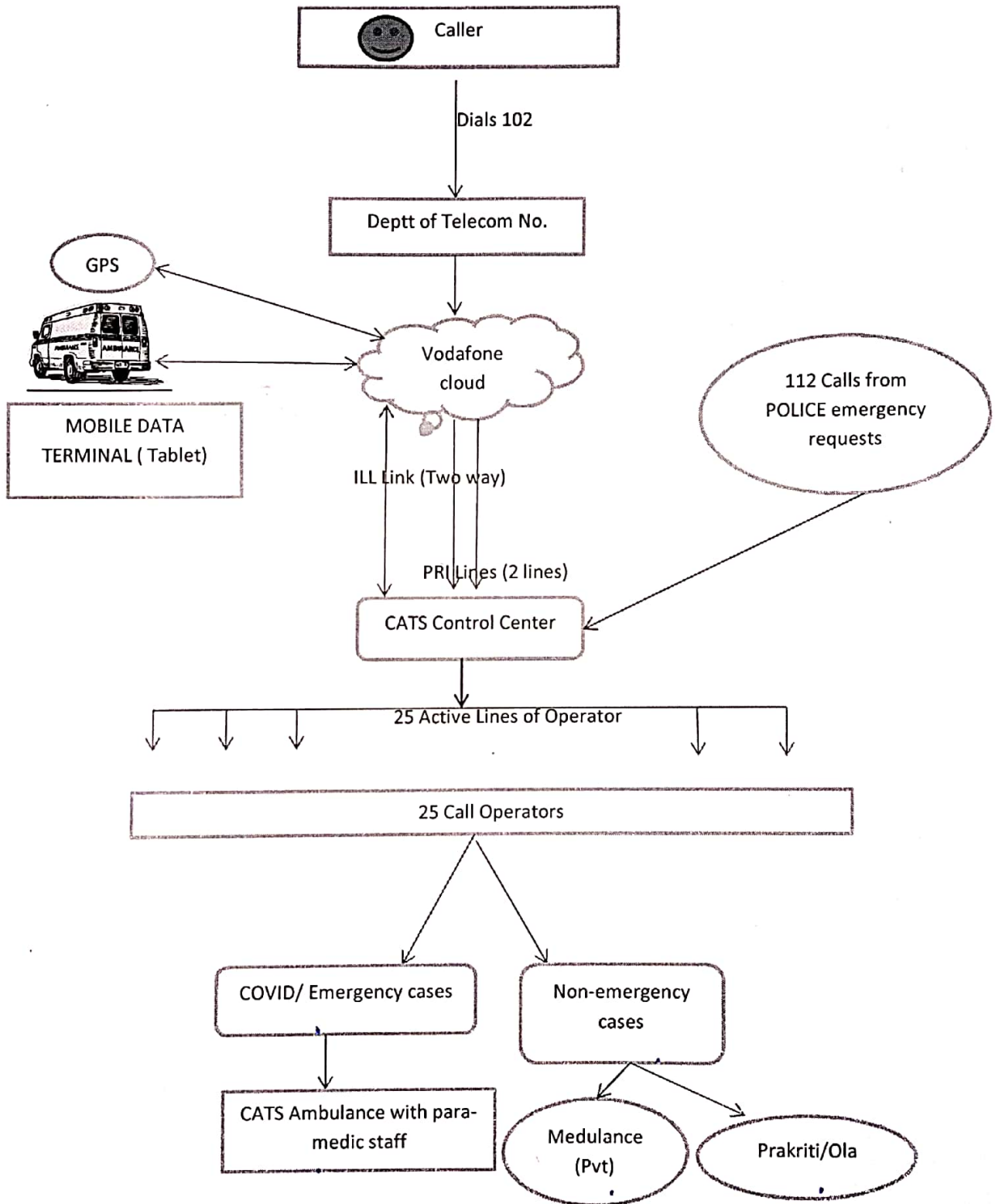
1. Principal Secretaries/Secretaries / HoDs of Departments/Autonomous Bodies/Corporations/Local Bodies/PSUs of GNCT of Delhi.
2. Pr. Secretary (H&FW), GNCT of Delhi.
3. Spl. Secretary (H&FW) / Director (CATS), GNCT of Delhi.
4. All District Magistrates, GNCT of Delhi.
5. All District Dy. Commissioners of Police, Delhi.

6. Secretary (GAD), GNCT of Delhi.
7. Private hospitals / Ambulance operators / Nursing Homes / Medical institutions and Ambulances (as per list enclosed) – through Pr. Secretary (H&FW), GNCTD.

Copy for kind information to: -

1. Pr. Secretary to Hon'ble Lt. Governor, Delhi.
2. Addl. Secretary to Hon'ble Chief Minister, GNCTD.
3. Secretary to Hon'ble Dy. Chief Minister, GNCTD.
4. Secretary to Hon'ble Revenue Minister, GNCTD.
5. Secretary to Hon'ble Health Minister, GNCTD.
6. Secretary to Hon'ble Labour Minister, GNCTD.
7. Secretary to Hon'ble Social Welfare Minister, GNCTD.
8. Secretary to Hon'ble F&S Minister, GNCTD.
9. Addl. Chief Secretary (Home), GNCTD.
10. Commissioner of Police, Delhi
11. Pr. Secretary (Revenue) / Divisional Commissioner, GNCTD.
12. System Analyst, O/o Divisional Commissioner, Delhi for uploading the order on the website – ddma.delhigovt@nic.in.
13. Guard file.

FLOW CHART for response from CATS 102



***All Non-emergency cases are routed via GoogleSheet to Medulance and Ola/Prakriti cabs. Also, GPS of Ambulance communicates via two-way link to give its location in CATS center**