

COVID-19 Responder

Resource Kit

Index

1. [Basic Facts about COVID-19](#)
2. [Role of COVID-19 Responder](#)
 - A. In prevention
 - B. In early detection and timely referral
3. [Medical Centers' Information](#)
 - A. Testing Centers in Bengaluru
 - B. Treatment Centers in Bengaluru
 - C. Additional Government and Private Hospitals for COVID-19 handling
4. [Information on Essential Commodities](#)
5. [Government Orders & Notifications](#)
6. [Restriction on Movement and Emergency Pass for Bengaluru](#)
7. [Helpline Numbers at a glance](#)

Last updated on 15th April 2020

Section 1: Basic Facts¹ about COVID-19

What is COVID-19?

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. In humans, coronaviruses have been previously known to cause lethal respiratory tract disease like SARS and MERS. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

Why has COVID-19 been declared a pandemic?

According to the WHO, a pandemic is declared when a new disease for which people do not have immunity spreads around the world beyond expectations.

Is there a vaccine, drug or treatment for COVID-19?

Not yet. To date, there is no vaccine and no specific antiviral medicine to prevent or treat COVID-2019.

Possible vaccines and some specific drug treatments are under investigation. They are being tested through clinical trials. WHO is coordinating efforts to develop vaccines and medicines to prevent and treat COVID-19

What are the symptoms of COVID-19?

The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea.

Symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment.

However, one out of every six people who gets COVID-19 can become seriously ill and develop difficulty in breathing. In more severe cases, infection can cause severe pneumonia and other complications, which can be treated only at higher-level facilities (District Hospitals and above). In a few cases it may even cause death.

Any person with fever, cough and difficulty breathing should seek immediate medical attention.

How does COVID-19 spread?

COVID-19 spreads mainly by droplets produced as a result of coughing or sneezing of a COVID-19 infected person. This can happen in two ways:

- **Direct close contact:** one can get the infection by being in close contact with COVID-19 patients (within 1 metre of the infected person), especially if they do not cover their face when coughing or sneezing.
- **Indirect contact:** the droplets survive on surfaces and clothes for many days. Therefore, touching any such infected surface or cloth and then touching one's mouth, nose or eyes can transmit the disease.

The incubation period of COVID-19 (time between getting the infection and showing symptoms) is 1 to 14 days.

People with the infection, but without any serious symptoms can also very easily spread the disease.

¹ Source: WHO (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>) and MoH&FW (<https://www.mohfw.gov.in>)

Who is at higher risk of contracting COVID-19?

- People who have travelled to other countries in last 14 days and their family members.
- People coming from other states if they have been working with people who travelled to other countries in last 14 days.
- Family members and contacts of patients confirmed to have COVID-19.
- People older than 60 years of age and people with medical problems like high blood pressure, heart problems, respiratory disease/asthma, cancer or diabetes are at higher risk for developing serious complications.

Are pregnant women more susceptible to the COVID-19 virus and will it harm the fetus?

Currently there are no scientific reports about the susceptibility of pregnant women to COVID-19. Pregnant women experience immunologic and physiologic changes, which might make them more susceptible to viral respiratory infections, including COVID-19.

The virus that causes COVID-19 is thought to spread mainly by close contact with an infected person through respiratory droplets. Whether a pregnant woman with COVID-19 can transmit the virus that causes COVID-19 to her fetus by other routes of vertical transmission (before, during, or after delivery) is still unknown.

What is the risk associated with children becoming sick with COVID-19?

Based on available evidence, children do not appear to be at higher risk for COVID-19 than adults. While some children and infants have been sick with COVID-19, adults make up most of the known cases to date.

Are the symptoms of COVID-19 different in children than in adults?

No. The symptoms of COVID-19 are similar in children and adults. However, children with confirmed COVID-19 have generally presented with mild symptoms. Reported symptoms in children include cold-like symptoms, such as fever, runny nose, and cough.

Resources for further reading:

About the Disease:

<https://www.mohfw.gov.in/pdf/FAQ.pdf>

Preventive and precautionary methods to follow:

<https://www.mohfw.gov.in/pdf/PreventionandManagementofCOVID19FLWEnglish.pdf>

Guidelines on Home Quarantine for suspected patients:

<https://www.mohfw.gov.in/pdf/Guidelinesforhomequarantine.pdf>

Reliable sources of information for latest updates on COVID-19:

1. Ministry of Health & Family Welfare (<https://www.mohfw.gov.in>)
2. World Health Organization (<https://www.who.int/>)
3. Government of Karnataka (<http://home.karnataka.gov.in/en/Pages/home.aspx>)
4. Bruhat Bengaluru Mahanagara Palike (<http://bbmp.gov.in/home>)

Section 2: Role of COVID-19 Responder

In preventing the spread of COVID-19 in your neighborhood

A. Bear the following in mind for you to help someone take the right action if they fall into any of the below at-risk categories

Table 1- **COVID-19 Exposure Risk to Citizen**

COVID-19 Exposure Risk to Citizen, Explained (developed from WHO guidance note)				
Key Risk Factors	Low Risk	Medium Risk	High Risk	Very High Risk
Travel / Contact History	No recent Travel History or Contact History	Travel / Contact History more than 14 days	Travel / Contact History less than 14 days	Direct Contact with confirmed COVID-19 case
Pre-existing Medical Condition	None	High BP	High BP+ Diabetes Mellitus	Reduced Immunity
Age	15-50 Years	5-15 Years	0 to 5 Years	>50 Years

Exposure risk to COVID-19 is higher in

- People who have travelled to other countries in last 14 days and their family members.
- People coming from other states if they have been working with people who travelled to other countries in last 14 days.
- Family members and contacts of patients confirmed to have COVID-19.
- People older than 60 years of age
- People with medical problems like high blood pressure, heart problems, respiratory disease/asthma, cancer or diabetes are at higher risk for developing serious complications.

B. Assist in enforcement of appropriate COVID-19 prevention method as per the government mandate and/or assessment of risk exposure of the citizen with the help of your CLO.

Table 2- **COVID-19 Prevention Methods**

COVID-19 Prevention Methods, Explained (developed from Centers for Disease Control and Prevention guidelines)			
	Social Distancing	Quarantine	Self-Isolating
EXPOSURE RISK LEVEL	LOW RISK	MEDIUM RISK	HIGH/ VERY HIGH RISK
Who is it for?	People who have not been exposed to the virus.	People who have been exposed to the virus and don't have symptoms.	People who think they have the virus or have been tested positive for the virus.
How long is it for?	Indefinitely, as of now.	14 days minimum.	At least 7-14 days from the onset of symptoms.
Who can you interact with?	Roommates, small group of friends.	No direct contact. Stay in a room alone if you live with people or in your house if you live alone. Have friends/family/delivery services drop off supplies but don't touch or talk to them.	
What can you do?	Cancel events with more than 5 people. Allow employees work from homes. Extend a paid leave to your househelp(s).	Stock up on food and water - have it delivered and don't interact directly with the delivery person.	
How to socialise?	Cancel all unnecessary gatherings/plan.	Don't leave you house. Only step outside in extreme emergencies. No face-to-face interaction. Maintain 6-foot (1meter) distance from roommates/family. Only use Phone/Computers for communication and interaction.	

C. What should you as a COVID-19 Responder do for prevention?

- Create a WhatsApp group, which will help you communicate easily with your neighbors. Provide your phone numbers to those who find digital communication complicated, so that they can call you when they need help.
- Use the social media handles created by I Change My City to create awareness on hygiene, precautions and other important guidelines (from reliable sources as shared in Section 1 of this document).
- Verify the facts you receive on social media and **don't forward information that is not verified**. If you find someone is spreading panic with fake news, bring it to the notice of your CLO.
- If you know of neighbors with recent travel history (last 14 days)- international and/or national
 - Inform your CLO, if not already done by the neighbor.
 - Encourage them to self-quarantine/isolate for a minimum of 14 days.
 - Report to your CLO if you know of anyone not following mandated home quarantine/isolation
- Encourage at-risk neighbors, due to age or pre-existing medical conditions, to follow absolute quarantine measures to stay healthy and safe.
 - Provide assistance in procuring essential commodities like groceries, medicines, etc and deliver with the help of your CLO.
 - Maintain the necessary hygiene and social distance while doing any volunteering act.
 - Promote the use of Helpline Numbers assigned by Government for delivery of Food and Medicines as listed in Table 3.

Table 3 – Helpline Number for Essential Services

Helpline Numbers for Essential Services	
For Food delivery	155214 (Toll-free Number)
For Medicine delivery	104
For Psychological / Social Support	080 4611 0007 (Toll-free Number)

- Create awareness (through phone calls and messages only) amongst operational businesses to observe advised norms for disinfection and social distancing for both employees and customers. *Marking spaces in front of shops*, will remind people to maintain the necessary social distance.
- Inform your CLO, immediately if you come across anyone flouting guidelines or those who are hosting get-togethers or events during the lockdown period.

In early detection and timely referral of suspected COVID-19+ patients

A. What should you as a COVID-19 Responder advise/do to help a sick neighbor?

Refer to the questionnaire below to ascertain if anyone wants to understand symptoms, to know if they are sick and could be COVID-19+:

Table 4 - Questionnaire for Identification of COVID-19+ Cases

QUESTIONNAIRE FOR IDENTIFICATION OF COVID-19 SUSPECTS (developed from WHO guidance note)	
Questions to Ask	
About SYMPTOMS	A. Do you have fever
	B. Do you have cough
	C. Do you have shortness of breath
	D. Do you have a sore throat
	E. Do you have body pain
	F. Are you experiencing fatigue / weakness
	G. Do you have diarrhoea
About TRAVEL / CONTACT HISTORY OVER PAST 14 DAYS	1. Contact with confirmed case of COVID-19
	2. Traveler who visited a hospital where COVID-19 patients are treated
	3. Touched body fluids of patients (respiratory tract secretions, blood, vomitus, saliva, urine, faeces)
	4. Had direct physical contact with body of patient including physical examination
	5. Traveler to or residing in cities / countries / province where ongoing COVID-19 cases detected and transmission reported
	6. Touched or cleaned the linens, clothes or dishes of the patient
	7. Close contact, within 3 feet (1 metre) of the confirmed case
	8. Passenger of aeroplane with confirmed COVID-19 passenger. Co-passengers seated in same row, 3 rows in front and 3 rows behind

B. What should you as a COVID-19 Responder should do if you suspect a neighbor or if any citizen calls you asking for help as she/he could be suffering from COVID-19?

1. First and foremost, **ask the neighbor to immediately follow strict SELF-ISOLATION guidelines even as he/she seeks further medical assistance** (see Table 2).
2. It is important to **keep the following information on hand** before seeking an appointment
 - i. Name of the Patient
 - ii. Mobile Phone number of the Patient
 - iii. Age and Sex of the Patient
 - iv. Address with Pincode
 - v. Nearest Fever Clinic to the Patient (follow the Step 3, below)
3. **Identify the closest Fever Clinic**

Any citizen with symptoms like fever, cough, sore throat or breathlessness will first have approach the fever clinics. Karnataka Health Department has designated over [96 Fever Clinics across Bengaluru](#) (60 Primary Health Centers and 36 Private Hospitals, as of 01/04/2020) as the First Point of Contact for suspected patients suffering from COVID-19.

The fever clinics will have a COVID-19 Rapid Response team comprising of 1 doctor, 2 nurses and a health care worker and function from 9am to 5pm on all days of the week.

Check online for the nearest Fever Clinic, [here](#)

Or

Call any of the Helpline Numbers listed in Table 5 to locate the nearest Fever Clinic

Table 5 – Karnataka State COVID-19 Helpline Numbers

Karnataka State COVID-19 Helpline Numbers		
1	Bengaluru (Urban) Control Room Numbers	080 1077
2		080 2296 7200
3	Karnataka State Control Room Numbers	104
4		1075
5		080 4684 8600
6		080 6669 2000
7		080 1070
8		97456 97456

4. **Book an appointment for the patient at the nearest Fever Clinic through the Google Form shared by the Government: <http://forms.gle/54H11fCWst26i2DD9>**
5. Immediately inform your CLO, about the suspected patient after having helped to book an appointment for the neighbor. Subsequently, strictly follow your CLO's or assigned healthcare worker's instructions for ensuring your and your community's safe. Ensure everyone else in your community is also adhering to the required measures to limit the spread of the disease.

What happens next to the Patient?

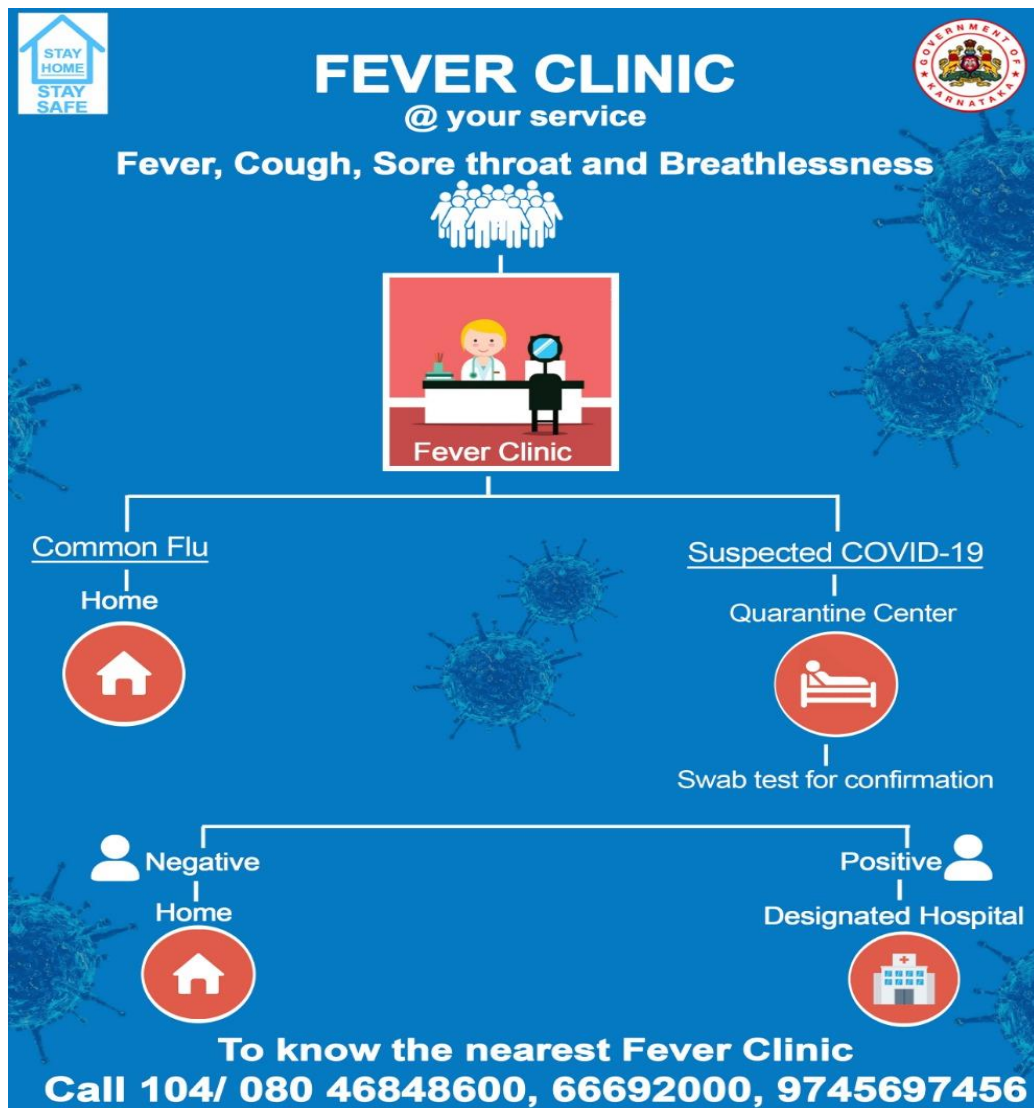
1. A preliminary diagnosis will be made at the Fever Clinic about the suspected patient,
 - if found to be suffering from common cold, patient will be sent home for Home Quarantine with prescription related to their illness.
 - if it is a suspected COVID-19 infection, a dedicated vehicle will transport the patient to a 'Swab Collection' center and then, a Quarantine Center.

The screening is done free of cost for persons approaching the fever clinic. The testing done at the swab collection centers is free of charge.

2. Swabs collected by the 'Swab collection' centers will be transported as per protocol to the linked government labs for COVID testing (Table 6).
3. All suspect cases detected in the fever clinics (till a diagnosis is made), will be kept in a designated facility called a Quarantine Centre (QC) till such time they are tested negative.
 - Quarantine Centers are Hotels, Hostels and Service apartments.
 - QC will have a team of 2 nurses, 1 doctor and 1 helper per shift.
 - The temperature and symptoms of the suspected cases are monitored as per protocol.
4. In the QC, suspected cases will remain in QC till Test results are received, upon testing positive for COVID and if she/he is exhibiting
 - mild symptoms: suspect will be sent to an isolation center ([Sir. C. V. Raman Hospital](#)).
 - moderate to severe symptoms: suspect will be transferred to a COVID treatment hospital (Table 6).
5. If the result is negative patient is sent for home quarantine for 14 days and advised to come to back to the fever clinic if she/he has symptoms again or persisting symptoms as per protocol.
6. The Testing Center will communicate the preliminary as well as final results of the lab tests to the Quarantine facility District Surveillance Officer and the State Surveillance unit.

Refer to the infographic 1 to understand the protocol established for a suspected patient.

Infographic 1



Section 3: Medical Center's (Testing & Treatment Centers and Fever Clinics) in Bengaluru

This as per current approved government listings.

Daily updates will be made as and when new authorized centers are announced by the government through circulars / notifications.

Table 6 - Testing & Treatment Centers

TESTING CENTRES in Bengaluru (Source - ICMR, Updated on 15/04/2020)				
#	Institute	Address	Phone	Google Map Pin
Government Laboratories Approved by ICMR				
1	Bangalore Medical College & Research Institute	Fort, Krishna Rajendra Rd, Bengaluru, 560002	080 2670 810	https://goo.gl/maps/mKhChNqeHTH1ZZun9
2	National Institute of Virology Field Unit	Jayanagar 1st Block, Bengaluru, 560011	(Being Sourced)	https://goo.gl/maps/pcFLSZKCR6eZdzGL8
3	SDS Tuberculosis Research Center & Rajiv Gandhi Institute of Chest Diseases	Rajiv Gandhi chest diseases, 1st Block, Jayanagar, Bengaluru, 560029	080 2608 8682	https://goo.gl/maps/tgneDGcABbxwBacw6
4	National Institute of Mental Health and NeuroSciences	Hosur Rd, near Bangalore Milk Dairy, Lakkasandra, Laljinagar, Wilson Garden, Bengaluru, 560029	080 2699 5530	https://goo.gl/maps/m8pEPnQ9UhNmehf1A
5	Command Hospital (Air Force)	Cambridge Rd, Cambridge Layout, Jogupalya, Bengaluru, 560007	080 2530 1215	https://goo.gl/maps/XWZytAqbgGXCwFZW6
Private Laboratories Approved by ICMR				
1	Neuberg Anand Reference Laboratory	Anand Tower, #54, Bowring Tower, Bowring Hospital Road, Shivaji Nagar, Bengaluru – 560001	080 2531 8550	https://goo.gl/maps/v5aXepwTmCtFogui8
2	Cancyte technologies	Sri Shankara Research Centre 1st Cross, Shankara Matt Premises, Shankarapuram, Basavanagudi, Bengaluru, Karnataka 560004	080 4131 1877	https://goo.gl/maps/CwagNRryVoR5Ri8j6
3	Sakra World Hospital Lab Services	SY NO 52/2 & 52/3, Devarabeesanahalli, Varthur Hobli Opp Intel, Outer Ring Rd, Marathahalli, Bengaluru, 560103	080 4969 4969	https://g.page/SakraWorldHospital?share

4	Central Diagnostic Lab, Vydehi Institute of Medical Sciences and Research Centre	#82, E.P.I.P. Area, Whitefield, Bengaluru	080 2841 2956	https://goo.gl/maps/EZsnknL6uwTjBjXk9
5	Laboratory Services, Apollo Hospitals	154, IIM, 11, Bannerghatta Main Rd, opposite Krishnaraju Layout, Amalodbhavi Nagar, Naga, Bengaluru 560076	080 4030 4050	https://goo.gl/maps/jGZTLsr3AcUPTEoJ6
TREATMENT CENTRES in Bengaluru (Source - BBMP Officials, Last updated by Janaagraha on 03/04/2020)				
#	Institute	Address	Phone	Google Map Pin
1	Victoria Hospital, BMCRI	Fort Rd, near City Market, New Tharagupet, Bengaluru, Karnataka – 560002	080 2670 3320	https://goo.gl/maps/AWkj8WfKaawgSrtYA
2	National Institute of Virology Field Unit	Jayanagar 1st Block, Bengaluru - 560011	NA	https://goo.gl/maps/pcFLSZKCR6eZdzGL8

Additional Government Hospitals for COVID19 Handling

List of Government Hospitals (Bengaluru Urban and Rural Districts) for COVID-19				
S. No	Name of the health facility	Address of the facility	Pin code	Land line number of the facility
1	Sir.C.V.Raman General Hospital	No.68/1,9th B cross,Michael Palya,Indiranagar, Bengaluru	560038	080-25281245
2	Bowring & Lady Curzon Medical College & Research Institute	BOWRING LADY CURZON, Lady Curzon road, Shivajinagara, Bengaluru - 560001	560001	9036304558
3	ESIC HOSPITAL,PEENYA	SURVEY NO 11-55-1,PLOT NO 1,5 MAIN ROAD,FTI CAMPUS,YESHWANTHPURA,BANGALORE	560022	080-29723468 (MS office)
4	GENERAL HOSPITAL DODDABALLAPURA	NEAR T B CIRCLE CHIKKABALLAPURA MAIN ROAD DODDABALLAPURA BANGALORE RURAL DISTRICT	561203	27622141
5	TALUK GENERAL HOSPITAL Hoskote	General Hospital (Hoskote), NH-4, Old Madras Road, Santheget, Hoskote - 562114	562114	9448210755
6	ED Hospital	Indiranagar 1st Stage, Hoysala nagara, Bengaluru - 560038	560038	080-25510258
7	Jayanagar General Hospital	4th Block,Jayanagar, Bengaluru - 560011	560011	080-22445711
8	K.C.General Hospital	5th Cross, Malleshwaram, Bengaluru - 560003	560003	080-23344022
9	RAJIV GANDHI INSTITUTE OF CHEST DISEASE	Someshwara nagara, 1st Main Road, Dharmaram College Post, Near NIMHANS Bengaluru - 560029	560029	080-26088682
10	Yelahanka Taluka Hospital	Yelahanka Taluka Hospital (BANGALORE NORTH)		080-28564436
11	GH ANEKAL	GH ANEKAL, Near KSRTC Bus Stand, Anekal, Anekal Taluk, Bangalore Urban Dist	562106	080-27859291
12	K.R.Puram Taluka Hospital	K.R.Puram Taluka Hospital (BANGALORE EAST)		080-25612238
13	ESIC MODEL HOSPITAL PGIMSR	#2366/27, 12th Main, 2nd Stage A Block, Rajajinagara 3rd Block, Bengaluru - 560010	560010	080-23320271/72 080-23013327 080-23013702 080-23013792
14	VICTORIA HOSPITAL /	BMCRI Fort Road near City Market, New Taragupet, Bengaluru - 560002	560002	080-26701150
15	General Hospital (Nelamanagala)	BH Road, Nelamanagala near Police Station and Mini Vidhana Soudha, Bengaluru Rural - 562123	562123	080-27722808
16	General Hospital (Devanahalli)	SH 96, Devanahalli, Binnamangala - 562110	562110	080-29780027
17	Indira Gandhi institute of Child Health	1st Block, Siddapura, Jayanagar, Bengaluru, Karnataka 560029	560029	080 2244 3143
18	ESI Indira Nagar	7th main road Appareddipalya, Indiranagar, Bengaluru-560008	560008	080-25266993 080-25266994

Additional Private Hospitals for COVID19 Handling

List of Private Hospitals (Bengaluru Urban Districts) for COVID-19				
S. No	Name of the health facility	Address of the facility	Pin code	Land line number of the facility
1	SSNMC Super Speciality Hospital	No 8, Ideal Homes HBCS layout, RR Nagar Bengaluru	560098	080676 66766
2	VYDEHI INSTITUTE OF MEDICAL SCIENCES & RESEARCH CENTRE	#82, EPIP AREA, WHITEFIELD, BANGALORE 560066	560066	080-49069000
3	BGS Global Institute of Medical Sciences	67, Uttarahalli Main Road, Kengeri, Bangalore	560060	080-26984800 080-26984801
4	Bangalore Baptist Hospital	Bellary Road, Hebbal, Bangalore	560024	080 2202 4700
5	Ambedkar Medical college.	Gandhi Nagar, Kadugondanahalli, Bengaluru, Karnataka	560045	080-2822323
6	Apollo Hospital	No. 1, Old No. 28, Platform Road, Near Mantri Square Mall, Seshadripuram, Bengaluru, Karnataka	560020	080-46688126
7	Aster CMI	#43/2, New Airport Road, NH 44 Sahakar Nagar, Hebbal Bengaluru, Karnataka	560092	080-43420100
8	Columbia Asia Hospitals	26/4, Brigade Gateway West, 1st Main Rd, near Metro, Malleshwaram, Bengaluru, Karnataka	560055	80 6165 6262
9	Fortis Hospital	154, 9, Bannerghatta Main Rd, Opposite IIM, Sahyadri Layout, Panduranga Nagar, Bengaluru, Karnataka	560076	8066214444 096633 67253
10	Fortis Hospital	111, West of Chord Road Opp Rajajinagar, 1st Block, Junction, Bengaluru, Karnataka	560086	080-23004150
11	M.S. Ramaiah Medical college. M S Ramaiah	Mathikere, Bengaluru, Karnataka	560054	080 2360 5190
12	Narayana Hrudayalaya Private Limited.	Building, No-1, Basant Health Centre, 119/A, 18th Main Rd, opp. Sector 3, Sector 3, HSR Layout, Bengaluru, Karnataka	560102	080-25727334
13	Narayana Hrudayalaya Pvt Ltd	Narayana Hrudayalaya Private Limited. NH Health City, Bommasandra Industrial Area, Hosur Road, Bangalore – 560 099.	560 099	080 71112244 8071112244
14	RajaRajeshwari Medical College	202, Mysore Road Kambipura, Bengaluru, Karnataka	560074	080 2843 7444
15	SHIFA HOSPITAL	332, Dar-us-salam Building, CK Jaffer Sharief Rd, Bengaluru, Karnataka	560052	080-40007300
16	Shirdi Sai Hospital Pvt. Ltd.	No.519, 2nd Main, Nethravathi Street Devasandra, New BEL Rd, opp. SLK Software, Bengaluru, Karnataka	560054	080 4271 9999
17	Sri Sai Ram Hospital	33, Bannerghatta Main Rd, Yeshwanthpur Suburb II Stage, BHBCS Layout, Stage 2, BTM Layout, Bengaluru, Karnataka	560076	080-26912649
18	Mallige Medical Pvt Hospital	31/32 Crescent Road, Bangalore 560001, India	560001	080-22265298
19	Bhagvan Mahaveer Jain Hospital	17, Millers Road, Kaverappa Layout, Vasanth Nagar, Bengaluru, Karnataka 560052	560052	080 4087 5500
20	Baptist Hospital, Hebbal	Bellary Rd. Vinayakanagar, Hebbal, Bengaluru, Karnataka 560024	560024	080 2202 4700
21	Oxford Medical College	Yadavanahalli, Attibele, Hobli, Anekal, Karnataka 562107	562107	080 6185 4101
22	SSIMC and RC Davangere	Basha Nagar, Davangere, Karnataka 577001	577001	08192-266000
23	EHAA Hospital	EHAA Hospital # 9, 3rd Cross Doddamma Temple Road, Sultanpalya, Bangalore	560032	080 2365 5959
24	St. Johns Institute of Medical Sciences	St. Johns Institute of Medical Sciences. Sarjapur Main Rd, John Nagar, Koramangala, Bengaluru, Karnataka	560034	080-22065136
25	Suguna Hospital	Suguna Hospital, 1A/87, Dr Rajkumar Rd, Rajajinagar, 4th 'N' Block, Bengaluru, Karnataka	560010	080 4019 4444
26	Trustwell Hospitals Pvt Ltd.	Trustwell Hospitals Pvt Ltd. no 5, chandrika tower, JC Rd, Bengaluru, Karnataka	560002	080 4566 6777
27	P M Santosh Hospital	P M Santosh Hospital 131, Hemmegipura, Kengeri, Uttarahalli Main road, Sunkala playa, Kengeri, Bangalore-	560060	079966 66888

Section 4: List of Essential Commodities and Services Available

Essential commodities and services which will be available during the lockdown:

- **Food and products:** Groceries, fruits and vegetables, milk and dairy-related products, loading and unloading of wheat and rice at FCI and State food depots, cattle feed, and fodder.
- **Medical:** Medicines and other pharmaceuticals, health services, manufacturing of health and medical equipment.
- **Other Services:** Newspapers, banks, and ATMs, post offices, telecom, petrol and diesel pumps
- **Household services:** Electricity and water supply, sanitary services, LPG supply

Extended list of services excluded from the lockdown:

- Food outlets, ration shops, shops selling milk, vegetables, groceries, meat, fish, and fruits, markets, and supply of cooking gas
- Transportation of all goods
- Police, and Fire and Emergency Services
- Government offices, ULBs and PR institution offices, postal services
- Electricity, water, and municipal services
- Banks/ATMs, telecom services. Banks will provide only essential services like cash deposit and withdrawal, clearing of cheques, remittances, and government transactions. Mobile and Internet banking will work.
- Home delivery of food, pharmacies, and supply of medical equipment
- Takeaway from restaurants
- Shops and markets related to agriculture, sericulture, horticulture, animal husbandry, fisheries
- Canteen services provided by the government and local bodies

Affected services during Lockdown (till April 15, 2020)

- All shops, commercial establishments, workshops, godowns dealing in non-essential services
- All labor-intensive industries to work at 50% strength on rotation by ensuring social distancing
- All IT and biotechnology units will ensure work from home except where it is not feasible
- AC bus services of RTCs and private operators
- Inter-State and inter-district services will not be operated from COVID-19 affected districts

Section 5: Latest Government orders issued in the last 7 days* and/or Active order

*as of 15/04/2020

Ministry of Health and Family Welfare, Government of India	
(Source: https://www.mohfw.gov.in/index.html)	
Date	Title
07/04/2020	Revised Guidelines for Dialysis of COVID – 19 patients
07/04/2020	Pradhan Mantri Garib Kalyan Package: Insurance Scheme for Health Workers Fighting COVID-19 - FAQs
07/04/2020	Ministry of AYUSH advise on immunity boosting measures for self care during COVID 19 crisis
05/04/2020	Guidelines for Handling, Treatment and Disposal of Waste Generated during Treatment/Diagnosis/ Quarantine of COVID-19 Patients
05/04/2020	Guidelines for Quarantine facilities COVID-19
04/04/2020	Appeal to the General Public: Not to consume and spit Smokeless Tobacco in Public
03/04/2020	Advisory & Manual on use of Homemade Protective Cover for Face & Mouth
03/04/2020	DO Letter of Secretary, Ministry of Human Resource Development for Arogya Setu App, and Light Candle at 09:00 PM on 5 April 2020 for 9 Minute.
01/04/2020	Guidelines for Dialysis of Covid-19 Patients
29/03/2020	Health Advisory for Elderly Population of India during COVID-19 Pandemic
29/03/2020	Guidelines on disinfection of common public places including offices
27/03/2020	Office Memorandum-CGHS-Reimbursement of OPD Medicines Special Sanction in view of COVID-19
27/03/2020	Office Order-CGHS-Guidelines in view of the Corona Virus (COVID-19) Infection-issue of medicines
27/03/2020	Office Order-CGHS-Guidelines in View of COVID-19
26/03/2020	Gazette Notification - Hydroxychloroquine now a schedule H1 drug, can be sold on prescription only
26/03/2020	Press Note on Pradhan Mantri Garib Kalyan Yojna package from Ministry of Finance

Government of Karnataka

(Source: https://karunadu.karnataka.gov.in/hfw/kannada/Pages/covid-19.aspx)	
Date	Title
10/04/2020	Order - Assigning Responsibilities to JDs - COVID-19
09/04/2020	Circular - Ban on Unauthorised Food Distribution in Government Hospitals
08/04/2020	Letter - Utilization of Services of ENT Specialists - Post Graduate Trainees for collection of COVID-19 Sample
07/04/2020	Circular - Clarification on Quarantine in case COVID Test comes out Positive for Primary Contacts (07-04-2020)
07/04/2020	Order - Revised Lab Testing Protocols-Karnataka (07-04-2020)
06/04/2020	Circular - Provide Services to All Patients in PHCS and CHCs (06-04-2020)
06/04/2020	Circular-Clinical Trail of Plasma Therapy for COVID-19 Patients (06-04-2020)
06/04/2020	Circular-Preparation of District Level Crisis Management Plan for COVID-19 (06-04-2020)
06/04/2020	Circular-Avoiding Inconvenience to Patients receiving Treatment for HIV and TB under NACP-RNTCP(06-04-2020)
03/04/2020	Income-tax Act, 1961(the Act) regarding submission of Form 15G and 15H for Financial Year 2020-21
03/04/2020	Testing Strategy for Persons Identified to have Participated in Tablighi Jamaat (TJ) Congregation in Delhi (04-04-2020)
03/04/2020	Advisory & Manual on use of Homemade Protective Cover for Face & Mouth
03/04/2020	Direction of ESCOMS regarding Meter reading, Billing and Collections.
03/04/2020	Circular - SOPs for Senior Officers involved in Decision Making / Planning - Co-ordinating at District Level in a Scenario of them Testing Positive for COVID-19
31/03/2020	Circular-Participation of Government, Private, Deemed-Private University Medical Colleges in COVID-19 Containment
31/03/2020	Circular-Establishment of Fever Clinic and Movement Protocol for Suspect Cases of COVID-19
31/03/2020	Use of Mask
30/03/2020	Order - Immediate Appointment of Contract Doctors in BBMP
30/03/2020	Circular-Certificate for Home Quarantine and Isolation
30/03/2020	Letter to Private Health Providers - Sharing Guidelines to Establish Isolation Wards, Collecting and Sending Sample and Patient Treatment Protocols
30/03/2020	OM-Isolation ward at Sir C V Raman Hospital
29/03/2020	OM - Controlling and Managing Measure for COVID-19 by ASHAs

28/03/2020	Isolation of Primary Contacts (Kannada) Isolation of Primary Contacts (English)
27/03/2020	OM - Safe Management and Disposal of COVID-19 Bio-Medical Waste
26/03/2020	Order - Landlords and House Owners
26/03/2020	Order - Registered Medical Practitioners
26/03/2020	Circular-Isolation of Suspected COVID-19 Case
23/03/2020	Addendum and Continuum to the Revised Order COVID-19
21/03/2020	Revised Order - COVID-19
20/03/2020	Official Memorandum - Cabinet Decision
20/03/2020	Notification - State Task Force
20/03/2020	Notification I - Corona Virus Disease 2019
20/03/2020	Notification II - Corona Virus Disease 2019
20/03/2020	Notification III - Corona Virus Disease 2019
20/03/2020	Revised Order (Exercising Powers) COVID-19

Bengaluru City Police

(Source: Twitter handle of [Comissioner of Police, Bengaluru City Police](#))

Date	Title
04/04/2020	Common Queries on COVID-19 Pass
01/04/2020	Issuing of Emergency Pass
31/03/2020	Prohibitory Orders
28/03/2020	Facilities for Migrant Labour and other non-organised sector workers
26/03/2020	Exemption of Online Service Delivery
25/03/2020	Vehicle passes for Essential Services Providers

Questions on Pass System by Karnataka State Police answered



Should I take a pass if I need to go out for vegetables or medicine?

No. But people are not expected to buy groceries, medicines and vegetables every day. It's a lock down. Life is not to be normal as usual.

Should I get a pass to buy something that is not available in my area?

Because Police have barricaded every area and are not allowing me to go to other areas without passes. You have to manage with what is available in your area. It's medical emergency and lock down. Adopting to that is inevitable.

I am a vendor of essential items. Do I need a pass to go to another area to get stuff for my shop?

Pass is not required. Empty trucks are allowed everywhere to transport essential items.

Can I travel to my place of work without pass?

No. You are not allowed to travel.

I am an essential goods supplier.

Can I send empty goods vehicle to another part of state to get stuff?

Yes. You can send your goods vehicle to transport essentials items.

Should I get a pass if I am self-employed or from a startup and need to visit office once in a while to maintain essential equipment?

At the time of emergencies, what is essential is defined by government and not by people. Please follow government guidelines.

I need pass to go to doctors. How do I apply?

Telemedicine over phones are operational for normal medical conditions.

For emergencies please use ambulance or even hoysala vehicles.



I need to visit my parents/ siblings/ wife/children who are in other districts or areas of same city?

How do I apply for pass and will I be allowed to visit due to an emergency?

It's a medical emergency and lock down. Life is not to be normal as usual. Please call Helpline numbers for emergency assistance.

I need to visit another district because of death in my family due to causes other than Coronavirus. Can I do so? If yes how do I apply for pass?

Yes. Permission can be taken from local police station for funeral ceremonies. Travel permission will be given after examination.

I need to go my parents' house in another district because I don't have any help for cooking / I don't have any cooking equipment. Can I go?

No. You are not allowed to travel to other districts. Food delivery services are operational.

I am doctor working at a private clinic? Can I continue working?

Due to lockdown, clinics cannot be opened and people are not allowed to come out for general consultation. Please operate from home for emergencies.

Can I jog or run in the morning while maintaining 6 feet distance from others?

No. You are not allowed to jog or run in the morning until lockdown period is over. Please consult medical helpline for more details.

Help us to Help You

Karnataka 24 x 7 Helpline Numbers
104, 08046848600, 08066692000

² Source: Twitter handle of [Bengaluru City Police](#)

How to apply for e-pass?*(Bangalore Specific)*

Procedure to apply for e-Pass
 URL link: kspclearpass.mygate.com
 e-pass help desk:
 080-22942200,
 080-22942325
 080-22942330

For what purposes e-pass are available? *(Bangalore Specific)*

Essential services as mentioned in the government directive

Do doctors & health care staff also need pass?

Their official ID is enough if they are going for work.

I want to use banking services for deposit?

Use online banking for this.

How to go about sudden medical emergencies?

Ambulance services can be called directly on 108.

For how long e-passes will be valid? *(Bangalore Specific)*

It will be mentioned in the issued e-pass

Whether soft copy is enough or hard copy of e-pass is required? *(Bangalore Specific)*

Only Soft Copy will be enough.

How to obtain repair services like water filter, RO plant, plumbing etc.?

Many agencies that provide such online services have been provided e-pass

How to get food for pets?

It can be ordered online / obtained from nearest grocery store.

What to do if elderly parents are living somewhere else?

In that case contact local administration.

Do I need to obtain e-pass to purchase grocery also?

Walk to your nearest grocery store and you do not require any e-pass for it.

Those who want to distribute food packet to whom they can contact?

People residing outside Bangalore: Contact your Local Administration

People from Bangalore: Contact BBMP Joint Commissioner's office or Police Officers assigned as nodal officers below:

Sl. No.	Name	Rank	Working Place	Landline number	Mobile Number
1.	Venkatachalapathi	Jt. Commissioner	Mahadevapura	080-28511166	9513322144
2.	K.R. Pallavi	Jt. Commissioner	East	080-22975801	9480685619
3.	N. Chidananda	Jt. Commissioner	West	080-22975648	9480685411
4.	Veerabhadraswamy	Jt. Commissioner	South	080-22975701	9901462568
5.	Ramakrishna M	Jt. Commissioner	Bommanahalli	080-25732628	9480683433 9449484044
6.	Dr. D.R. Ashok	Jt. Commissioner	Yelahanka	080-22975936	9480685228 9620673768
7.	H. Balashekar	Jt. Commissioner	R.R. Nagara	080-28604652	9845934551
8.	K. Narasimhamurthy	Jt. Commissioner	T. Dasarahalli	080-22975901	9480685855

Police Officers assigned as nodal officers for distribution of articles donated by public.

Sl. No.	Division	Nodal Division	Name of officer (ACP's)	Phone Number
1.	Whitefield	Whitefield	Manoj Kumar	9480801076
2.	East	Pulikeshinagara	Tabrak Fathima	9480801206
3.	South	V.V. Puram	Vali Basha	9480801506
4.	Central	Sheshadripuram	Bashir Ahmed	9480801105
5.	South East	Madivala	Karibasavana Gowda	9480801606
6.	North East	Devanahalli	Subramanya P.T.	9480801071
7.	North	Malleshwaram	Dhananjaiiah V.	9480801305
8.	West	Chickpete	Mahanth Reddy	9480801705

Help us to Help You

Karnataka 24 x 7 Helpline Numbers
104, 08046848600, 08066692000

Section 7: Helpline Numbers at a glance

Karnataka State COVID-19 Helpline Numbers

Karnataka State COVID-19 Helpline Numbers		
1	Bengaluru (Urban) Control Room Numbers	080 1077
2		080 2296 7200
3	Karnataka State Control Room Numbers	104
4		1075
5		080 4684 8600
6		080 6669 2000
7		080 1070
8		97456 97456

National COVID-19 Helpline Numbers

National COVID-19 Helpline Numbers		
1	Central Helpline Toll Free Number	1075
2	Central Helpline Number	011-2397 8046
3	Gol Whatsapp Number	90131 51515 (Press Hi to activate chatbot)
4	Psychological-Social Support Helpline	080 4611 0007 (Toll-free Number)

Helpline Number for Essential Services in Karnataka

Helpline Numbers for Essential Services	
For Food delivery	155214 (Toll-free Number)
For Medicine delivery	104



BRUHAT BENGALURU MAHANAGARA PALIKE

BBMP CONTROL ROOM



080 2297 5595
080 2222 1188
080 2222 4748
080 2222 5657
080 2212 8497

24X7 HELPLINE - 080 2266 0000  +91 9480685700

ZONAL CONTROL ROOMS



EAST ZONE



080- 2297 5803
080 - 2297 5502



SOUTH ZONE



080 - 2656 6362
080 - 2656 6703



BOMMANHALLI ZONE



080 - 2573 5642
080 - 2573 2447



YELAHANKA ZONE



080- 2363 6671
080 -2297 5936



WEST ZONE



080 - 2356 1692
080 - 2346 3366



RR NAGAR ZONE



080 -2860 0954
080 -2860 1851



MAHADEVPURA ZONE



080 - 2851 2300 / 301
080 -4140 7222



DASARHALLI ZONE



080- 2839 4909
080 - 2839 3688



/bbmp.comm1

www.bbmp.gov.in



/BBMPCOMM

For further information / suggestions on this Resource Kit please write or message:

Tanima Dubey | tanima.dubey@janaagraha.org | 97429 77976

Deepak Naik | deepak@janaagraha.org | 96112 93961