



**COMMISSIONER, BRUHAT BANGALORE MAHANAGARA PALIKE**

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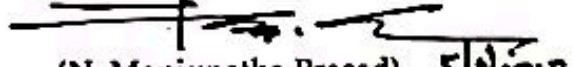
**Sub:- Creation of Citizen Service Desk (CSD) for Covid-19 Patients admissions at hospitals reg.**

**ORDER**

Whereas, in the light of surge in COVID - 19 cases across Bruhat Bengaluru Mahanagara Palike (BBMP) area, Bengaluru Urban District and Bengaluru Rural District, the BBMP has been taking all possible measures to contain the spread of COVID 19 through testing, tracing, tracking, treating, use of technology, deploying required medical, paramedical, support and other staff and has also been ramping up health care facilities across Bengaluru Area.

Whereas, to facilitate allocation of beds to the COVID 19 patients after triaging, central bed allocation system has been put into place to facilitate smooth transfer of patients referred by BBMP or other authorized agencies. To further streamline admission to hospitals and other ancillary matters connected thereto, a single point of contact is required for facilitation/ admission and grievance redressal for citizens at each designated hospital to make it more citizen friendly.

Hence, in exercise of the powers, conferred under Section 24 (l) of the Disaster Management Act, 2005 vide Order No RD 158 TNR, dated 14-4-2020, the undersigned, hereby directs setting up "Citizen Service Desk" for Covid-19 patients in all hospitals where 100 or more beds are reserved for government allocation for COVID-19 patients. The SOPs for setting of "Citizen Service Desk" for Covid-19 patients and roles and responsibilities for strict implementation by Deputy Commissioners, Bengaluru Urban District and Bengaluru Rural District, All Joint Commissioners of BBMP and other concerned officers, may be found annexed to this order (Annexure-A). The composition of CSD is also annexed (Annexure-B)

  
(N. Manjunatha Prasad) 5/8/2020  
Commissioner, BBMP  
Task Leader of Covid-19 Committee

**Copy for Necessary Action**

1. Zonal Coordinators, BBMP.
2. Deputy Commissioners: Bengaluru Urban and Bengaluru Rural Districts.
3. Senior IAS/IPS officers in charge of 100 bedded hospitals.
4. All Joint Commissioners of BBMP.
5. ED, SAST.
6. MD, BWSSB.

## ANNEXURE-A

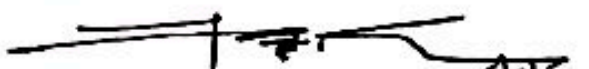
Standard Operating Procedures (SOPs) and roles and responsibility of Citizen Service Desk for Covid-19 patients pertaining to Order \_\_\_\_\_, dated \_\_\_\_\_

### Citizen Service Desk Infrastructure and working hours:

1. To be manned 24/7 in shifts.
2. The CSD may be Kiosk/Cubical with glass/fiber glass cover and shall adhere to all protocol of National Directives for COVID 19 Management and that issued by Health and Family Welfare Department. It will be equipped with computers and other necessary peripherals, furniture and other necessary amenities.
3. There will be seating arrangement for all personnel ensuring social distancing and 10 additional chairs for patients/relatives. There shall be adequate stock of mask, gloves, head gear, sanitizer and adequate IEC material to be given to the relatives/ patients.
4. The personnel manning shall display ID cards prominently issued by BBMP or other competent authorities.
5. The CSD shall have display board which shall display real time bed availability in the prescribed format, showing various bed categories (General/HDU/ICU/ICU-V) status.

### Citizen Service Desk Responsibilities

6. Greeting/receiving the patients/relatives with concern and empathy. All essential patient details like SRF ID, District code etc, would have to be collected from patient.
7. Single point of contact for patient/relatives for information related to admission to discharge and shall ensure hassle free admission and other process till discharge of the patients. It shall also coordinate all necessary support required, assure and counsel the patients and relatives related COVID 19. •
8. Inform the patients and relatives on Do's and Don'ts issued by HFW Department and BBMP
9. Handling grievances of the patient related to admission and other related issues. Making call to the patients admitted in their respective hospital to check on the status and resolve any issues, if any.
10. Ensure updation of the bed availability on real time basis in the Centralized Bed Allocation System of both Govt. Quota and Private Quota by the hospitals.
11. Provide information on Govt. rates for Govt. allocated beds and ceiling rates for Private beds as per Govt. order of Health & Family Welfare Dept. And other related issues.
12. Closely coordinate with Senior Officers designated to oversee certain hospitals vide order No. RD 158 TNR 2020, dated 19-07-2020, Zonal Coordinators and other officers for management of patients in the Hospital.

  
(N. Manjunatha Prasad) 5/8/2020  
Commissioner, BBMP

Task Leader of Covid-19 Committee