

## **PRESS NOTE**

### **Covid 19 related Emergency (non-medical), Ambulance services and Psycho-Social Counselling Services launched by CP Rachakonda Mahesh M Bhagwat, IPS.**

Lockdown is a time of restricted movement and dearth of transport services for needy. Ambulance services are being provided on a case by case requirement upon information received direct to the officers or through DIAL 100 or COVID Control Room. However it has been observed that the public are in requirement of transport for other non-emergency, medical or otherwise yet essential purposes like a regular dialysis treatment, a critical injection to be taken periodically, a follow up checkup after a surgery or any procedure, regular dressing, ration for a physically handicapped or elderly couple, etc.

Taking note of the requirement, Rachakonda Police contemplated to provide this service.

#### **alyte service – emergency (non-medical) services**

“alyte” by Mahindra Logistics Ltd, has taken an initiative and will be operating an non-medical emergency services fleet comprising 10 vehicles to assist those requiring emergency transportation services barring all medical emergencies. These services will be available on a 24/7 basis and will be run in collaboration with Rachakonda Commissionarate, Hyderabad.

All “alyte” vehicles are regularly disinfected and drivers’ health is monitored on daily basis thereby ensuring a safe, secure and stress-free ride for the citizen.

The service may be availed by :

- Senior Citizens / Single Mothers/ Disabled individuals who need to go to the Grocery, Pharmacy, Bank, Post Office.
- Volunteers requiring transportation services to help serve the community (food, medicines, etc.)
- Those required to visit hospitals, dispensaries for periodical doctor’s appointment (Pre-Natal appointment regular review with cardiologist, baby’s immunization, Periodical injections by doctor, post-surgical appointments, etc.)
- For health workers, going for places of duty and back to home as public transport is not available.

The service is not available for:

- a. Patients suffering from any Corona related symptoms
- b. Patients suffering from Cardiac arrest, Heart attacks, Fractures, Injury involving bleeding which requires immediate medical treatment.
- c. Road Accidents
- d. Pregnant women in labour
- e. Or any other similar medical emergency.

***For above 5 services if 108 or other ambulance not there then Ambulance services of Rachakonda will be there.***

Shift of service:

The Service will operate as 24 Hrs emergency service in public interest in 2 shifts.

- a) 6:00 am to 6:00 Pm (5 Vehicles)
  - b) 6:00 pm to 6:00 am (2 Vehicles)
- To begin 5 vehicles will serve in the morning and 2 Vehicles in the night.
  - Post 24 hrs. we will monitor and increase the vehicles to 10, basing on the requirement.
  - The passes issued at Rachakonda are valid to run across Cyberabad, Hyderabad, SangaReddy and Rachakonda limits.

The public who are in need of emergency (non-medical) transport service may call the COVID Control Room at **9490617234** or Mahindra Logistics support centre at 8433958158 to book an 'alyte' service. Once a request is received, in case of medical requirements, the necessity is cross checked with the doctors. Apart from unit doctor, Smt Sarita, Dr Ravi Kumar, Dr Kishore Kumar and Sri Gopi Krishna, Medical Technician are volunteers who have enrolled through online volunteer forum and are providing the expert advise in this regard.

### **Ambulance Service**

To keep in quotes, 'alyte', service is **not an alternate to 108 or ambulance service** and realizing the need for an ambulance service as well, Rachakonda Commissionerate has parked its ambulance at CAR, hqrs, Amberpet and an ambulance given by TCS, Adibhatla at Camp office LB Nagar. The ambulance service can be availed by calling the COVID Control Room.

### **Psycho Social Counselling Services**

Margadarshaks from Rachakonda Security Council have volunteered to offer their services in giving psycho social counselling to persons in need.

Smt Kavita Natarajan, Margadarshak, Smt Amina Niloufer Hussain and Dr Anitha Are have volunteered to do counselling as the calls get diverted to them once a caller seeking counselling calls the COVID Control Room at 9490617234.

Sri Mahesh Bhagwat thanked Mrs Shivali Bhoir Business Head, Mahindra Logistics, Sri Edward, Operations Manager, Sri Lakshman, ADM for partnering with Rachakonda Police in launching the service, Sri Rajanna of TCS for sparing an ambulance for the use by Rachakonda Police and Smt Kavita Natarajan, Margdarshak, Smt Amina Hussain, Dr Anitha Are who came forward to offer psycho social counselling.



