



**FREQUENTLY ASKED  
QUESTIONS  
NOVAL CORONAVIRUS  
(COVID-19)**

**STAY SAFE, STAY PROTECTED**

**NATIONAL LEGAL SERVICES AUTHORITY**

**12/11 Jam Nagar House, Shahjahan Road, New Delhi**

## **DISCLAIMER**

*This compilation is primarily based on the instructions/guidelines issued by Ministries of Government of India from time to time. It is for providing basic information, and must not be construed as a substitute for expert opinion. For further reference, you may contact the toll free numbers of the concerned ministries and access their websites. The State governments may have also issued various instructions and guidelines from time to time. The said State guidelines have not been incorporated in this compilation. The updated information may be accessed from time to time on the websites of Ministry of Health and Family Affairs, Ministry of Home affairs and other concerned departments.*

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## CHAPTER 1

### MEDICAL AND SAFETY

#### **Q1 What is Pandemic<sup>1</sup>?**

**Ans:** A pandemic is defined by WHO as “an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people.”<sup>2</sup> It means that a disease outbreak is labelled as a pandemic when it is widespread, over several countries or continents, usually affecting a large number of people. The disease must also be infectious.

#### **Q2. When did WHO declare COVID 19 as a Pandemic?**

**Ans:** The World Health Organization (WHO) declared COVID-19 as a “pandemic” on March 11, 2020.

#### **Q3 What is Corona Virus<sup>3</sup>?**

**Ans:** Corona viruses are a large family of viruses that may cause illness in animals or humans. The most recently discovered coronavirus causes coronavirus disease COVID-19.

#### **Q4. What is COVID-19?**

**Ans:** COVID-19 is the infectious disease caused by the most recently discovered corona virus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

#### **Q5 What are the symptoms of COVID-19?**

**Ans:** 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 diarrhea. These 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 any special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty in breathing. Older people,

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<sup>1</sup> <https://www.who.int/csr/>

<sup>2</sup> Last JM, editor. *A dictionary of epidemiology*, 4th edition. New York: Oxford University Press; 2001. Referred in WHO website

<sup>3</sup> Questions No 2 to 12 see Ministry of Health and Family welfare <https://www.mohfw.gov.in/>

and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

**Q6. How does COVID-19 spread?**

**Ans:** People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 1 meter (3 feet) away from a person who is sick.

**Q7. Can COVID-19 be caught from a person who has no symptoms?**

**Ans:** The main way the disease spreads is through respiratory droplets expelled by someone who is coughing. The risk of catching COVID-19 from someone with no symptoms at all is very low. However, many people with COVID-19 experience only mild symptoms. This is particularly true at the early stages of the disease. It is therefore possible to catch COVID-19 from someone who has, for example, just a mild cough and does not feel ill.

**Q8 Can I catch COVID-19 from the feces of someone with the disease?**

**Ans:** The risk of catching COVID-19 from the feces of an infected person appears to be low. While initial investigations suggest the virus may be present in feces in some cases, spread through this route is not a main feature of the outbreak. However, it is another reason to clean hands regularly, after using the bathroom and before eating.

**Q9. What can I do to protect myself and prevent the spread of disease?**

**Ans:** A) The following are some protection measures for everyone:

Stay aware of the latest information on the COVID-19 outbreak, available on the national, state and local public health authority.

You can reduce your chances of being infected or spreading COVID- 19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with an alcohol- based hand rub or wash them with soap and water.
- Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing.
- Avoid touching eyes, nose and mouth, as our hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.
- Keep up to date on the latest COVID-19 hotspots (cities or local areas where COVID-19 is spreading widely). If possible, avoid traveling to places – especially if you are an older person or have diabetes, heart or lung disease.

B) Protection measures for persons who are in or have recently visited (past 14 days) areas where COVID-19 is spreading

- Follow the guidance outlined above (Protection measures for everyone)
- Self-isolate by staying at home if you begin to feel unwell, even with mild symptoms such as headache, low grade fever (37.3 C or above) and slight runny nose, until you recover. If it is essential for you to have someone bring you supplies or to go out, e.g. to buy food, then wear a mask to avoid infecting other people.
- If you develop fever, cough and difficulty breathing, seek medical advice promptly as this may be due to a respiratory infection or other serious condition. Call in advance and tell your provider of any recent travel or contact with travelers.



**Q10. How likely am I to catch COVID-19?**

**Ans:** The risk depends on where you are - and more specifically, whether there is a COVID-19 outbreak unfolding there.

For most people in most locations the risk of catching COVID-19 is still low. However, there are now places around the world (cities or areas) where the disease is spreading. For people living in, or visiting, these areas the risk of catching COVID-19 is higher. Governments and health authorities are taking vigorous action every time a new case of COVID-19 is identified. Be sure to comply with any local restrictions on travel, movement or large gatherings. Cooperating with disease control efforts will reduce your risk of catching or spreading COVID-19.

COVID-19 outbreaks can be contained and transmission stopped, as has been shown in China and some other countries. Unfortunately, new outbreaks can emerge rapidly. It's important to be aware of the situation where you are or intend to go.

**Q11. Should I worry about COVID-19?**

**Ans:** Illness due to COVID-19 infection is generally mild, especially for children and young adults. However, it can cause serious illness: about 1 in every 5 people who catch it need hospital care. It is therefore quite normal for people to worry about how the COVID-19 outbreak will affect them and their loved ones.

First and foremost among these actions is regular and thorough hand-washing and good respiratory hygiene. Secondly, keep informed and follow the advice of the local health authorities including any restrictions put in place on travel, movement and gatherings.

**Q12. Who is at risk of developing severe illness?**

**Ans:** While we are still learning about how COVID-2019 affects people, older persons and persons with pre-existing medical conditions (such as high blood pressure, heart disease, lung disease, cancer or diabetes) appear to develop serious illness more often than others.

In any case, if you have fever, cough and difficulty breathing seek medical care early to reduce the risk of developing a more severe infection and be sure to share your recent travel history with your health care provider.

## CHAPTER 2

### TELEPHONIC SUPPORT SERVICES

#### **Q13 What are the Helpline numbers relating to Corona virus?**

**Ans:** (1) On the website of Ministry of Home Affairs (<https://www.mha.gov.in/>) the following Toll free numbers are given

**1930: Toll Free**

**1944: Exclusively for persons from North East States**

(2) For queries relating to **Corona Toll Free No. is 1075**

As published by Ministry of Health and family Welfare on its website <https://www.mohfw.gov.in/>, the following are the contact numbers.

**Central Helpline Number for corona-virus: - +91-11-23978046**

#### **Helpline Numbers of States & Union Territories (UTs)**

S. No	Name of the State	Helpline Nos.
1	Andhra Pradesh	0866-2410978
2	Arunachal Pradesh	9436055743
3	Assam	6913347770
4	Bihar	104
5	Chhattisgarh	104
6	Goa	104
7	Gujarat	104
8	Haryana	8558893911
9	Himachal Pradesh	104
10	Jharkhand	104
11	Karnataka	104
12	Kerala	0471-2552056
13	Madhya Pradesh	104
14	Maharashtra	020-26127394
15	Manipur	3852411668
16	Meghalaya	108

## National Legal Services Authority :FAQs on COVID 19

<b>S. No</b>	<b>Name of the State</b>	<b>Helpline Nos.</b>
17	Mizoram	102
18	Nagaland	7005539653
19	Odisha	9439994859
20	Punjab	104
21	Rajasthan	0141-2225624
22	Sikkim	104
23	Tamil Nadu	044-29510500
24	Telangana	104
25	Tripura	0381-2315879
26	Uttarakhand	104
27	Uttar Pradesh	18001805145
28.	West Bengal	1800313444222, 03323412600
29.	Andaman and Nicobar	03192-232102
30	Chandigarh	9779558282
31	Dadra and Nagar Haveli and Daman & Diu	104
32	Delhi	011-22307145
33	Jammu & Kashmir	01912520982, 0194-2440283
34	Ladakh	01982256462
35	Lakshadweep	104
36	Puducherry	104

### CHAPTER 3

#### **SOCIAL DISTANCING, QUARANTINE ISOLATION & DUTIES OF CITIZENS**

**Q14. What is Social Distancing?**

**Ans:** Because COVID-19 spreads from person to person, reducing the ways people come in close contact with each other is essential. Social distancing means staying home as much as possible and avoiding crowded, public places where close contact with others is likely. This is why stay at home instructions are in place, canceling events and gatherings.

**Q15. Why is Social Distancing important?**

**Ans:** Social distancing is an essential way to slow down the spread of COVID-19. And it's important that you follow the social distancing recommendations in your community, whether you're in one of the high-risk groups or not

**Q16. What is Quarantine? <sup>4</sup>**

**Ans:** Quarantine” means the restriction of activities and/or separation of suspect persons from others who are not ill or of suspect baggage, cargo, containers, aircraft or conveyances, facilities, goods and postal parcels in such a manner as to prevent the possible spread of infection or contamination.

**Q 17 What is Isolation? <sup>5</sup>**

**Ans:** “Isolation” means separation of ill or contaminated persons or affected baggage, containers, aircraft or conveyance, facilities, goods or postal parcels from others in such a manner as to prevent the spread of infection or contamination.

**Q18. What are our Duties as responsible citizens during pandemic?**

All responsible citizens should understand that<sup>6</sup>:

- Although COVID-19 is a highly contagious disease which spreads fast and can infect any one of us, we can protect ourselves through social distancing, washing our hands regularly and following sneezing / coughing etiquettes.
- Despite all precautions, if anybody catches the infection, it is not their fault.

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<sup>4</sup> *Indian Aircraft (Public Health) Rules, 1954*. Similar restrictions are found under the *Indian Port Health Rules 1955*,

<sup>5</sup> *Indian Aircraft (Public Health) Rules, 1954*. Similar restrictions are found under the *Indian Port Health Rules 1955*,

<sup>6</sup> Ministry of Health and Family welfare

In situation of distress, the patient and the family need support and cooperation. It must be noted that the condition is curable and most people recover from it.

- Healthcare workers including doctors, nurses, and allied & healthcare professionals are rendering their services tirelessly to provide care and medical / clinical support in this situation of crisis. Sanitary workers and police are also doing selfless service and playing critical roles in addressing the challenge of COVID-19. They all deserve our support, praise and appreciation.
- All those directly involved in the management of COVID-19 are equipped with appropriate protective equipment to keep them safe from the infection.
- Targeting essential services providers and their families will weaken our fight against COVID-19 and can prove grievously detrimental for the entire nation.

**As responsible citizens, we must observe following Do's and Don'ts:**

**Dos**

- Appreciate efforts of people providing essential services and be supportive towards them and their families.
- Share only authentic information available on the website of Ministry of Health and Family Welfare, Govt. of India or the World Health Organisation.
- Cross check any information related to CoVID-19 from reliable sources before forwarding any messages on social media.
- Share positive stories of those who have recovered from COVID-19.

**Don'ts**

- Never spread names or identity of those affected or under quarantine or their locality on the social media.
- Avoid spreading fear and panic.
- Do not target healthcare and sanitary workers or police. They are there to help you.
- Do not label any community or area for spread of COVID-19.
- Avoid addressing those under treatment as COVID victims. Address them as "people recovering from COVID".

## CHAPTER 4

### **GUIDELINES ISSUED BY CENTRAL GOVERNMENT**

#### **Q19. What are the relevant guidelines issued by the Central government during lockdown?**

##### **1. Following activities will continue to remain prohibited across the country until May 3, 2020<sup>7</sup>:**

- i. All domestic and international air travel of passengers, except for purposes enumerated in para 4 (ix), and for security purposes.
- ii. All passenger movement by trains, except for security purposes.
- iii. Buses for public transport.
- iv. Metro rail services.
- v. Inter-district and inter-State movement of individuals except for medical reasons or for activities permitted under these guidelines.
- vi. All educational, training, coaching institutions etc. shall remain closed.
- vii. All industrial and commercial activities other than those specifically permitted under these guidelines.
- viii. Hospitality services are other than those specifically permitted under these guidelines.
- ix. Taxis (including auto-rickshaws and cycle rickshaws) and services of cab aggregators.
- x. All cinema halls, malls, shopping complexes, gymnasiums, sports complexes, swimming pools, entertainment parks, theatres, bars and auditoriums, assembly halls and similar places.
- xi. All social/ political/ sports/ entertainment/ academic/ cultural/ religious functions/ other gatherings.
- xii. All religious places/ places of worship shall be closed for public. Religious congregations are strictly prohibited.
- xiii. In case of funerals, the congregation of more than twenty persons will not be permitted.

##### **2. Operation of guidelines in hotspots and containment zones:**

- i. 'Hotspots', i.e., areas of large Covid-19 outbreaks, or clusters with a significant spread of Covid-19, will be determined as per the guidelines issued by Ministry of Health and Family Welfare (MoHFW), Government of India .

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<sup>7</sup> MHA order dt 15.04.2020, with Revised Consolidated Guidelines

- ii. In these hotspots, containment zones will be demarcated by States/ UTs/ District administrations as per the guidelines of MoHFW.
- iii. In these containment zones, the activities allowed under these guidelines will not be permitted. There shall be strict perimeter control in the area of the containment zones to ensure that there is no unchecked inward/ outward movement of population from these zones except for maintaining essential services (including medical emergencies and law and order related duties) and Government business continuity. The guidelines issued in this regard by MoHFW will be strictly implemented by State/ UT Governments and the local district authorities.

**3. Select permitted activities allowed with effect from April 20, 2020:**

- i. To mitigate hardship to the public, select additional activities have been allowed which will come into effect from April 20, 2020. These limited exemptions will be operationalised by States/ UTs/ district administrations based on strict compliance to the existing guidelines. Also, before allowing these select additional activities, states/ UTs/ district administrations shall ensure that all preparatory arrangements with regard to the Standard Operating Procedures (SOPs) for social distancing in offices, workplaces, factories and establishments, as also other sectoral requirements are in place.
- ii. The consolidated revised guidelines incorporating these select permitted activities have been enumerated in paras 5-20 below.

**4. Strict enforcement of the lockdown guidelines:**

- i. State/ UT Governments shall not dilute these guidelines issued under the Disaster Management Act, 2005, in any manner, and shall strictly enforce the same.
- ii. State/ UT Governments, may, however, impose stricter measures than these guidelines as per the requirement of the local areas.

**5. All health services (including AYUSH) to remain functional, such as:**

- i. Hospitals, nursing homes, clinics, telemedicine facilities.
- ii. Dispensaries, chemists, pharmacies, all kinds of medicine shops including Jan Aushadhi Kendras and medical equipment shops.
- iii. Medical laboratories and collection centres.
- iv. Pharmaceutical and medical research labs, institutions carrying out Covid 0-19 related research.



- v. Veterinary Hospitals, dispensaries, clinics, pathology labs, sale and supply of vaccine and medicine.
- vi. Authorised private establishments, which support the provisioning of essential services, or efforts for containment of Covid-19, including home care providers, diagnostics, supply chain firms serving hospitals.
- vii. Manufacturing units of drugs, pharmaceuticals, medical devices, medical oxygen, their packaging material, raw material and intermediates.
- viii. Construction of medical/ health infrastructure including the manufacture of ambulances.
- ix. Movement (inter and intra-state, including by air) of all medical and veterinary personnel, scientists, nurses, para-medical staff, lab technicians, mid-wives and other hospital support services, including ambulances.

## **6. Agricultural and related activities:**

### **A. All agricultural and horticultural activities to remain fully functional, such as:**

- i. Farming operations by farmers and farm workers in field.
- ii. Agencies engaged in procurement of agriculture products, including MSP operations.
- iii. 'Mandis' operated by the Agriculture Produce Market Committee (APMC) or as notified by the State/ UT Government (e.g., satellite mandis). Direct marketing operations by the State/ UT Government or by industry, directly from farmers/ group of farmers, FPOs' co-operatives etc. States/ UTs may promote decentralized marketing and procurement at village level.
- iv. Shops of agriculture machinery, its spare parts (including its supply chain) and repairs to remain open.
- v. 'Custom Hiring Centres (CHC)' related to farm machinery.
- vi. Manufacturing, distribution and retail of fertilizers, pesticides and seeds.
- vii. Movement (inter and intra State) of harvesting and sowing related machines like combined harvester and other agriculture/ horticulture implements.
- viii. Collection, harvesting and processing of Minor Forest produce (MFT), Non Timber Forest Produce (NTFP) by Schedules tribes and other Forest dwellers in Forest areas<sup>8</sup>

### **B. Fisheries - the following activities will be functional:**

- i. Operations of the fishing (marine and inland)/ aquaculture industry, including feeding & maintenance, harvesting, processing, packaging, cold chain, sale and marketing.
- ii. Hatcheries, feed plants, commercial aquaria.

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<sup>8</sup> Addendum dated 16<sup>th</sup> April 2020 of Ministry of Home Affairs.

- iii. Movement of fish/ shrimp and fish products, fish seed/ feed and workers for all these activities.

**C. Plantations- the following activities will be functional:**

- i. Operations of tea, coffee and rubber plantations, with maximum of 50 per cent workers.
- ii. Processing, packaging, sale and marketing of tea, coffee, rubber and cashew, with a maximum of 50 per cent workers.
- iii. Bamboo, Coconout, Arecanut, Cocoa, Spices plantation and their harvesting, processing , packaging, sale and marketing<sup>9</sup>

**D. Animal husbandry - the following activities will be functional:**

- i. Collection, processing, distribution and sale of milk and milk products by milk processing plants, including transport and supply chain.
- ii. Operation of animal husbandry farms including poultry farms & hatcheries and livestock farming activity.
- iii. Animal feed manufacturing and feed plants, including supply of raw material, such as maize and soya.
- iv. Operation of animal shelter homes, including Gaushalas.

**7. Financial sector: following to remain functional:**

- i. Reserve Bank of India (RBI) and RBI regulated financial markets and entities like NPCI, CCIL, payment system operators and standalone primary dealers.
- ii. Bank branches and ATMs, IT vendors for banking operations, Banking Correspondents (BCs), ATM operation and cash management agencies.
  - a. Bank branches be allowed to work as per normal working hours till disbursement of DBT cash transfers is complete.
  - b. Local administration to provide adequate security personnel at bank branches and BCs to maintain social distancing. law and order and staggering of account holders.
- iii. SEBI, and capital and debt market services as notified by the Securities and Exchange Board of India (SEBI).
- iv IRDAI and Insurance companies.
- v. Non- Banking Financial Institutions ( NBFCs) including housing Finance Companies (HFCs) and micro Finance Institutions ( NBFC-MFIs) *with bare minimum staff.*<sup>10</sup>

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<sup>9</sup> Addendum dated 16<sup>th</sup> April 2020 of Ministry of Home Affairs.

<sup>10</sup> Addendum dated 16<sup>th</sup> April 2020 of Ministry of Home Affairs.

- vi. Cooperative Credit Societies <sup>11</sup>

**8. Social sector: following to remain functional:**

- i. Operation of homes for children/ disabled/ mentally challenged/ senior citizens/ destitute/ women/ widows.
- ii. Observation homes, aftercare homes and places of safety for juveniles.
- iii. Disbursement of social security pensions, e.g., old age/ widow/ freedom fighter pensions; pension and provident fund services provided by Employees Provident Fund Organisation (EPFO).
- iv. Operation of Anganwadis - distribution of food items and nutrition once in 15 days at the doorsteps of beneficiaries, e.g., children, women and lactating mothers. Beneficiaries will not attend the Anganwadis.

**9. Online teaching/ distance learning to be encouraged:**

- i. All educational, training, coaching institutions etc. shall remain closed.
- ii. However, these establishments are expected to maintain the academic schedule through online teaching.
- iii. Maximum use of Doordarshan (DD) and other educational channels may be made for teaching purposes.

**10. MNREGA works to be allowed:**

- i. MNREGA works are allowed with strict implementation of social distancing and face mask.
- ii. Priority to be given under MNREGA to irrigation and water conservation works.
- iii. Other Central and State sector schemes in irrigation and water conservation sectors may also be allowed to be implemented, and suitably dovetailed with MNREGA works.

**11. Public utilities: following will remain functional:**

- i. Operations of Oil and Gas sector, including refining, transportation, distribution, storage and retail of products, e.g., petrol, diesel, kerosene, CNG, LPG, PNG etc.

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<sup>11</sup> Addendum dated 16<sup>th</sup> April 2020 of Ministry of Home Affairs.

- ii. Generation, transmission and distribution of power at Central and State/ UT levels.
- iii. Postal services, including post offices.
- iv. Operations of utilities in water, sanitation and waste management sectors, at municipal/ local body levels in States and UTs.
- v. Operation of utilities providing telecommunications and Internet services.

**12. Movement, loading/ unloading of goods/ cargo (inter and intra-state) is allowed, as under:**

- i. All goods traffic will be allowed to ply.
- ii. Operations of Railways: Transportation of goods and parcel trains.
- iii. Operations of Airports and related facilities for air transport for cargo movement, relief and evacuation.
- iv. Operations of Seaports and Inland Container Depots (ICDs) for cargo transport, including authorized custom clearing and forwarding agents.
- v. Operations of Land Ports for cross-land border transportation of essential goods, including petroleum products and LPG, food products, medical supplies.
- vi. Movement of all trucks and other goods/ carrier vehicles with two drivers and one helper subject to the driver carrying a valid driving license; an empty truck/ vehicle will be allowed to ply after the delivery of goods, or for pick up of goods.
- vii. Shops for truck repairs and dhabas on highways, with a stipulated minimum distance as prescribed by the State/ UT authorities.
- viii. Movement of staff and contractual labour for operations of railways, airports/ air carriers, seaports/ ships/ vessels. landports and ICDs are allowed on passes being issued by the local authority on the basis of authorizations issued by the respective designated authority of the railways, airports, seaports, landports and ICDs.

**13. Supply of essential goods is allowed, as under:**

- i. All facilities in the supply chain of essential goods, whether involved in manufacturing, wholesale or retail of such goods through local stores, large brick and mortar stores or e-Commerce companies should be allowed to operate, ensuring strict social distancing without any restriction on their timing of opening and closure.
- ii. Shops (including Kirana and single shops selling essential goods) and carts, including ration shops (under PDS), dealing with food and groceries (for daily use), hygiene items, fruits and vegetables, dairy and milk booths, poultry, meat and fish, animal feed and fodder etc, should be allowed to operate, ensuring strict social distancing without any restriction on their timing of opening and closure.

- iii. District authorities may encourage and facilitate home delivery to minimize the movement of individuals outside their homes.

**14. Commercial and private establishments, as listed below, will be allowed to operate:**

- i. Print and electronic media including broadcasting, DTH and cable services.
- ii. IT and IT-enabled Services, with upto 50 per cent strength.
- iii. Data and call centres for Government activities only.
- iv. Government-approved Common Service Centres (CSCs) at Gram Panchayat level.
- v. E-commerce companies. Vehicles used by e-commerce operators will be allowed to ply with necessary permissions.
- vi. Courier services.
- vii. Cold storage and warehousing services, including at ports, airports, railway stations, container Depots, individual units and other links in the logistics chain.
- viii. Private security services and facilities management services for maintenance and upkeep of office and residential complexes.
- ix. Hotels, homestays, lodges and motels, which are accommodating tourists and persons stranded due to lockdown, medical and emergency staff, air and sea crew.
- x. Establishments used/ earmarked for quarantine facilities.
- xi. Services provided by self-employed persons, e.g., electrician, IT repairs, plumbers, motor mechanics, and carpenters.

**15. Industries/ Industrial Establishments (both Government and private), as listed below, will be allowed to operate:**

- i. Industries operating in rural areas, i.e., outside the limits of municipal corporations and municipalities.
- ii. Manufacturing and other industrial establishments with access control in Special Economic Zones (SEZs) and Export Oriented Units (EoUs), industrial estates, and industrial townships. These establishments shall make arrangements for the stay of workers within their premises as far as possible and/ or adjacent buildings and for implementation of the Standard operating protocol (SOP) as referred to in para 21 (ii) below. The transportation of workers to workplace shall be arranged by the employers in dedicated transport by ensuring social distancing.
- iii. Manufacturing units of essential goods, including drugs, pharmaceuticals, medical devices, their raw material and intermediates.
- iv. Food processing industries in rural areas, i.e., outside the limits of municipal corporations and municipalities.

- v. Production units, which require a continuous process, and their supply chain.
- vi. Manufacturing of IT hardware.
- vii. Coal production, mines and mineral production, their transportation, a supply of explosives and activities incidental to mining operations.
- viii. Manufacturing units of packaging material.
- ix. Jute industries with staggered shifts and social distancing.
- x. Oil and gas exploration/ refinery.
- xi. Brick kilns in rural areas i.e., outside the limits of municipal corporations and municipalities.

**16. Construction activities, listed as below, will be allowed to operate:**

- i. Construction of roads, irrigation projects, buildings and all kinds of industrial projects, including MSMEs, i. in rural areas, i.e., outside the limits of municipal corporations and municipalities; and all kinds of projects in industrial estates. Including water supply and sanitation; laying/ercrtion of power transmission lines and laying of telecom optical fibre and cable alongwith related activities<sup>12</sup>
- ii. Construction of renewable energy projects.
- iii. Continuation of works in construction projects, within the limits of municipal corporations and municipalities, where workers are available on site and no workers are required to be brought in from outside (in situ construction).

**17. Movement of persons is allowed in the following cases:**

- i. Private vehicles for emergency services, including medical and veterinary care and for procuring essential commodities. In such cases, one passenger besides the private vehicle driver can be permitted in the backseat, in case of four-wheelers; however, in case of two-wheelers, only the driver of the vehicle is to be permitted.
- ii. All personnel travelling to the place of work and back in the exempted categories, as per the instructions of the State/ UT local authority.

**18. Offices of the Government of India, its Autonomous/ Subordinate Offices will remain open, as mentioned below:**

- i. Defence, Central Armed Police Forces, Health and Family Welfare, Disaster management and Early Warning Agencies (IMD, INCOIS, SASE and National Centre of Seismology. CWC), National Informatics Centre (NIG), Food Corporation of India

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<sup>12</sup> Addendum dated 16<sup>th</sup> April 2020 of Ministry of Home Affairs.

(FCI), NCC, Nehru Yuva Kendras (NYKs) and Customs to function without any restriction.

- ii. Other Ministries and Departments, and offices under their control, are to function with 100% attendance of Deputy Secretary and levels above that. Remaining officers and staff to attend upto 33 per cent as per requirement.

**19. Offices of the State/ Union Territory Governments, their Autonomous Bodies and Local Governments will remain open, as mentioned below:**

- i. Police, home guards, civil defence, fire and emergency services, disaster management, prisons and municipal services will function without any restrictions.
- ii. All other Departments of State/ UT Governments to work with restricted staff. Group 'A' and 'B' officers may attend as required. Group 'C' and levels below that may attend upto 33 per cent of strength, as per the requirement to ensure social distancing. However, delivery of public services shall be ensured, necessary staff will be deployed for such purpose.
- iii. District administration and Treasury (including field offices of the Accountant General) will function with restricted staff. However, delivery of public services shall be ensured, and the necessary staff will be deployed for such purpose.
- iv. Resident Commissioner of States/ UTs, in New Delhi, only to the extent of coordinating COVID-19 related activities and internal kitchen operations.
- v. Forest offices: staff/ workers required to operate and maintain zoo, nurseries, wildlife, fire-fighting in forests, watering plantations, patrolling and their necessary transport movement.

**20. Persons to remain under mandatory quarantine, as under:**

- i. All such persons who have been directed by health care personnel to remain under strict home/ institutional quarantine for a period as decided by local Health Authorities.
- ii. Persons violating quarantine will be liable to legal action under Section 188 of the IPC, 1860.
- iii. Quarantined persons, who have arrived in India after 15.2.2020, after the expiry of their quarantine period and being tested Covid-19 negative, will be released following the protocol prescribed in the SOP issued by MHA.

**21. Guidelines for public places:**

1. Wearing of face cover is compulsory in all public places, workplaces.

2. All persons in charge of public places, workplaces and transport shall ensure social distancing as per the guidelines issued by the Ministry of Health and Family Welfare.
3. No organization /manager of a public place shall allow gathering of 5 or more persons
4. Gatherings such as marriages and funerals shall remain regulated by the District Magistrate.
5. Spitting in public spaces shall be punishable with a fine.
6. There should be a strict ban on the sale of liquor, gutka, tobacco etc. and spitting should be strictly prohibited.

**22. Guidelines for workplaces:**

1. All workplaces shall have adequate arrangements for temperature screening and provide sanitizers at convenient places.
2. Workplaces shall have a gap of one hour between shifts and will stagger the lunch breaks of staff, to ensure social distancing.
3. Persons above 65 years of age and persons with co-morbidities and parents of children below the age of 5 may be encouraged to work from home.
4. Use of Arogya Setu app will be encouraged for all employees both private and public.
5. All organizations shall sanitize their workplaces between shifts.
6. Large meetings to be prohibited.

**23. Guidelines for manufacturing establishments:**

1. Frequent cleaning of common surfaces and mandatory hand washing shall be mandated.
2. No overlap of shifts and staggered lunch with social distancing in canteens shall be ensured.
3. Intensive communication and training on good hygiene practices shall be taken up.

**24. Measures to be taken by offices, factories and other establishments:**

1. All areas in the premises including the following shall be **disinfected completely using user-friendly disinfectant mediums:**
  - a. Entrance Gate of building, office etc.
  - b. Cafeteria and canteens.
  - c. Meeting room, Conference halls/ open areas available/ verandah/ entrance gate of site, bunkers, porta cabins, building etc.
  - d. Equipment and lifts.
  - e. Washroom, toilet, sink; water points etc.



- f. Walls/ all other surfaces.
2. **For workers coming from outside, special transportation facility will be arranged** without any dependency on the public transport system. These vehicles should be allowed to work only with 30-40% passenger capacity.
3. All vehicles and **machinery entering the premise should be disinfected** by spray mandatorily.
4. **Mandatory thermal scanning** of everyone entering and exiting the workplace to be done.
5. **Medical insurance** for the workers to be made mandatory.
6. Provision for hand wash and sanitizer preferably with touch-free mechanism will be made at all entry and exit points and common areas. Sufficient quantities of all the items should be available.
7. Workplaces shall have a gap of one hour between shifts and will stagger the lunch breaks of staff, to ensure social distancing. Large gatherings or meetings of 10 or more people to be discouraged. Seating at least 6 feet away from others on job sites and in gatherings, meetings and training sessions.
8. **Not more than 2/4 persons (depending on size) will be allowed** to travel in lifts or hoists.
9. **Use of staircase** should be encouraged.
10. There should be a **strict ban on gutka, tobacco** etc. and spitting should be strictly prohibited.
11. There should be a **total ban on non-essential visitors** at sites.
12. Hospitals/clinics in the nearby areas, which are authorized to treat Covid-19 patients, should be identified and a list should be available at workplace all the times.

## CHAPTER 5

### HAND SANITIZERS AND MASKS

**Q20. Has the government declared sanitizers and Masks as essential Commodities?**

**Ans:** In view the ongoing outbreak of COVID-19 (Corona Virus) and concern of the logistics for COVID-19 management particularly during last couple of weeks and that masks (2 ply & 3 ply surgical masks, N95 masks) and hand sanitizers have been noted to be either not available with most of the vendors in the market or are available with great difficulty at exorbitant prices, Government has notified an Order under the Essential Commodities Act to declare these items as Essential Commodities up to 30<sup>th</sup> June, 2020 by amending the Schedule of the Essential Commodities Act, 1955.<sup>13</sup>

**Q21. What is the effect of declaring it as essential Commodities?**

**Ans:** The decision would empower the Government and States/UTs to regulate production, quality, distribution etc. of masks (2 ply & 3 ply surgical masks, N95 masks) and hand sanitizers and to smoothen the sale and availability of these items and carry out operations against orders speculators etc. and those involved in over pricing, black-marketing etc. It will enhance the availability of both the items to the general people at reasonable prices or under MRP.

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<sup>13</sup>Press Information Bureau, Government of India, Ministry of Consumer Affairs, Food & Public Distribution

## CHAPTER 6

### GUIDELINES BY COURTS

**Q22. Has Supreme Court of India issued any guidelines regarding working of courts?**

**Ans:** Regarding working in courts, the Hon'ble Supreme Court of India in SUO MOTU WRIT (CIVIL) NO.5/2020 IN RE: GUIDELINES FOR COURT FUNCTIONING THROUGH VIDEO CONFERENCING DURING COVID-19 PANDEMIC has directed as follows:

- All measures that have been and shall be taken by Supreme Court and by the High Courts, to reduce the need for the physical presence of all stakeholders within court premises and to secure the functioning of courts in consonance with social distancing guidelines and best public health practices shall be deemed to be lawful;
- The Supreme Court of India and all High Courts are authorized to adopt measures required to ensure the robust functioning of the judicial system through the use of video conferencing technologies; and
- Consistent with the peculiarities of the judicial system in every state and the dynamically developing public health situation, every High Court is authorised to determine the modalities which are suitable to the temporary transition to the use of video conferencing technologies;
- The concerned courts shall maintain a helpline to ensure that any complaint in regard to the quality or audibility of feed shall be communicated during the proceeding or immediately after its conclusion failing which no grievance in regard to it shall be entertained thereafter.
- The District Courts in each State shall adopt the mode of Video Conferencing prescribed by the concerned High Court.
- The Court shall duly notify and make available the facilities for video conferencing for such litigants who do not have the means or access to video conferencing facilities. If necessary, in appropriate cases courts may appoint an amicus-curiae and make video conferencing facilities available to such an advocate.
- Until appropriate rules are framed by the High Courts, video conferencing shall be mainly employed for hearing arguments whether at the trial stage or at the appellate stage. In no case shall evidence be recorded without the mutual consent of both the parties by video conferencing. If it is necessary to record evidence in a Court room the presiding officer shall ensure that appropriate distance is maintained between any two individuals in the Court.

- The presiding officer shall have the power to restrict entry of persons into the courtroom or the points from which the arguments are addressed by the advocates. No presiding officer shall prevent the entry of a party to the case unless such party is suffering from any infectious illness. However, where the number of litigants are many the presiding officer shall have the power to restrict the numbers. The presiding officer shall in his discretion adjourn the proceedings where it is not possible to restrict the number.

**Q23. What directions have been issued by Supreme Court of India with regard to release of prisoners?**

**Ans:** On 23<sup>rd</sup> March 2020, the Supreme Court of India in SUO MOTU WRIT PETITION (CIVIL) No.1 OF 2020 IN RE : CONTAGION OF COVID 19 VIRUS IN PRISONS held as follows:

- Looking into the possible threat of transmission and fatal consequences, it is necessary that prisons must ensure maximum possible distancing among the prisoners including under trials.
- Physical presence of all the undertrial prisoners before the Courts must be stopped forthwith and recourse to video conferencing must be taken for all purposes. Also, the transfer of prisoners from one prison to another for routine reasons must not be resorted except for decongestion to ensure social distancing and medical assistance to an ill prisoner. Also, there should not be any delay in shifting sick person to a Nodal Medical Institution in case of any possibility of infection is seen.
- Physical presence of all the undertrial prisoners before the Courts must be stopped forthwith and recourse to video conferencing must be taken for all purposes. Also, the transfer of prisoners from one prison to another for routine reasons must not be resorted except for decongestion to ensure social distancing and medical assistance to an ill prisoner. Also, there should not be any delay in shifting sick person to a Nodal Medical Institution in case of any possibility of infection is seen.
- A monitoring team must be set up at the state level to ensure that the directives issued with regard to prison and remand homes are being complied with scrupulously.
- Each State/Union Territory shall constitute a High Powered Committee comprising of (i) Chairman of the State Legal Services Committee, (ii) the Principal Secretary (Home/Prison) by whatever designation is known as, (ii) Director General of Prison(s), to determine which class of prisoners can be released on parole or an interim bail for such period as may be thought appropriate. For instance, the State/Union Territory could consider the release of prisoners who have been convicted or are undertrial for offences for which prescribed punishment is up to 7 years or less, with or without fine and the prisoner has been convicted for a lesser number of years than the maximum.
- It is made clear that we leave it open for the High Powered Committee to determine the

category of prisoners who should be released as aforesaid, depending upon the nature of offence, the number of years to which he or she has been sentenced or the severity of the offence with which he/she is charged with and is facing trial or any other relevant factor, which the Committee may consider appropriate.

- The Undertrial Review Committee contemplated by this Court *In re Inhuman Conditions in 1382 Prisons*, (2016) 3 SCC 700, shall meet every week and take such decision in consultation with the

On 13<sup>th</sup> April 2020, the Supreme Court of India held as follows in SUO MOTU WRIT PETITION (CIVIL) No.1 OF 2020 IN RE : CONTAGION OF COVID 19 VIRUS IN PRISONS

- No prisoner shall be released if he/she has suffered from Coronavirus disease in communicable form hereafter. For this purpose, appropriate tests will be carried out.
- If it is found that a prisoner who has been released is suffering from coronavirus after the release, the concerned authority will take necessary steps by placing him/her in appropriate quarantine facility.
- Transportation shall be done in full compliance of the Rules and Norms of social distancing. For instance, no transportation shall be allowed in excess of half or one-fourth capacity of the bus as may be found appropriate to ensure that the passengers who have been found to be free of coronavirus disease are at a distance from each other.
- The order dated 23.03.2020 shall be applicable to correctional homes, detention centres and protection homes.
- Regarding detenues in which the Supreme Court had also passed the order on 10.5.2019, the Supreme Court held that the prisoners or detenues who have been under detention for two years shall be entitled to be released on the same terms and conditions as those laid down in the aforesaid order dated 10.05.2019, except that they shall not be required to furnish a bond in the sum of Rs.1,00,000/- (Rupees one lakh only). Instead they shall be required to furnish a bond in the sum of Rs.5,000/- (Rupees five thousand only) with two sureties of the like sum of Indian citizens.

**Q24. What will happen to the limitation period for filing case/appeal/petitions/other proceedings during this period?**

**Ans.** The Hon'ble Supreme Court of India vide order dated 23/3/2020 passed in suo motu writ petition no. 3/2020 held that a period of Limitation in all such proceedings, irrespective of limitation prescribed under the general law and the Special law whether condonable or not shall extend w.e.f from 15<sup>th</sup> March till further order to be passed by the Supreme court of India

## CHAPTER 7

### PENAL PROVISIONS

#### **Q25. Will I be penalised, if I break the lockdown?**

**Ans:** All lockdown advisories should be followed with utmost seriousness. The police can take punitive action against you if they feel your actions are endangering the lives or disrupting the law.

#### **Q26. What penal provisions can be invoked in case of breach:-**

**Ans:** Epidemic Act, 1897

Section 3 of Epidemic diseases act 1897, prescribes penalty for disobeying any regulation or order made under the Act in accordance with section 188 of the Indian Penal Code.

#### Disaster Management Act, 2005

Chapter X, Section 51 to 60, of the Disaster to Management Act deals with the offences and penalties under the Act.

#### **Section 51 :**

*Firstly*, it is attracted by the persons who leave their homes to pursue non-essential work. Punishment: Imprisonment of a term upto **1 year** or **fine** (not prescribed under the provision) or **both**.

*Secondly*, the latter part of Section 51, in present conditions, is attracted by persons who are tested positive for the Coronavirus but run away from quarantine. Punishment: Imprisonment of a term upto **2 years**.

#### **Section 54**

Section 54 of the Disaster Management Act can be used to punish those who spread false information. Section 54 says that sharing any update or forward whether on WhatsApp or any other social media platform, which is "false", is a criminal offence.

#### Indian Penal Code:

- **Section 188:** Section 188 of IPC prescribes two different punishments based on the gravity of the disobedience. Firstly, if the disobedience causes or tends to cause obstruction, annoyance or injury to any person lawfully employed, then the quantum of punishment shall

be simple imprisonment with a term extendable up to 1 month or a fine of an amount up to 200 rupees, or both.

The latter part of Section 188 deals with the kind of disobedience that is most likely to take place during these times i.e., disobedience which causes danger to human life, health or safety or causes or tends to cause riot or affray will be punished with an imprisonment term up to **6 months** or a fine up to 1,000 rupees or both.

The essential ingredients of the offence under section 188 IPC are

- (1) That an order promulgated by a public servant
- (2) That the order was legal
- (3) That the public servant was lawfully empowered to promulgate it
- (4) That the order was brought to the knowledge of the accused
- (5) That there was disobedience of the order, and
- (6) That such disobedience caused or intended to cause obstruction, annoyance or injury to any person danger to human life, health or safety or causes or tends to cause riot or affray

- **Section 269** of the Indian Penal Code can be invoked to ensure that nobody spreads infection of a dangerous disease. The object of the section is to prevent people from doing acts which may spread infectious diseases. The infection so caused by the offender must be likely to cause such infectious diseases which are dangerous to life. Punishment under this section may extend to six months or with fine or with both.
- **Section 270** of the Indian Penal Code can be invoked if people malignantly fail to act during an epidemic. For conviction under this section an act which is attributed to the accused must be shown as likely to spread disease which is both infectious and dangerous to life. Punishment under this section may extend to two years or with fine or with both
- **Section 271 IPC:** The offence under this section requires, (1) that there was rule of quarantine in force by the government (ii) that the offender had notice and knowledge of such rule, (iii) the rule was for regulating the intercourse of vessels in a State of quarantine or for regulating the intercourse between places where infectious disease prevails (iv) the accused disobeys the rule and (v) the accused had done it knowingly. Punishment under this section may extend to six months or with fine or with both.



## CHAPTER 8

### PRADHAN MANTRI GARIB KALYAN PACKAGE

#### **Q 27. What is the Pradhan Mantri Garib Kalyan Package: Insurance Scheme for Health Workers Fighting COVID-19? <sup>14</sup>**

This accident insurance scheme covers;

- **Loss of life due to COVID19, and**
- **Accidental death on account of COVID-19 related duty.**

#### ***a) What is the definition of Accident?***

An accident is sudden, unforeseen and involuntary event caused by external, visible and violent means.

#### ***b) Who all are covered under the scheme?***

- Public healthcare providers including community health workers, who may have to be in direct contact and care of COVID-19 patients and who may be at risk of being impacted by this.
- Private hospital staff and retired /volunteer /local urban bodies/ contracted /daily wage /ad-hoc/outsourced staff requisitioned by States/ Central hospitals/ autonomous hospitals of Central/ States/UTs, AIIMS and INIs/ hospital of Central Ministries can also be drafted for COVID 19 related responsibilities.

#### ***c) Who can be a volunteer under this scheme?***

Volunteers are those who are drafted **by the Government Official authorized by Central/State/ UT Government** for care and may have come in direct contact of the COVID-19 patient

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<sup>14</sup> Information is provided on the website of Ministry of Health and Family Welfare) <https://www.mohfw.gov.in/pdf/FAQPradhanMantriGaribKalyanPackageInsuranceSchemeForHealthWorkersFightingCOVID19.pdf>

***d) Who are 'Private persons' under this scheme?***

- Private persons are those who are engaged by both public & private health care institutions/organization through an agency and were deployed /drafted for care and may have come in direct contact of the COVID-19 patient (with the proof that the service of the agencies were engaged by the institution/organization).

***e) When does insurance coverage policy begins and ends?***

- The duration of the policy is for a period of 90 days, starting from March 30, 2020.
- Is there any age-limit for health workers under this scheme?
- There's no age limit for this scheme.

***f) Is individual enrolment required?***

- Individual enrolment is not required.
- Whether an individual is required to pay any premium to be eligible under the scheme?
- The entire amount of premium for this scheme is being borne by the Ministry of Health and Family Welfare, Government of India.

***g) What is the benefit available to the insured persons?***

- INR 50 LAKHS will be paid to the claimant of the insured person.

***h) Is COVID-19 laboratory test mandatory for claiming the benefit?***

- Laboratory report certifying positive medical test is required for loss of life on account of COVID-19. However, it is not required **in case of Accidental loss of life on account of COVID-19 related duty.**

***i) Whether expenses incurred on treatment or during quarantine are covered under the scheme?***

- Any type of expenses related to treatment or quarantine is not covered.

***j) If a person is having another Personal accident policy or life insurance policy, what is the effect of the same on claim under this policy?***

- The benefit/claim under this policy is in addition to the amount payable under any other policies.

***k) Documents required to claim benefits under this scheme?***

a. In case of Loss of life due to COVID19 following documents are required:

- I. Claim form duly filled and signed by the nominee/claimant.
- II. Identity proof of Deceased (Certified copy)
- III. Identity proof of the Claimant (Certified copy)
- IV. Proof of relationship between the Deceased and the Claimant (Certified copy)
- V. Laboratory Report certifying having tested Positive for COVID-19 (in Original or Certified copy)
- VI. Death summary by the Hospital where death occurred (in case death occurred in hospital) (Certified copy).
- VII. Death Certificate (in Original)
- VIII. Certificate by the Healthcare Institution/ organization/ office that the deceased was an employee of /engaged by the institution and was deployed/drafted for care and may have come in direct contact of the COVID-19 patient. For community health care workers, the Certificate should be from Medical Officer of Primary Health Centre (PHC) that ASHA/ASHA Facilitator was drafted for work related to COVID-19.

b. In case of Accidental loss of life on account of COVID-19 related duty following documents are required:

- I. Claim form duly filled and signed by the nominee/claimant.
- II. Identity proof of Deceased (Certified copy)
- III. Identity proof of the Claimant (Certified copy)
- IV. Proof of relationship between the Deceased and the Claimant (Certified copy)
- V. Death summary by the Hospital where death occurred (in case death occurred in hospital) (Certified copy).
- VI. Death Certificate (in Original)
- VII. Post-mortem Report (Certified copy)
- VIII. Cancelled Cheque (desirable) (in Original)
- IX. FIR (Certified copy)
- X. Certificate by the Healthcare Institution/ organization/ office that the deceased was an employee of /engaged by the institution and had an accidental loss of life on account of COVID-19 related duty.

***l) Whom to contact in case of any claim?***

The institution/department the insured person was working for has to be informed. Insurance company also be intimated at email id [nia.312000@newindia.co.in](mailto:nia.312000@newindia.co.in)

***m) What is the process of submission of claim?***

- The claimant needs to fill up claim form along with necessary documents as prescribed and submit the same to Healthcare Institution/ organization/ office where the deceased was an employee of /engaged by the institution.
- The respective institution will give necessary certification and forward it to competent authority.

Competent authority for State/UT is Director General Health Services /Director Health Services/ Director Medical Education or any other Official specifically authorised by the State/UT Government for this purpose. 🇮🇳

Competent authority for Central Government, Central Autonomous / PSU Hospitals, AIIMS, INIs and Hospitals of other Central Ministries is Director or Medical Superintendent or Head of the concerned institution.



- Competent authority will forward and submit claim to the insurance company for approval.

***n) Whom to contact from insurance company?***

Divisional office CDU 312000 of The New India Assurance Co.Ltd. located at B-401, Ansal Chambers 1, Bhikaji Cama Place, New Delhi-110066.

**Contact persons:-**

1. Mrs.Sarika Arora, Divisional Manager, email [sarika.arora@newindia.co.in](mailto:sarika.arora@newindia.co.in) or [nia.312000@newindia.co.in](mailto:nia.312000@newindia.co.in)
2. Mr.N.Ravi Rao, DeputyManager, email id [ravin.rao@newindia.co.in](mailto:ravin.rao@newindia.co.in) or [niadelbroker20@gmail.com](mailto:niadelbroker20@gmail.com)
3. Mr.Yogendra Singh Tanwar, AdministrativeOfficer email id [yogendra.tanwar@newindia.co.in](mailto:yogendra.tanwar@newindia.co.in)

**CHAPTER 9****FREE LEGAL AID****Q28. Where can you seek Free Legal aid related to legal problems?**

**Ans:** Legal aid is the provision of free legal assistance to people otherwise unable to afford legal representation and access to the court system. Legal Services Authorities are in each State/UT and districts of the Country. You can all National Legal aid helpline no, 15100 or email at [nalsa-dla@nic.in](mailto:nalsa-dla@nic.in) or submit online application through portal [nalsa.gov.in](http://nalsa.gov.in)

**Q 29. What are the addresses and contact numbers of State Legal Services Authorities?**

**Ans:** Directory of State Legal Services Authorities is as follows:

<b>ANDHRA PRADESH</b>	Member Secretary, Andhra Pradesh State Legal Services Authority Ground Floor, Interim Judicial Complex, High Court Andhra Pradesh, Nelapadu, Amaravathi,-522 237 Guntur District, Andhra Pradesh	Email: <a href="mailto:apslsaauthority@yahoo.com">apslsaauthority@yahoo.com</a> <a href="http://www.apslsa.ap.nic.in">www.apslsa.ap.nic.in</a>
<b>ARUNACHAL PRADESH</b>	Member Secretary, Arunachal Pradesh State Legal Services Authority, Chief Minister's Old Office Building, Niti Vihar, Itanagar, P.O. Itanagar, District Papum Pare, Arunachal Pradesh – 791111.	O: <b>0360</b> -2290999 e-mail: <a href="mailto:apslsa2013@rediffmail.com">apslsa2013@rediffmail.com</a> web: <a href="http://www.apslsa.org">www.apslsa.org</a>
<b>ASSAM</b>	Member Secretary Assam State Legal Services Authority, 1 <sup>st</sup> Floor, Behind Gauhati High Court New Block, GUWAHATI – 781 001.	O: <b>0361</b> -2601843 TF: 2601843 e-mail: <a href="mailto:aslsa@gmail.com">aslsa@gmail.com</a> <a href="mailto:assamslsa@gmail.com">assamslsa@gmail.com</a>
<b>BIHAR</b>	Member Secretary, Bihar State Legal Services Authority, Opposite Patna Museum, Buddha Marg PATNA – 800 001.	O: <b>0612</b> -2230943 F: 2201390 E-mail: <a href="mailto:bslsa_87@yahoo.in">bslsa_87@yahoo.in</a>
<b>CHHATTISGARH</b>	Member Secretary,	O: <b>07752</b> -222405, 222406

National Legal Services Authority :FAQs on COVID 19

	Chhattisgarh State Legal Services Authority, Old High Court Building, Bilaspur – 495001 Chhattisgarh.	E-mail – <a href="mailto:cgslsa.cg@nic.in">cgslsa.cg@nic.in</a> <a href="mailto:rajnishshrivastav@gmail.com">rajnishshrivastav@gmail.com</a>
<b>GUJARAT</b>	Member Secretary Gujarat State Legal Services Authority, Gujarat High Court Complex, Sola, Ahmedabad.	Tele/Fax : - (O) <b>079</b> -27664964, D-27665400 Toll Free No.: 1800-233-7966 E-mail : <a href="mailto:msguj.lsa@nic.in">msguj.lsa@nic.in</a>
<b>HARYANA</b>	Member Secretary, Haryana State Legal Services Authority, Institutional Plot No.9, Sector-14 Panchkula (Haryana)-134109	Telefax: <b>0172</b> -2583309 Jt. MS:2586309 Admn. Officer: 2561309 EPABX: 2562309 <b>E-mail:</b> <a href="mailto:hslsa.haryana@gmail.com">hslsa.haryana@gmail.com</a>
<b>HIMACHAL PRADESH</b>	Member Secretary, H.P. State Legal Services Authority, Block No.22, SDA Complex, Kusumpti, SHIMLA – 171 009.	O: <b>0177</b> - 2623862 TF: 2626962 Email: <a href="mailto:mslegal-hp@nic.in">mslegal-hp@nic.in</a>
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**Q 30. Who are entitled to free legal aid?**

**Ans.** Following are entitled to free legal aid :

- Women and Children
- Members of Scheduled caste or Scheduled Tribes
- Industrial Workmen
- Persons with Disability
- Persons in Custody
- Victims of Human trafficking
- A person under circumstances of undeserved want such as being a victim of a mass disaster,
- Ethnic/caste violence, industrial Disaster
- Persons with an annual income of less than Rs 1,00,000/- Or as notified by the Central/State Governments