



**INDIA'S  
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CONTAINER  
PORT**

CONTINUITY OF BUSINESS PLAN:  
COPING WITH COVID-19

# THE JNPT WAY



**INDIA'S  
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• JNPT City Office •

Jawaharlal Nehru Port Trust, 1107, Raheja Centre,  
FPJ Marg, Nariman Point, Mumbai-400021

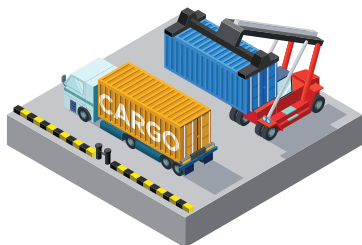
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Shri Sanjay Sethi, IAS,  
Chairman, JNPT

## FROM THE CHAIRMAN'S DESK



Dear Colleagues,

Together as a team we have been facing the challenges of COVID-19 pandemic along with ensuring continuity of port operations, for maintaining the supply chain link within the country. I compliment all of you for the tremendous effort put in and the support you have extended. As we continue our efforts for putting up a strong fight against the pandemic, it's time to shift focus to efforts that support normalcy at work, while addressing the needed changes in the months ahead.

Health and safety of employees, their families and stakeholders is our prime responsibility. The post lockdown period demands continuation of necessary precautions for a much longer duration and aspects like social distancing, maintenance of hygiene, and do's and don'ts at the workplace will have to be integrated into our day to day life. It is also the right moment for all of us to renew our pledge to ensure we maintain hygiene protocols not only at home but at workplace also.

Facilitating this change, we have put together a Standard Operating Procedure for continuity of business operations post lockdown.

A JNPT COVID-19 Task Force has also been put together which will ensure that all of us are following the guidelines laid down.

I would also encourage you to share this document with your families so that they are aware of the precautions we are taking at JNPT and can also follow these guidelines in their day to day lives.

Let us work together as **"One Team One Goal"** with greater speed and intensity.

**Take care, stay safe.**



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## UNDERSTANDING COVID-19

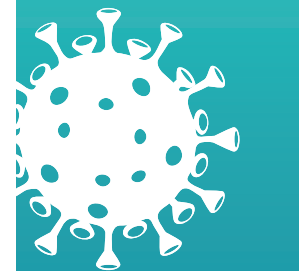


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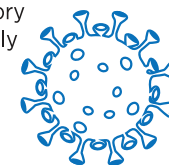


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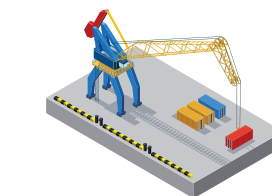
## WHAT IS COVID-19?

Corona viruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease 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. 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 special treatment. People with fever, cough and difficulty breathing should seek medical attention.



Fever



Coughing



Tiredness



Sneezing



Headache

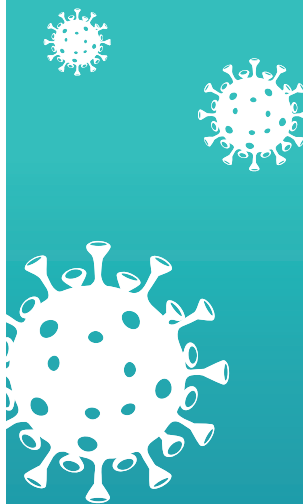


Sore throat



Breathlessness

For information related to Covid-19: Call Ministry of Health and Family Welfare (<https://www.mohfw.gov.in/pdf/FAQ.pdf>), Government of India's 24x7 Control Room Number 1075 (Toll Free) 011-23978046, Email at [ncov2019@gov.in](mailto:ncov2019@gov.in), [ncov2019@gmail.com](mailto:ncov2019@gmail.com)

**How does COVID-19 spread?**

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. 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.

**WHAT IS  
COVID-19?**

For information related to Covid-19: Call Ministry of Health and Family Welfare (<https://www.mohfw.gov.in/pdf/FAQ.pdf>), Government of India's 24x7 Control Room Number 1075 (Toll Free) 011-23978046, Email at [ncov2019@gov.in](mailto:ncov2019@gov.in), [ncov2019@gmail.com](mailto:ncov2019@gmail.com)



To prevent infection and to restrict transmission of COVID-19, do the following:



- Wash your hands regularly with soap and water, or clean them with alcohol-based hand rub



- Physical distancing norms should be observed



- Avoid touching your face



- Cover your mouth and nose when coughing or sneezing



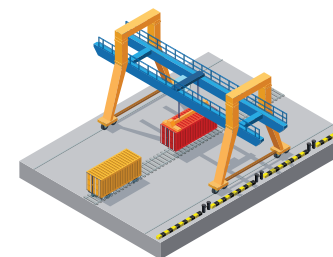
- Stay home if you feel unwell



- Refrain from smoking and other activities that weaken the lungs



- Practice social distancing by avoiding unnecessary travel and staying away from large groups of people

**PREVENTION**

## GENERAL INSTRUCTIONS & GUIDELINES



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All HODs shall regularly attend office and shall be assisted by the requisite numbers of officers/ staff to ensure continuity of the port's business plan. It is to be ensured that there is no crowding during reporting and leaving, also social distancing norms are complied with all the time.

### GENERAL INSTRUCTIONS FOR OFFICES AT ALL WORK CENTRES



**Hygiene level and other guidelines**  
at workplace to be strictly maintained as per SOPs mentioned in the following pages



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## GENERAL INSTRUCTIONS FOR OFFICES AT ALL WORK CENTRES



### Exemptions

*The following may be exempted from attending office and can continue to work from home:*

- (a) Employees staying in Hotspots, Containment Zones or areas which have been sealed by State/District Administration or employees who have been placed in Home Quarantine.
- (b) Employees with disability, expecting mothers, employees suffering from serious respiratory ailments, people who have undergone organ transplants. Employees with underlying medical conditions like uncontrolled Diabetes, Cancer, undergoing Dialysis, Severe COPD etc.



Strictly adhere to all physical distancing measures and other guidelines related to Covid-19 issued by the Government of India/State Governments etc. from time to time.



## GENERAL GUIDELINES FOR ALL WORKPLACES



- **Face mask covering mouth** and nostrils is compulsory in public and work places
- **Wash/Sanitize hands** before entry/exit
- **Temperature checking** at the entry to workplace
- **Ensure proper cleaning** and sanitization at workplace, particularly frequently touched surfaces such as door knobs, chairs, tables, railings, metallic surfaces, keyboard, mouse and other accessories **as per disinfection protocols/guidelines**
- **Appropriate protective equipment** to be used while carrying out disinfection of premises
- **Only closed/covered type dustbins** should be used especially in canteen, lunch areas, washrooms etc.
- **Hand sanitizer to be used** at all entrances/various strategic points/shift buses and office vehicles





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- **Maintain personal hygiene and physical distancing.** Norms of social distancing to be effectively followed by all employees and secondary workforce



- **Wash hands frequently with soap** and water or use alcohol-based hand rub/sanitizers



- **Use of mask/hand gloves compulsory** by persons working in canteen/housekeeping/security and other secondary work force. Safe disposal to be done in consultation with medical services



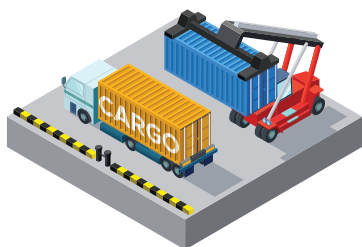
- Employees coming to work are advised to **bring their own lunch**, since adequate support staff may not be available. No outside food will be allowed to be delivered in office. However, in plants, installations & work centres, the existing canteens will continue to operate with staggered food timings following all physical distancing norms and sanitization protocols



- To the extent possible, employees must **use transport arranged by JNPT** for commuting to work place. Carpools or public transport to be avoided. While travelling follow social distancing norms and other guidelines issued by the government authorities from time to time



## GENERAL GUIDELINES FOR ALL WORKPLACES



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- To **ensure compliance** of mandated social distancing norms



- **Gathering, especially in canteens** must be avoided



- Physical distancing norms to be followed during interactions



- Visitors to be permitted **only after approval** of the concerned officers



- As far as possible meetings to be conducted through **video conferences/virtual platforms**



- Undertake essential correspondence on official email and **avoid sending physical files and documents** to other offices



- Facilitate delivery and receipt of **Dak at the entry point of building**

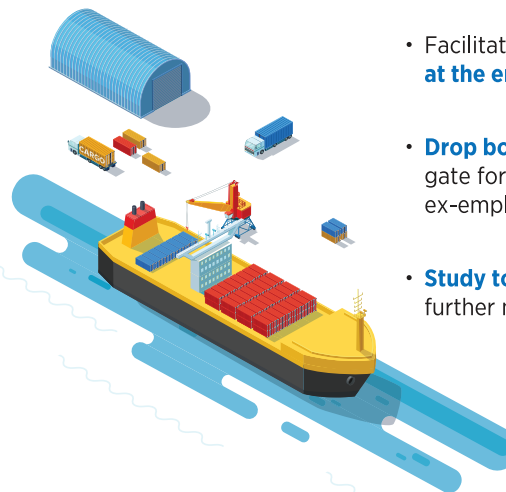


- **Drop box to be maintained** at entry gate for couriers, vendor's bills, claims of ex-employees/visitors documents etc.



- **Study tours/Industrial visits** paused until further notice

## GENERAL GUIDELINES FOR ALL WORKPLACES





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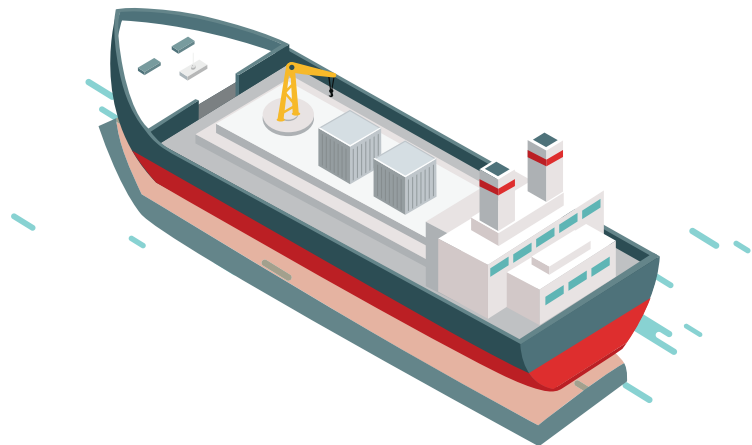


## GENERAL GUIDELINES FOR ALL WORKPLACES

- Download **Aarogya Setu App** on mobile phone and register
- All officials are advised to **take care of their own health** and look out for symptoms such as fever, respiratory problem and, if feeling unwell, should leave the workplace immediately after informing their reporting officers. Such employees should observe home quarantine as per the **guidelines issued by Health Authorities of India**



*The employees who are residing in notified containment zones are advised to follow the guidelines of the local authorities regarding movement in these zones. In case of operational exigencies employees should report to work where health screening and local accommodation would be arranged.*

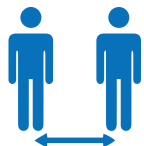


## JNPORT'S SMART STRATEGY TO DEAL WITH COVID-19

- S** SOCIAL DISTANCING
- M** MONITORING & SCREENING
- A** AWARENESS & PREVENTION
- R** REGULAR SANITIZATION
- T** TRAVEL SAFE



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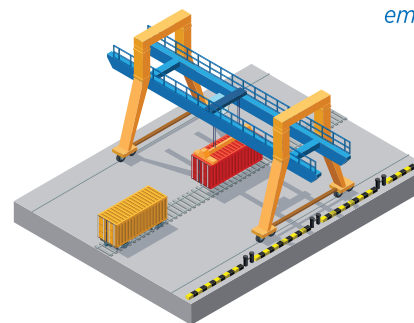
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- Markings at all crowd gathering places to facilitate social distancing at all areas like entry gate, bus stops, water coolers, canteens etc.
- New seating arrangements with social distancing in office premises
- Use digital medium/phones/VC/virtual platforms for interaction
- **Canteen areas:** Seating arrangements as per social distancing
- Detailed social distancing guidelines laid out for all activities carried out from commuting to and working in office

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- Mandatory non- contact body temperature scanning at all entry points everyday
- Mandatory use of masks by all and PPEs as per applicability
- Periodic health check-up at working stations and berths
- Use of 'Aarogya Setu' app by all entering port areas
- Hospital equipped with isolation rooms and quarantine rooms
- Ambulance for quick evacuation
- Helpline and Emergency Control Room for all emergencies

*Please refer page number 45 -46 for Medical emergency contact details*



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- Awareness through in-house videos, mailers, posters & digital sessions
- Banners and hoardings put up around the port
- Regular training and orientation programs
- Regular inspections and medical checks
- Announcements and mobile awareness teams

**JNPORT'S  
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COVID-19**INDIA'S  
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T**Regular Sanitization & Disinfection**

- Regular Sanitization of all common / large areas, touch prone areas
- Frequent Disinfection / Sanitization of all touch points
- Hands-free wash basins placed at accessible points
- Regular use of Sanitizer Dispensers
- Fumigation points for vehicles
- Minimal usage of files and documents: use of digital media (mails/ phones etc.)
- Sanitization plan already in action for operational areas, office areas, residential areas etc.

**JNPORT'S  
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COVID-19**



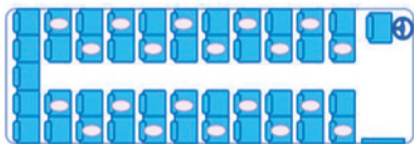
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#### Travel Safe: Starting from home

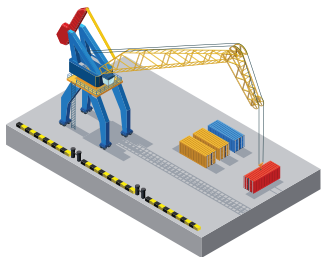
- Advisable to check your temperature and carry your prescribed medicines
- Always wear a mask and carry a spare along with a hand sanitizer
- Do not have an empty stomach and stay hydrated
- Carry water bottle, soap, eatables, etc.
- Avoid public transport; company transport recommended
- Avoid car-pooling; if no option available then follow vehicle social distancing guidelines
- Check 'Aarogya Setu' app before leaving from home



EARLIER



NOW



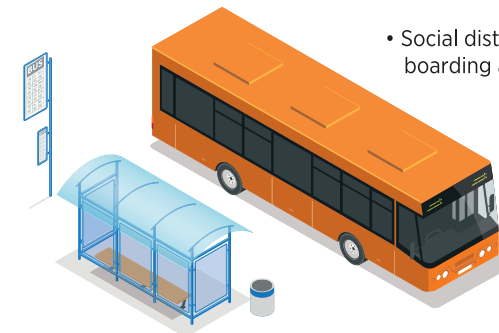
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#### Going back home

- Inform your family in advance to leave the door open
- Don't touch your door or door handle
- Leave your shoes outside
- Wash your hands with soap and sanitize your belongings (keys, phone etc)
- Take a bath & give clothes for washing

#### Company Transport

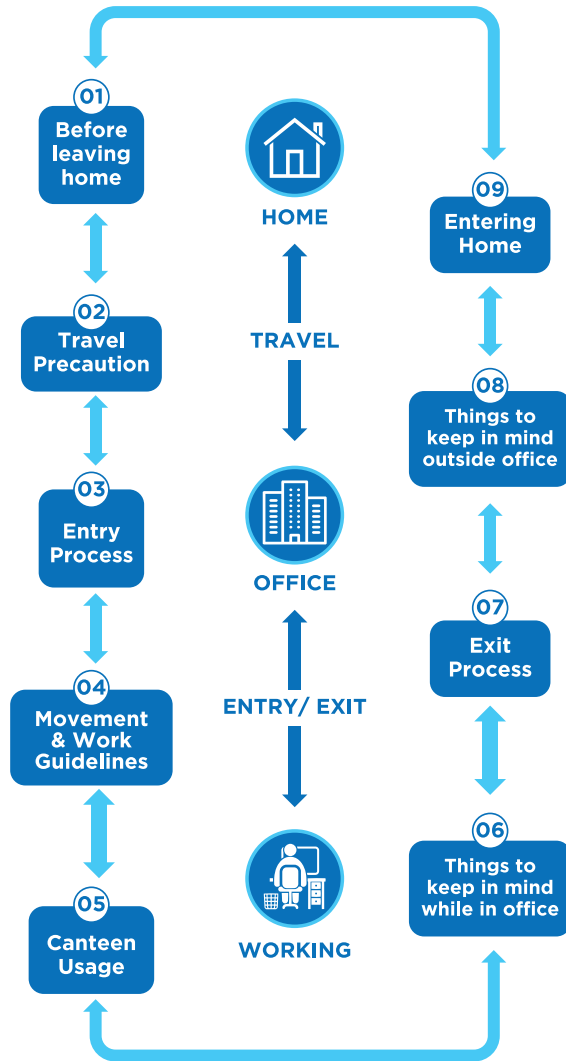
- All buses carrying employees/staff of JNPT are being sanitized through disinfectant regularly and fumigation is done in every shift
- The buses are sanitized at regular intervals/shift timings viz
  - I Shift- 7.00 am
  - General shift buses- 4.00 pm
  - II Shift- 3.00 pm
  - Night Shift- 11.00 pm
- Seating arrangement of one person per seat is observed for maintaining social distancing, while staff members are commuting for work
- All vehicles are sanitized regularly
- Social distancing norms to be followed while boarding and disembarking the bus



## JNPORT'S SMART STRATEGY TO DEAL WITH COVID-19



## EMPLOYEE ACTION FRAMEWORK



## GUIDELINES TO BE FOLLOWED AT JNPT TO OVERCOME THE COVID-19 SITUATION



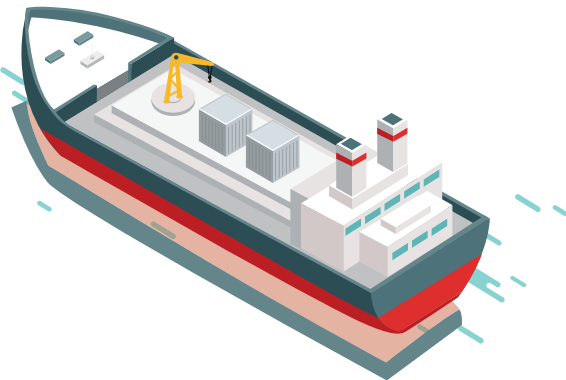
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### All areas in office will be disinfected daily once

- Floor, every desk space, corners, lifts, staircase handles, door-knobs, chair handles, electrical switch points, washrooms, lifts etc.
- Operator Cabins of Cargo Handling Equipment along with Joysticks /Gears/ Switches/Steering Wheel etc. which are be used/touched during course of operations
- Tugs & Pilot-boats: Engine Room, Bridge, Deck, Accommodation, All-equipment, Fitting and Fixtures
- Sanitization of operators cabin of RTGC, RMQC, locker rooms and premises of shift office, ICD office is done regularly in each shift
- Daily sanitization of premises by spraying of disinfectant is carried out at Administration Building, Training Centre, Guest House, Central Gate and North Gate Complex, Auto Garage, Workshop, POC building, Fire station, Main stores etc.

## DISINFECTION AT WORKPLACE



- Hospital: The entire hospital including facilities sanitized
- Township: Entry Gates, Staircases of the Buildings, Drains, Markets etc.
- Guest House: All Rooms, Kitchen, Dining Room, Office, Linen Room
- Vehicles: Regular sanitization of office vehicles, ambulances etc.
- Cargo handling Contractors: To sanitize their equipment regularly
- **JNPT COVID-19 Task Force** team to visit dock daily to ensure compliance of safety protocol
- Teams to intensify awareness drive and ensure compliance

## DISINFECTION AT WORKPLACE





## WORKING IN OFFICE

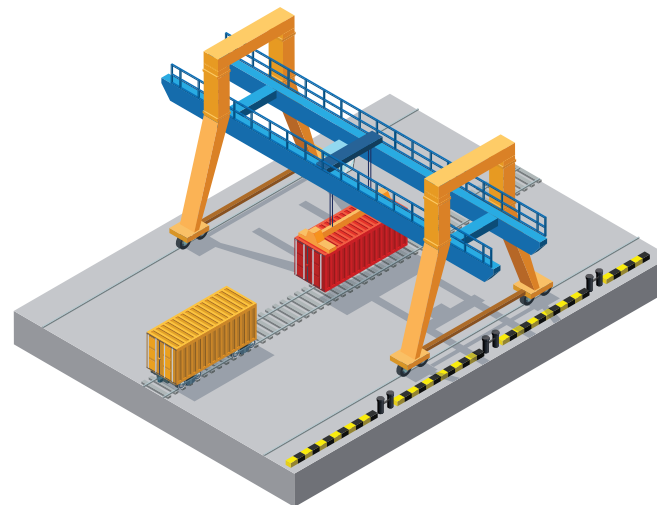


- Contactless temperature checking at all entry points of operational areas/offices every day
- Do not walk in groups (more than 5 people)
- Maintain social distancing of 6 feet distance
- No biometric- Attendance to be maintained in the register
- New arrangement plan with social distancing use digital medium/phones/VC/virtual meeting platforms for interaction in office
- Wear mask to prevent infection and ensure respiratory hygiene
- Work to be completed by ensuring social & hygiene protocol
- Use of e-office is encouraged to minimize the physical movement of files



## WORKING IN OFFICE

- Disinfect your laptop or desktop during shift beginning
- Adequate ventilation of the office rooms and corridors
- For meetings maintain social distancing: Break into smaller groups or cancel, if found appropriate
- Check whether employee and his/her family members are healthy
- Prefer digital media for all communications
- Ensuring all the task to be completed with less manpower/resources while following social distancing protocol
- Avoid touching your eyes, nose and mouth with unwashed hands





- Migration from manual files to e-file system
- The file shall be as small as possible which will contain only relevant notes and correspondence. The second file with details to be kept in section and shall be produced when asked
- Since files cannot be sanitised easily, files should be handled only with disposable gloves or hands to be sanitised after touch
- The practice of licking the fingers to turn pages should be **TOTALLY AVOIDED**. It is extremely unhygienic and directly transfers infection to the file



- Avoid coughing, sneezing etc. with an open file in front of you. Move away and practice respiratory etiquette and sanitise hands before touching the file
- Use of masks is advisable in such cases
- Cluttering the table with files increases chances of spread. Put them away in a corner or dispose of quickly
- The table top, in and out trays to be also sanitised daily
- Avoid eating and drinking while dealing with files
- Ensure that the attendants who bring in files and take them out also practise the above while handling files

## GUIDELINES FOR DEALING WITH FILES AND PAPERS IN OFFICE

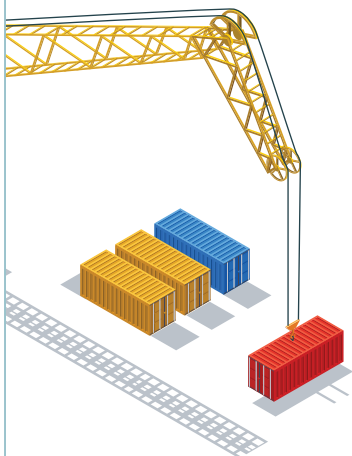




#### Guidelines for PCs, laptops, printers, ipad, mobile handset, fixed phones, internet dongle etc.

- All electronic items (desktop computer, laptop, fixed phone, mobile handset, keyboard and mouse) must be necessarily cleaned with moist sanitized soft cloth, using a sanitizer
- All hardware or software related complaints must be logged with MS Section helpdesk either through helpdesk intercom (4535 for Admin. Bldg./5189, 5190 for Port area), or email (ithelpdesk@jnport.gov). No personal request will be entertained
- All meetings may preferably be conducted on GoToMeeting platform. In case of attending a virtual meeting being invited on zoom cloud platform or on Video Conferencing, the same may be attended from the 1st floor conference room, as it is a dedicated, isolated network from JNPTs LAN. The virtual meeting details for all meetings should be posted on the COVID-19 WhatsApp group, at least one day in advance, preferably
- In case of any requirement for Work From Home, the same may be informed to MS Section, after receiving the concerned HoDs authorization

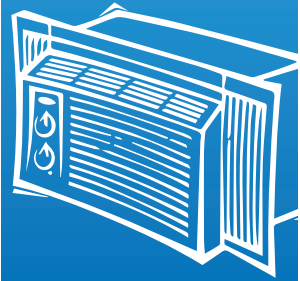
## TECH INSTRUCTIONS



## TECH INSTRUCTIONS



- To secure JNPTs ICT infrastructure, necessary security policy has been applied. In case of any difficulties to access any site, a formal request justifying need should be made to the MS Section, duly authorized by concerned HoD. Access to sites only for official purposes will be allowed
- In case anyone notices the use of sites that could be a threat to JNPT's cyber security, the same may be reported to MS section, so as to block the site access
- To avoid risk to a mobile device, access to unsolicited mobile app through mobile, laptop or ipad, must not be done
- DSC for eOffice or GeM portal must be renewed well in advance so as to avoid any disruption in day to day functioning. MS Section would help in facilitating the same by providing the requisite forms etc.
- All interactions should be through intercom / mobile only
- In case of any bulk messages to be sent to stakeholders or Trade etc., the content i.e. message and the WhatsApp nos. (in Excel) needs to be shared with MS Section, well in advance



## AC PROTOCOLS



### Operating guidelines COVID-19 AC advisory

- The temperature of air conditioner (AC) should be between 25-30 degrees Celsius
- It is recommended to operate the indoor units of the VRF / Split Air conditioning system in fan mode at least two hours before switching on to cool mode to facilitate effective filtration of air
- Rooms should be kept ventilated if ACs are not running. Windows should be partly kept open while using electric fans. If an exhaust fan is located nearby, then, it can also be switched on for better ventilation
- All complaint related to air conditioners must be logged with Workshop AC Section either through intercom (5155) or Email workshopac@jnport.com



## JNPT COVID-19 TASK FORCE



### Guidelines for the Task Force

- The Task Force is mandated that approved COVID-19 guidelines are being followed by all concerned where members of the Task Force will regularly inspect the work place, offices, sites, canteens and rest rooms within the JNPT premises
- The Task Force team will explain the guidelines to the site officers and also help them create awareness amongst their team members
- HoDs will be given regular feedback on observations and non-conformity to guidelines, if any, that are noticed during site inspections
- Based on observations during their visits, the Task Force will give suggestions for any improvement required at the work place



## GUIDELINES FOR ALL CANTEENS (ADMINIS- TRATIVE BUILDING, GUEST HOUSES, ETC.)



- Re-organization of seating arrangements for maintaining Social Distancing
- Ensuring of cleanliness including proper washing of utensils in warm water. Cooks, helpers to compulsorily wear mask, gloves and cap
- Bring personal water bottles
- Canteen premises maintained in clean and hygienic conditions at all times
- Sanitization of canteen premises is being done at regular intervals through disinfectant
- Each table at the canteen to be occupied by two persons only, sitting diagonally opposite to each other at the table
- Food service workers to frequently wash hands, and, if using gloves, these must be changed before and after preparing food
- Food service workers to frequently clean and sanitise counters, serving utensils and condiment containers
- Make available hand wash for consumers on their way in and out of the food premises
- Entry without mask is strictly prohibited inside canteens
- Everybody needs to keep distance while waiting for his/her turn at the canteen counter
- Hot water is served for drinking throughout the day
- Regular monitoring by JNPT COVID-19 task force



## GUIDELINES FOR SUPPORT STAFF



- While entering office premises at JNPT, all support staffs (who are the first to enter offices) are required to wash their hands at hands free washing facility installed at entry points
- On entering the building, the body temperature is measured with infrared thermometer by CISF personnel
- A support staff is then made to sanitize their hands through dispenser installed at entry points of each building
- A support staff requires to wear hand gloves provided to him and then collect keys from reception himself and open all office doors through keys
- All gloves to be washed and replaced at regular intervals
- All files have to be kept at a distance from the officer holding office
- All chairs are kept at a distance of one meter away and least no. of visitors are allowed to visit office premises

## GUIDELINES FOR MARINE OPERATIONS



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## GUIDELINES FOR MARINE OPERATIONS

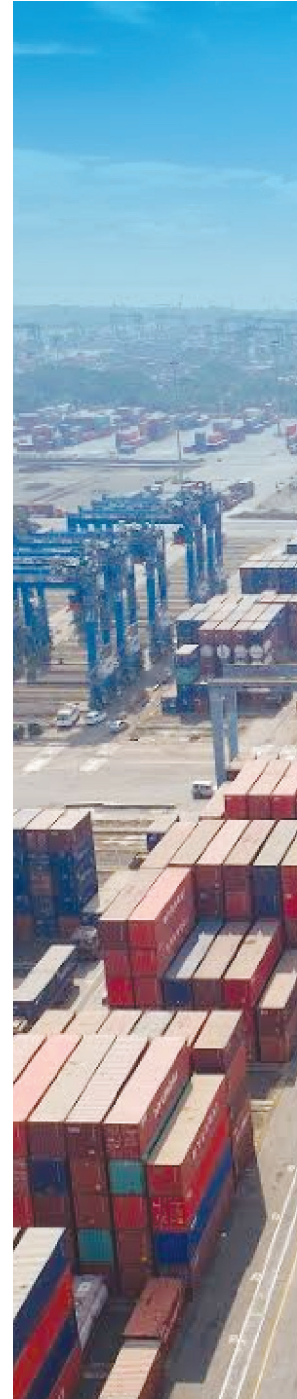
- Pilots boarding ships from infected countries are using FULL BODY SUITS as PPE for protection
- Disposal of the PPEs is done through MPCB approved agency
- Pilot boats are regularly sanitized by the boat crew
- Pilots approach the wheelhouse of the ship from outside the ship's accommodation
- All ship crew who deal with the Pilot must wear appropriate PPE and only minimum number of crew to interact with the Pilot
- Pilots do not consume any eatables/liquids from the ship
- Daily temperature recording of Pilots is maintained for monitoring of health
- Daily Roster of Pilots has been adjusted to minimise exposure on a daily basis
- Vehicles used by Pilots and rest house is regularly sanitized
- Ships have been directed to sanitize their mooring ropes prior berthing
- Tugs operating in the port are also regularly sanitized by tug crew
- Passenger launches operating to and from port are regularly sanitized by the crew and Social Distancing is ensured by the passengers
- Training and directives to Tank Farms in and around the port premises given

**Ship Crew Sign On and Sign Off**

- Deputy Conservator is the Nodal Officer for all above activities
- Directives issued to PHO and Immigration Officer as per DGS SOP and are being strictly enforced by the port
- Hotels identified for additional Quarantine facilities to cater to larger numbers of Indian nationals sign off from ships calling the port
- All directives of Central and State Health authorities complied with in the matter

## GUIDELINES FOR MARINE OPERATIONS

## GUIDELINES FOR SITE WORKERS

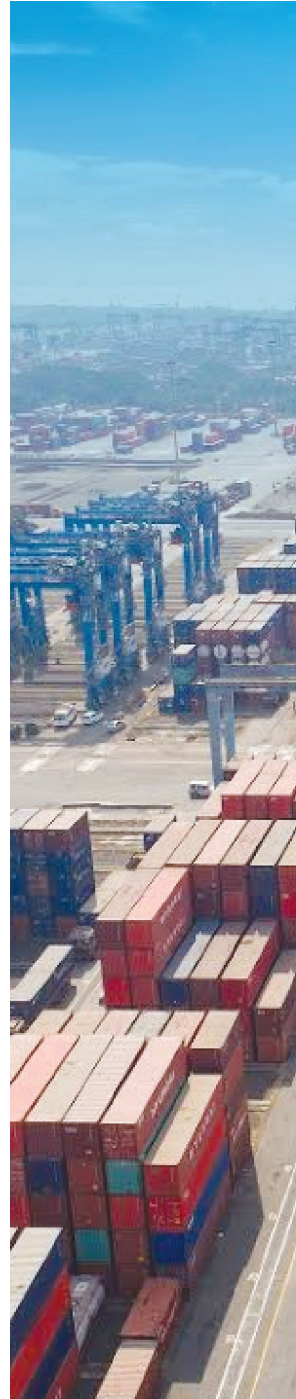




## GUIDELINES FOR SITE WORKERS

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- All the staff members are hereby advised to strictly practice social distancing, especially during shift changing time and lunch time
- Staff members working on board vessel shall exercise extreme care in practicing social distancing with the vessel crew and avoid any interactions to the extent possible. In case of any issue, the immediate superior may be contacted
- Before starting the work, all the JEs are advised to sanitize controls of CHEs (like joy stick, handle etc)
- Hand gloves shall be used by all while working on equipment
- Don't sanitize areas where the risk of static electricity is higher
- Not more than one person should be allowed to travel in lifts or hoists
- Employees should practice frequent hand washing whenever possible or use sanitizer
- Post work, employees should change their clothes before leaving the site
- Avoid touching your eyes, nose and mouth with unwashed hands

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## GUIDELINES FOR RECEIVING OF MATERIAL AT MAIN STORES DURING COVID-19 PERIOD

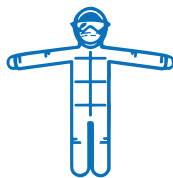




- While the material carrying vehicle is entering the Port gate, the vehicle driver & cleaner will be screened by the CISF through Temperature Gun and after confirming that the temperature of the vehicle driver / cleaner are within the specified limits, the vehicle will be permitted to enter the Port area
- Before entering of vehicle at the Gate of Main Stores, it will be confirmed that the driver & cleaner of the vehicle are wearing the masks
- The vehicle will be taken inside the Main Stores gate and complete sanitization of the vehicle as well as the materials will be carried out through the authorized Pest Control person deployed in the area. In case the pest control person is not available, the sanitization of the vehicle & material arrived is carried out with the sanitization spraying pump available in Main Stores
- It will be ensured that driver/cleaner of the vehicle are provided hand sanitizers
- After the sanitization process, the vehicle will be taken to the receipt section of Main Stores and material will be allowed to be offloaded at specified location
- After offloading the materials, sanitization of material is again carried out
- It will be ensured that all the personnel involved in handling of materials and documents maintain safe distancing and other safety norms
- The materials offloaded will be kept in isolation for a day in the receipt section

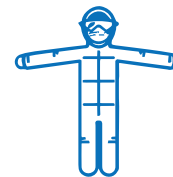
## MEASURES AT JNPT HOSPITAL





## INFECTION PREVENTION & CONTROL MEASURES AT JNPT HOSPITAL

- Infection Control officer and Infection Control nurse designated from existing staff
- Physical distancing measures e.g. OPD patients seated separately, distance maintained between patients waiting in queue for Pharmacy, distance maintained during meetings, etc.
- Triage system at entry point of hospital where all patients are screened, and those with fever directed to Fever OPD
- Regular cleaning and disinfection of all hospital areas, quarantine centres and ambulances with medium level disinfectant solutions
- Hand hygiene: All staff and patients indulge in repeated hand wash, and use of alcohol hand rubs and sanitizers
- Personal Protective Equipment (PPE) are used appropriately by healthcare workers and patients.
- Special Biomedical waste management measures for COVID 19 are followed



## OTHER MEASURES TAKEN FOR COVID-19 MANAGEMENT AND PREVENTION

- Development of policies and procedures, forms and formats based on Govt. guidelines. Examples include SOP for use of PPEs, SOP for fever OPD, fever OPD assessment-cum-referral format, and policy in case positive case is detected
- Identification of in-charges from nursing and doctors for various activities
- Regular internal and external trainings and discussions are held through classroom trainings, demonstrations, and webinars
- Quarantine and isolation facilities with regular surveillance in these areas
- Door to door surveillance activity for all residents and in containment zones
- Separate Fever OPD and Fever Ward
- Regular follow up of patients and testing when required
- Tele-consulting to the extent possible
- Transport arrangements to refer patients when necessary
- Supply chain management to ensure availability of PPEs and other infection control items for hospital as well as other departments
- Support to local authorities, and regular reporting including daily surveillance report



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**In case of medical emergency the following officers maybe contacted:**

- Dr Raj Hingorani Sr Dy CMO,  
JNPT Hospital: 9819494016,  
022-27473565 (Office),  
022-27473552 (Res)
- Dr Sanjay Rathore Dy CMO,  
JNPT Hospital: 9819178965,  
022-27473579 (Office),  
022-27473109 (Res)
- Dr Prashant Kelkar Dy CMO,  
JNPT Hospital: 9833448177,  
022-27473559 (Office),  
022-27473551 (Res)



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**In case an employee/dependent needs to go directly to the hospital in emergency, he/she may seek medical facilities at the following centres:**

## MEDICAL EMERGENCY CONTACTS

### FOR NON-COVID EMERGENCIES

MGM Hospital Vashi 022-50666777,  
022-50666888, 022-50666889

Apollo Hospital Belapur

022-62806280, 7400063147

Bombay Hospital, Mumbai

022-22067676

R N Patil's Suraj Hospital Nerul

1800220705, 022-27810099,

022-27890599

Panacea Hospital Panvel

022-27469902, 022-27469998,  
8422842205

Other CGHS hospitals on panel

**(Note:** If a patient gets admitted in emergency in any of these hospitals, a formal referral letter has to be obtained from JNPT hospital within 2 working days. For routine referrals, the patient needs to visit JNPT Hospital)

### FOR COVID EMERGENCIES

#### For employees residing in Raigad area

##### Mild to moderate complaints:

Care Point Hospital Uran 9869787818

Panvel Sub-District Hospital

022-27468111/7666444163

##### Severe complaints:

MGM Hospital Kamothe 022-27437900

#### For employees residing in Navi Mumbai area

##### Mild to Moderate complaints:

Fortis Hiranandani Hospital Vashi

08956051535

D Y Patil Hospital, Nerul E-Wing

02227735901

Reliance Hospital Koparkhairane

02239693969

##### Severe complaints:

Navi Mumbai Municipal Hospital, Vashi

02227899901

**For employees residing in Mumbai,** please visit [coronavirus.mcgm.gov.in](https://coronavirus.mcgm.gov.in) and locate nearest DCHC (for mild to moderate cases) marked by green square on map and nearest DCH (for severe cases) marked by red star

*These guidelines will be updated regularly from time to time as per the instructions received from Government and other Authorities.*