

Goa Fights COVID-19 with 4Cs

28.04.2020

State Disaster Management Authority Goa

Goa's 4Cs

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Executive Summary

With Global outbreak of Coronavirus disease (COVID19), Goa could have become an epicentre in Jan-Feb, 2020 being extremely vulnerable because of the high share of floating population, both domestic and foreign, with 8th busiest airport, especially during the tourist season.

However, the State acted **too early too quickly,** and as per Gol instructions with timely preventive action helped Goa in containing the spread of COVID-19. Goa went into lockdown mode from 22nd March, well before the detection of the first case on 25 Mar, 2020.

Goa has had seven positive cases of COVID19 till date. Six of the positive cases have travel history and the seventh case was the brother of one of the patients who earlier tested positive. All seven cases have recovered. To state with caution, Goa had not yet faced any community transmission

Goa's 4Cs

Goa's approach revolves around 4Cs, i.e. Control, Communication, Cure, Care. The same has been dealt in the following pages. The detail is given in the following pages.

Major Actions Before Lockdown

Initial response was led by the Health Department under THE EPIDEMIC DISEASES ACT, 1897. When the scope of the problem was enhanced to the level of disaster on 24th March 2020, the State Cabinet formed a High Powered Committee under the Chairmanship of Hon'ble CM. Thereafter, SEC, with the approval of the Hon'ble CM/Chairman SDMA, is steering the fightback against the COVID-19 (copy of the minutes of its meeting attached).

Initial Actions before Lock-down under the Epidemic Diseases Act, 1897 and CrPC

- 21/01 Started Issuing Health Advisories
- 28/01 Isolation Ward Started
- 28/01 1st test suspect case sent for testing
- 30/01 Mandating Health declaration for foreign travellers
- 06/03 Exempting Govt. staff from biometric attendance.
- 13/03 declared COVID19 'Notifiable disease'.
- 14/03 Closure of Cinema, pools, casino, spa
- 19/03 Closing Pubs, Malls, schools,
- 20/03 Banned heavy passengers vehicles.

- 22/03 Janta-curfew with complete lockdown.
- 22/03 Sealed State borders
- 22/03 to 24/03 Extended Janata-curfew
- 24/03 Suspension of all OPDs
- 24/03 Home Quarantined and stamping of who have come from abroad

Action Taken Post-Lockdown

From 25/03/2020 for a period of 21 days, Chairperson, NEC announced a national lockdown to take effective measures for ensuring social distancing so as to prevent the spread of COVID-19 in the country. Since then, many orders and addenda have been issued including the extension of the lockdown till 03/05/2020. On 25/03, the first patients tested positive for Cronavirus in the State. However, the State response was admirably fast as seen in the following dataline.

- 25/03 First Positive Case Detected
- 25/03 Created COVID-19 Hospital
- 29/03 Started our own new lab
- 13/04 15/04 House-to-House Survey to screen ILI/SARI cases
- 03/04 Last (7th) Positive case reported
- 19/04 All positive patients recovered
- 19/04 598 tests since 03/14, **All Negative**

Other Initiatives

- Distribution of Financial Assistance for Construction workers
- Granted 20% of Gross pay as a Financial Incentives for Healthcare Workers
- Completed House-to-House Survey to identify ILI/SARI cases
- Sanctioned Grant to Financially Weaker Panchayat to provide immediate relief
- Set up first Covid Testing lab in Goa
- Psycho-Social Counselling of migrant labourers
- Supported Pharmaceutical Industries to run at highest capacity in the Country

1. Control

Sealing of Border

- All the Border Check Post (BCP) are sealed
- Put under the overall in charge of Executive Magistrates
- Round the clock police personnel deployed under a Police Inspector.
- Health Officials deployed to deal with the medical emergency cases

Extending the Janta Curfew

- Curfew was extended till 25th, even though the State didn't have any positive case.
- More Stricter Movement Control u/s 144 of CrPC as enforced ban on vehicular movement, including of two wheelers

Strategic Nakabandi & Barricading

- At important junctions on highways and main roads
- Manned round the clock on shift basis under a PSI rank officer.
- Telephone No's of such naka officers is given wide publicity
- Given a List of all exempted categories to ensure goods movement.

PCR Patrolling/Calls

- Ensuring lock down covering all residential areas, grocery shops, vegetable, municipal and chemist shops, municipal markets, Banks, ATM, religious places, Civil supplies godowns etc.
- Using sirens for effective patrolling.
- Calls related to Covid-19 are monitored on priority for swift action.
- Inter-departmental WhatsApp groups to facilitate coordination.

Social Media Monitoring and Awareness

 Social media sites are continuously monitored to check rumour mongering, fake posts, posts spreading hatred etc.

- Social Media awareness is also created by circulating Infographics, multilingual awareness videos etc.
- Twitter Handles are also constantly monitored for timely response.

Additional Force Deployment

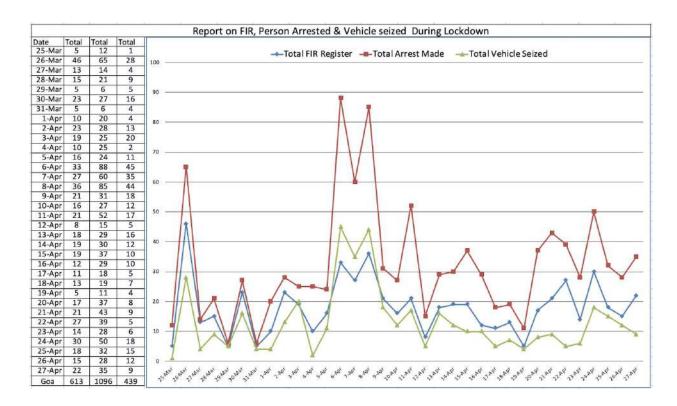
- CISF has been deployed across the State.
- Deployment of 05 Companies of IRBn for additional police presence.

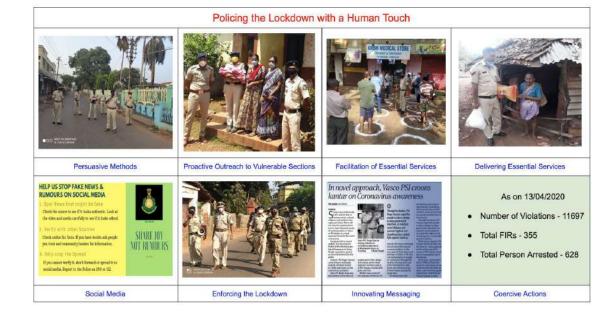
Surveillance Over home guarantined

 Police assistance is being provided to the Health department to keep surveillance over home quarantined.

Strict Enforcement

- Action is being taken against persons violating the containment orders
- Joy riders and people moving without justification are booked under and their vehicles are impounded.
- The summary of action taken till 27/04/2020 is as under.





2. Communication

Advisories started from early January

- Newspaper advisories
- Health Advisories with Radio Jingles in local language

Communicated via Statutory Command Structure as per DM Act, 2005

- State Cabinet authorised Chief Minister to take all decisions
- SDMA, headed by the Chief Minister reviewed the preparation
- State Executive Committee became the main fulcrum:
 - Daily meeting to issue immediate directions
 - Spot deliberation on and disposal of issues/problems
 - All decisions minuted and communicated on priority
- The SEC would deliberate and arrive to quick decision
- Chairman, SEC communicates daily with the Chief Minister
- Chief Minister/Chairman (SDMA) daily communicates with Media.

Information Dissemination and Fighting Misinformation

- To provide official information during lockdown
 - Online repository for all orders/advisories was created a <u>https://www.goa.gov.in/covid-19/</u>
 - Created a group of senior officers to immediately respond to fake news or misinformation.
 - Many social media posts were retracted
 - Many newspaper/journals issued clarifications
 - In constant coordination with PIB, Gol.
- Social Media Outreach
 - Created and handled social media handles of different functionaries to create wider impact.

• Initially, the Print and Electronic media was permitted to operate based on the Travel Pass issued by the Director, I&P. Later to further facilitate, all the journalists were allowed to move on their Press IDs.

Clear Chain of Command

In additional of the regular departmental work, to monitor the implementation of the NEC directions and relief work on the ground, the SEC created a multi-layered monitoring mechanism:

- SEC
 - Monitored the situation in the State
 - Provided Daily Guidance/Instructions
- District Observers
 - Monitored implementation of instructions
 - Field Reports from Districts
- Collectors
 - Provided leadership at District Level
 - Relief Operation and Supervised Incident Commanders
- Incident Commanders
 - Additional Senior Executive Magistrates
 - Eyes and Ears of SEC and Collectors
 - Monitored Implementation of instruction of SEC
- Nodal Officers Appointed for
 - Foreigners/Quarantine Facilities/NGOs/Masks/NRIs

District Relief Nodal Officers:

South-Goa: Shri Hemant, Commissioner, Commercial Tax

North-Goa: Shri Shashank, Additional Collector, North

District Observers

North: Shri Kunal, CEO & Shri Keshav Kumar, IFS

South: Shri CR Garg, Secretary, Law & Santosh Kumar, IFS

Incident Commanders (Total 17, one for each Taluka, and 5 Municipal areas)

Nodal Officers (Foreigners) - Shri Amit Satija, Commissioner, Excise

Nodal Officer (Quarantine Facilities) - Shri PS Reddy, Secretary, Fisheries

Nodal Officer (Masks) - Shri SK Bhandari, Secretary, WCD

Nodal Officer (NGOs) - Ms Ankita Anand, Director (IT)

Nodal Officer (Non-Resident Goan) - Shri Anthony De Souza, JS, Revenue

Shri Puneet Goel, Principal Secretary, Science and Technology headed three Groups of Officers to start the normal operation of Pharmaceutical Industry, make provision of Relief to needy, and devise mechanisms for permission/permits for Industries.

Other Initiatives

 Started Twitter Handles for North(@coll_northgoa) and South Goa Collectorate on 2/4/2020. Around 210+ complaints resolved across Goa via the FB and Twitter.

North Goa (@coll_northgoa) - Tweet Impressions - 2,50,000+ South Goa (@coll-southgoa) - Tweet Impressions - 35,000+

- Exclusive web page created for COVID19 related orders/Instructions /advisories at https://www.goa.gov.in/covid-19. Total 170 documents uploaded till now.
- Food Helpline- Two helplines numbers have been started for North (94238 90077) and South Goa(94238 90066) to collect demand for cooked food/ Dry Ration to the Needy and homeless people.

From 28/3/2020 To 22/04/2020

Helpline received - 5800+ calls in North, and 7000+ calls in South

• Started Twitter Handles for North(@coll_northgoa) and South Goa Collectorate on 2/4/2020. Around 210+ complaints resolved across Goa via the FB and Twitter

North Goa (@coll_northgoa) - Tweet Impressions - 2,50,000+

South Goa (@coll-southgoa) - Tweet Impressions - 35,000+

• Aarogya Setu App - Adopted Aarogya Setu Mobile App for tracking of One's interaction with someone who has been tested as Coronavirus positive. More than 1.3 lakhs smartphones have downloaded the app.

•

SDMA Website (https://sdma.goa.gov.in/covid-19):

The State Disaster Management Authority of Goa's web page on COVID-19 provides links to instruction / guidelines provided by various departments via. NDMA, Goa State Portal, Directorate of Health Services Goa along with emergency contacts numbers related to COVID-19 helpline, Police and Dedicate Whats App No providing information to Public.



3. Cure

I. Status of COVID-19 in Goa

Goa has seven positive cases of COVID19 till date. Six of the positive cases have travel history and only one infection happened in Goa, who is brother of one of the patients who earlier tested positive. Goa had not yet faced any community transmission. The following is the number of people in Home Quarantine and kept at different facilities.

Sr. No.	Category	Cumulative No. (as on 28/04/2020)		
1	People under Home Quarantine	1794		
2	Contacts under Facility Quarantine	330		
3	Suspects under Hospital Isolation at GMC	192		
4	No. of samples sent for testing	1776		
5	No. of reports received	1776		
6	No. of Patients tested positive	07		
7	No. of Patients Recovered	07		

- Patients kept at ESI, Margao (COVID-19 Hospital) 00.
- Patients in Isolation Ward in GMC 07
- Contacts Quarantined at Old Goa Residency 12
- Contacts Quarantined at Margao Residency 10
- Contacts Quarantined at Mayem Residency 11
- Contacts Quarantined at Mapusa Residency 12

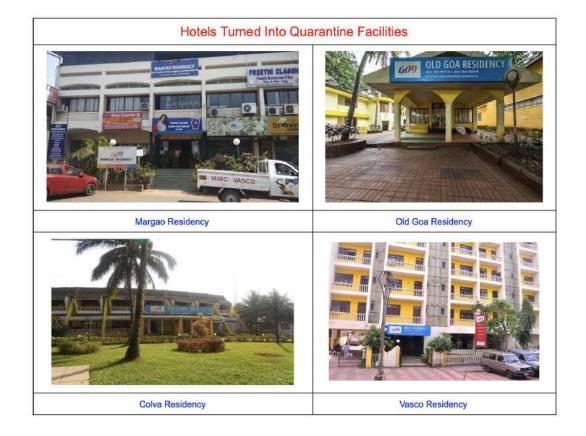
II. COVID Hospital

Goa was amongst the first to create a dedicated Covid Hospital. ESI, Margao was notified as COVID-19 Hospital on 25/04/2020. All Covid positive cases were kept here. Currently, it has no patient.



III. Quarantine

Many of the Tourism department's hotels were turned into Quarantine facilities.



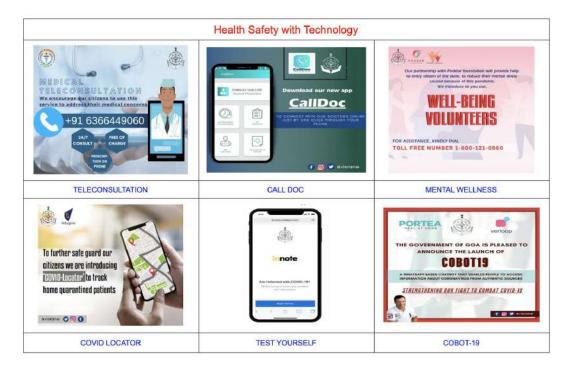
Home Quarantine:

The Health Department has pasted the following an informatory sticker at the door of all those who have been Home Quarantined (1794 as on 28/04/2020).



IV. Health Safety Through IT

- **TELECONSULTATION:** Tele consultation service is a telephone-based service that allows the patient to connect with specialists and avail instant treatment and advice, free of charge. The specialists and assistants are available 24x7, provide advice on the problems and help identify next steps which may further include tests, medicine recommendation or lifestyle change. Further, a prescription of the medication is forwarded through WhatsApp or SMS. The contact number is +91 6366449060 for assistance.
- **CALL DOC:** CallDoc is an app that provides 24x7 free online medical consultation services to help patients connect with doctors remotely via a mobile app for their non-emergency medical needs. Through this, patients can easily consult with General Physicians as well as Specialists from home at any time convenient to them. It saves time that is spent in the waiting room and allows patients to consult leading doctors and avail instant treatment for non-emergency conditions.
- MENTAL WELLNESS: The Government of Goa in association with Poddar Foundation and Well-being Volunteers has launched a toll-free number to help protect mental health. Toll-free number: 1-800-121-0980
- **COVID LOCATOR:** COVID-Locator, is a GPS based location tracker that will help in tracking suspected and asymptomatic carriers of coronavirus in home quarantine when they leave their quarantine zone.
- **TEST YOURSELF:** Test yourself Goa is an app where citizens conduct a self-assessment test, wherein the person fills a survey based on the symptoms and the solution will assist them to take the next step accordingly without having to physically visit a healthcare facility.
- **COBOT-19:** COBOT-19 is a first-of-its-kind one-stop source of information for the citizens on Covid-19. It provides people with access to authentic, helpful and easy-to-understand information about the disease. Once they access the message, the bot will greet them with a welcome message and ask them to choose from available options depending on the information they require.

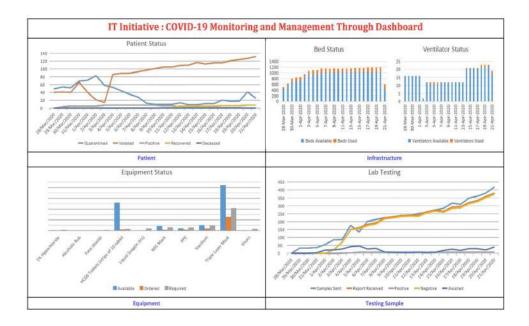


WhatsApp number: +91 79480582181.

• COVID-19 Monitoring and Management Through Dashboard

A comprehensive dashboard developed by GEL (Goa Electronics Limited) to exclusively monitor 4 Key Areas pertaining to each facility (Hospitals/Quarantine/isolation etc.) with comprehensive trends and analysis towards COVID-19 outbreak in Goa.

- a. Patient : Quarantine, Isolated, Positive, Recovered, Deceased and Active cases.
- b. Infrastructure: Beds, Ventilators and Rooms currently Available and Used.
- c. Equipment: Masks, Sanitizers, PPE, HCQS Tablets etc. currently Available, Ordered and Required.
- d. Testing Samples: Samples Sent, Received, Positive, Negative and Awaited.



Testing should be highlighted - Test results per million. Kiosks at borders

4. Care

I. Supplies of Groceries/Other Essentials

- Goa started its Essential-on-Wheels services
 - o **Groceries-on-Wheels** to sell groceries.
 - o **ATM-on-Wheels** to disburse cash.
 - o **Fish-on-Wheels** (vans/motorcycles) to sell fish across Goa.
 - **Vegetables-on-Wheels** to sell vegetables by Horticulture Corp.



- More than 2,000 passes given to volunteers to distribute groceries at doorstep.
- The Department of Civil Supplies has procured
 - o 2000MT of rice under OMSS scheme of FCI;
 - o 300MTof pulses of NAFED;
 - o 390MTof sugar from cooperative;

to augment the stock of essential items in the State.

- The Department of Civil Supplies enabled **Inter-State portability of PDS** entitlement with 11 other States, for migrants.
- Regular verification of stock available with Grocery shops to ensure availability
- Joint Inspection Team of officers from Civil Supplies, Commercial Tax, and Legal Metrology Departments to prevent overpricing, hoarding, profiteering, and blackmarketing. The Legal Metrology department has booked 31cases for overcharging and similar offences.
- Online Groceries Delivery Platform E Commerce Food ordering and delivery platforms like Swiggy, Zomato (ZomatoMarket), SabkaMandi onboarded to supply groceries as well, in Margao, Panjim, Porvorim, Vasco and Calangute, Talegaon areas. Around 2000 + requests are served on a daily basis.
- Goa ensured unhindered distribution of free rice/wheet through PDS under Pradhan Mantri Garib Kalyan Yojana.

GOVERNMENT OF GOA

Department of Civil Supplies and Consumer Affairs

Supply Chain Operations Status (Summary)

Month: April | Year: 2020 | Allocation Order Number: DALLOC042020

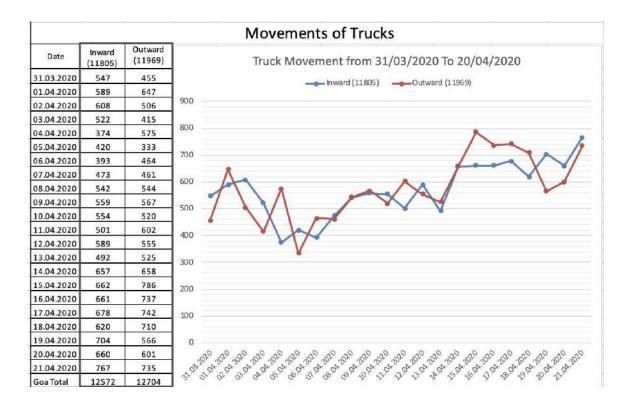
From Date : Start of Time To Date : End Of Time

District Level Activities Status (Instruments Count)					Tehsil Level Activities Status (FPS Count)					
S. No.	District	Indent Generation Status	Release Order Status	Truck Challan Status	Stock Receipt Status	Total FPS in District	FPS Payments	FPS Delivery Order	FPS Truck Challan	Work Completion %
1	North Goa [01]	1	5	82	82	262	243	243	243	92%
2	South Goa [02]	1	6	103	102	216	206	206	206	95%
	Total	2	11	185	184	478	449	449	449	
	Percentum(%)						93%	93%	93%	93%

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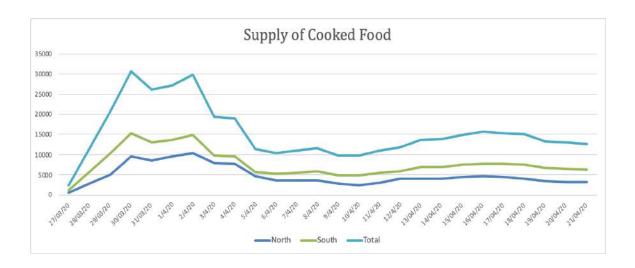
II. Inter-state Supplies of Essentials

To ensure the continuous supply of essentials items, the movement of goods trucks was regularly monitored. The following is the summary of truck movement from 31/03/2020 to 20/04/2020.



III. Relief Work

- Initially, many NGOs, Charitable organisations and individuals provided the food to the needy.
- To maintain the economy in the expenditure, Director, Education roped in SHGs to prepare cooked meals.
- Since 28th March, District Administration started the relief work. The supply of cooked food reached over 15,000 packets in the next few days. However, with the supply of dry ration, this number has come down after 05/04/2020.
- As on 21/04/2020, the following is the status of cooked food being provided.



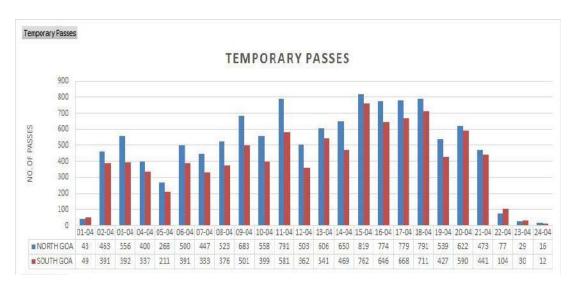
IV. Sanitation and Municipal Services

The sanitary and municipal services remained in operation during the lockdown period. Now, pre-monsoon preparatory activities have also commenced. The additional steps taken during this period are mentioned hereunder:

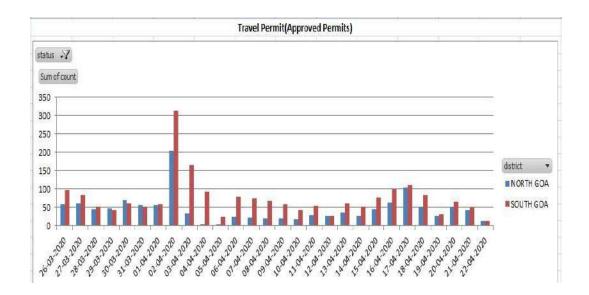
- For the safety of the staff, DMA has supplied more than 40,000 masks, and about 625 liters of sanitiser.
- 448 places all over the state were sanitized by the Directorate of Fire and Emergency Services.
- Under DMA, 5 Self Help Groups are making Respiratory Masks (double folded) with 100 % cotton material as per the WHO standards to supply for Sanitation workers and other municipal staff and the Police Department.
- All ULBs got Yellow Bags for collection of waste from quarantined houses as per the guidelines and have been sent to GMC for incineration.
- DMA has sourced 10% industrial grade Sodium Hypochlorite for use as disinfectant to deal with current disaster.
- The GSUDA, through an NGO, is daily providing more than 1,000 food packets for urban homeless with the help of the police department.



 E- Temporary Pass: The facility of E-Temporary Pass that started on 1200 hrs on 1st April is running satisfactorily. By 1600 hrs on 6nd April, 4266 E-Temporary Pass Passes have been issued. There is an upper limit on the number of passes that will be auto-generated on per hour per Taluka basis. These limited duration passes would facilitate movement of elderlies and others who want to buy groceries, medicines, use of ATM/Bank facility etc. or in the need of medical attention.



 Travel Pass - To facilitate the public as well as Collectors, GEL developed a web-application to issue Travel Pass online. Till 06/04/202 - 1792 Travel Passes issued across Goa.



 Online Payment to CM Relief Fund-Goa - GEL has facilitated the citizens to make online contribution to the CM Relief Fund-Goa and Goa State COVID-19 relief fund using the SBI online payment-gateway, through the Goa State Single window Portal (www.goaonline.gov.in), Goa State Portal (www.goa.gov.in) and the Goa State Disaster Management Authority Portal (www.sdma.goa.gov.in).

V. Stranded Labourers

As per the field survey done by the Labour department the following is the approximate number of stranded labourers (mostly construction workers or daily wagers) from other States:

For welfare of stranded labourers, the Chairman, National Executive Committee (NEC), issued vide the Ministry of Home Affairs, Gol order No 40-3/2020-DM-I(A) order dated 29/03/2020, directing that:

- All employers, be it the industry or in the shops and commercial establishments shall make payment of their workers, at their workplaces, on the due date, without any deduction, for the period their establishment is under closure during the lockdown.
- Wherever the workers, including the migrants, are living in rented accommodation, the landlords of those properties shall not demand payment of rent for a period of one month.
- If any landlord is forcing labourers and students to vacate their premises, they will be liable for action under the Act.



VI. Tourist/Foreigners Evacuation

The State Government has appointed Sh. Amit Satija IAS and Sh. Bosco George FRRO as the Nodal officers for facilitating the evacuation of foreigners stranded in Goa. As on 21/04/2020, about 5283 foreigners have left, in 27 relief charter flights.

The Tourism Dept. identified hotels having stranded guests, to inquire about their well being and to ensure that they are provided proper accommodation, food and medicines and that they are not harassed or overcharged or being asked to leave during this time of distress. The information about the help lines for food and medicine was also provided to them. A Circular has also been issued to all hotels to ensure the safety of all stranded guests and to provide them all assistance required in this time of distress.



VII. Other Important Issues

Distribution of Relief from Labour Department:

As an emergency measure, all registered construction workers, around 15,000, were sanctioned a monetary package equivalent to 15 days of wages of a semi-skilled worker, under the "Goa Building and Other Construction Workers Welfare Board Assistance Scheme COVID-19". The Government has also decided to sanction Rs 4,000 as a one time relief to all the existing beneficiaries availing GLWB (Goa Labour Welfare Board) schemes, under the "Goa Labour Welfare Board Assistance Scheme COVID-19". This shall benefit another 4000 eligible labourers. All transfers shall happen transparently through DBT to their bank account without any application.

Financial Incentives for Health and Frontline Workers:

The Government has sanctioned 20% extra Gross Pay as a financial incentive for all Health and other Frontline workers.

Continuation of Ferry Services:

Out of 18 routes, four routes were kept operational due to no road accessibility to the Island such as Diwar, Chodan and Vashi.



Liquor Manufacturers Producing Sanitisers:

The Excise Department initiated the step to allow liquor manufacturers to produce sanitisers. As on 21/04/2020, Liquor manufacturers in Goa produced 2.71 lakh liters of hand sanitisers. These manufacturers provided 34,000 liters of sanitisers to the State government and defence establishments at Goa, at no cost.



Operations of Pharmaceutical Industries:

Hon'ble PM himself raised the importance of the functioning of Pharma and other medicine manufacturing units. Principal Secretary, Science and Technology, held

many meetings with Representatives of the Association of Pharma Industries and resolved their issues. Goa is the leading State in the percentage of Pharma units working and the situation is improving daily. The Pharma association had also extended their gratitude towards the cooperation and support extended by the State government.

The Hon'ble Supreme Court Directions for the welfare of migrant labourers

- Regular check-ups of migrant labourers in the camp are being conducted by the respective medical officer of the area. Collectors are coordinating with the DHS and the concerned Medical Officers.
- Psycho-social counselling of the migrant labourers is also being done. The
 counsellors available with the Education department have been roped in for
 this purpose. They have been trained/oriented on the specific points to be
 dealt with by the Health officials and have been deployed to the various
 labour camps.

Rapid Testing Kits

The Health Department has procured ICMR approved five Rapid Testing PCR machines and testing kits from M/s Molbio, Verna Industrial Estate. These machines have been set-up in District Hospital in Mapusa, Sub-district Hospital, Ponda, and GMC. These machines are also used extensively for rapid screening of SARI/ILI cases.

Grant to Financially Weaker Panchayat

The State Government sanctioned an immediate grant of Rs. 25,000 to 105 financially weaker Panchayats for enabling them to provide immediate relief to the needy in their jurisdiction.

House-to-House Survey (Ruthless Containment and Over-preparation)

Like Bhilwara Modal, the State needs to adopt house-to-house screening of possible SARI/ILI patients. A four member team of Primary/Secondary school teacher, BLO, Talathi, Anganwadi Worker has completed this task. The data was examined by Dr Jagadish Cacodcar, Professor and Head of the department of Preventive and Social Medicine, GMC. About 5,000 ILI symptoms cases were identified for further testing.

PMGKY (Pradhan Mantri Garib Kalyan Yozana 2020)

- Additional free 5 Kg Rice/Wheat and one Kg pulse for next 3 months.
- Rs. 50 lakh insurance for the frontline health worker.
- 8.69 Crore Kisan will get Rs 2000 DBT directly in Bank Account
- Senior Citizens, PWD and Widows will get Rs 1000 for three months.
- Jan Dhan Account Holders will get Rs 500/month for three months.
- Ujjawala Yojana, the BPL Family will get free cylinders for three months.