

LOCKDOWN DOUBTS


WRITE TO US

To make your life easy during the coronavirus lockdown, **TOI** invites its readers to send their queries at www.toilockdownfaqs.com

We will seek answers from the police and relevant authorities. We request you to keep your questions brief.
You may also email your queries to lockdownfaqs@timesgroup.com

Answers by Delhi Police spokesperson additional commissioner **Mandeep Singh Randhawa**

LOCKDOWN FAQS



I have to get medicines from a CGHS dispensary for my father who is over 70. I applied for a movement pass but it was rejected. What should I do? -Chetan Sharma

■ You can go to the dispensary near you by showing prescription.

I live in East Nizamuddin Colony. I see some foreigners and locals walking on the roads and in the park daily. This is a high-risk neighbourhood. Shouldn't the police do something? -Hila Bano

■ I am passing this information to the DCP concerned. You can also call our COVID helpline 23469526.

Are AC installation and servicing firms operational as they are also essential considering the rise in temperature? -Jagdish Pandey

■ As of now, they don't come under essential services. But in cases where a patient requires AC service or repair, one can apply for a movement pass.

I am a paramedic at Apollo Hospital. I travel by bus daily. The bus drivers, conductors are now asking for a movement pass. But the website is rejecting my requests. What should I do? -Akash Singh

■ You can commute by showing your hospital ID card. In case there is an issue, kindly inform our helpline

Some of my grandmother's medicines are only available at the Railway hospital, Mori Gate. My request for e-pass has been rejected twice. Can I go there without a pass? -Karan Shah

■ You can go for medicines by showing the prescription.

My existing mediclaim policy and two general insurance policies will expire during this lockdown. I want to renew them. I am not registered for online payment. I am also not sure whether the insurance companies are operating and accepting cheques. How can my insurance covers continue, uninterrupted? -Tripat Singh

■ The best and the easiest option is digital, which can be exercised not just by using netbanking but multiple payment options, including debit cards and digital payment wallets. Customers can renew policies without any online registration. We do have an arrangement with a bank and our agents can help the customer in depositing the cheque into our account. Those who are not able to renew their health insurance policies during the lockdown, IRDAI has allowed insurers to condone delay in renewal up to 30 days *(Reply by [Rajeev Kumar, chief risk officer, Bajaj Allianz General Insurance](#))*

Can I order food online? -Savita

■ Yes

