Government of Rajasthan
Industries Department

No.: ACS/IND/COVID/_______

Date: 13 May, 2020

ORDER

Sub: STANDARD OPERATING PROTOCOL for handling Passengers coming from abroad and landing at various Airports and Seaports

Ref: SOP issued by MHA, GoI Order dated 5th May 2020 for movement of Indian Nationals stranded outside the country and of specified persons to travel abroad

In order to contain the spread of COVID-19 Pandemic, the international travel of passengers had been prohibited by the orders of MHA, Govt. of India. Many residents of Rajasthan who had travelled to different countries before the lockdown, for various purposes such as employment, studies, internship, tourism, business etc. are stranded abroad. Due to their prolonged stay abroad, they are mentally and financially distressed and desirous of returning to India urgently.

In order to facilitate the movement of such Indian Nationals, the Ministry of External Affairs, Govt. of India is bringing them back to the country by non-scheduled commercial flights to be arranged by Ministry of Civil Aviation (MoCA) and naval ships to be arranged by Department of Military Affairs (DMA). It is estimated that about 8500 persons belonging to Rajasthan are likely to be brought from overseas. Passengers with Rajasthan as destination can arrive (as per flight/ship schedule) at:

(i) 5 Airports of Rajasthan
(Jaipur, Jodhpur, Udaipur, Bikaner, Jaisalmer)

(ii) Airports near Rajasthan
(New Delhi and Ahmedabad)

(iii) Airport or Seaport far away from Rajasthan
(eg Kochi, Chennai etc)

Accordingly this SOP has been divided in 3 parts- based on the arrival location of the passengers.
I) **SOP for arrival at 5 Airports of Rajasthan**

a. Detailed list of passengers will be downloaded by Sh Akul Bhargava (contact no. 0141-2227094) and will be shared with respective District Collector as soon as it is uploaded on MEA portal.

b. In flight landing at Airports of Rajasthan, certain passengers may belong to other states. Therefore, an email needs to be sent to Resident Commissioners of respective states (by Shri Akul Bhagrava) to arrange transportation and institutional quarantine facilities for passengers of their states.

c. It has been decided that passengers of other states may be institutionally quarantined at Rajasthan, on the request of respective state governments subject to availability of quarantine facilities at arrival location.

d. Flow of passengers after their arrival at Airport will be in accordance with Annexure-1. District Collector need to arrange staff of respective departments for this purpose. Activities to be performed at airport includes the following:

(i) Self-Declaration Form (Annexure-2) (with health and personal details) will be collected.

(ii) All passengers shall download "Arogya Setu" app and "RajCovidInfo" app at their mobile device.

(iii) Collection of passports after handing over receipt and deposition of passports with "Quarantine Officer".

(iv) Choice of paid institutional quarantine has to be taken.

(v) Health check-up of the passengers will be carried out by the officials of the Health Department.

(vi) Passengers having ILI symptoms shall be taken to the designated medical facilities as per health protocol of the State Government.

(vii) The remaining passengers shall be taken to the Institutional quarantine facilities by buses/cars arranged by the concerned Regional Transport Officer of the district. The Superintendents of Police / Commissioner of Police shall ensure that a police constable in uniform shall accompany the buses.

(viii) These passengers need to be institutionally quarantined for 14 days.
e. District Collectors (Jaipur, Jodhpur, Udaipur, Bikaner and Jaisalmer) need to arrange different category of hotels/institutions for paid quarantine. Location wise tentative requirement has already been intimated to District Collectors. It is clarified that institutional quarantine facilities has to be organized on PAID basis. Attention is invited to point no. viii of SOP issued by MHA (dated 05/05/2020) – “Before Boarding, all travellers shall give an undertaking that they would undergo mandatory institutional quarantine for a minimum period of 14 days on arrival in India, at their own cost.”

f. For a group of Quarantine facilities, District Collector will appoint a "Quarantine Officer". Quarantine Officer will ensure that the arrangements at Quarantine facilities are as per MoH&FW, GoI and M&H Department, GoR guidelines.

g. During quarantine, passengers with ILI symptoms will be tested for Covid and if found positive, will be shifted to designated medical facilities.

h. After completion of institutional quarantine of 14 days, RT-PCR test will be conducted for passengers. Passengers found to be Covid negative will be allowed to go home and will undertake self-monitoring of their health for 14 more days as per protocol. The remaining passengers, who are found to be Covid positive, will be shifted to the designated medical facilities by the Health Department.

i. Payment will be settled between owner of Institutional quarantine facility and passenger. Passengers need to clear the account and take no-dues from the hotel at the end of quarantine period.

j. Passengers who are allowed to go home have to sign in an Undertaking for 14 days home quarantine. After collecting the undertaking and verifying “No dues” certificate of hotel, “Quarantine Officer” will hand over passport to passenger and take receipt from the passenger.

k. Pre-paid transportation (fare to be borne by passenger) till home (for passengers of Rajasthan) along with passes needs to be arranged by Regional Transport Officer of concerned district.

l. For Passengers of other states, respective state governments need to arrange transport for them.
II) SOP for arrival at Airports near Rajasthan (New Delhi and Ahmedabad)

a. Detailed list of passengers will be downloaded by Sh Akul Bhargava (contact no. 0141-2227094) and will be shared with the Commissioner, Rajasthan Foundation and Resident Commissioner, Rajasthan (New Delhi) as soon as it is uploaded on MEA portal. For passengers arriving at New Delhi, list of such passengers will also be shared with District Collector, Alwar (for passengers arriving at New Delhi) and District Collector, Udaipur (for passengers arriving at Ahmedabad).

b. Commissioner, Rajasthan Foundation/ Resident Commissioner, Rajasthan (New Delhi) will ensure the following for passengers landing at New Delhi/Ahmedabad:

(i) Health check up by Delhi/Gujarat Government

(ii) Institutional quarantine at facilities by Delhi/Gujarat Government.

(iii) Booth at Delhi Airport to collect Self Declaration Form and coordinate travel upto Institutional quarantine centers. Booth at Udaipur will be arranged by District Collector, Udaipur.

c. In case Delhi/Gujarat Government do not arrange institutional quarantine, immediate information be sent to Sh Ashutosh A.T. Pednekar, MD, RIICO (contact no. 0141-4593208) and District Collector, Alwar (for Delhi)/Udaipur (for Gujarat). Sh Ashutosh A.T. Pednekar, MD, RIICO will contact CMD, Roadways and ensure sending of sufficient number of buses to New Delhi/Ahmedabad Airport.

d. These buses will carry asymptomatic passengers (cleared by Airport Health team) to designated quarantine facilities in Alwar (for Delhi passengers)/ Udaipur (for Ahmedabad passengers).

e. The Superintendents of Police / Commissioner of Police shall ensure that a police constable in uniform shall accompany the buses. Interstate movement pass will also be issued by the concerned District Collector/ Superintendent of Police to the bus driver so that no difficulties is faced while transiting through Delhi/Haryana/ Gujarat (as the case may be)

f. District Collectors, Alwar/Udaipur need to arrange different category of hotels/institutions for paid quarantine. Location wise tentative requirement has already been intimated to District Collector, Alwar/ Udaipur. It is clarified that institutional quarantine facilities has to be organized on PAID basis. Attention is invited to
point no. viii of SOP issued by MHA (dated 05/05/2020) - “Before boarding, all travelers shall give an undertaking that they would undergo mandatory institutional quarantine for a minimum period of 14 days on arrival in India, at their own cost.”

g. During quarantine, passengers with ILI symptoms will be tested for Covid and if found positive, will be shifted to designated medical facilities.

h. After completion of institutional quarantine of 14 days, RT-PCR test will be conducted for passengers. Passengers found to be Covid negative will be allowed to go home and will undertake self-monitoring of their health’s for 14 more days as per protocol. The remaining passengers, who are found to be Covid positive, will be shifted to the designated medical facilities by the Health Department.

i. Payment will be settled between owner of Institutional quarantine facility and passenger. Passenger need to clear the account and take no-dues from the hotel at the end of quarantine period.

j. Passengers who are allowed to go home have to sign in an Undertaking for 14 days home quarantine. After collecting the undertaking and verifying “No dues” certificate of hotel, “Quarantine Officer” will hand over passport to passenger and take receipt from the passenger

k. Pre-paid transportation (fare to be borne by passenger) till home (for passengers of Rajasthan) along with passes needs to be arranged by Regional Transport Officer of concerned. For passengers quarantined at Alwar and Delhi, it will be arranged by Regional Transport Officer, Alwar and for Ahmedabad, it will be arranged by Regional Transport Officer, Udaipur.
III) SOP for Arrival at Airport or Seaport far away from Rajasthan (eg Kochi, Chennai, Mumbai etc.)

a. For passengers arriving at Locations other than 5 locations of Rajasthan, Delhi and Ahmedabad, an email (standard format) will be sent to Nodal officer and Resident Commissioner of that state (with a copy to MEA Nodal Officer for Rajasthan, Commissioner, Rajasthan Foundation and Resident Commissioner, Rajasthan) requesting that state to arrange for health checkups, institutional quarantine of passengers of Rajasthan in that state itself.

b. Commissioner, Rajasthan Foundation/ Resident Commissioner, Rajasthan (New Delhi) will follow up with Resident Commissioner of that state to make these arrangements. CMD, RVPN (contact no. 0141-2740118) will speak to Nodal officer of that state and ensure arrangements as per SOP are made for passengers of Rajasthan.

c. After completion of institutional quarantine of 14 days, RT-PCR test will be conducted for passengers. Passengers found to be Covid negative will be allowed to go home and will undertake self-monitoring of their health's for 14 more days as per protocol. The remaining passengers, who are found to be Covid positive, will be shifted to the designated medical facilities by the Health Department of respective State Government.

d. Payment will be settled between owner of Institutional quarantine facility and passenger. Passenger need to clear the account and take no-dues from the hotel at the end of quarantine period.

e. MEA/MoCA may be requested that at the end of institutional quarantine period at different locations, passengers of Rajasthan may be transported by flight to Jaipur/New Delhi.

f. Pre-Paid transportation (fare to be borne by passenger) will be arranged RTO, Jaipur/ RTO, Alwar for passengers.

g. If MEA/MoCA does not arrange transportation of passenger till Jaipur/Delhi, the concerned passenger will have to arrange private transport on their own under intimation to Rajasthan Government so that State Government can facilitate in issuance of pass.
IV) **Other directions:**

a. Facilities at institutional Quarantine should be as per Guidelines issued by MoH&FW, GoI. (enclosed at Annexure-3)

b. Medical & Health Department will issue order to deploy sufficient numbers medical teams at airport for triaging of arriving passengers at Airports within Rajasthan, health checkup of the institutionally quarantined passengers during quarantine and conduct of RT-PCR test at end of 14 days quarantine.

c. Two buses will be stationed at New Delhi by CMD, RSRTC. Resident Commissioner, Rajasthan may requisition them for transportation of passengers of Rajasthan within Delhi.

d. Transportation arranged by RSRTC / RTO – fare as per prescribed rules needs to be charged from passengers.

e. List of all concerned officials along with their contact details is enclosed at Annexure-4.

(\textbf{Dr. Subodh Agarwal})

ACS, Industries &
Head, Coordination Cell

Overseeing the return of Indian Nationals
FLOW CHART FOR NRI RETURNEES (Within Terminal)

DISEMBARKMENT

Entry of Passengers in Airport

Thermal Screening

Symptomatic

Separate Counseling Room- Wear PPE (Medical Check Up)

Immigration Clearance

Fill Up Self declaration Form/ Give copy to help desk

Passport Collection

Escort by Ambulance to Hospital

Asymptomatic

Fill up the Forms
[3 Copies [Self Reporting Form (SRP)]/ 2 Copies (Hotel Option Forms)

First Copy SRP Collected by APHO and Put Seal for other 2 Self Reclamation Form(SRF) (Medical Clearance)

Immigration Counter

Formalities related to Immigration Clearance

Collection of Passport and receipt to passenger ➔
Deposition of passport with “Quarantine Officer”

2nd SR Form Collected by Immigration Authority

Escort by Police

Custom Clearance (Checking of Hand luggage)

Collection of respective baggage by passengers near the belt

To State Counter
ARRIVAL AT STATE COUNTER

APP INSTALLATION

- Fill up (3) Copies of Hotel Option Forms
  1) Allot Quaratine Hotel
  2) Stamp Self reporting form (1 Copy) and Option form (2 Copies)

Package Standard Hotel
Package Medium Hotel
Package Premium Hotel

Enter details in form

Submission of forms – 3rd copy of Self Reporting & Option form for Data Desk

2nd Copy of Option form with Passenger

Exit Airport Escorted by Police

Boarding in the Bus

Separate Cargo Vehicle paired with the Bus

Arrival at the Hotel (Checking and Matching the Passengers)

Security at the Hotel by Police

14 days Quarantine (Supervision by Medical teams)

RT- PCR Test

- If Positive shift to Hospital
- If Negative
  - Take No dues from Hotel
  - Collect Passport from Quarantine officer after giving receipt

Proceed to Home Quarantine
# Personal Information

1. Name of the passenger  
2. Seat No.  
3. Flight No.  
4. Passport No.  
5. Nationality  
6. Age  
7. Date of Arrival  
8. Port of origin of Journey  
9. Port of final destination

# Contact Address in India for All Travelers:

1. House Number  
2. Street/ Village  
3. Tehsil  
4. District/ City  
5. State  
6. Pin  
7. Residence Number  
8. Mobile Number * (mandatory field)  
9. E mail ID

(PART-A)

a. Details of the cities / countries visited in last 14 days?

b. Are you suffering from any of the following symptoms:
   - Fever: Yes No  
   - Cough: Yes No  
   - Respiratory distress: Yes No

- Are you suffering from (Please Indicate) – (Hypertension, Diabetes, Bronchial Asthma, Cancer, Under Immunosuppressive therapy, Post Transplant patients)

- The above information is correct and in case of any wrong information and non-cooperation, I will be liable for action under the law.

Signature of the passenger

In case you develop symptoms such as fever and cough within 28 days of leaving this airport, restrict your outdoor movement and contact MoHFW's 24 hours helpline number 011-23978046. Call operator will tell you whom to contact further. In the meanwhile, keep yourself isolated in your house/room.
Government of India  
Ministry of Health & Family Welfare  
Directorate General of Health Services  
(EMR Division)

Additional guidelines for quarantine of returnees from abroad / contacts / isolation of suspect or confirmed cases in private facilities

Scope

Ministry of Health & Family Welfare has issued guidelines for home quarantine of contacts and home isolation of patients who have requisite accommodation at home for self-isolation as available at https://www.mohfw.gov.in/pdf/Guidelinesforhomequarantine.pdf.

There are large number of facilities such as hotels, service apartments, lodges which remain unoccupied due to impact of COVID-19 on travel and tourism. There are also instances where people who don't have requisite space at home may opt for such facilities. This is likely to reduce the pressure on the family, give comfort to the person, and protect the family members and immediate neighborhood.

Standard Operating Procedure

These standard operating procedures are applicable both for facility quarantine/ facility isolation in hotels, service apartments, lodges etc. unless and otherwise stated categorically. The State/UT government opting for this model will ensure that:

1. The quarantine and isolation facility will not co-exist and the facility owner will have a choice to dedicate the facility for either of the two.
2. These facilities will offer single room on paid basis to contacts/cases with attached washrooms.
3. The tariff for the accommodation and services shall be fixed by the facility in consultation with the state government and widely publicized.
4. The facility dedicated for isolation will follow the norms established for COVID Care Centre as available at -
   https://www.mohfw.gov.in/pdf/FinalGuidanceonMangementofCovidcasesversion2.pdf
5. The cases shall only be kept in an isolation facility, if the cases are clinically assessed to be pre-symptomatic or very mild.
6. Such facility that opts for isolation will have separate earmarked areas for keeping suspect cases and confirmed cases and will ensure no inter-mingling of these two categories.
7. The contact/patient opting for such quarantine/isolation facility will give an undertaking as is available at -
   https://www.mohfw.gov.in/pdf/GuidelinesforHomeIsolationofverymildpresymptomati
cCOVID19cases.pdf
8. The facility owner of the quarantine/isolation facility shall make such additional arrangements as under:
   a. They shall ensure in-house availability of a trained doctor and a nurse on 24X7 basis.
   b. The doctor will monitor the contacts/cases in quarantine/isolation facilities once a day on basic parameters of temperature, pulse, blood pressure, respiratory rate and pulse oxymetry and keep record of the same.
   c. The doctor engaged by the facility will inform the District Surveillance Officer regarding the list of cases/contacts admitted to such facility and their health status.
   d. The facility should network with an approved laboratory for testing samples as per ICMR guidelines.
   e. The quarantined/isolated persons should not be allowed to meet visitors. They can talk on phone.
   f. The facility will provide Wi-Fi facility and ensure that the client downloads the Aarogya Setu App on mobile (available at: https://www.mygov.in/aarogya-setu-app/) and it should remain active at all times (through Bluetooth and location service)
   g. The facility should train its staff to call 108 free Ambulance service or any other Ambulance as per requirement.
   h. The linens, towels etc. and rooms should be disinfected and the facility will follow infection prevention control practices as per guidelines available at https://www.mohfw.gov.in/pdf//National%20Guidelines%20for%20IPC%20in%20HCF%20-%20final%281%29.pdf
   i. The in-house catering should only provide room services for freshly cooked food duly following physical distancing and environmental sanitation.

9. The facility owner will give an undertaking to follow the above SOP and to have adequate manpower including the above mentioned health workers as per the prescribed protocol.

10. Facility should ensure that the clear instructions for the contacts/cases are provided at the time of check-in as per MoHFW guidelines available at https://www.mohfw.gov.in/pdf/Guidelinesforhomequarantine.pdf and https://www.mohfw.gov.in/pdf/GuidelinesforHomeisolationofverymildpresymptomaticCOVIDD19cases.pdf

11. The discharge of the contacts/cases from the facility will be in accordance with the discharge policy.

*A contact is a healthy person who has been (i) in close (within 1 meter), unprotected (without appropriate personal protective equipment) contact of a confirmed case of COVID-19, or his/her bodily secretions or (ii) exposed to contaminated environment and is therefore at a higher risk of developing disease. (Additional details available at: https://ncdc.gov.in/showfile.php?id=538). Such persons need to be put under quarantine. Persons being evacuated from COVID-19 affected countries are required to be quarantined.

#Person who have been clinically assigned as a symptomatic but very mild case/ laboratory confirmed but pre-symptomatic case by the treating medical officer (Additional details available at: https://www.mohfw.gov.in/pdf/GuidelinesforHomeisolationofverymildpresymptomaticCOVID19cases.pdf) Such persons need to be Isolated to break the chain of transmission.
<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name</th>
<th>Designation</th>
<th>Contact No.</th>
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<tbody>
<tr>
<td>1</td>
<td>Dr. Subodh Agarwal IAS</td>
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<td>Shri Dinesh Kumar IAS</td>
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<tr>
<td>3</td>
<td>Shri Ashutosh A. T. Pednekar IAS</td>
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<td><a href="mailto:md@riico.co.in">md@riico.co.in</a></td>
</tr>
<tr>
<td>4</td>
<td>Shri Sushmit Biswas IPS</td>
<td>ADG, SDRF &amp; Member, State Level Coordination Committee overseeing the return of Indian stranded abroad</td>
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<td>5</td>
<td>Shri Dhiraj Srivastava</td>
<td>Commissioner, RF, New Delhi &amp; Member, State Level Coordination Committee overseeing the return of Indian stranded abroad</td>
<td>011-23381333</td>
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</tr>
<tr>
<td>6</td>
<td>Shri Akul Bhargava</td>
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**Coordination Cell (Air-Wing)**

**Ministry of External Affairs, New Delhi**

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<thead>
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<tbody>
<tr>
<td>1</td>
<td>Shri Manoj K Bharti IFS</td>
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<td>011-23015461</td>
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**Resident Commissioner, Rajasthan (New Delhi)**

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<tbody>
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<td>1</td>
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**State War Room**

| District Collectors |
|--------------------|-----------------|----------------|
| 1 Dr. Joga Ram IAS | Collector & District Magistrate, Jaipur | 0141-2209001 |
| 2 Shri Prakash Rajpurohit IAS | Collector & District Magistrate, Jodhpur | 0219-2650322 |
| 3 Shri Inderjeet Singh IAS | Collector & District Magistrate, Alwar | 0144-2337565 2336101 |
| 4 Shri Namit Mehta IAS | Collector & District Magistrate, Jaisalmer | 02992-255055 252201 |
**Superintendent of Police**

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<th>Name</th>
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<tbody>
<tr>
<td>1</td>
<td>Dr Rajeev Pachar IPS</td>
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<tr>
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<tr>
<td>3</td>
<td>Shri Paris Deshmukh IPS</td>
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<tr>
<td>4</td>
<td>Dr. Kiran Kang IPS</td>
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<td>5</td>
<td>Shri Pradeep Mohan Sharma IPS</td>
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<td>6</td>
<td>Shri Kailash Chandra Bishnoi IPS</td>
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**RTOs**

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<td>1</td>
<td>Shri Rajendra Kumar Verma</td>
<td>Jaipur</td>
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<tr>
<td>2</td>
<td>Shri Ram Narayan Budgujar</td>
<td>Jodhpur</td>
<td>9828738158 0291-2544191 2540226 <a href="mailto:rto.jodhpur.tport@rajasthan.gov.in">rto.jodhpur.tport@rajasthan.gov.in</a></td>
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<tr>
<td>3</td>
<td>Smt Rani Jain</td>
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</tr>
<tr>
<td>4</td>
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<tr>
<td>5</td>
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<tr>
<td>6</td>
<td>Shri Prakash Singh Rathore</td>
<td>Udaipur</td>
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**Medical & Health Department**

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<tr>
<td>1</td>
<td>Shri S. K. Bhandari</td>
<td>Joint Director, Medical &amp; Health Department</td>
<td>9414106134</td>
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Nodal officer for Medical protocol at airports in Rajasthan