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EXTRAORDINARY

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PART I : SECTION (I) — GENERAL

Government Notifications

MINISTRY OF TRANSPORT

Guidelines to be followed in providing transport services during the period of COVID 19 virus pandemic situation where the normal manner of provision of transport services is not possible

FOR the purpose of maintaining delivery of the essential government sector services without interruption during the periods of the COVID 19 situation prevailing throughout the island,

Also, for the purpose of providing public transport services as satisfactorily as possible to suit the function of the respective sectors, deviating from the normal manner of providing transport services,

And for the purpose of providing transport services for the staff of the public and private sector institutions to report for their work places, through Sri Lanka Transport Board, Sri Lanka Railway Service and private transport services, based on the demand for transport services, I hereby declare that the following guidelines shall be adhered to both in providing and using the transport services during the above mentioned periods.

Gamini Lokuge,
Minister of Transport.

1. **Transport of staff - Attention is focused on the below mentioned categories in arrangement of transport services.**
 - 1.1 Transport of officers and employees belonging to the government departments/corporations/boards and authorities that have been designated at present by the government as essential services for delivering public services.
 - 1.2 Staff of health services.



- 1.3 Staff of security forces engaging in duty (Staffs of Sri Lanka Police/ Army/ Navy/ Air Force and Civil Security Department)
- 1.4 School students - transport of the students sitting for key examinations (such as G.C.E.(0/L), G.C.E.(A/L)/ Year 05 scholarship exam) during the periods when such examinations are held, the students of the areas where schools start to operate (Transport through Sisuseriya or school service busses), academic and non-academic staff.
- 1.5 Ordinary passengers- Carrying out transport of ordinary passengers using the busses engaged in general passenger transport in the areas where the quarantine curfew is not imposed.
- 1.6 COVID 19-infected persons/contacts/persons cured
Transport of the service-requiring persons of these categories to hospitals and quarantine centers.
- 1.7 **transport of goods**
(for the purpose of maintaining the essential food/medicine production processes at provincial/district/regional levels) (As per annexure I and II)

2. Institutions whose operation is required for provision of essential transport services - action will be taken to provide essential transport services through the below-mentioned institutions.

2.1 Institutions under the Ministry of Transport

- Sri Lanka Railway Service
- National Transport Commission

2.2 Institutions under the State Ministry of Vehicle Regulation, Bus Transport Services and Train Compartments and Motor Car Industry

- Sri Lanka Transport Board (SLTB) -

Sri Lanka Transport Board operates in conjunction with the Provincial Transport Authority within the province or the district.

- Between provinces (Interprovincial)

Sri Lanka Transport Board operates in conjunction with the National Transport Commission.

The assistance of Sri Lanka Police will be essentially required in planning and implementation of the transport services of the above institutions.

3. **Procedure that shall be followed in implementation of transport services.**

3.1 **Identifying the risk level and deciding the bus fare (as per Annexure I and II)**

Transport services are due to be carried out based on 3 risk levels determined by the Ministry of Transport in conformity with the risk levels introduced by the Ministry of Health.

3.1.1 Risk level 1 - carrying out transport services in the normal manner, following hygiene and quarantine rules.

3.1.2 Risk level 2 - only up to the seating capacity.

3.1.3 Risk level 3 - only up to 50% of the seating capacity
(seated on every other seat)

3.2 **Obtaining requests - the requests made through the following ways are taken into account for identifying transport needs.**

3.2.1 through media reporting

3.2.2 requests made by government institutions, private institutions, health sector and security forces.

3.2.3 requests received from the Ministry of Education or schools.

3.3 Identification of priorities - the respective authorities of the relevant institutions shall identify the priority through analysis of requests.

Accordingly, the authorities of the relevant institutions shall:

3.3.1 set up and maintain databases, (as per Annexure III and IV)

3.3.2 identify required vehicle fleets.

3.3.3 identify routes

3.3.4 carry out seat reservations.

3.4 Adherence to hygiene and quarantine laws and rules - the passengers who travel by transport services and the crews shall adhere to the practices set out below.

3.4.1 The passengers riding on the bus shall compulsorily be wearing face masks

3.4.2 The seats which are not allowed to be seated on shall be marked with a cross mark.

3.4.3 Cleaning hands with sanitizer before getting on and getting off the bus.

3.4.4 Providing sanitizer in a bottle held in a holder near the entrance door and the exit door of every bus.

3.4.5 Refraining from carrying unnecessary goods.

3.4.6 Ensuring that passengers get on the bus through the rear door and get off the bus through the front door.

3.4.7 The conductor should be seated in a seat close to the rear door. The passenger should take a ticket from him and then sit. Only the amount of money being the exact bus fare should be given to the conductor.

3.4.8 The conductor shall compulsorily be wearing face masks and gloves.

3.4.9 Giving a sufficient time for the passengers to get on and get off the bus

3.4.10 Displaying health care instructions in busses in audio and visual media

3.4.11 Obtaining details so as to be able to identify the passenger who have travelled on the bus.

3.4.12 Disinfecting the bus before each journey.

3.4.13 Refraining from taking food inside the bus.

3.4.14 Preventing the persons like beggars or mobile vendors, except passengers, from entering the bus.

3.5.15 Using an instrument to take the temperature of the passengers riding on luxury busses.

4.0 Taking steps towards administration of bus terminals in line with hygiene practices - the authorities of the respective institutions shall implement the following hygiene practices in bus terminals.

4.1 Disinfecting the bus terminal twice a day.

4.2 Providing facilities for cleaning hands at the bus terminal.

4.3 Maintaining a one-meter distance between people when boarding the busses at bus terminals.

4.4 Preventing beggars or mobile vendors from entering the bus terminal.

4.5 Carrying out random checks on the temperature of the staff members and the passengers, at the bus terminal.

4.6 Identifying suitable places and arranging necessary facilities for isolation of passengers at bus terminals and bus depots, if need be.

4.7 Having Suwaseriya and emergency ambulance services in place at the bus terminals which are used by a large number of passengers.

Management of transport according to the risk levels and deciding bus fares

Note - Taking on passengers in compliance with the guidelines No.PA/DDG PHS II/3/COVID/Gen/2020(Sub 6) dated 03.11.2020, of the Ministry of Health and deciding bus fares accordingly.

Risk level	Passenger capacity	Bus fare
Risk level 1	Taking on passengers to the bus in the normal manner, subject to quarantine instructions (In the case of luxury busses and semi-luxury busses, only up to the seating capacity)	Normal bus fare
Risk level 2	Only up to the seating capacity	1.2 times the normal bus fare
Risk level 3	Only up to 50% of the seating capacity (seated in every other seat)	<ul style="list-style-type: none"> For normal service busses - 1.5 times the normal bus fare For semi-luxury and luxury service busses - 1.2 times the normal bus fare For super luxury busses - 1.1 times the normal bus fare

Strategies to be followed according to the respective institutions in providing essential transport services based on the risk levels

	Task		Sub task	Sri Lanka Transport Board	Sri Lanka Railway Service	National Transport Commission	
						Sri Lanka Transport Board and Provincial Transport Authority (within districts/ provinces)	Sri Lanka Transport Board and National Transport Commission (inter-provincial)
1	Staff transport						
		1.1	Essential government and private sector staff.	(i) Identifying requests (ii) Identifying the required vehicle fleet	(i) Identifying requests (ii) Preparation of timetable accordingly	(i) Identifying requests (ii) Identifying the required vehicle fleet	(i) Identifying requests (ii) Identifying the required vehicle fleet
		1.2	Health Service staff	(iii) Identifying the route	(iii) Railway passenger management system - online)	(iii) Identifying the route	(iii) Identifying the route
		1.3	Staffs of security forces	(iv) Reservation of seats (v) Data collection (Annex 1)	(iv) Classifying by institutions	(iv) Reservation of seats (v) Data collection (Annex 1) (vi) Deciding fares (Annex 2)	(iv) Reservation of seats (v) Data collection (Annex 1) (vi) Deciding fares (Annex 2)

	Task		Sub task	Sri Lanka Transport Board	Sri Lanka Railway Service	National Transport Commission	
						Sri Lanka Transport Board and Provincial Transport Authority (within districts/ provinces)	Sri Lanka Transport Board and National Transport Commission (inter-provincial)
				(vi) Deciding fares (Annex 2) (vii) Preparation of running charts	(v) Giving user names and passwords accordingly (vi) Reservation of seats and sending a short message informing the details of the reserved seat.	(vii) Preparation of running charts	(vii) Preparation of running charts
2	School children						
				(i) Identifying requests (ii) Identifying the required vehicle fleet (iii) Identifying the route (iv) Reservation of seats (v) Data collection (Annex 1) (vi) Deciding fares (Annex 2) (vii) Preparation of running charts		(i) Obtaining requests from the Ministry of Education and schools (ii) Identifying the required vehicle fleet (iii) Identifying the route (iv) Reservation of seats (v) Data collection (Annex 1) (vi) Deciding fares (Annex 2) (vii) Preparation of running charts	(i) Obtaining requests from the Ministry of Education and schools (ii) Identifying the required vehicle fleet (iii) Identifying the route (iv) Reservation of seats (v) Data collection (Annex 1) (vi) Deciding fares (Annex 2) (vii) Preparation of running charts
3	Ordinary passengers						
				(i) Preparation of revised running charts (ii) Setting up the database on passengers (iii) Reservation of seats (iv) Displaying information about the bus (for the passengers' awareness)		(i) Preparation of revised running charts (ii) Setting up the database on passengers (iii) Reservation of seats (iv) Displaying information about the bus (for the passengers' awareness)	(i) Preparation of revised running charts (ii) Setting up the database on passengers (iii) Reservation of seats (iv) Displaying information about the bus (for the passengers' awareness)

	Task		Sub task	Sri Lanka Transport Board	Sri Lanka Railway Service	National Transport Commission	
						Sri Lanka Transport Board and Provincial Transport Authority (within districts/ provinces)	Sri Lanka Transport Board and National Transport Commission (inter-provincial)
4	COVID 19 contacts and persons cured						
				(i) Identifying requests and needs (ii) Identifying the route (iii) Deciding the vehicle fleet (iv) Data collection (Annex 1) (v) Deciding bus fares (Annex 2) (vi) Preparation of running charts		(i) Identifying requests and needs (ii) Identifying the route (iii) Deciding the vehicle fleet (iv) Data collection (Annex 1) (v) Deciding bus fares (Annex 2) (vi) Preparation of running charts (vii) Identifying the need, if any, for deployment private busses and supplying busses	(i) Identifying requests and needs (ii) Identifying the route (iii) Deciding the vehicle fleet (iv) Data collection (Annex 1) (v) Deciding bus fares (Annex 2) (vi) Preparation of running charts (vii) Identifying the need, if any, for deployment private busses and supplying busses

Annexure III

Setting up and maintaining databases on passengers for the purpose of transportation by busses

Transport authorities shall take action to obtain basic information about each passenger who gets on a bus or a train.

Such basic data are;

1. Name of passenger
2. Address
3. National Identity Card number
4. Contact number

The below mentioned QR Code system can be used for this purpose.

- i. Sticking a sticker showing the QR code related to the seat number, in front of each passenger seat.
- ii. The passengers who have smart mobile phones can take a photo of the said QR code and send it to the telephone number given there.
- iii. The passengers who do not have smart mobile phones can send through SMS the bus number and the seat number together with information about him/her to the telephone number given in the QR code sticker.

- iv. If the passenger does not have a phone of any kind, such passenger can fill the form supplied in the bus and drop it in the container placed near the driver's seat, when getting off the bus.
(In two-door busses, taking on passengers and letting them to get off should always be done through the rear door and the front door respectively. In the case of single-door busses, once passengers have got on, action should be taken to get the relevant form filled by them)

Annexure IV

Management of transport services of Sri Lanka Railways, based on risk levels

- Government and private sector employers should first register online in the database of the Department of Railways and obtain the user names and passwords required for logging into the online system. The application form that is provided by the authorities should be filled in and submitted for this purpose.
- These details are categorized according to 03 types of institutions.
 1. **Government institutions -**
A unique username is given to each of the government institutions that have been announced by the government as those which shall maintain services.
 2. **Private sector employers**
A username is given to each institution that apply for together with a certificate issued by the authority (such as the Ministry of Industries) that decides that services shall be maintained.
 3. **Divisional Secretary -**
Divisional Secretary will be issued with a username in respect of someone who is decided by the Divisional Secretary as having the need for travelling for small enterprise industry and other purposes. Regulatory instructions in this regard will be issued by the Ministry of Public Administration.
- A certain quota of seats will be allocated monthly for all of the above mentioned institutions based on the numbers of trains deployable, and the institutions concerned should ensure that bookings are made not exceeding such quota of seats. In the event of requiring a higher number of seats than this quota, a request in that regard should be made again through the above email address of the Department of Railways and obtain approval for the same.
- Subsequently, the data related to the employees of the certain institution requiring travel by train should be registered in the system by logging into the same again.
- Upon correct registration, a short message will be sent to the mobile phone of the particular employee, informing the date of travel, railway station, train number and the compartment number.
- The receiver of the said short message can get on the assigned compartment of the relevant train, by arriving at the assigned railway station by the time informed and by showing the said short message.
- The passenger is not allowed to change, for any reason, the railway station and the train compartment stated in the short message.
- Arrangements have been made to regularly announce the above instructions and special notifications about this pandemic, at all railway stations through the passenger addressing equipment.