



**UBER INDIA SYSTEMS PRIVATE LIMITED**  
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Registration Number: U74120MH2013FTC247008  
UBER.COM

03 April, 2020

To,  
Dr Atul Kochhar,  
CEO,  
NABH

**Sub: COVID-19 - Facilitating mobility of health workers with UberMedic**

Dear Sir,

At the outset, let me thank the entire medical fraternity and frontline health workers for their tireless working to halt the spread of COVID-19 global pandemic. In this moment of crisis, Uber remains committed to the cities and communities we serve.

The government has rightly recognised the need for citizens to be indoors and follow disciplined social distancing. As cities cope with the lockdown, health workers will have to rely on limited emergency transportation available. Due to the criticality of the situation, we understand that the State and self-owned vehicle supply may not be able to cater to the emergent mobility needs of all healthcare professionals, especially as the government enhances testing capabilities and health workers are required to visit suspect cases at their homes.

In this new supply-constrained reality, we have a new service "UberMEDIC", a product that has been deployed in other countries similarly affected by COVID-19. (List of cities in which this service can be made available, as also other details on UberMEDIC can be found at Annexure A)

As an IT platform, technology enables us to enforce social distancing in many ways. **Uber would be privileged to use its technology and network to partner with NABH in this regard.**

Needless to say, this service will require sufficient safeguards and PPEs for the driver partners. Uber would be more than willing to issue any additional instructions to the drivers as advised by the MoHFW.

We look forward to partnering with NABH in this regard, and would welcome any suggestions. You may like to forward this proposal to your accredited and certified hospitals.

All requirements & queries may kindly be directed to **080-46852190**, or email us at [uberIndia-covid-help@uber.com](mailto:uberIndia-covid-help@uber.com);

Thanking you,

Yours truly,

Rajiv Aggarwal  
Head of Public Policy-South Asia  
Uber

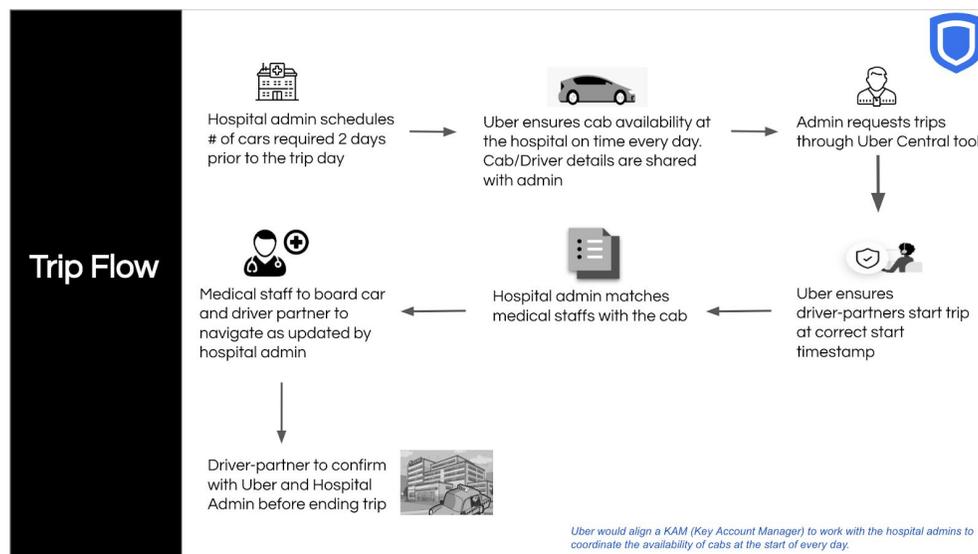
## Annexure A

### What is UberMEDIC?

UberMEDIC is an effort by Uber to help in the transportation of healthcare workers. This service is provided to hospitals who need cars to transport their healthcare workers throughout the day. This service provides a fixed number of cars that are at the hospital's disposal for the full day (and night if needed). **These cars are not visible/available to the general public for booking.**

### How it works

- The Hospital gives the requirement of the number of cars they need
- Hospital signs the contract with Uber
- The cars reach the hospital at the designated time
- The admin of the hospital starts the trip on Uber Central, a tool that Uber will give to the hospital admin, for all the cars
- Once the trip starts these cars can be sent anywhere by the admin (Driver will navigate using Google Maps)
- At the end of the day the admin tells drivers to end the trip.
- Drivers log off and goes home
- The payout will be based on the number of kilometers and hours that the driver spent working for the hospital that day
- There will be packages like 8 hour/80 kilometers for pricing and extra kilometers and time will be charged
- **The admin will be assisted by a Key Account Manager from Uber**

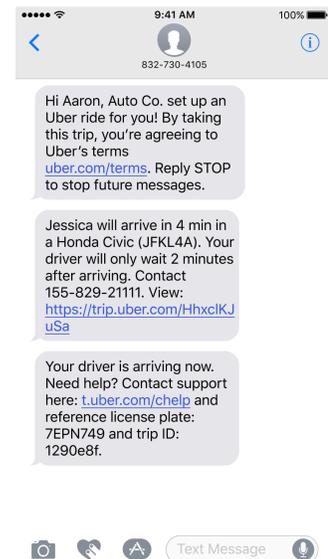
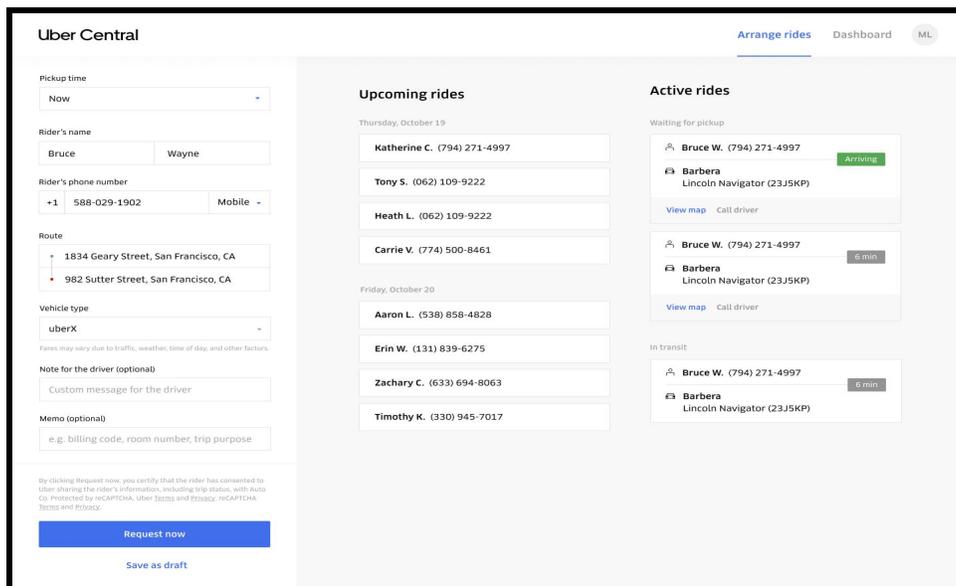




### How is it different from a normal Uber ride

The rider does not need to request trips from their Uber app. Once the admin starts the trip in the morning they control the cars and can direct them to go anywhere. The admin can track all the cars on the Uber Central dashboard. Payment also does not need to be made at the end of every trip and a monthly bill will be provided to the hospital for all the cars they use.

### Administering Trips on Uber Central



### How is it priced?

Pricing will depend on the city and type of cars (Hatch, Sedan, SUV). We will have a base package say 8 hours/ 80 km and extra price per km and per min. This can be discussed when the contract is finalised.



### **List of Cities (18)**

1. New Delhi
2. Bangalore
3. Chennai
4. Kolkata
5. Mumbai
6. Pune
7. Hyderabad
8. Kochi
9. Jaipur
10. Chandigarh
11. Guwahati
12. Ahmedabad
13. Lucknow
14. Ludhiana
15. Vadodara
16. Thiruvananthapuram
17. Patna
18. Vizag

### **What is needed from the hospital side**

1. All riders must wear a mask
2. No rider to be seated in the front seat of vehicles
3. The hospitals must provide all necessary PPEs to the driver partners, including sanitizers, gloves and masks, as also disinfecting the vehicles at regular intervals as per medical protocol
4. Hospitals will need to coordinate with local police/ law enforcement authorities for obtaining necessary permits/ passes for the vehicles/ drivers.