

# COVID19 INTEGRATED COMMAND CENTRE

COVID19 RELIEF OPERATIONS IN GURUGRAM



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DISTRICT GURUGRAM

# COVID19 INTEGRATED COMMAND CENTRE

COVID19 RELIEF OPERATIONS IN GURUGRAM

4/5/2020



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This is work in progress; an evolving model that was created with inputs from Sh Chander Mohan, IPS, DCP East & Traffic, Gurugram, Manish Yadav, Tehsildar, Wazirabad, Gurugram, Mohit Sharma, Chief Warden, Civil Defence, Gurugram, Saikat Datta, Kazim Rizvi. Please call on +9971600417 for details

# COVID19 RELIEF OPS IN DISTRICT GURUGRAM, HARYANA AN INTEGRATED APPROACH\*

( Version 2.0 Dated 06 Apr 2020 )

**COVID19** threat is a unique challenge for disaster management for several reasons

- ✓ It puts an enormous burden on the Administration since other stakeholders need to be off the streets
- ✓ It needs strict enforcement of a lockdown and isolation, while ensuring smooth delivery of relief
- ✓ NGOs are hamstrung because of lack of permission to step out, and/or supplies
- ✓ Standard modes of communication (newspaper etc) break down
- ✓ Government is hamstrung since they have to maintain social distance and limited civil staff

Keeping the above in mind an effort was undertaken with District Administration and its Civil Defence team and Gurugram Police to approach Relief Ops in an integrated manner

**Sh Chander Mohan, IPS, DCP East & Traffic** in consultation with **Sh Manish Yadav, Tehesildar, Wazirabad** and **Deputy Controller, Civil Defence** and other authorities brought together key personnel of government and volunteer personnel and allocated a dedicated detachment of 20 police personnel

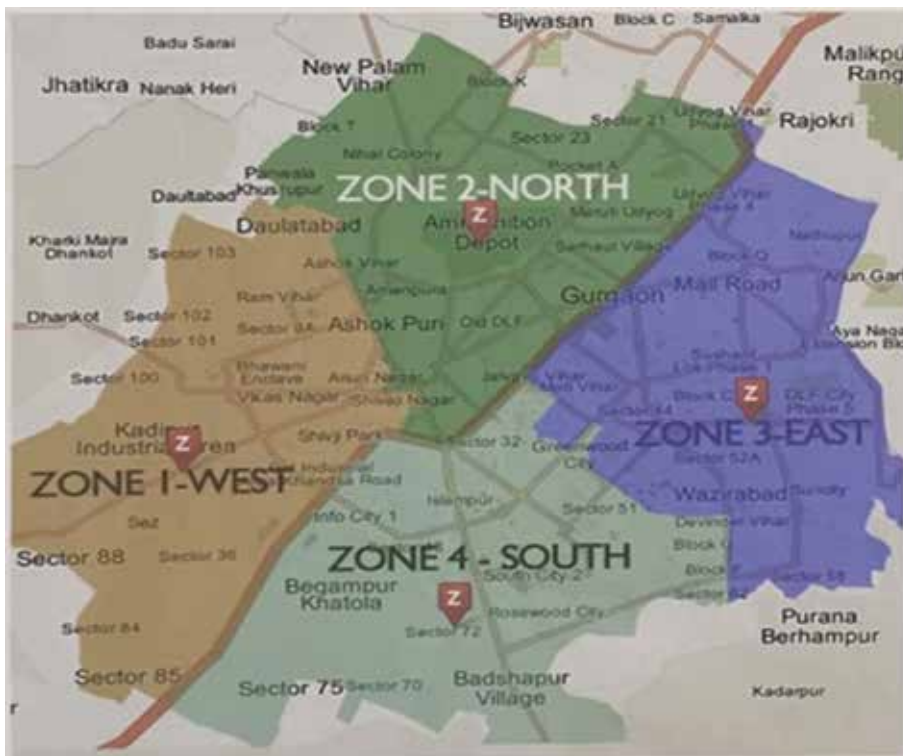
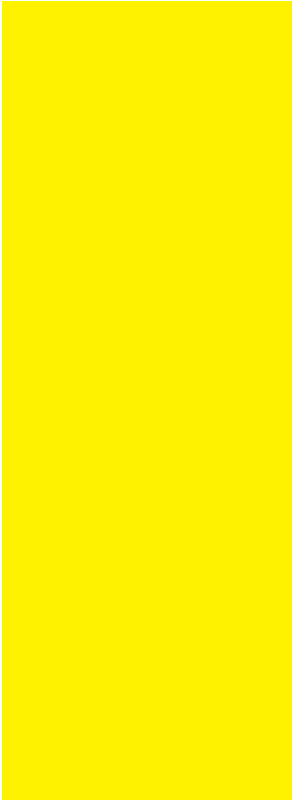


Relief Materials distribute by Civil Defence, Gurugram from Mar 27 2020 till Apr 05, 2020

Three volunteer data managers and non-profit The Dialogue roped in for Backend Data Management [Team 01 and 02 functions]. The Dialogue also set up a Ketto link to help get funds for dry rations.

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## The city of Gurugram was divided into **FOUR ZONES**



### 1 Gurugram COVID19 Integrated Command Ops Centre

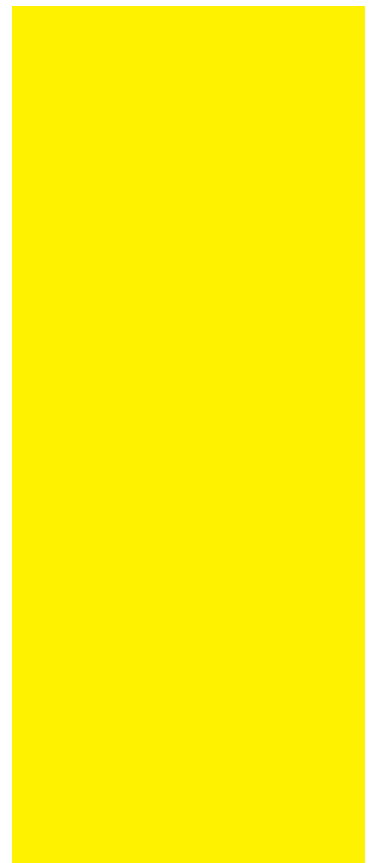
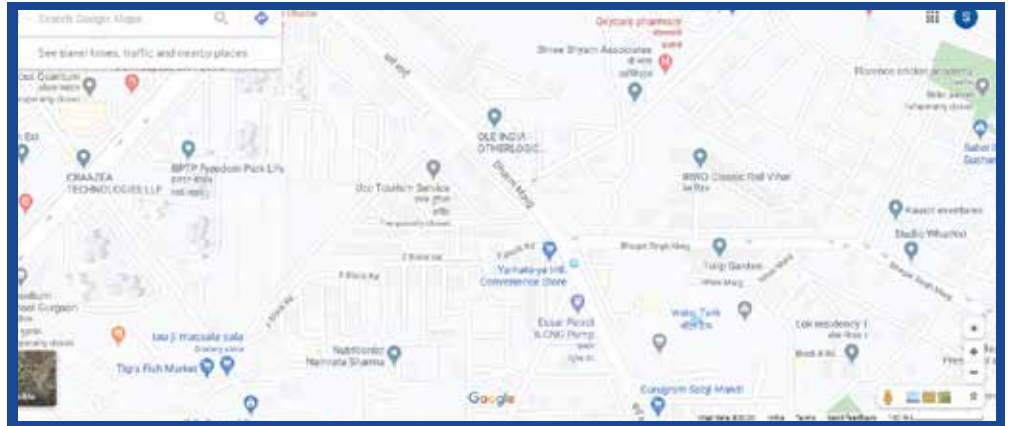
Creating an integrated Command Ops Centre is critical for the success of any relief ops  
An Integrated Command Ops was set up in the office of Sub Divisional Magistrate (SDM), Badshapur in Sector 57, DharamMarg Gurugram

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## The following key personnel were stationed at the **COVID19 Integrated Command Ops Centre**

### Google Map Location:

<https://www.google.com/maps/place/28%C2%B025'25.1%22N+77%C2%B004'35.0%22E/@28.423624,77.0741968,17z/data=!3m1!4b1!4m5!3m4!1s0x0:0x0!8m2!3d28.423624!4d77.0763855?hl=en>



- A Emergency Operations Centre Commander** – Sh Hitender Kumar, HCS, SDM (Badshahpur)
- B Relief Ops Commander** – Sh Manish Kumar Yadav, Tehsildar, Wazirabad & Deputy Controller, Civil Defence, Gurugram had **overall command** of all on ground Relief Ops
- C Chief Warden, District Civil Defence Sh Mohit Sharma** appointed as his second-in-command – Has overall view of the volunteer-led Civil Defence Operations
- D Integrated Command Centre Coordinator** – **Sh Saikat Datta**: Tasked with coordination between all agencies and ensuring smooth operations of the COVID19 Integrated Command Ops Centre and the Gurugram Police Detachment

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- E Zonal Heads** – To oversee and control all Relief Ops in respective Zones
  - Zone 1 - Sh Jai Prakash Raghav
  - Zone 2 - Sh Deepender Pratap
  - Zone 3 - Sh Amit Lahoria (Mittal)
  - Zone 4 - Sh Rajvir Singh
- F Deputy Zonal Heads** – To Assist The Zonal Heads with on ground management of Relief Ops including loading and distribution of relief material
- G Data Managers** – Manages all data of incoming and outgoing material on daily basis
- H Cooked Food Coordinator:** Sh Sandeep Tyagi. In charge of all cooked food sourcing and distribution
- I Isuzu Truck Team:** Sh Mustafa Qureshi, Sh Saket Wali – Manage a fleet of 05 Isuzu Trucks that operate as emergency transport fleet for non-mapped areas
- J Back-end Data Management Team**  
[02 Teams Working remotely online through Google Drives]
  - a. Backend Team 01** – Sh Rajeev Nandwani, Sh Sukesh Saini, Sh Karan Nandwani: Collating incoming and outgoing material data and areas covered [Given dedicated WhatsApp group]
  - b. Backend Team 02** – Sh Kazim Rizvi, Sh Pranav Bhaskar Tewari, Ms Shivani, Ms Kanksshi: Collating and coordinating distress intelligence and donation offers including donation appeals etc [Given dedicated WhatsApp group]
- K Relief Material Store Manage [Inflow]** – Sh Gopi Chand: Receive and tabulate all incoming relief material
- L Relief Material Store Manager [Outflow]** – Sh Gurpreet Saini Manage all outflow of relief material
- M Motor Transport (MT) Pool Manager** – 01 Head Constable Sh Mam Chand and 01 Constable Sh Charan Singh with MT Pool management expertise to manage all vehicle fleet
- N Volunteer Manager** – Ensure safe and smooth functioning of Volunteer force
- O Vigilance Manager** – Wg Cdr NC Sharma: Ensure relief material is delivered to the needy, prevent hoarding, etc
- P Helpline Manager & Ops Room Logger** – Smt Ritu Sharma: Receive and verify distress calls and pass on to Data Backend Team 01 and 02
- Q Support Staff** – Ms Nikke M Kumari: Data Operations, Volunteer Food Supply, Office Logistics, etc

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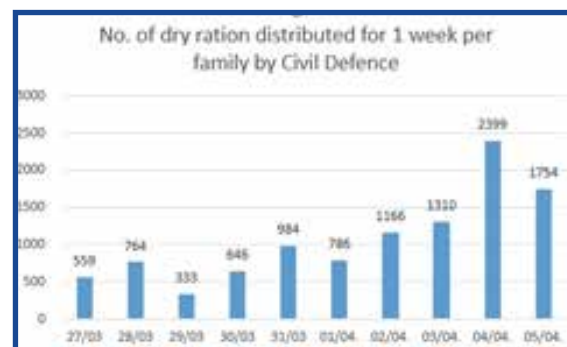
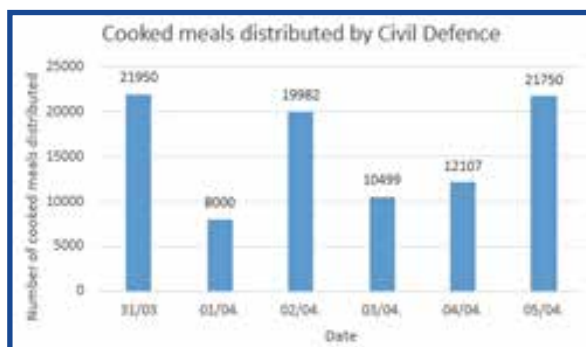
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## 2 Functioning of Integrated Command Ops Centre

- A Morning meeting every day at 0930 h to plan overall ops, iron out issues, identify areas to be covered
- B Evening de-brief meeting every day at 1830 h to review ops and debrief personnel
- C All Zonal Heads sit together to ensure proper coordination [It is imperative that Zonal Heads remain static in the Command Centre]
- D All on-ground ops to be managed by Deputy Zonal Heads
- E Relief material inflow and outflow managed by store managers with regular updates to Data Managers on an hourly basis

## 3 Distribution of Relief Material

- A Material distributed Zone-wise to ensure proper coverage of affected population
- B Survey done to identify what can be given to affected population
  - 1 Dry Rations - Ten-day supply for a family of 05
  - 2 Cooked Food - Families who have no means to cook
- C Each vehicle has **01 Driver, 01 Police Constable (Vehicle Commander), 04 Volunteers**
- D **SHOs** asked to identify distressed population clusters and floating population clusters for delivery of relief material. SHOs also provide PCR Vans and police staff for **ensuring Safe Distancing** norms and orderly distribution
- E Relief distributed as Dry Rations or Cooked Food depending on need and availability
- F Relief material **sourced entirely from donation by citizens and corporates**

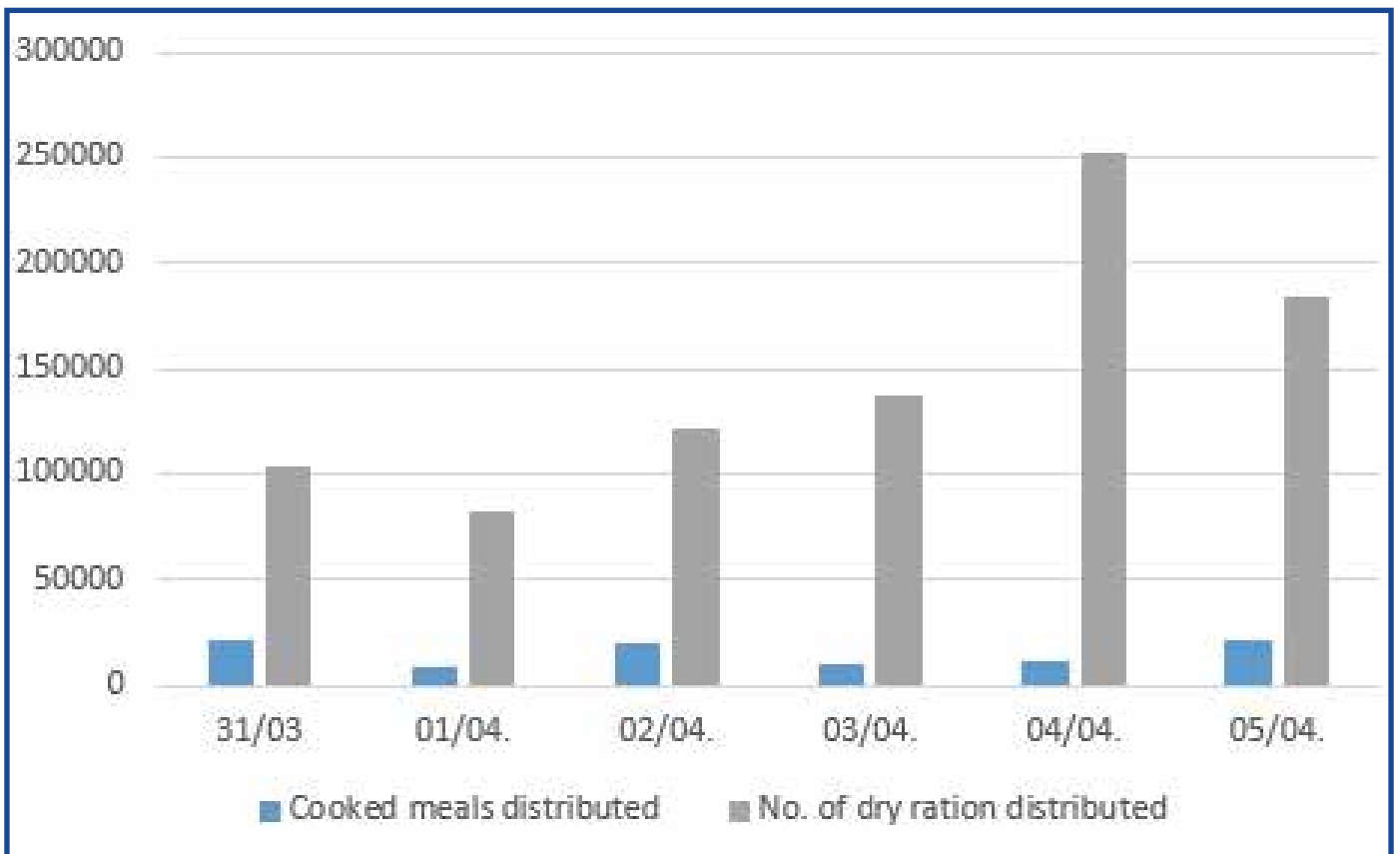


## Volunteer Management

- a) A dedicated team of nearly 250 volunteers from Civil Defence, Gurugram were pulled in
- b) A form was created to capture contact details, age, underlying health issues, blood group etc
- c) Skill mapping was done to match competencies with tasks
- d) Welfare Officer was appointed in each team to ensure morale
- e) Regular calls were made to all volunteers to ensure encourage participation and involvement

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## 4 Motor Transport (MT) Pool Management

A dedicated Gurugram Police detachment was created to ensure smooth management of relief fleet

- A** An experienced Head Constable from Gurguram Police assisted by O1 constable for all MT functions
- B** All **relief vehicles labelled** to ensure easy tracking and allocated to Zonal Heads as per requirement [Eg R1Z1: 'R' denoting Vehicle number mapped to Vehicle Registration No. 'Z' indicating Zone of relief
- C** No Vehicle to move without approval of MT Pool In Charge
- D** All incoming vehicles noted to ensure availability and optimise material delivery
- E** **Each Vehicle commanded by Police personnel** to ensure tracking and delivery of relief material while maintaining **Safe Distancing** norms by affected population ad safety of volunteers
- F** A dedicated **separate team of Isuzu Off Road Truck Volunteers** created for **emergency pick up and drop** of relief material

## 5 Relief Intelligence-gathering

- A** All **SHOs across the area of operations** asked to **collate data** and send to Integrated Command Centre
- B** Ensure **targeted delivery** and **avoid duplication** of relief
- C** Any NGOs/Citizens approaching SHOs for providing relief directed to Integrated Command Centre for optimal delivery of services

## 6 Resident Welfare Associations Management

In an urban city like Gurugram keeping citizens under a lockdown for 21 days poses a variety of challenges.

The following measures were taken to ensure effective interaction between authorities and citizens:

- A** A common **platform was created for all RWAs** to facilitate information sharing via WhatsApp
- B** Ensure RWAs have a platform to vent their concerns to authorities
- C** Authorities have access to citizens via RWAs for quick dissemination of authentic and verified information
- D** All **disinformation and rumors is actively countered**
- E** Every RWA was asked to authorise one person to represent them on the platform

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- F Police leadership were on the platform to address citizens' concerns and communicate authentic information
- G **Backend Team 02** was tasked with reaching out to RWAs and getting them to sign up on the platform and track timely addressing of all concerns raised on the platform
- H SHOs across the city were requested to inform RWAs under their Police Stations about the platform

## 7 Communication Strategy

- a) It is imperative **to have a mass communication strategy** in place since standard communications channels between government and citizens break down. (Newspapers are not delivered, etc)
- b) **Twitter handles of Gurugram District Deputy Commissioner (@DC-Gurugram) and Civil Defence (@cdgurugram)** were verified on 30 March 2020 to ensure flow of authentic information
- c) RWA WhatsApp group ensured response to all queries including response from DCP, ACP and concerned SHOs and other authorities
- d) Media was facilitated to make their own assessment on ground and information given pro-actively
- e) We reached out Sh Bhairab Hazarika of Airtel who immediately organised a series of telecons with his colleagues. Airtel agreed to set up two helplines for Integrated COVID19 Command Centre with Zero-Rental Plan and barred outgoing call facility in a matter of hours to ensure speedy connectivity and additional capacity for the centre

## 8 GIS Mapping and Tracking

- A A team from GMDA was requested to help track distribution of relief material
- B An app was underway to help Relief Team to enter location via WhatsApp that was added to the GIS map for timely monitoring of areas provided relief
- C **The Data Backend Team 01** also ensured all locations being covered was tracked on Google Map every 24 hours.

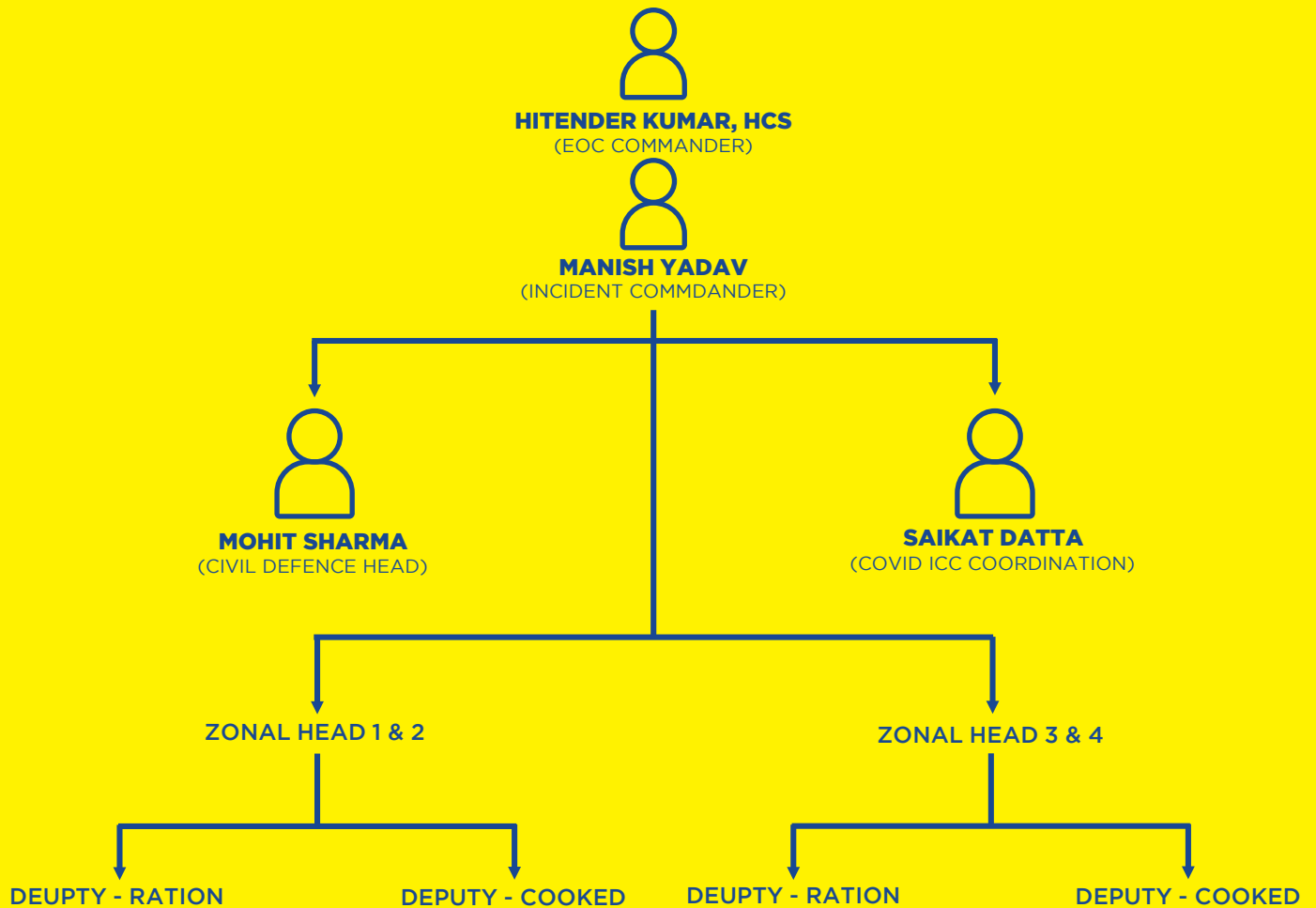
## 9 Other Issues

- A Monitoring of stray animal population behaviour to prevent attacks or starvation deaths
- B Monitoring of mental health challenges, suicide prevention among lockdown population
- C Monitoring of smooth flow of essential supplies
- D Monitoring to ensure there is no over pricing of essential supplies

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# INTEGRATED COVID19

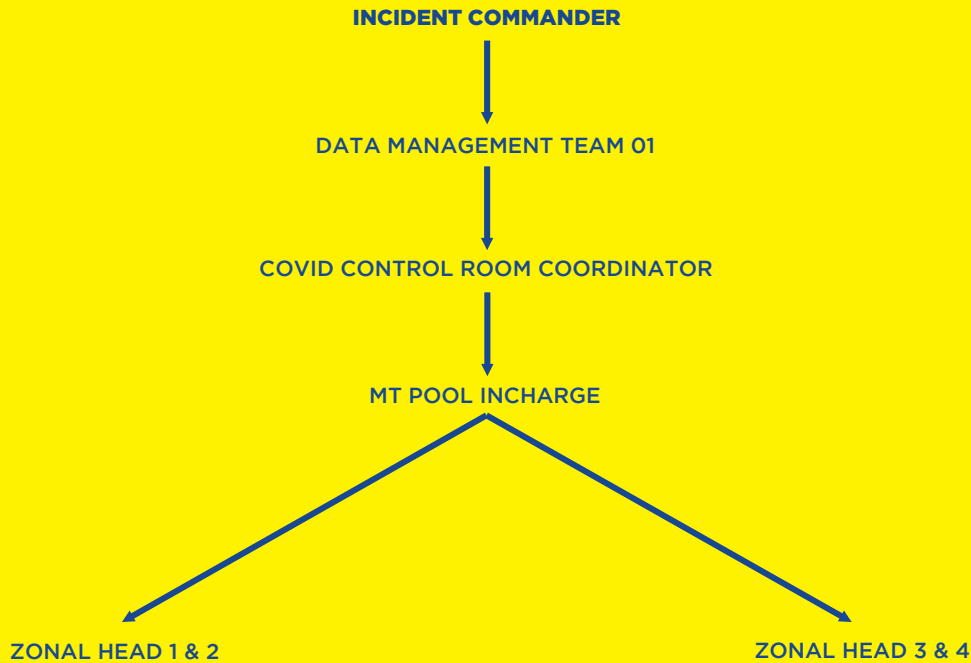
## COMMAND CENTRE WORK FLOW



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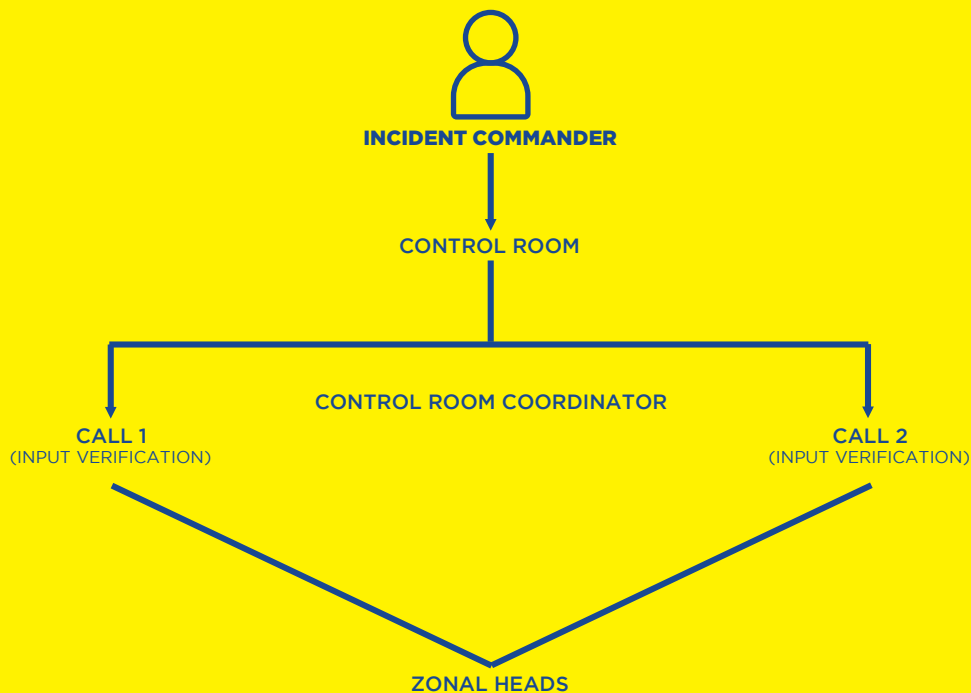
# MOTOR TRANSPORT

## POOL MANAGEMENT WORK FLOW



# CALL VERIFICATION

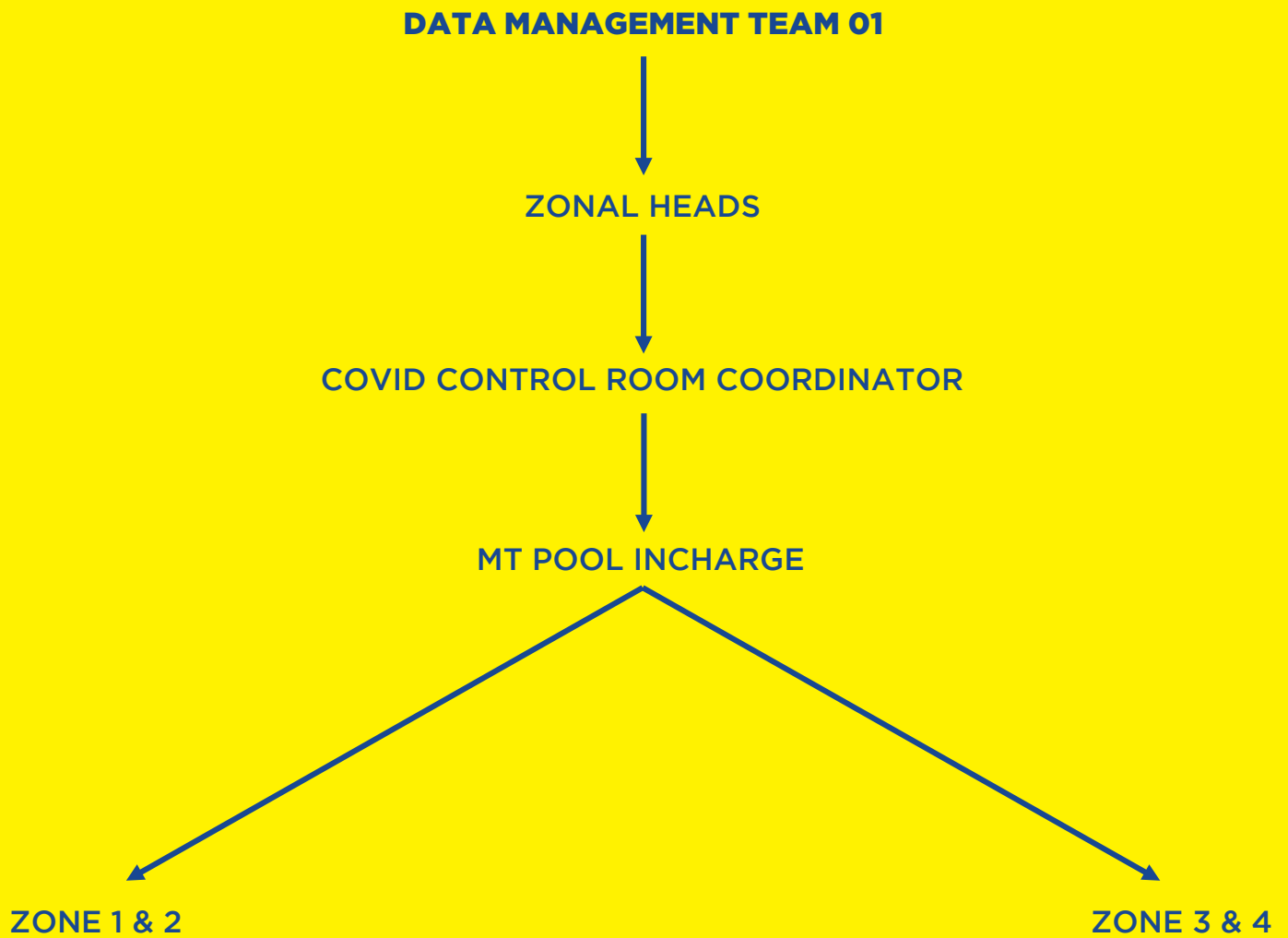
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# RELIEF MATERIAL

## WORK FLOW



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## ACKNOWLEDGEMENTS

This is a work in progress. This model was evolved as the COVID19 21-daylockdown was announced. This work could not have been possible without the support and leadership from Deputy Commissioner, Gurugram and his team, the SDM, Badshahpur, the Commissioner of Police, Gurugram and DCP (East & Traffic), Gurugram, the Civil Defence Volunteers, Gurugram, Sh Rajiv and Karan Nandwani, Sh Kazim Rizvi & The Dialogue and the Resident Welfare Associations of the city. This report could not have been done without Oorna Datta Designs ([www.oornadattadesigns.com](http://www.oornadattadesigns.com)) who produced this report in 48 hours to ensure it could be shared with state governments across India quickly.

