

MCG Fight Against COVID-19



MUNICIPAL
CORPORATION
of GURGAON

NURTURING GURGAON

COVID 19 Best Practices, Gurugram District, Haryana

Municipal Corporation Gurugram

Introduction

Urban Local Bodies have an integral role in providing the civic amenities and ensuring the well-being of citizens. Municipal Corporation Gurugram has been actively working to deal with the COVID-19 crisis management.

In order to take control of the prevailing COVID-19 global pandemic, Municipal Corporation Gurugram took stringent measures to create awareness, providing interim safety and precaution by making relief camps, following up with individuals for home quarantine, sanitizing the colonies, public places, RWAs and providing facilities like mobile grocery shops and came up with innovative ideas to tackle the situation and keep it under control.

To provide the necessity services to the residents while strictly following Govt. guidelines and orders, Crisis Management Strategy has been drafted, with special focus on following:

- Community Mobilization and Awareness
- To share knowledge on COVID-19 response and preparedness measures being implemented in Gurugram
- Achieving full compliance on orders and advisories issued
- Enforcing lockdown to minimise further spread of infection
- Creating alternative provisions to support essential services
- High Responsiveness and active communication to keep citizens informed
- Preventive measures
- Regular follow-ups and live reporting of action taken report
- Encouraging community responsibility

The major object was to follow the protocol of Lockdown and ensure that people don't panic. Municipal Corporation Gurugram has taken various steps to deal with the current

situation while providing better services to residents. To ensure the smooth supply of daily commodities while achieving the intended objective of extreme social distancing to control COVID-19 pandemic, MCG is dedicatedly working 24X7 along with district administration.

All the measures taken have been listed down in detail in the report attached along.



HELP US, TO HELP YOU
The safety of people shall be the highest law

Steps taken for managing COVID-19 Lockdown

1 Helpline Numbers

To ensure the timely response and support to the residents, following dedicated helpline numbers are issued for information of symptoms, precautions, testing, quarantine and to file complaints.

All the official orders via all social media channels are done by the Commissioner, MCG.

1. District Call Centre: 1950
2. Ambulance helpline: 108 (24X7)
3. 9953618102 (24X7)
4. 0124-2322412 (9AM - 5PM)

COVID19

District Gurugram

Helpline Numbers

1. 1950 (09:00AM to 09:00PM) District Call Centre
2. 108 (24x7) Ambulance Helpline
3. 9953618102 (24x7)
4. 0124-2322412 (09:00AM to 05:00PM)

For Volunteering Kindly Contact on the No. Given Below Mob. +91 9319306500, E-mail-covid19gurugram@gmail.com
For All Official Orders, Kindly Visit the Twittive Handle-DC_Gurugram

नगर निगम गुरुग्राम

550+ Calls are attended daily & solved the queries

2 Delivery at door steps

To ensure the protocol of lockdown and less movement of people on streets without suffering or loss of daily essential items, MCG started door step delivery services via its buses. Groceries, milk, vegetables, medicines and all other essential items are available to all residents of Gurugram throughout with some restrictions.

Residents via RWAs or can directly contact MCG and submit their daily requirements.

Issued by: District Administration of Gurugram

GURUGAMAN BUSES ARE THE NEW MOBILE ESSENTIAL DELIVERY SHOPS

All demands for groceries, fruits & vegetables to be sent by RWAs to rwa.covid@mcg.gov.in

Contact
Giriraj Singla
+91-9996823014
from HSSMB to request for delivery of ration.

MCG turns supplier of groceries for RWAs

Vishakha Chaman | TNN | Updated: Mar 26, 2020, 09:16 IST

GURUGRAM: The MCG took on an unusual role on Wednesday, turning supplier of food items to RWAs, which in turn will distribute them to residents of housing societies. The district administration has also started mobile grocery stores to deliver essential commodities.

MCG commissioner Vinay Pratap Singh on Wednesday directed RWAs to identify covered spaces where the corporation officials can deliver them essential items for further sale to residents. The civic body has also specified rates of food items for residents' convenience.

Grocery stores and Retailers of Essential Supplies can Register for Home Delivery Services at covidssharyana.in

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ALL RWAS TO KINDLY NOTE!

We will start the supply of essential food items from today evening (25 March 2020) to all RWAs who will request for it.

RWAs which do not have grocery store in their jurisdiction/constituencies should designate a covered space where food items can be delivered for further sale to local residents. RWAs can make internal mechanisms for the sale of food items. Information to be provided in below given format at [email - rwa.covid@mcg.gov.in](mailto:rwa.covid@mcg.gov.in)

Prices of food items are also given in document below

Sr. No.	Name of item	Price per Kg. (Approx.)
1	Daal (Urad)	90
2	Daal (Moong)	91-95
3	Daal (Chana)	95-97
4	Daal (Dudh)	90
5	Wheat Atta	25 loose Atta
6	Flour	25 normal
7	Sugar	38
8	Salt	20

FORMAT: Name of RWA | Address | Name of Contact Person | Phone Number Whether RWA Has Grocery Store | Requirement of Grocery (in Kg/Lts)

3 Issue of passes for movement of necessary services

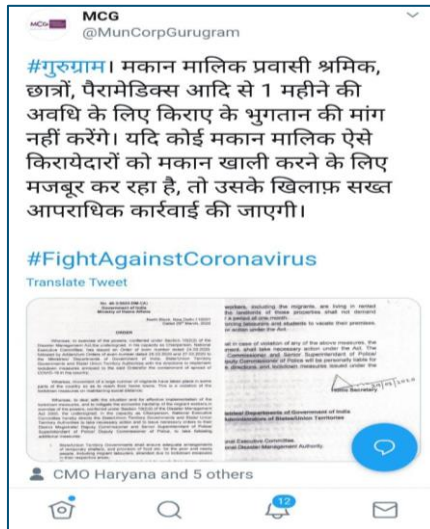
MCG passed order for restriction of all movements except the essential services. MCG started online services for issue of passes. All community/public parks, community centers etc. were closed for entry. After careful consideration of requirements of RWAs for movement passes of staff handling essential services in colony/ sector/ condominium, it was decided to issue 5 passes to each RWA Passes to be made for plumbers, electricians, estate managers etc. However, sanitation & composting staff have been exempt from the lockdown. No passes are required for sanitation workers including composting staff of condominiums.

4 Issued Advisory for Precautions Regarding Covid-19

Instruction for precaution measures to be taken by the individuals along with Do's and Don'ts were issued and displayed at all public places, govt. office, bus-stand, railway stations, RWAs gate etc. Special team was appointed and all instructions were displayed within single day time at all locations.

5 Action against the violators

Necessary direction for action against the violators of lockdown was issued and published on all social media platforms.



6 Quarantine facilities

4 facilities of around 900+ beds are made available around the city. Individuals with travel history and asymptomatic & symptomatic conditions were identified and around 1600+ stickers pasted at their home quarantine places for easy identification. Necessary awareness about 6 Private testing labs for testing is done.

Issued by: District Administration of Gurugram

PRIVATE LABS FOR COVID-19 TESTING IN HARYANA

*Approved by ICMR

MoIQ Laboratory
Plot 28, 29, Sector 18(P) Electronic City, Udyog Vihar, Phase IV, Gurugram

Modern Diagnostic and Research Centre Lab
363-364/4, New Railway Rd, Jawahar Nagar, Sector 12, Gurugram

Testing shall be carried out as per ICMR, MoHFW (GoI) guidelines.

The private labs shall not charge patients above the charges fixed by ICMR, that is, Rs. 4500/- including Rs. 1500/- for the screening test and Rs. 3000/- for the confirmatory test.

Private physicians are requested to intimate the Health Department through the concerned Civil Surgeon regarding each suspected case referred for COVID-19 testing/ for which the sample has been sent as well as each positive case.

Municipal Corporation Gurugram

Just now

#Gurugram District Administration in consultation with Health Department has put notices at residences of few people who have been advised precautionary home quarantine based on recent international travel history, contact tracing etc. We clarify that having this poster DOES NOT mean that resident is COVID-19 confirmed positive.

#CoronaKoHaranaHai #StayHome #FightAgainstCoronaVirus

Comment as Municipal Corporation Gurugram

Details of Quarantine Facilities

Sr. No.	Name of Facility	Bed Capacity
1.	SGT Medical College, Gurugram	300 Beds
2.	Post Graduate College Sector 9A	400 Beds
3.	SCERT	100 Beds
4.	Mahakalashryar Mandir Trust, Borakalan	100 Beds

Private labs for COVID-19 testing in Gurugram

S.no.	Name	Address	Contact
1	Strand Life Sciences	A-17, Sector-34, Gurugram	To be operationalized soon
2	SRL Limited	GP26, Sector-18, Gurugram	1800 222 000
3	Core Diagnostic Pvt. Ltd.	Udhog Vihar, Phase 3, Gurugram	To be operationalized soon

Note: Laboratory test for COVID-19 can only be conducted when prescribed by a qualified physician.

950 @DistAdminGgm @DC_Gurugram

7 Providing Safety equipment's to sanitation staff



More than

- 25,000 Facemasks,
- 24,000 gloves
- 5815 (100ml) bottles of sanitizers and
- 50 (500ml) bottles of sanitisers are distributed to staff

8 Supply of food to poor

MCG has developed facility for providing food for poor. MCG has also requested leading hotels, restaurants, food chain supply and volunteers for preparation of food packets to poor, homeless and in slum sections.

More than 2888 jhugges are served daily and more than 70,000 meals are prepared and distributed daily while maintaining social distancing.



9 Shelter/relief centers to homeless

MCG has developed 56 relief centers/ shelters for homeless with capacity of 2000+ beds along with 23 Volunteers team in different locations of city with food and medical facilities. More than 30 doctors are available at these centers for meeting medical requirements at these centers.



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राहत केंद्रों पर चिकित्सा सहायता

राहत केंद्रों पर ज़रूरी पर उपलब्ध डॉक्टरों की सूची।
 यदि राहत केंद्र पर कोई भी व्यक्ति बीमार पड़ता है तो स्वयंसेवक उन्हें सीधे डॉक्टर को भेज सकते हैं।
 सभी केंद्रों पर महिलाओं के लिए महिला विद्वे और प्राथमिक चिकित्सा विद्वे भी प्रदान किए गए हैं।

S.No.	Zone	Ward	Relief Centers Building Address	Name of Corporators	Doctors appointed	Contact No.
1	2	Barwa	Barwa Public School, Near Nihal Colony, Gali No. 5, Gurugram	Smt. Nishita Bhatnagar M. No. 9851905041	Dr. Dhanraj	9846219999
2	2	Barwa	Community Center Ghatwar, Gali No. 5, Gurugram	Smt. Sukanya Yadav M. No. 9851905042	Dr. Rajivinder	9871843080
3	2	Barwa	Barwa Public School, Near Nihal Colony, Gali No. 5, Gurugram	Smt. Nishita Bhatnagar M. No. 9851905041	Dr. Dhanraj	9846219999
4	2	Community Center	Community Center Dunderhwa	Shri. Vinod Kumar M. No. 9851905044	Dr. Dhanraj	9846219999
5	2	Community Center	Community Center Barwal	Smt. Renuka Yadav M. No. 9851905043	Dr. Dhanraj	9846219999
6	4	Community Center	Community Center Barwal	Smt. Renuka Yadav M. No. 9851905043	Dr. Dhanraj	9846219999

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Relief Centres for provision of essential services

MCG community centres are being converted into 'relief centres'.

We, along with 23 volunteer teams, are doing our best to cater to the problems of those in need by providing food, water, shelter, medical support and sanitation facilities.

50,000+ food packets will be distributed today around 1 PM.

List of shelter homes

S.No.	Ward	Zone	Name of Community Center/Relief Center	Capacity	Operational	Operational	Operational	Operational	Operational
1	2	Barwa	Barwa Public School, Near Nihal Colony, Gali No. 5, Gurugram	200	Yes	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj
2	2	Barwa	Community Center Ghatwar, Gali No. 5, Gurugram	200	Yes	Dr. Rajivinder	Dr. Rajivinder	Dr. Rajivinder	Dr. Rajivinder
3	2	Barwa	Barwa Public School, Near Nihal Colony, Gali No. 5, Gurugram	200	Yes	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj
4	2	Community Center	Community Center Dunderhwa	200	Yes	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj
5	2	Community Center	Community Center Barwal	200	Yes	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj
6	4	Community Center	Community Center Barwal	200	Yes	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj	Dr. Dhanraj



10 Waste Collection from both home quarantine and other homes

- Uninterrupted municipal services via 300+ waste collection vehicles and workers along with 9 agencies for composting to ensure the waste generated is properly picked up and disposed of scientifically.
- MCG issued instructions to MSW waste collectors, composting agencies and biomedical waste collector and processor for safe collection, transportation, processing and final disposal of MSW without compromising the safety of sanitation workers.
- Biomedical waste is separately collected directly from all quarantine facilities and confirmed home cases and disposed as per the BMW Rules 2016.
- Daily temperature checked of workers before and after duty and provided with required PPE.
- Additionally all 326 vehicles working for collection of MSW are washed and sanitized daily. MCG has also requested residents to segregate waste at source, so as to ensure safety of workers.

MCG MUNICIPAL CORPORATION GURUGRAM
NURTURING GURUGRAM

Following instructions are to be followed for waste collection, management, processing and disposal from households during the lockdown period:-

i. Door to door waste collection, transportation, processing and disposal from non-quarantine households:-

1. Door to door waste collection, transportation, processing and final disposal from households during this lockdown period shall be continued to maintain the cleanliness and better sanitation conditions in city
2. All the sanitation workers involved in the collection, transportation and processing should be compulsorily provided with personal protective equipment (PPE) kit
3. Daily fresh PPE kit to be provided to staff engaged
4. Before leaving for collection duty and after returning to their duty station, every sanitation staff shall be subjected to thermal checking and mandatory hand wash with soap.
5. In case staff should be feeling any physical discomfort, he/she should be sent for medical examination and subsequent treatment as may be required.
6. Each staff should deposit their masks/gloves/protective gear in a designated, cordoned-off area, and such used protective gear is to be treated as hazardous biomedical waste and sent to biomedical waste facility for further treatment
7. Municipal solid waste collected shall be treated as per the SWM Rules 2016
8. Other waste used for protection like masks, gloves etc. from non-quarantine households should be treated as domestic hazardous waste, wrapped securely in separate wrappers, collected and transported without mixing with normal household waste
9. The door to door collection vehicles/equipment/ bins/ trailers etc. collecting waste should be

LET'S REDUCE OUR WASTE!!
TAKE CHARGE OF DRY WASTE. REDUCE YOUR LOAD ON THE SYSTEM

Reduce your waste by 20%
..... Do your bit !!

Choose to Store & Recycle after Lockdown what you throw in your Blue Bin /Dry waste Daily
STORE FOR 21 DAYS

Sort Top 4

- Paper & Cardboard
- Plastics
- Metal
- Glass

CLEAN. RINSE. DRY. STORE
DON'T THROW

HELP MANAGE WITH LESSER HOUSEKEEPING & SANITATION WORKERS
GIVE A LIVELIHOOD TO WASTEPICKERS POST THE 21 DAYS

RECYCLE POST LOCKDOWN!!!

MCG MUNICIPAL CORPORATION GURUGRAM | lamgurugram



11 Community and Public Toilet Cleaning and Sanitization

All 122 CT/PT are cleaned and sanitized and has hand wash & sanitizer facilities. All PT/CT are stocked with hand wash & sanitizers. All toilers have advisory message displayed for COVID-19 with do's and don'ts both in Hindi and English.



12 Sanitization of all public, commercial and residential areas.

First round of sanitization has been completed and the second round started from 2nd April 2020.

More than 450 sectors/colonies/ condominiums with 2 lakh houses, 500+ RWAs/societies/colonies/ condominiums, 550+ Bank branches and ATMs, all Govt. offices like MCG, Mini secretariat, court, GMDA, PWD, HSVP, TCP, Urban Public Health Centers, Civil hospital, all bus stands, railway station, public and community toilets, all community centers, all 800 parks, temples, all Police stations, 51 villages under MCG jurisdiction and some areas outside the MCG limit have also been sanitized.

Areas of potential threat are being sanitized by our field staff and the Civil Defence team is conducting awareness amongst unorganized sectors and lower income group areas..

MCG launches 2nd phase of sanitisation drive in Gurugram

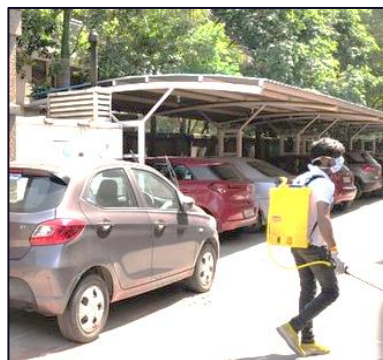
TNN | Updated: Apr 3, 2020, 09:23 IST



GURUGRAM: The Municipal Corporation of Gurugram (MCG) on Thursday kicked off its second phase of sanitisation. Deputy commissioner Amit Khatri said the drives of sanitisation and decontamination are being carried out in a phased manner across the city. He also clarified that it is not mandatory to decontaminate

premises on a regular basis.

According to officials, along with public places the areas outside MCG limits are also being decontaminated. MCG commissioner Vinay Pratap Singh said parks, chaupals, community centres, department stores, medical stores, banks, ATMs and many other public places were being taken of.



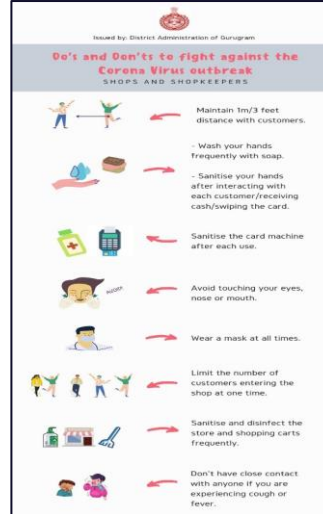
13 Provision of Hand Sanitizers and Disinfectants

MCG issued orders to all Shops to disinfect daily and Officials of the Municipal Corporation of Gurugram (MCG) visited malls, shopping complexes, hotels, restaurants among other commercial establishments to ensure availability of sanitizers for the people visiting them and disinfectants sprayed in the premises.

Additionally, the health wing of the MCG is spraying isopropyl and rubbing alcohol solution to disinfect all offices which witnesses huge public dealing on daily basis.



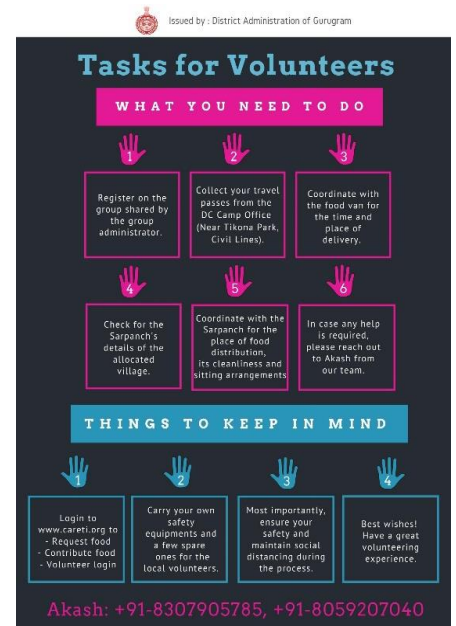
All night shelters are cleaned and sanitized daily. Fogging of all night shelters, relief centers and colonies are done regularly.



14 Volunteer Efforts

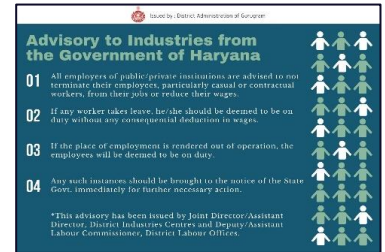
MCG has asked volunteers from different sectors to support MCG in carrying out non-distributive services like food distribution, sanitization, awareness etc.

35 teams are headed by an EE level officer, 12 NGOs are also involved in the distribution in addition to the MCG team, which has adopted slums in the MCG area. A portal for volunteers to share their individual efforts to create a database to track and monitor relief methods. 1214 volunteers has registered till date.



15 Awareness and advisory to citizens

MCG has issued various advisory to all the residents via print media, electronic media and even created separate WhatsApp groups which includes 500+ RWAs, society presidents and headed by MCG Commissioner, DC, Gurugram and SHO Haryana Police. This was mass communication related to Govt. instruction, guidelines or public query is taken promptly.



10 posts daily with appx. 150 tweet responses per day

16 Self-Quarantine Support System

People in self-quarantine are being looked down upon as potential threats to others in their immediate living surroundings. This might be causing emotional distress to them. They cannot flee the place and go elsewhere. At the same time, it's important that they maintain isolation for everyone's well-being. They might not have the symptoms, but they can be carriers for others. Talking and regular check-ins with them for another 14 days can ensure a healthy and safe place for all. Support teams have been created in order to look into the mental well-being of those under home-quarantine.

Issued by : District Administration of Gurugram

Self-Quarantine Support System

We care about your well-being and so should you.

Here is what we hope to achieve via our Self-Quarantine Support Teams:

- Provision of mental and emotional support to those in distress.
- Identification of crucial symptoms and provision of medical support, if required.
- Understanding the requirement of essential items and logistical management
- Creation of a database to monitor the mental and physical health status of those under home-quarantine and take action, if required.

District Administration Gurgaon
Covid-19 Quarantine Citizens Dashboard

4273 patients <small>Total Patients</small>	36 volunteer <small>Total Volunteer</small>	3518 calls made <small>Total Calls Made</small>	98 Help Required <small>No. of patients seeking for medical or other help</small>
2066 Calls Not Reachable <small>No. of Calls not reachable</small>	683 Quarantined, but OK <small>No. of patients still in quarantine, but doing</small>	775 Quarantined Period Completed <small>No. of people completed Quarantined period</small>	*The Quarantine Citizen Dashboard has been created and maintained by Raman Kant Munjal Foundation.

17 Ensuring Emotional Well-being of Citizens

Taking care of the mental health of children during Covid-19

- Provide Assurance Whenever Needed**
 - Listen to your child's concerns
 - Answer their queries related to the outbreak
- Keep Them in Contact With Their Friends**
 - Encourage them to talk to their friends through video calls
 - Involve children & their friends in some virtual activity
- Manage your child's Anxiety**
 - Keep a check of emotional cues in the child
 - Do not avoid their questions related to Covid-19
 - Make them understand that things will be better
- Give them Complete & Clear information**
 - Provide them with correct information
 - Make them understand proper facts
- Engage them in Indoor Activities**
 - Engage in crafts, puzzles, or pick up a hobby
 - Engage them in physical activities like yoga or dancing
- Maintain a Regular Learning Routine**
 - Do not stop learning
 - Give them Regular assignments
 - Check the assignments to understand their progress

Issued by : District Administration of Gurugram

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people, to recognize and understand the feelings of anxiety, distress and concern many people may be experiencing in relation to the coronavirus and has created helpline no for same. MCG has been advised public use of these helpline numbers. Along with adults, for maintain health of children, enough advisory is shared with public.

RECYCLING HAPPINESS

PSYCHOLOGICAL & EMOTIONAL SAFETY
COVID-19 OUTBREAK & EMOTIONAL WELLNESS

PLEASE CONNECT

- 24X7 Helpline Telephonic Counseling- +91 11 41 10 45 45
- Counseling through Video Conferencing Via Zoom/ Google hangouts- (From 10:00 A.M. to 6:00 P.M.)

To Book Please Send WhatsApp Message +91 9990 812 812

- Webinar on Emotional Well-being

To attend Webinar Email: pooja.bharadwaj@antarmanh.com

ANTARMANH FOUNDATION
www.antarmanhfoundation.org

18 Maintaining social distancing in markets

Views from the vegetable markets in Khandsa, relief centers and at anaj mandis where social distancing norms and being practiced.



Ensured at Anaj Mandis



19 Contribution to the Haryana Corona Relief Fund

Mayor, councillors & employees of MCG have contributed Rs 21 Lacs towards Haryana Corona Relief Fund besides ensuring uninterrupted Municipal services to residents of Gurugram.

