# Disaster Recovery

# Four R Principle Reach, Rescue, Relief, Rehabilitate



# **Sundeep Sharma**

Founder
Corporate and Voluntary Organization Networking for Disaster Recovery

- PAN India App Release
- ICE Incase of Emergency App July 2018
- ICE Helpline Number Handbook 6th Edition July 7, 2017
- Maha Kumbh, Nashik 14 July, 2015
- Medical Contingency Initiative for Ganeshotsav Bandobast
- Mobilized relief fund and material for -
  - Disaster Recovery and Medical Contingency Reach and Rescue
  - Maha Kumbh, Nashik 2015
  - Combat measure to avoid floods in Mumbai 2006 2003
  - Kumbh Mela, Nasik 2003
  - Gujarat Earthquake 2001
  - Orissa Cyclone 1999



# **MUMBAI 2020**

HELPLINE NO. HANDBOOK

CORPORATE & VOLUNTARY ORGANISATION NETWORKING FOR DISASTER RECOVERY AN INITIATIVE OF SUNDEEP SHARMA

Mission is to limit and alleviate the ill effects of any event having repercussions on the normal functioning and safety of the city and its occupants, as well as to ensure rapid recovery from any disruption to normal functioning.

MUNICIPAL CORPORATION	I OF GREATER MUMBAI
Emergency	
Operation Centre	22694725 / 27
(Disaster Management	Unit) 2704403
1916 cc	crsdmp@gmail.com
Disaster Management C	Cell 22664232

Fire Brigade 101, 23076111/12 mfbcr@rediffmail.com Chief Fire Officer 23001393/94/95

Ext - 100

**Emergency Medical Services** 108 Ambulance Access for All 1298

26146852/ MCGM Water Complaint 26184173

COMPLAINT OFFICER Ward A co.a@mcgm.gov.in Ward B Ward C co.b@mcgm.gov.in co.c@mcgm.gov.in Ward D co.d@mcgm.gov.in Ward E co.e@mcqm.gov.in Ward F (North) Ward F (South) ac.fn@mcgm.gov.in co.fs@mcgm.gov.in Ward G (South) co.gs@mcgm.gov.in Ward G (North) Ward H (West) co.gn@mcgm.gov.in co.hw@mcgm.gov.in Ward K (East) co.ke@mcgm.gov.in Ward K (West) co.kw@mcgm.gov.in Ward L co.l@mcgm.gov.in
Ward M (East) co.meast@mcgm.gov.in Ward M (West) co.mw@mcgm.gov.in Ward N co.n@mcgm.gov.in co.ps@mcgm.gov.in Ward P (South) Ward P (North) Ward R (South) co.pn@mcgm.gov.in ac.rs@mcgm.gov.in Ward R (North) co.rn@mcgm.gov.in Ward R (Central) co.rc@mcgm.gov.in co.s@mcgm.gov.in

Ward T



# **MUMBAI 2020**

HELPLINE NO. HANDBOOK

AN INITIATIVE OF SUNDEEP SHARMA

BEST		POLICE	
BEST Supply	2378238 / 822840660	Maharashtra Police 22026636/80, 22822631	
South Zone	23782388	Director General 22026672 / 22026636	
(Colaba to Byculla/Haji		Control Room 22026680	
Electric House	22799300	Police 100 / 103 / 112 / Info 1090	
North Zone Supervision	24145888	CRO 22623054 /5020	
Dadar Control	24144897 / 24149537	Asst.CRO 22641752	
	24144891 / 64507803	Ladies / Sr.Citizen 22633333	
	(ext-537)	DCP Zone -I 22620453 / 23719777 dcpzone1-mum@mahapolice.gov.in	
Colaba Call Centre	22843939 / 22799667	DCP Zone -II 23070213 / 23010524	
Worli Fuse Control	24953363 / 24954242	dcpzone2-mum@mahapolice.gov.in	
Dadar Fault Control	24148683	DCP Zone -III 23700608 / 23740008 dcpzone3-mum@mahapolice.gov.in	
Mahim Fuse Control	24444242	DCP Zone -IV 24021101 / 24018333/5316 dcpzone4-mum@mahapolice.gov.in	
ZCC Control (Mahalaxmi, Byculla)	24975888	DCP Zone -V 24976960 / 24927308 dcpzone5-mum@mahapolice.gov.in	
Dadar Fuse Control	24124993	DCP Zone -VI 25229303 / 25008567 dcpzone6-mum@mahapolice.gov.in	
Mahim Fault Control	24155423	DCP Zone -VII 25928383 / 25645228	
Worli Fault Control	24327007	dcpzone7-mum@mahapolice.gov.in	
Suparibaug Control	24161217 / 64507813	DCP Zone -VIII 26508381 / 26540101 dcpzone8-mum@mahapolice.gov.in	
Best (Supply Failure)	64507803 / 24144891	DCP Zone -IX 26422042, 26453700 dcpzone9-mum@mahapolice.gov.in	
<b>BEST Traffic Control</b>	24146533 / 24184489	DCP Zone -X 28367767, 28221859	
	24137937 / 24146262	dcpzone10-mum@mahapolice.gov.in	
	(ext -301)	DCP Zone -XI 28903899 dcpzone11-mum@mahapolice.gov.in	
Traffic control DY CVO	24164838 9869048887	DCP Zone -XII 28283889, 28282500 dcpzone12-mum@mahapolice.gov.in	
IN CASE OF EMERGENCY MU	MBAI 2020 93224 23567 /98335 2	3567 www.sundeepsharma.in www.sundeepsharma.org	

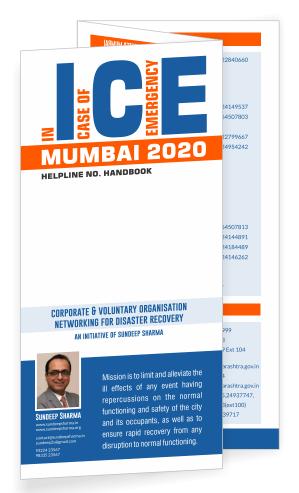
MUMBAI 2020

co.t@mcgm.gov.in

EASE CASE OF THE PROPERTY OF T		HELPLINE NO. HANDBOOK AN INITIATIVE OF SUNDEEP SHARMA	
TRAFFIC PO	LICE	ADANI TRANSMISSION LTD	
Helpline Jt. CP(Traffic) Adln. Commissioner Head Office (Traffic) dcptrafficsouth@mumbai.	8454999999 24954443 24945339 Ext 104 maharashtra.gov.in	Dedicated 24 x7 toll free helpline Complaints For Supply Disruption 180053 Central Control 022-3009 911 022-2968811	1/722
DCP (Traffic-1) dcptrafficsouth@mumbai. Traffic Control (Worli) 2	23781384 maharashtra.gov.in 4937755, 24937747 24940303(ext100) CRO 24939717	,	7439
MSEB		(,	7431 7214
Bhandup (24x7) Mulund-east (24x7) 2163	18002003435 18002303435 6472131, 26474210 25664323 69, 458879, 623000 86666, 8879623325	Sr.Manager, Parel 671 Sr.Manager, Dharavi 671 Chief Manager, Sakinaka 671	7211 7241 7421 7190 2402
GAS SERVI	CES	GOVERNMENT OF MAHARASHTRA	١
Mahanagar Gas Limited 2	1917 18002229944 cy) 24012400/24045754 24071561/24071742 24074748/26591705	(emergency operation centre) dysecmcr@gma Central Public 22059123/4936	

24045785

jtadimalla@mahanagargas.com



Release of ICE-In Case of Emergency Leaflet in June 2020



In Case of Emergency - Mobile App Launch

**Launch Venue:** Savya iTech Global Pvt. Ltd., Suite #701, Xtrium, Next to Holy Family Church, 291 Sir Mathuradas Vasanji Marg, Andheri East, Mumbai - 400093

#### **Guest:**

#### Mr. Sameer Unhale

Currently: Additional Muncipal Commissioner, Thane Former Commissioner of Nanded Wagala Muncipal Corporation.

### In Attendance:

Hirachand Jain - Director, Dreamscape Media Pvt. Ltd.

Saumil Gandhi - Director, Dreamscape Media Pvt. Ltd.

Manish Sharma - Chairman Managing Director, Embark Logistics

Harnek Singh - Director, Davin

Sunil Malik - Managing Director, Davin

Preeti Malik - Founder & Lead, Davin Info Pvt. Ltd.

Tanya Malik - Director, Julip Entertainment Pvt. Ltd.

Prakash Thevaar - Managing Director, Southern Group

Shweta Patil - Research Assistant



The mobile app was launched by Sameer Unhale - The co-ordinator - Disaster Management, Govt. of Maharashtra. Pan India Data of control rooms of departments like Police, Fire Brigade, Hospitals and all such government and voluntary stake holders in disaster recovery shall be useful in any situation.

Embark Logistics and Davin Info Pvt. Ltd. are powering this initiative.



ICE (In Case of Emergency -Helpline Numbers Handbook) consists of telephone numbers, email id's & websites of :

**MCGM** (Municipal Corporation of Greater Mumbai)

**BEST** (Brihanmumbai Electricity Supply & Transport)

**Police** 

**Traffic Police** 

**Gas Services** 

**MSEB** (Maharashtra State Electricity Board)

**Tata Power, Reliance Energy** 

**Government of Maharashtra** 

MTNL, Mumbai Metro, Mumbai Monorail

Railways

**Tide Chart** 

2 Lac copies of this handbook have been distributed in Mumbai



Santosh Kumar being honoured



Firdaus Ali being felicitated



Aniket Raha being felicitated

# Disaster Recovery and Medical Contingency Reach and Rescue, Maha Kumbh, Nashik - 2015

This project has been formulated by Sundeep Sharma.

A team of doctors led by the renowned interventional cardiologist, Dr Kunal Gupte shall be executing the project.

All volunteers shall be connected via walkie-talkie network provided by wireless systems of Shri S.C. Shah, Mumbai.

The reach and rescue program is not only designed for the pilgrims but it has been specially designed to serve the Police and paramilitary personnel and other civilian personnel on duty at the Maha Kumbh.



14 July, 2015 - Maha Kumbh, Nashik

# Public-private project at work

NGO, corporate distribute free booklets of disaster management in suburbs



# Disaster survival in a book

Tyre company, NGO, join hands to publish a booklet with hospital, police station numbers

SWATEE KHER MUMBAI, JULY 9

Incidentally, after three hours, his office received a call from the same woman. She said that she was stuck in her locked car in the floods but managed to save herself wanagement calle out who a disaster management booklet, which includes the telephone numbers of all hospitals, control rooms, po-lice stations, civic controls, railways, blood banks for

phlets and spreading awareness in this manner. Otherwise I would have gotten bored at home, waiting for college to begin," said an excited Ashish Jadhav (16),

nee stations, crive controls, railways, blood banks for ready relevance, ready relevance, and ready relevance of the back from Mayor Datta Dabi. About 40 volunteers and employees of Apollo Tyres are on the streets since Tuesday spreading awareness about necessary steps to be taken in case of emergency through 1.7 lakh booklets, and the state of the state

THE ASIAN AGE MUMBAI

Friday 7 July 2006 Page 23

# Corporate & NGO gift Mumbai free booklet

OUR CORRESPONDENT I

booklet containing the numbers of hospitals, so booklet containing the numbers of hospitals, so booklet containing the numbers of hospitals, so be desirable to the desirable ted, for free, in certain suburbs in the city, till July 8.

The booklet is an initiative by Apollo Tyres and Corporate and Voluntary Organisation Networking for Disaster Management, an NGO. The booklet also contains some very essential and practical safety tips for car and motorbike owners.

The "Disaster Management Handbook" will be distributed from 8.30 am to 8.30 pm. One can pick up the booklet at the Apollo Tyres outlets.

The volunteers will distribute the booklets at Vile Parle-airport signal, Bandra-Kurla Complex signal, Vakola-signal till 11.30 am on July 7, and therafter near Kalina University, Santa Cruz police station and other critical areas.

the rafter near Kalina University, Santa Cruz police station and other critical areas. On July 8, the volunteers will visit suburbs on the central line.

26 AFTERNOON DESPATCH & COURIER MONDAY, JULY 10, 2006

Business

# Apollo Tyres teams up with NGO to help citizens in the monsoon

The NGO CVONDM to deal with any emergency during the rains



Volunteers distributing disaster management booklet at traffic signals



# DISASTER MANAGEMENT HANDBOOK

Created for the benefit of car owners and drivers in Mumbai city, the disaster management handbook is one of the most essential items that every driver must have stored away in his glove box. An initiative of Sundeep Sharma, a social consultant and advisor, the purpose of this handbook is to limit and alleviate the ill effects of any event having repercussions on the normal functioning and safety of the city and its occupants, as well as to ensure rapid recovery from any disruption to normal functioning.

A few safety tips included in the handbook

1) Ensure that you have a copy of the Disaster Management handbook in your glove box at all times

2) A well equipped first aid kit with bandage, pain killer spray, antiseptics, anti-allergic like avil, asprin, mosquito repellent cream or spray like odomos.

3) Car drivers with diabeties, B.P., asthma or any other disorder should keep a stock of their medicines in the car

4) Carry out pre-monsoon checks of batteries, tyres, electrical wirings, engine, maintenance of your car including wipers and top up the fuel of your car at least during the

The handbook also includes a list of helpline numbers. Traffic Control - 24937746



Giving instructions to the Medical staff during Ganeshotsav arrangements.



Inspection of the on duty medical staff and Mobile ICCU, by the Dy. Comm. Of Police, Dhananjay Kamalakar.



Planning for the Disaster Management at the Mayors Chamber Mumbai.



Dhananjay Kamlakar IPS releasing the first Emergency number Handbook. 150,000 copies of which were distributed to Car owners in Mumbai

Sundeep has devised a Disaster Management programme on 4R PRINCIPLES-REACH, RESCUE, RELIEF, REHABILITATE

# A Medical Contingency Project -

A plan was submitted to Commissioner of Police, Mumbai on 13th September, 2007. Govt instant consent and whole hearted support. This was first time ever in the city of Mumbai during Ganeshotsav the biggest festival of the city came a single Medical Contingency Project, this is another avenue of project PRAYOG, a project which Trains, Deploys and Felicitate volunteers for Ganeshotsav Bandobast. Proposal of the Medical Contingency Plan and Project completions report is prepared every year.

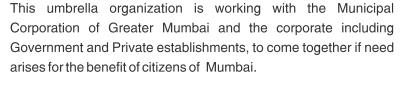
The City of Mumbai was divided into 12 Zones, each zone had a Mobile ICCU on wheels and other ambulances covering all 27 immersion spots, they were all wired through a Walkie Talkie Network. Doctors and Medical staffs were available till the bandobast (arrangements) were called off. A well equipped control room was setup with Global Positioning System (GPS) and Realtime Tracking System (RTS) also having access to the Ambulances through Wireless Radio Tracking. This is an annual event.



This organization was born on 25th May, 2006 at The Mayor's Chamber, Mumbai. The purpose of this organization is to limit and alleviate the ill effects of any event having repercussions on the normal functioning & safety of the city and its occupants, as well as to ensure rapid recovery from any disruption to normal functioning. CVONDM has been compiling and publishing a Disaster Management booklet consisting of Safety Tips and all important telephone numbers apart from other Volunteer Organization coordination activity. In 2006, 1,90,000 brochures distributed to four wheel users and in the year 2007, 3,50,000 car users received this booklet, the booklets were also sent to all NGO's so that they can be prepared for any disaster. In the year 2008 and 2009, 3,50,000 booklets with the latest helpline numbers were distributed amongst Mubaikars. In the year 2010 for the 5th consecutive year 3,50,000 booklets for Mumbai, 1,00,000 for Navi Mumbai and 1.00.000 for Thane were distributed with the latest information.



Satish Mathur, Joint Commissioner of Police Traffic, Mumbai - after realasing the fourth addition of the emergency number handbook.





Vehicle and the Mobile ICCU on duty.



Devotees gathered at the KUMBH to take a dip in the holy water

# Medical Contingency Programme for Kumbh -

Kumbh, it is the largest congregation of Hindus in the world. Kumbh takes place in every four year. More than a billion people take a dip in the holy waters of the river Ganga or its subsidiaries. From 16th August till 25th September 2003, this medical contingency was equipped to avert any medical emergency caused due to sheer number of devotees, climatic conditions, etc. The only Intensive Cardiac Care Unit formed the core of the Contingency Programme. 20 doctors, assisted by 40 medical staffs, headed by Dr. Kunal Gupte, an eminent Cardiac Surgeon of Nashik was the human resource backing the contingency plan. All personnel and vehicles were connected via an effective Wireless Walkie Talkie services.

# THE TIMES OF INDIA Mumbai, Tuesday, January 30, 2001 State sets up relief centres for quake-hit

By The Times Team

MUMBAI: For those wishing to lend a helping hand to Gujarat earth quake victims, here are a few addresses and phone numbers of organisations which they can contact:

Donations

The state government has set up four relief centres where people can make financial and material donations. Donations in the form of money would be accepted via crossed cheques, pay orders, demand drafts, which have to be drawn in favour of Chief Minister's Relief Fund (Gujarat). People can also donate new blankets, bed-sheets, rice, pulses, polythene sheets and tent materials. Donations will be accepted from 8 a.m to 10 p.m on all days till Feb-

The four centres are located at:

• Suburban Collectors Office, 10th floor, near Chetna College, Mumbai Suburban District Administrative Building, Bandra (east); Telephone number 6556806. The officer incharge Rajendra Bhosle can be contacted on 6556994. 9820068675.

Contributions to the government fund can

also be made at Tehsildar's office, D.N. Road, near Navrang Cinema, Andheri. The officer concerned Hikkamat Udhan can be contacted on 6231368 or 9820336934.

- Also, Tehsildar's office opposite Haridas Nagar, Shimpoli Road, Borivli (west). Govind Bodke can be contacted on 9821028502 or
- Government relief fund contributions can also be made at Tehsildar's office, Topiwala college building, Mulund (W). Shyamsunder Patil can be contacted on 5602386 or 9820166664.
- Cheques and donations favouring Giants International Charitable Trust can be send to Giants International, 2nd Floor, Orient Club Building, 9 Chowpatty Sea Face. Telephone no. 3679698
- Donations (cash or in kind) can be made to Ananda Marga Universal Relief Team (AMURT). The contact numbers are 4936110, 4939235.

Relief Material

Vijay Transport Company will transport re-

lief material to Kutch free of cost. Organisations which want to send relief can contact Nipun Gala on 3741180.

- Lions Club of Mumbai Care is collecting relief materials and supplies. For details, Sundeep Sharma can be contacted on 7705017.

  Helplines
- Railway information centre in Mumbai: 2017420
- Railway information centre in Ahmedabad: 079-2111413
- For information on building collapses, contact Ahmedabad Municipal Corporation: 079-5353858
- Ahmedabad police control room: 079-5630100/0200
- Social workers have started a 24-hour helpline. The numbers are 5644151, 5642470.
- Meanwhile, the Red Crescent Society of India has organised a team of doctors who will leave for Gujarat on February 1. Interested volunteers can contact Arshad Siddiqui on 2823749 or 2040226.

Scenes of the Relief collection Centre at Sambhaji Beedi compound set up between 27th January to 14th Feb., 2001.



The volunteers with collection for Gujarat Earth quake material.



Photograph of the tent which were specially designed and sent to Gujarat.



Volunteers packing relief material for Gujarat in a 24 hours relief collection Centre set up at Sambhaji Beedi Compound, R.C. Marg, Chembur.

### Care Gujarat

One of the biggest earthquakes hit the western regions of India, Gujarat on 26th January 2001. The relief work was carried from 27th January to 14th February 2001. The efforts of volunteers in collection of the relief material, the Commitment of Bombay Marketing Pvt. Ltd. and grass root volunteers was commendable. Distribution of the relief materials in Gujarat was done by Lions Club International and Bharat Sevashram Sangha. A 24 hour collection center was setup at Sable Waghire & Co. Ltd., Chembur. Collection from all over Mumbai, items like clothes, food grains, milk powder, medicines, utensils etc., were collected, sorted and packed in family packs i.e 2 Adults and 2 Children. Transportation to Gujrat was arranged by ORPAT International. The disaster management plan was a success because the distribution of the materials was articulately conducted by Bharat Sevashram Sangha, an NGO widely spread over Gujarat.

# Areverse relief - Aconcept of Sundeep Sharma

This concept came into existence to help migrants from Gujarat i.e earth quake victims, who wished to settle in Mumbai after the catastrophy were assisted in all possible ways to setup their life.

# सकाळ : शनिवार, १३ नोव्हेंबर १९९९



द्रीय विहार या निवृत्त केंद्रीय अधिकाऱ्यांच्या वसाहतीतील नागरिकांनी ओरिसातील वादळप्रस्तांसाठी गोळा केलेल्या हित्याची वर्गवारी करताना गृहनिर्माण संस्थेचे पदाधिकारी.

# 'केंद्रीय विहार'तर्फे वादळग्रस्तांसाठी मदत

नवी मुंबईं, ता. १२ : नेरूळ येथील केंद्रीय बिहार बसाहतीतील नागरिकांगी स्वयंस्कृतीन ओरिसामधील बादळप्रसत्तोकिता मदत गोजा केली असून नुकतीच ती चेंबूर येथील लिओ कल्कच्या माध्यमातून ओरिसात पाठीवण्यात आली, अशी माहिती केंद्रीय बिहारचे सचिव डॉ. एन. जी. लघाटे यांगी दिली.

ओरिसातील जीवित व वित्तहानीचे वृत्त येताच वसाहतीतील नागरिकांना मदतींचे आवाहन करण्यात आले. त्याला लोकांचा उत्पन्नतें प्रतिसाद मिळाजांचा के प्रतिस्ति के स्वति प्रतिस्ति के स्वति प्रतिस्ति के स्वति के स्वति प्रतिस्ति के स्वति विद्याली के स्वति के स्वति विद्याली स्वति के स्वति स्वति के स्वति स्वति के स्वति स्

#### THE SUNDAY TIMES OF INDIA, JANUARY 25, 1998



Minister for excise Prakash Mehta (second from right) inspects the Gagan Tara building at Pestom Sagar, Chembur, which was evacuated on Saturday morning after it began sinking

# Sahayta Orissa -

During devastating Cyclone in Orissa on 3rd November 1999, 4 Tempo loads of immediate relief were mobilized to cyclone-affected areas. Calls for help were made in the print as well as in the electronic media. The relief material collected was distributed in Orissa by the help of Bharat Seva Sangha, a voluntary organization widely spread in the far-flung villages of Orissa.

# Disaster Management Plan -

On 24th January 1998, sinking building, Gagan Tara at Pestom Sagar, Chembur, Sundeep co-ordinated between Police, Fire brigade, Municipal Corporation, Mhada, etc. Expert opinion was sought from Mr. Raikar of Raikar Builders. 19 families were allotted temporary shelter at Ghatkopar after the personal intervention of Shri Pramod Mahajan, Member of Parliament. This was the first Disaster Management initiative taken by Sundeep, the plight of the homeless in distress people motivated other disaster management initiatives.