



GURUGRAM METROPOLITAN CITY BUS LIMITED

PRESS RELEASE

CEO GMCBL & Addl. CEO GMDA Smt. Sonal Goel IAS, participating as a panelist at the Live #SKOCH Webinar held on April 11, 2020, spoke about the initiatives taken by GMCBL @gurugaman and GMDA in response to the COVID-19 pandemic and citizens' welfare.

Integrating Innovation & Utility: Smt. Sonal Goel through GMCBL presentation described the repurposed new role of Gurugaman, rising to the need of the hour as mobile essential delivery shops transporting necessary commodities/ration, fruits and vegetables of daily needs from wholesalers and *mandis* to the residents as per their demand raised to the Zonal Administrator. In this way, Gurugaman buses are continuing to provide citizens safe access to essentials.

Extending solidarity and help to Govt: GMCBL has donated a sum of Rs. 10 lakh and Thirty Three Thousand to offer support to those affected by the virus. The CEO lead by example and donated her one month's salary to Haryana COVID Relief Fund.

Reaching out to the needy: GMCBL Team is regularly visiting several slum areas in Gurugram to help the needy. More than 1500 sanitation kits have been distributed amongst the needy in a drive to promote personal hygiene to contain the spread of Coronavirus. Team also distributed over 200 packets of dry ration items dal, rice, sugar, salt and atta to those in need.

Helping stranded migrants during lockdown: GMCBL buses helped in moving the migrants to their destinations and quarantine locations- Relief Camps/ Shelter Camps set up by the District Administration.

Inspection of Shelter Homes and Relief Camps: Through several field trips, the CEO & Team inspected the arrangements of food, stay and sanitation being provided to inmates.

Review of market places: The CEO visited various vegetable/ fruit *mandis* in Gurugram and gave suggestions on improvising the operations. She interacted with citizens and customers buying in market areas.

Spreading awareness to fight Coronavirus: GMCBL through its Social Media platforms is promoting use of Aarogya Setu app, use of mask and giving updates from District

Administration to citizens regarding rules, and process for RWAs for requesting of essential food items, among others. Even before lockdown, Public Health Awareness posters were displayed inside buses for riders on how to stay safe. Regular disinfection of entire buses and use of sanitizers began.

Appeal from CEO to citizens: An appeal was issued through a special video message on social media to all citizens to follow the Stay Home orders of the Govt. Through Twitter, the CEO has been helping out people in need who write to her by coordinating with the District Administration regarding supply of essentials, ration, vegetables, etc.

Emerging as a Saviour: GMCBL is emerging more as a saviour and redefining its relevance in the time of National emergency by moving ahead from its traditional role of a public transport system.

Talking about **GMDA initiatives**, ADDL. CEO GMDA explained through a presentation how the IT infrastructure is the backbone for the entire city through the creation of a Single Online Platform for monitoring and enforcement of all organizations in Haryana working together to fight Coronavirus. The Integrated Command & Control Centre (ICCC) is working as a nerve centre 24x7 to provide operations to contain the spread of COVID-19. Through the display of 100 cameras, activities related to traffic monitoring, lighting, solid waste management are monitored. The Call Centre of MCG is integrated with GMDA's ICCC for booking/ redressal of public grievances. Citizens can call 18001801817 or e-mail to services.gmda@gmail.com. Complaints related to water supply, sewerage, garbage and street lights are also attended by the Call Centre and directed to officials for immediate attention. GMDA Mobile App can be used for getting Movement Pass and receiving information on COVID-19. Also, app provides Helpline numbers and information on Test & Isolation Centres, hospitals, pharmacy and notifications. GMDA through its paperless office is working during lockdown to deal with public administration issues. Citizens can approach online web applications for Change in Land Use, new connection for drinking water, sewerage, etc, where these are dealt in a time-bound manner. The GIS technology is helping authorities by providing movement pass for citizens to move in emergency. One Map Gurugram is providing data for the entire state.

Speaking about long term planning, the CEO informed that a phasing out strategy is being developed for the entire state. The feedback and issues raised by citizens during the Webinar provided useful insight to the Administration. The CEO thanked the people and organizations working to fight COVI-19 and appealed for a collective fight to tide over the crisis.