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COMBATING NOVEL CORONAVIRUS (COVID-19)

A Case Study of Chandigarh
## Combating Novel Coronavirus (COVID-19)
### A Case Study of Chandigarh

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**Municipal Corporation Chandigarh (MCC)**

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Phone: 0172 2541002  
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MESSAGE

It is a matter of great privilege in recording my appreciation to Municipal Corporation, Chandigarh for assisting Chandigarh Administration in combating COVID 19 Pandemic by involving key stakeholders including Resident Welfare Associations, Market Associations, Religious Organizations, Civil Society Organizations, Corporates and Industries in addition to their own human resource of the Corporation.

I am very happy to see the documentation of the entire COVID 19 Pandemic combating operations led by Municipal Corporation, Chandigarh under the vibrant leadership of Smt. Raj Bala Malik, Hon’ble Mayor and Shri. K.K. Yadav, Commissioner, Municipal Corporation, Chandigarh; which is beautifully inscribed in structured manners with ethics, values, limitations and way forward on readiness and preparedness in future. The outcome of the documentation will go in a long run in understanding the crisis, planning and management of such future crisis.

I congratulate Municipal Corporation, Chandigarh for stepping out in this regard and expect the good follow up on the same in future.

(V.P. Singh Badnore)
MESSAGE

I feel enormous pleasure in inscribing my deep sense of gratitude to Municipal Corporation, Chandigarh for coming forward with full vigour and rigour during COVID 19 Pandemic by involving key stakeholder comprising of Government and Non-Government.

I am also contented to appreciate the documentation of the entire COVID 19 crisis operations led by Municipal Corporation, Chandigarh. I am sure, the outcome of the documentation will develop understanding of crisis and managing such crisis in future.

I extend my deepest appreciation and best wishes to the entire team of the Municipal Corporation, Chandigarh.

(MANOJ PARIDA)
MESSAGE

It is my privilege to record my deep sense of gratitude to Municipal Corporation, Chandigarh for dealing with COVID-19 Pandemic crisis in Chandigarh in dedicated manner by involving various stakeholders including Government and Non-Government.

I am very happy to know that Municipal Corporation, Chandigarh has documented the process involved in combating COVID-19 in a beautiful and structured report which will not only help stakeholders to establish convergence in future but also guide on limitations, values and ethics to be followed through such crisis.

I extend my deep appreciation and best wishes to the full team of Municipal Corporation, Chandigarh.

(Kirron Kher)
MESSAGE

I feel enormous pleasure in recording my deep appreciation to the entire team of officers, secretarial and field staff for coming forward shoulder to shoulder in combating COVID-19 Pandemic in Chandigarh.

I am very much impressed by the spirit, dedication and devotion of the officers who have not only performed their official duties in the crisis but have also gone beyond their duties in a passionate way voluntarily for supporting the humanitarian context too by mobilizing resources from civil society organizations, corporates and religious organizations.

I am also very happy to see the documentation of COVID-19 Pandemic operations, which is beautifully designed in a structured manner.

I congratulate Shri K.K. Yadav, Commissioner, Municipal Corporation, Chandigarh for stepping in this regard and expect a virtuous follow up on the same.

(Raj Bala Malik)
MESSAGE

I am happy in presenting the documentation of the COVID-19 Pandemic comprehensive report including the process, implementation, case studies, best practices, ethics, values and limitations.

I am indebted to Sh. V.P. Singh Badnore, Hon’ble Governor of Punjab, Chandigarh being a mentor to Municipal Corporation, Chandigarh in combating COVID-19 crisis in Chandigarh by involving various stake holders in his able patronage.

I am also very thankful to Sh. Manoj Parida, Adviser to the Administrator, Chandigarh Administration for relentless institutional and administrative support during the COVID-19 crisis.

In fact, I cannot forget to mention Smt. Raj Bala Malik, Hon’ble Mayor, Municipal Corporation, Chandigarh who has bestowed her confidence during the COVID-19 crisis on the officers and municipal councillors of the Municipal Corporation, Chandigarh in tackling the crisis w.r.t. Municipal service but also in context of humanitarian crisis. No doubt in saying that such a beautiful and structured processed documentation of entire COVID-19 Pandemic operation led by Municipal Corporation, Chandigarh will go a long way in bringing more convergence among various departments and stakeholders and also in establishing harmony between citizens.

I am also thankful to the entire documentation team who have persistently worked hard in making this report a landmark achievement.

(Kamal Kishore Yadav)
“Leadership is having a compelling vision, a comprehensive plan, relentless implementation, and talented people working together.”

— Alan Mulally, former CEO of the Ford Motor Company
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Combating Novel Coronavirus (COVID-19)
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Scenario -
Global, National & Local
2019 NOVEL CORONAVIRUS

On 30 January 2020, Director-General WHO declared that the outbreak of novel coronavirus (2019-nCoV) constitutes a Public Health Emergency of International Concern (PHEIC) as per the advice of International Health Regulations (IHR) Emergency Committee.

As on 31th January 2020, a total of 9720 confirmed cases and 213 deaths have been reported in China. The epicenter of the outbreak was initially in Wuhan City, Hubei province but has rapidly extended to all other provinces of China.

Outside of China, 19 countries have reported a total of 106 confirmed cases, most with travel history from China. These countries are Australia (9), Cambodia (1), Canada (3), Finland (1), France (6), Germany (5), India (1), Italy (2), Japan (14), Malaysia (8), Nepal (1), Philippines (1), Singapore (13), South Korea (11), Sri Lanka (1), Thailand (14), UAE (4), USA (6), & Vietnam (5)

2019 Novel Coronavirus also called Coronavirus disease (COVID-19), is an infectious disease caused by a newly discovered coronavirus. Most people who fall sick with COVID-19 will experience mild to moderate symptoms and recover without special treatment. The virus that causes COVID-19 is mainly transmitted through droplets generated when an infected person coughs, sneezes, or exhales. These droplets are too heavy to hang in the air, and quickly fall on floors or surfaces. You can be infected by breathing in the virus if you are within close proximity of someone who has COVID-19, or by touching a contaminated surface and then your eyes, nose or mouth.

SYMPTOMS

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate symptoms.

Common symptoms: Fever, Tiredness & Dry cough.
Some people may experience: Aches & pains, Nasal congestion Runny nose, Sore throat, Diarrhoea.

On average it takes 5-6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days. People with mild symptoms who are otherwise healthy should self-isolate. Seek medical attention if you have fever, cough, and difficulty breathing. Call ahead.

Source/Reference: www.who.in; Coronavirus Disease (COVID-19) Situation Report-1
https://www.google.com/covid19/
OVERVIEW

2019 NOVEL CORONAVIRUS

PREVENTION

Protect yourself and others around you by knowing the facts and taking appropriate precautions. Follow advice provided by your local public health agency.

To prevent the spread of COVID-19:

- Clean your hands often. Use soap and water, or an alcohol-based hand rub.
- Maintain a safe distance from anyone who is coughing or sneezing.
- Don’t touch your eyes, nose or mouth.
- Cover your nose & mouth with bent elbow/ tissue when you cough/ sneeze.
- Stay home if you feel unwell.
- If you have fever, cough, or difficulty in breathing, seek medical attention.
- Follow the directions of your local health authority.

Avoiding unneeded visits to medical facilities allows healthcare systems to operate more effectively, therefore protecting you and others.

TREATMENTS

To date, there are no specific vaccines/ medicines for COVID-19. Treatments are under investigation, & will be tested through clinical trials.

Self-Care

If you feel sick you should rest, drink plenty of fluid, and eat nutritious food. Stay in a separate room from other family members, and use a dedicated bathroom if possible. Clean and disinfect frequently touched surfaces. Everyone should keep a healthy lifestyle at home. Maintain a healthy diet, sleep, stay active, & make social contact with loved ones through the phone or internet. Children need extra love and attention from adults during difficult times. Keep to regular routines & schedules as much as possible. It is normal to feel sad, stressed, or confused during a crisis. Talking to people you trust, such as friends and family, can help. If you feel overwhelmed, talk to a health worker or counselor.

Medical Treatments

If you have mild symptoms, self-isolate and contact your medical provider or a COVID-19 information line for advice. Seek medical care if you have fever, cough, & difficulty breathing. Call in advance.

Source/ Reference: https://www.google.com/covid19/
COVID-19 GLOBAL SCENARIO

The COVID-19, which first emerged in the Wuhan city of China, has infected more than 1 Million people globally with over Fifty Thousand deaths. The disease has impacted 180 countries. Currently, the US has the most number of confirmed cases in any country. And Europe is the worst affected region with Italy and Spain being the most impacted. Also due to the differences in testing, there is a high probability of countries understating the number of cases.

On 11th March, the World Health Organization declared this outbreak a Pandemic. The number of people with Corona Virus is increasing at an alarming rate day by day despite several attempts by the governments across the globe to contain the virus. India and Saudi Arabia have taken strict measures of lockdown across the countries as results millions of people are living under restrictions and the majority of the business operations have been suspended.

Our environment is also changing due to this outbreak. The lockdown has made people avoid unnecessary travel. Most of the industries are also not operating at this time. The reduction in industrial & transportation activities has led to a huge decline in Pollution levels across most of the impacted areas. Air quality has also shown substantial improvements during this course of time. The European Society of Cardiology has called air pollution itself a Pandemic. In China, the lives saved due to pollution reductions are roughly 20x the number of lives that have been directly lost to the virus although these are not sustainable ways of Environment Protection, this is surely helping us be a bit optimistic during hard times.

With the economic impact of COVID-19, the dependence of the global supply Chain on China (world’s largest exporter of Goods) has brought the world economy to a standstill. The Dow and the FTSE saw their biggest one-day declines since 1987. The number of People filing for Unemployment in the US has hit a record high of all time. This outbreak has sparked widespread fear of Global Recession. The growth rate of the Global Economy has dropped to 2.4% from 2.9%. According to the UN Conference on Trade and Development, this outbreak might cost the global economy $1-2 trillion in 2020.

Tourism is coming into a good crisis thanks to the worldwide panic of the Corona Virus. The impact of the COVID-19 on world tourism business is unquestionable, and therefore the authorities’ forecasts are supported by previous experiences with similar crises reminiscent of that of SARS or H1N1. The International air transportation Association (IATA) estimates that international air transport revenues will be reduced by 5% this year, which suggests 29.3 billion bucks less whereas international organization has down international demand of oil to 19% which is equivalent to 100.73 million barrels per day.

Source/ Reference:
The 2019-20 coronavirus pandemic has caused the foremost important disruption to the worldwide sporting calendar since World War II. Across the globe and to variable degrees, sports events are off or delayed. The cancellation or delaying of the events has led to a huge loss to the sports industry. Summer Olympics of 2020 has been shifted now to July 2021. All the previous bookings stand cancelled which had led to huge loss to Tokyo Olympics association. Also, the hard work and dedication which was put forward by athletes all over the world in order to prepare for these games also goes in vain.

The pandemic has impacted faith in varied ways that, together with the cancellation of the worship services of varied faiths, the closure of Sunday faculties, still because the cancellation of pilgrimages close observances and festivals. Several churches, synagogues, mosques, and temples have offered worship through live stream amidst the pandemic.

There is no denying the fact that the pandemic has a severe impact on the cinema industry. Across the globe and to variable degrees, cinemas are closed, festivals are off or delayed, and film releases are moved to future dates. As cinemas closed, the worldwide box workplace born by billions of bucks, whereas streaming became a lot of fashionable and therefore the stock of Netflix rose; the stock of film exhibitors born dramatically.

The 2019-20 coronavirus pandemic has compact the eating house business i.e. hotels and restaurants. With the starting of March 2020, some major cities within the North American nation declared that bars and restaurants would be closed to work stoppage diners and restricted to takeout orders and delivery. Some workers were unemployed, and a lot of workers lacked leave within the sector compared to similar sectors.

The pandemic has impacted the productivity of science, space and technology projects with the world's leading space agencies - including NASA and the European Space Agency having to halt production of the Space Launch System, James Webb Space Telescope, and put space science probes into hibernation or low power mode. Most of the agencies' field centres including NASA and the European Space Agency have directed most personnel to telework.

Source/ Reference: https://www.bbc.com/sport/51605235
Glimpse of Global Scenario - Confirmed and Death Cases, from 11th January 2020 to 31st May 2020.

Global Scenario - Confirmed & Death Cases Over Time

<table>
<thead>
<tr>
<th>Duration (Year 2020)</th>
<th>Sum of Confirmed Cases</th>
<th>Sum of Death Cases</th>
</tr>
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<tbody>
<tr>
<td>11 Jan - 20 Jan</td>
<td>203</td>
<td>4</td>
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<tr>
<td>21 Jan - 30 Jan</td>
<td>7633</td>
<td>166</td>
</tr>
<tr>
<td>31 Jan - 09 Feb</td>
<td>29733</td>
<td>643</td>
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<tr>
<td>10 Feb - 19 Feb</td>
<td>37718</td>
<td>1198</td>
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<tr>
<td>20 Feb - 29 Feb</td>
<td>10664</td>
<td>930</td>
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<tr>
<td>01 Mar - 10 Mar</td>
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<tr>
<td>11 Mar - 20 Mar</td>
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</tr>
<tr>
<td>21 Mar - 30 Mar</td>
<td>431205</td>
<td>22029</td>
</tr>
<tr>
<td>31 Mar - 09 Apr</td>
<td>742214</td>
<td>52495</td>
</tr>
<tr>
<td>10 Apr - 19 Apr</td>
<td>803594</td>
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</tr>
<tr>
<td>20 Apr - 29 Apr</td>
<td>780561</td>
<td>56330</td>
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<tr>
<td>30 Apr - 09 May</td>
<td>838931</td>
<td>58092</td>
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<tr>
<td>10 May - 19 May</td>
<td>872964</td>
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<td>20 May - 29 May</td>
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<td>40945</td>
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<td>30 May - 31 May</td>
<td>232913</td>
<td>9176</td>
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<tr>
<td>Grand Total</td>
<td>5956883</td>
<td>366400</td>
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</table>

Date Source: https://covid19.who.int/
**Combating Novel Coronavirus (COVID-19)**

**A Case Study of Chandigarh**

**COVID-19 NATIONAL SCENARIO**

With its epicenter in Wuhan, China, the first case of COVID-19 can be traced back to November 2019. However, it wasn’t until January 30 2020, that the first case of COVID-19 was reported in India. And subsequently 2 more cases were reported by 3rd February 2020.

After a month of no activity, it was on March 2, 2020 that more cases of COVID-19 started popping up all over the country and since then, the numbers of cases have only grown exponentially.

While initially COVID-19 was taken lightly by the whole world, including India; with time, it has been seen that it is a dangerous disease that is not only affecting the individuals but also the world economy. The diagram showed here compares COVID-19 to the flu to explain how serious this disease is. It can be seen that COVID-19 is almost twice as infectious as the Flu with extremely higher hospitalization rate and case fatality rate.

The Indian government was able to identify the gravitas of COVID-19 at early stages and has taken numerous steps to ensure that the spread of COVID-19 in India remains easy to control. The main reason behind this is to flatten the curve.

Source/Reference:
COVID-19 NATIONAL SCENARIO

In all countries, including India, there is a limit regarding the number of patients that the hospitals can treat at any given point, therefore the purpose behind the initiatives taken by the government is to slow the spread & hence “flatten the curve” so that the hospitals are able to treat as many patients as possible. If the number of patients increases at a high rate, the hospitals will have to prioritize the patients that will get treatment which could adversely affect the case fatality rate. Slowing the spread is especially essential in India due to it being the second most populated country in the world with a population of 1.3 billion.

The government of India has initiated the following measures in the interest of the Indian population:

a. Special flights were arranged to bring back Indians from Wuhan and other infected countries after which they were checked and quarantined accordingly. Furthermore, all existing visas have been suspended except for limited categories.
b. Multiple quarantine facilities are set up all around India to treat COVID-19 patients.
c. Sanitizers and Facemasks were made essential commodities till June 30 with a cap price set to avoid price inflation.
d. On March 13 2020, The ICMR’s specialized research unit, the National Institute of Virology was able to isolate 11 different strains of COVID-19, making it the fifth country in the world to do so.
e. The Epidemic Diseases Act of 1987 and the National Disaster Management Act of 2005 were invoked on March 14, 2020.
f. The government allocated the State Disaster Response Fund (SDRF) to the states to mitigate the spread of COVID-19.
g. A ban was put in place regarding assembly of large groups in public places.
h. A PM Cares fund has been established where any Indian can donate to help those affected directly and indirectly by COVID-19.

Following this, to curb the spread of COVID-19, several states in India started going on lockdown and mandated ‘work from home’. The first state to lockdown was Maharashtra. Prime Minister Shri Narendra Modi, requested for a voluntary ‘Janata Curfew’ of 14 hours on March 22 which was successfully followed by majority of the Indian population.

From 25 March 2020 onwards, a nationwide lockdown of 21 days was ordered where only essential services will remain open. This lockdown was placed when there were around 500 positive cases, and the number has grown to 2000 on 1st April 2020, Day 8 of the Lockdown.

COVID-19 NATIONAL SCENARIO

However, while this lockdown may help slow the virus, there have been numerous adverse side-effects of this decision.

a. These announcements of lockdown lead to panic buying of essential goods in various parts of country.

b. It is estimated that 139 million Indians from the countryside come to work in the urban areas. Majority of these Indians are daily wagers. With the lockdown in place, these workers had become out of job and were seen walking across states to reach their home. This is a dangerous problem as it is easy for them to become infected and transfer the virus across states. However, the government is trying to tackle this problem by opening facilities for them as well as special buses were arranged to take these individuals back to their home.

c. There is a food shortage that is being created which could have serious implications in the future.

It is yet to be known if the lockdown will be extended but it is sure that extending the lockdown will have immense economic repercussions. COVID-19 has already caused the stock market indices to fall. Extended lockdown will also negatively affect all the small business owners who are unable to open their shops as well as the daily wagers. Punjab has allowed several factories to open so that some daily wagers can work there and are able to keep earning. However, we must see whether a 21 day lockdown is enough to curb the spread of COVID-19 or if an extension of lockdown is a necessary evil. A study by Rajesh Singh and R. Adhikari mathematically studied the impact of lockdown of various days on the spread of COVID-19. They found that a 21 day lockdown is not enough & will lead to resurgence of virus when it ends. Similar results were found with an additional lockdown of 28 days after a suspension of 5 days. Their calculations found that having a 21 day lockdown, a 28 days lockdown & another 18 day lockdown with 5 day suspension period between each lockdown or having a 49 day continuous lockdown were both able to decrease the daily number of cases to less than 10.

Therefore, the government cannot depend solely on the lockdown to slow down the spread of COVID-19 and other preventive measures are becoming necessary to effectively curb the disease. Especially since there have been several issues that have recently surfaced that have caused the COVID-19 cases in India to surge.

Glimpse of National Scenario - Confirmed and Death Cases, from 30th January 2020 to 31st May 2020.

**National Scenario - Confirmed & Death Cases Over Time**

<table>
<thead>
<tr>
<th>Date</th>
<th>Sum of Confirmed Cases</th>
<th>Sum of Death Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 Jan - 08 Feb</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>09 Feb - 18 Feb</td>
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<tr>
<td>19 Feb - 28 Feb</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>29 Feb - 09 Mar</td>
<td>41</td>
<td>0</td>
</tr>
<tr>
<td>10 Mar - 19 Mar</td>
<td>151</td>
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<td>20 Mar - 29 Mar</td>
<td>784</td>
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<td>30 Mar - 08 Apr</td>
<td>4295</td>
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<td>09 Apr - 18 Apr</td>
<td>9104</td>
<td>331</td>
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<td>19 Apr - 28 Apr</td>
<td>15057</td>
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<td>29 Apr - 08 May</td>
<td>26907</td>
<td>952</td>
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<td>09 May - 18 May</td>
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<td>19 May - 28 May</td>
<td>62164</td>
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<td>29 May - 31 May</td>
<td>23810</td>
<td>633</td>
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<td><strong>Grand Total</strong></td>
<td><strong>182143</strong></td>
<td><strong>5164</strong></td>
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COVID-19 LOCAL SCENARIO

COVID-19 has been declared as a pandemic by World Health Organisation (WHO) & after starting from Wuhan in China, it has spread fast to almost all countries globally. At the outset, it is agreed that the expected spread of the infection of COVID-19 cannot be predicted due to uncertainties associated with the disease. If a contingency plan is to be made at the local level, the magnitude of the problems is to be defined to ascertain the arrangements to be made in health facilities including beds, oxygen & ventilator support, health care providers, logistics & food arrangements, etc. Hence some assessment regarding number of patients to be treated in various health facilities in worst case scenario needs to be made.

Right from the start of Janta Curfew on 22nd March 2020, Chandigarh city has been under lockdown through imposition of curfew. Various other measures like door-to-door home delivery of essential items, compulsory wearing of masks in public places, postponement of optional surgeries in government hospitals & measures of social distancing etc. have been taken by the administration to break the chain of infection.

It has been observed that many carriers of infection of COVID-19 do not show any symptoms of the disease & get cured due to self-immunity or many other reasons. Hence, there is a possibility that such persons may not be tested at all as per protocol of testing because they have no travel history for abroad, no history of being in contact with the confirmed positive case and do not show any symptoms. Hence, it is felt that about 1% population of Chandigarh may be tested as positive even in the worst case scenario for the city. Hence, about 12,000 confirmed cases of COVID-19 tests may be detected considering the current population of Chandigarh to be about 12 Lacs. All confirmed cases of COVID-19 have to be isolated in some health care facility to contain the further spread of infection to others as per standard protocol & these are to be discharged only after two consecutive negative test reports spread over 24 hours. It is further expected that most of such confirmed cases will get cured in due course of time & peak day hospitalisation of such active cases may be around 30% of the total confirmed positive cases. Hence, our estimate is that we need to be prepared for management of about 3600 active cases of COVID-19 on the worst day of spread.

Combating Novel Coronavirus (COVID-19)  
A Case Study of Chandigarh

COVID-19 LOCAL SCENARIO

Glimpse of Local Scenario - Confirmed and Death Cases, from 19th March 2020 to 31st May 2020.

<table>
<thead>
<tr>
<th>Duration (Year 2020)</th>
<th>Sum of Confirmed Cases</th>
<th>Sum of Death Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 Mar - 28 Mar</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>29 Mar - 07 Apr</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>08 Apr - 17 Apr</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>18 Apr - 27 Apr</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>28 Apr - 07 May</td>
<td>90</td>
<td>1</td>
</tr>
<tr>
<td>08 May - 17 May</td>
<td>73</td>
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<td>18 May - 27 May</td>
<td>73</td>
<td>1</td>
</tr>
<tr>
<td>28 May - 31 May</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>Grand Total</td>
<td>293</td>
<td>4</td>
</tr>
</tbody>
</table>

Date Source:  
https://www.bing.com/search?q=Coronavirus+trend+in+Chandigarh&filters
### Local Scenario - Confirmed & Death Cases Over Time

<table>
<thead>
<tr>
<th>Sector/ Village</th>
<th>Confirmed Cases</th>
<th>Death Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sector 7</td>
<td>1</td>
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<tr>
<td>Sector 9</td>
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<td>Sector 16</td>
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<tr>
<td>Sector 18</td>
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<td>Sector 21</td>
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<td>Sector 25</td>
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<td>Manimajra</td>
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<td>PGI Campus</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Khuda Ali Sher</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>293</strong></td>
<td><strong>4</strong></td>
</tr>
</tbody>
</table>
The first case of the 2019-20 coronavirus pandemic in Chandigarh was first reported on 19 March 2020.

There are three parameters to understand to assess the magnitude of the risk posed by this novel coronavirus:

- Transmission Rate (Ro) - number of newly infected people from a single case
- Case Fatality Rate (CFR) - percent of cases that result in death
- Determine whether asymptomatic transmission is possible

The attack rate or transmissibility (how rapidly the disease spreads) of a virus is indicated by its reproductive number (Ro, pronounced R-nought or r-zero), which represents the average number of people to which a single infected person will transmit the virus.

- WHO's estimated (on Jan. 23) Ro to be between 1.4 and 2.5.
- Other studies have estimated a Ro between 3.6 and 4.0, and between 2.24 to 3.58.
- Preliminary studies had estimated Ro to be between 1.5 and 3.5.
- An outbreak with a reproductive number of below 1 will gradually disappear
- For comparison, the Ro for the common flu is 1.3 and for SARS it was 2.0.

There are three major reasons for Chandigarh being a Threat:

1. Population Density;  2. Lack of Personal Protective Equipments (PPEs);  3. Impact on Economy

1. Population Density

In India a person is tested positive for corona for three reasons:

1. Foreign Return    2. Primary Contact    3. Secondary Contact

The figure here is the breakup of COVID-19 Cases found so far in Chandigarh as per their transmission.

Population density of any region has a great impact on the spread of COVID-19 due to primary and secondary contact. As data shown below, Chandigarh has the largest population density per (Km$^2$)

Population density is the major threat for Chandigarh. As cases found so far in Chandigarh are through primary contact, and if we don't follow the social distancing rules, then it will become quite difficult to control this pandemic in Chandigarh.

2. Lack of Personal Protective Equipments (PPEs)

- Doctors and nurses, the frontline soldiers in the fight against deadly novel coronavirus, are most at risk. The risk factor has been dangerously high due to the absence of adequate personal protective equipment (PPE).
- A Chandigarh-based doctor and a Panchkula based nurse have tested positive for COVID-19.
- A dozen PGI & Government Medical College doctors & 45 nurses besides others have also been put under quarantine after a 65-year-old Naya Gaon patient died of novel coronavirus on Tuesday.
- Those who have been put into quarantine include five PGI doctors, 22 nursing staffers, five sanitation attendants and four hospital attendants. Remaining five doctors, two emergency medical officers, a radiographer and a nurse were now left to look after COVID-19 patients in a medical college located in Sector 16.
- The 40-year-old doctor, who is a Sector 43 resident, was working in a private hospital in Mohali. He was handling a Canadian couple who tested positive for COVID-19.
- The nurse, 32, was handling Panchkula's government hospital's first COVID-19 patient.
- While in India, there is already a shortage of six lakh doctors and two million nurses, the novel coronavirus outbreak will further weaken the present strength as the doctors and nurses besides the paramedical staff go under isolation or quarantine after coming in contact with the virus.
- “We have some shortage of PPEs. Four to five people, including doctors, staff nurses and class four staff attend COVID-19 patients, besides the attendant. There are three shifts and all shifts require at least 15 PPEs. The requirement of PPEs will go up as the number of patients will increase. The demand of PPEs is on the rise, keeping in view the magnitude of the problem,” Dr. Jasjeet Kaur (Civil Surgeon, Panchkula) said.

Source/ Reference:
http://chandigarh.gov.in/knowchd_stat.htm
3. Impact on Economy

More than six out of 10 people in Chandigarh are migrants based on their previous place of residence, according to the 2011 census. According to the figures, 67.1% of the city’s population is migrants. These migrants contribute largely to the economy of Chandigarh. Due to the impact of COVID-19, all these migrants have lost their source of income for e.g. Zomato, Swiggy delivery boys, Ola, Uber, Rapido, Jugnoo cab drivers, auto-rickshaw drivers have no source of income in the Tricity as of now. Apart from those even retail shops, restaurants, malls and theatres are closed during the lockdown period which definitely is going to impact their income. This has impacted the disposable income of every household which in turn has impacted their purchasing power.

Source/Reference:
http://chandigarh.gov.in/knowchd_stat.htm
UT Administrator and Honorable Governor of Punjab, Shri V.P. Singh Badnore along with Adviser, Shri Manoj Parida, Municipal Corporation Chandigarh Commissioner, Shri K.K. Yadav and other senior officials went around the city and checked the arrangements made in the field for supply of essential items, including vegetables, milk and groceries.

The delegation headed by the Honorable Governor and government officials visited wholesale market/mandi in Sector 26. Shri Badnore announced the creation of the “Chandigarh Fights Corona Fund” and contributed a sum of ₹ 1 lakh to the same. The fund will be used to fight COVID-19 in Chandigarh and any individual who intends to contribute can deposit the money either through cheque or through online banking in the Indian Red Cross Society, UT, Chandigarh bank account, the administration said.
Combating Novel Coronavirus (COVID-19) needs a meticulous planning by the UT Administrator and government authorities ranging from taking decisions in the war room to implementation on the ground with appointment of special officers, constitution of Sector Response Teams (SRT’s) and establishment of COVID-19 High Level Committees.

WAR ROOM DECISIONS

ADMINISTRATOR REVIEWS ARRANGEMENTS IN THE CITY: WAR ROOM DECISIONS on 05th APRIL 2020

Honorable Governor of Punjab and Administrator Chandigarh, Shri V.P. Singh Badnore presided over daily War Room meeting. The meeting was attended by Shri Manoj Parida, Adviser to Administrator; Shri Arun Gupta, Principal Secretary Home; Shri A.K. Sinha, Finance Secretary; Shri Sanjay Beniwal, Director General of Police; Shri K.K. Yadav, Municipal Commissioner, and Shri Mandip Singh Brar, Deputy Commissioner. The Administrator also interacted with Deputy Commissioners of Mohali & Panchkula, Director, Post Graduate Institute of Medical Education and Research (PGIMER), Director Health Services and Director Principal, Government Medical College and Hospital (GMCH) through Video Conferencing. In daily review meetings Video conferencing is done to maintain social distancing. The major decisions taken today are as under:

WAR ROOM DECISIONS

- The Administrator thanked the team of officers and the doctors for tremendous success in restraining the spread of disease. He expressed happiness that two more patients have recovered today, thereby reducing the number in Chandigarh to 13.
- On the request of Director, PGIMER, the Administrator announced that Doctors will be accommodated in Hotel Parkview, both for the purpose of quarantine and for the purpose of Duty Rest, as and when they require. Similar facility will be provided to other health workers including Ward Boys, Security Guards etc. in Panchayat Bhawan. The complementary facility will be provided by the Chandigarh Administration.
- Director Health Services informed that vendors, policemen, municipal corporation staff and transport staff deployed in Sector 26 Mandi have been trained and sanitized regarding health issues.
- Shri Arun Kumar Gupta, Principal Secretary Health stated that adequate medicines and medical equipments are available in all the hospitals. He also stated that facilities are being created in Sector 48 hospital in case of emergency.
- Shri Sanjay Beniwal, Director General of Police mentioned that police is strictly maintaining the curfew guidelines. He also stated that two cases have been registered for hateful campaign in social media by anti-social elements. The Administrator directed him to be more strict in such cases.

Shri A.K. Sinha, Finance Secretary stated that the banks and ATMs are operational as per orders. Necessary sanitization of its premises is being done. Labour Department has contacted the industrialists, factory owners for payment of wages to the labour. Around 10,000 labourers have already received their salaries. Efforts are being made to ensure that the remaining labour is paid wages at the earliest.

Shri K.K. Yadav, Commissioner, MC stated that Sector 26 Mandi will remain closed on Monday for sanitization operation. He informed that a foot-operated hand wash machine has been installed there to enable the visitors to wash their hands and similar machines will also be provided in other places, frequented by the public. This machine has been donated by Ordinance Cable Factory, Chandigarh. The Administrator expressed his thanks to the management of Ordinance Cable Factory for this contribution.

Shri K.K. Yadav also informed that an application is being developed by Municipal Corporation for tracing the movement of vendors, so that the areas which remain uncovered could be catered next day through additional vendors. He also stated that outlying farmhouses are being served food by the online companies.

Shri Mandip Singh Brar, Deputy Commissioner mentioned that 53,520 packets of cooked food have been distributed among the destitute in various parts of the city. Additionally, 2,000 packets of dry ration have been distributed in Faidan Village. The Administrator directed the Deputy Commissioner to ensure that two new ambulances should be urgently purchased by Red Cross for serving the residents of Chandigarh.

Shri Manoj Parida, Adviser to Administrator stated that Government of India has prepared a containment policy for high load districts. Necessary steps will be taken as and when such restrictions become necessary.

Shri V.P. Singh Badnore, Honorable Governor of Punjab and Administrator Chandigarh advised Shri Manoj Parida, Adviser to Administrator to take up with Government of India a proposal for compensating doctors and policemen & other concerned staff, who are working as frontline soldiers in fight against corona. He complimented the team of officers for working together, thereby successfully preventing any death in the Union Territory so far.

STRATEGIC PLANNING BY CHANDIGARH ADMINISTRATION

WAR ROOM DECISIONS

ADMINISTRATOR REVIEWS ARRANGEMENTS IN THE CITY: WAR ROOM DECISIONS on 12th May 2020

Honorable Governor of Punjab and Administrator, UT Chandigarh, Shri V.P. Singh Badnore today presided over Daily War Room meeting. The meeting was attended by Shri Manoj Parida, Adviser, UT, Chandigarh and Shri Sanjay Beniwal, Director General of Police at Raj Bhawan. The Administrator also interacted with Shri Arun Gupta, Principal Secretary (Home); Shri A.K. Sinha, Finance Secretary; Shri K.K. Yadav, Commissioner, Municipal Corporation and Shri Mandip Singh Brar, Deputy Commissioner, Chandigarh, Deputy Commissioners of Mohali & Panchkula, Director PGIMER, Director Health Services and Director Principal, GMCH through Video Conferencing.

WAR ROOM DECISIONS

- The Honorable Governor of Punjab and Administrator, UT, Chandigarh discussed the progress of screening & medical testing and continuing treatment of COVID patients in various medical institutions. He advised PGIMER to send a Public Health team to visit Bapu Dham Colony and make specific recommendations for improving field operations.
- The Administrator stated that he would like to hold a Webinar with the media persons to seek opinion regarding easing out plan out of lockdown after 17th May, 2020. The webinar will be held on 13/05/2020.
- Shri Arun Kumar Gupta, Principal Secretary (Health) stated that there are presently 154 active cases and Covid Care Centers have been operationalized at Sood Dharamshala in Sector 22. This Centre will be managed with medical team from GMCH, Sector 32.
- Shri AK Sinha, Finance Secretary stated that every day, two special Shramik Trains are going to Uttar Pradesh and Bihar. All the passengers are medically screened before boarding. The entire expenses are borne by Chandigarh Administration.

The Administrator expressed satisfaction with the arrangements being made.

- Shri Mandip Singh Brar, Deputy Commissioner stated that 1,14,000 cooked food packets have been distributed among the destitutes and needy persons in various parts of the city. He further informed that 2,76,000 persons have downloaded Aarogya Setu Applications in UT, Chandigarh. He also informed that ₹ 2.05 Crores have been received in the Red Cross Covid Fund, as donations.

WAR ROOM DECISIONS

- Shri K.K. Yadav, Commissioner, Municipal Corporation stated that vegetable traders from Sector 26 have been moved to ISBT, Sector 17. He also mentioned that distribution of fruits and vegetables through CTU buses will continue for few more days. He clarified that all vendors, who are allowed to sell essential items are being regularly screened by Municipal Corporation Medical Team.

- Shri Manoj Parida, Adviser stated that necessary arrangements are being made for accommodation of foreign returnees in a range of hotel with various price ranges. He also stated that all the returnees will be mandatorily tested for Corona, even though such testing has not been suggested by the Central Government. Sh. Parida clarified that while those patients, who have adequate facilities for home quarantine will be released after 10 days from the hospitals; others, who have smaller houses & cannot follow social distancing norms will be kept in the hospitals concerned till the end of 17th day.

- The Honorable Administrator appealed to the residents to strictly follow social distancing, hand hygiene and to wear masks in public places. He stated that the decision regarding easing out lockdown will be taken after discussion with Government of India and all stakeholders.

The Honorable Administrator advised senior officers to focus on the Containment Zones, so that there is no further spread of infection in the areas.

STRATEGIC PLANNING BY CHANDIGARH ADMINISTRATION

SPECIAL OFFICERS APPOINTED

The Chandigarh Administration has appointed Nodal Officers with a substantial responsibility to prevent the spread of COVID-19 and protect the residents of Chandigarh. The actions taken by these officers and their teams ensure that the population of Chandigarh can live each day without fear.

SHRI ANIL KUMAR GARG
Additional Commissioner, Municipal Corporation Chandigarh
Nodal Officer of the COVID-19 for Contact Tracing and Quarantine Force. Tracing all the contacts of the positive COVID-19 patients.

SHRI SHASHANK ANAND
Deputy Inspector General, Indian Police Service, Chandigarh
Nodal Officer for organizing travel, accommodation & quarantining of Chandigarh residents returning from abroad in quarantine hotels.

SHRI HARJIT SINGH SANDHU, PCS
Director Industries, Chandigarh
Nodal Officer for coordinating home delivery of medicines and facilitating the work of NGOs, Public Spirited Citizens and Social Organisations that are assisting in tackling COVID-19 issues.

SHRI RAJIV TIWARI
Treasury Officer
Nodal officer for migrant workers. The team work towards registering the people stranded in the area and assist them in returning home during the lockdown.
SECTOR RESPONSE TEAMS (SRT)

A major issue faced by everyone due to lockdown during COVID-19 crisis is limited essential supplies. It was experienced especially during the beginning in March 2020, when the announcement of lockdown had created a panic in the population, causing the essential products to be swept off the shelves. To curb this, the government had to take actions to ensure that no resident of Chandigarh faces a shortage of supply.

Therefore, on 25th March 2020, the Municipal Corporation of Chandigarh was given the responsibility of supplying essential products such as food, grocery items, vegetables, dairy and milk products etc. To allow better coordination and effective supply, the Municipal Corporation created Sector Response Teams which would be in-charge of supplying essential commodities to their allocated areas. The sector response teams comprise of supervisors, coordinators, police personnel and supporting staff to ensure convenient trade of commodities. The Municipal Corporation created a total of 83 Sector Response Teams so that each area of Chandigarh is covered, and no resident is unable to purchase these goods.

COVID-19 HIGH LEVEL COMMITTEES CONSTITUTION

On March 22, 2020, the Government of India constituted a 21-member high-level committee of medical experts for prevention and control of COVID-19. Similarly, the Government of Chandigarh constituted multiple committees to control the spread of COVID-19. In the guidelines released on 13th March 2020, it was announced that the Disaster Management Committee, headed by the Deputy Commissioner, Chandigarh will be responsible for planning strategy regarding the containment measures for COVID-19 in Chandigarh.

The Postgraduate Institute of Medical Education and Research, Chandigarh (PGIMER), which is one of the major hospitals of Chandigarh, also constituted multiple committees to tackle issues related to COVID-19. These include Resource Management Committee - to ensure steady supply of resources including PPE kits, masks, etc; Committee to handle day to day diagnostic requirements and issues; Prevention and Information & Education Communication Committee and numerous more.

On 27th April 2020, the Chandigarh Administration announced the constitution of Committee to recommend steps to be taken Post Curfew Period. This committee is chaired by Shri A K Sinha, Finance Secretary. The committee was responsible for making recommendations and submits their report by 30th April regarding public transport, opening of schools/colleges, hospitality industry, opening of industries/factories/shops, functioning of offices and interstate movement.

Source/ Reference:
http://newsonair.com/Main-News-Details.aspx?id=383564
http://pgimer.edu.in/PGIMER_PORTAL/AbstractFilePath?FileType=E&FileName=Various%20Committees%20constituted%20for%20COVID%20Pandemic.pdf&PathKey=EDITORREPOSITORY_PATH
Municipal Corporation Chandigarh in Combating COVID-19
Municipal Corporation Chandigarh being the urban local body having direct interface with the public has led a massive round the clock campaign by engaging prominent departments of the Corporation including Engineering Wing, Establishment, Medical Officer of Health (MOH), Development Cell (DAY-NULM and Vendors Cell); under the mentorship of Smt. Raj Bala Malik, Honorable Mayor of Chandigarh, constant guidance of Shri Kamal Kishor Yadav, IAS, Commissioner, Municipal Corporation Chandigarh cum Chief Executive Officer, Chandigarh Smart City Limited and the patronage of Chandigarh Administration.

The Municipal Commissioner Chandigarh managed the entire COVID-19 pandemic operations with a team of Special Commissioner, three Additional Commissioners, Chief Engineer and Medical Officer of Health (MOH).
In continuation to the War Room Decisions under the Chairpersonship of Shri V.P. Singh Badnore, Honorable Administrator of UT Chandigarh cum Governor of Punjab, and The Chandigarh Epidemic Disease, COVID-19 Regulations, 2020 of Department of Health and Family Welfare, Chandigarh Administration; the Municipal Corporation Chandigarh commenced following steps in combating COVID-19:

- Sealing and barricading of the geographical area including Sector.
- Barring entry and exit of population from the containment area.
- Initiating active and passive surveillance of COVID-19 cases.
- Quarantine of COVID-19 affected families.
- Sanitization of public places and offices.
- Handholding to Quarantined families with respect to civil supplies, medicines and waste collection.
- Ensuring supplies of vegetables, fruits and groceries.
- Humanitarian relief to affected persons and families including marginalized (Children, Women, Youth, Adolescents, Youth, Transgender, Person with Disabilities, Senior Citizens and Migrants).
- Deployment of Registered Street Vendors and Vendors of APNI Mandi.
- Awareness generation on COVID-19 pandemic and guidelines for prevention.
- Establishing mechanism for Physical Distancing at Public Places.
- Issuing Curfew passes for Essential Civil Supplies.
- Regular Screening of Staff Employees deployed in the team for fighting COVID-19 crisis.
- Assistance in identification and setting up of Quarantine Centres and Shelters for Migrants.
- Liaising and establishing Integral Convergence with other departments of Chandigarh Administration, including Chandigarh Transport Undertaking (CTU), Mandi Board, Chandigarh Police, Food and Supplies Department, Chandigarh.
- Networking with Resident Welfare Associations (RWA’s), Market Associations, Civil Society Organisations (CSO’s), and Religious & Faith Based Organisations (RFBO’s).
SHRI SANJAY KUMAR JHA, IAS
SPECIAL COMMISSIONER, MUNICIPAL CORPORATION CHANDIGARH
Nodal Officer for Human Resource Management


The Office of Special Commissioner Municipal Corporation Chandigarh was responsible for administration of Municipal Corporation Chandigarh Headquarters, discrete planning and management of Human Resource requirement during COVID-19 pandemic. The office has also worked for assessing the unforeseen circumstances during the crisis.

The agenda branch of the Corporation under the Special Commissioner has envisioned in organising General House Meeting through online mode, was first of its kind initiative in the country under the mentorship of Honorable Mayor & Worthy Commissioner, Municipal Corporation Chandigarh. The online General House has set a distinctive milestone among all the urban local bodies in the country, which has given a thought to adopt such initiative learned during COVID-19 in future to utilize optimum resources and avoid wastage.
The Office of the Medical Officer of Health (MOH) is responsible for sanitation and health in the city. Since the formation of Municipal Corporation, Chandigarh, special attention is being paid to modernize these services. The Corporation is bestowing Top Priority towards the maintenance of Dumping Ground and to follow the criteria laid down under the Municipal Solid Waste (Management & Handling) Rules, 2000.
The Office of Medical Officer of Health (MOH), under the command of Shri Satish Kumar Jain, HCS, Additional Commissioner, subordinated by Dr. Amrit Pal Singh, Medical Officer of Health (MOH), has continuously served the city residents with the services under the office related to sanitation including mechanized and manual road sweeping, cleanliness/ sanitization of public places, waste collection and disposal from sectors, management of solid waste.

In addition to the regular responsibilities, the Office of MOH has worked religiously during COVID-19 pandemic for additional sanitization of public places, government offices and others as per the protocol laid down by Department of Health and Family Welfare, Chandigarh Administration. The entire team of MOH contributed in diverse areas during the pandemic:

**PROVISIONS FOR WASTE COLLECTION AND DISPOSAL FROM QUARANTINED HOUSEHOLDS**

The special teams have been formed for waste collection and disposal from quarantined households. The specials PPE kits are provided to sanitation workers. The waste so collected from said houses are being sealed in garbage bags, and transported by separated vehicles at dumping site, wherein said garbage is being dumped in sprat deeply pits. The houses are marked specifically with a poster for the convenience.

**HEALTH CHECK-UPS AND HEALTH FACILITIES FOR SANITATION WORKERS**

All the workers are being regularly checked-up for COVID-19 free of cost at PGIMER, Chandigarh in case even there is a mild symptom. No case till date has been reported for any sick fall of any sanitary worker as all the necessary precautions are being taken and they have been provided with PPE kits. They have been also provided with hand-wash and sanitizers.
FEEDING OF STRAY DOGS

The Office of Medical Officer of Health (MOH) has constituted two teams for feeding the Stray Dogs during Lockdown and Curfew. The office has mobilized support from Shirdi Sai Samaj and Gauri Shankar Sewa Dal for providing food for stray dogs which includes milk, bread, daliya, rice and chappatis. A team of young volunteers/ pet lovers has also been roped in to assist the two teams.

CAREGIVING AND FEEDING OF STRAY CATTLES IN DISTRESS

The Office of Medical Officer of Health (MOH) has constituted two separate teams for stray cattles under distress. The teams have made continuous efforts in identification of the stray animals and stray cattles in distress in the streets and brought them in the cattle pound for veterinary care. The stray cattles were fed with green fodder, choker and turi.

The Office has also provided green fodder, choker and turi to Rehra Stand Owners for feeding their horses, ponies during lockdown. In addition, financial support was extended to three Gaushalas run by NGO's under Municipal Corporation Chandigarh.
**INSPECTION OF MEAT SHOPS**

The Meat Hygiene Wing of Medical Officer of Health (MOH) has not only monitored and inspected the Meat Shops during the lockdown period more vigorously to ensure sanitation of shops, but also ensured maintaining social distancing.

**DISPOSAL OF DEAD BODIES**

The dead bodies of Corona infected patients were being cremated with all precautionary measures as per the laid down standards and guidelines of Government. In addition, a team of volunteers were also trained for the very purpose.

**PROVISION OF SPECIAL PPE FOR SANITATION WORKERS**

All Personal Protective Equipment like Gloves, Masks, Jackets, Goggles, Apron, Hand Sanitizers, Caps, Shoes, Covers, etc. are being provided to Sanitation Workers.

**CAPACITY BUILDING AND TRAINING**

The Office of Medical Officer of Health (MOH) has organized special training sessions & capacity building programs for the Officers, Staff & Sanitization Workers belonging to other Government Offices, Institutes, Hotels, etc.
The work of sanitization of public places and buildings in the pan city was looked after by Shri Tilak Raj, Additional Commissioner, Municipal Corporation, Chandigarh with subordination of Dr. Amrit Pal Singh, Medical Officer of Health (MOH) and his team.

For sanitization of public places and buildings, a dedicated team was formed by involving Senior Officials and Staff of various branches of the Municipal Corporation as under:
CLEANLINESS AND SANITIZATION OF PUBLIC PLACES

Municipal Corporation Chandigarh is doing sanitization of all public places/buildings/night shelters by spraying of sodium hydrochloride 10% & herbal surface spray. Daily monitoring is in place to check the sanitation status of above by designated officials in day and night shifts.

The houses and the sectors where COVID-19 suspects are residing, they have been identified and are being sanitized with priority and precautions by our dedicated sanitation workers.
High-touch areas of all public places and buildings are being regularly cleaned and disinfected. Major areas covered under twice sanitization (day and night shifts) and special teams are being deputed for the same for sanitization of:

- Buildings
- Slums
- Market Areas
- Societies an RWAs
- Hospitals
- ATMs
- Religious places
- Vendor Markets
- Night Shelters
- Slums & Villages
- Railings
- Public/ Community Toilets
- Public Transportation
- Green Belts

**GRIEVANCE REDRESSAL MECHANISM**

In lieu of the COVID-19 pandemic, Municipal Corporation Chandigarh has established 24X7 Call Center to redress the grievances of citizens in emergency.

The Call Centre deployed three teams comprising of ten members each, under the supervision of Shri Surinder Kumar Sharma, Accounts Officer cum Officer on Special Duty (OSD) in the COVID-19 pandemic Grievance Redressal Cell to address concerns/ issues of local residents with respect to the following areas:

- Sewerage
- Street Lights
- Garbage Collection
- Water Leakage
- Supply of Medicines
- Water Supply
- Stray Dog Menace
- Horticulture Waste Collection
- Supply of Grocery Items
- Sanitation
- Injured Animal
- Hunger & Food Crisis
- Curfew Passes
- Verification of Grocery, Medicine & Essential Suppliers
- Senior Citizen Issues

The Cell has received approximately **3870 calls** for essential services and municipal services since the imposition of lockdown/ curfew till the fourth phase and connected the issues to the concerned branches of the corporation and the network of Civil Society Organisations (CSO’s) engaged with Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM) Cell of Municipal Corporation Chandigarh.
### Details of Complaints Received at 155304 (10 line)
(from 27/03/2020 to 27/05/2020)

<table>
<thead>
<tr>
<th>Essential Services</th>
<th>Complaints Received &amp; Resolved</th>
<th>Municipal Services</th>
<th>Complaints Received &amp; Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groceries</td>
<td>79</td>
<td>Water Supply</td>
<td>227</td>
</tr>
<tr>
<td>Vegetables &amp; Fruits</td>
<td>31</td>
<td>Leakage</td>
<td>5</td>
</tr>
<tr>
<td>Medicines</td>
<td>37</td>
<td>Sewerage</td>
<td>453</td>
</tr>
<tr>
<td>Dairy and Milk</td>
<td>7</td>
<td>Electrical/ Street Light</td>
<td>255</td>
</tr>
<tr>
<td>Gas/ Petrol</td>
<td>8</td>
<td>Sanitation</td>
<td>424</td>
</tr>
<tr>
<td>Need Food</td>
<td>153</td>
<td>Roads</td>
<td>31</td>
</tr>
<tr>
<td>Curfew Pass</td>
<td>431</td>
<td>Horticulture</td>
<td>240</td>
</tr>
<tr>
<td>Inquiry</td>
<td>300</td>
<td>Garbage</td>
<td>501</td>
</tr>
<tr>
<td>CCB</td>
<td>50</td>
<td>Stray Dog</td>
<td>13</td>
</tr>
<tr>
<td>Quarantine</td>
<td>122</td>
<td>Dead Animal</td>
<td>20</td>
</tr>
<tr>
<td>Other</td>
<td>211</td>
<td>Miscellaneous</td>
<td>199</td>
</tr>
<tr>
<td>Honey Vibes</td>
<td>25</td>
<td>Bats/ Turtle</td>
<td>8</td>
</tr>
<tr>
<td>Injured Animal</td>
<td>20</td>
<td>Insects</td>
<td>19</td>
</tr>
<tr>
<td>Public Toilet</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1475</strong></td>
<td><strong>Total</strong></td>
<td><strong>2395</strong></td>
</tr>
</tbody>
</table>
The Office of Additional Commissioner has been entrusted to look after the affairs of contact tracing and home quarantine after receiving the information regarding positive cases of COVID-19 infection from GMSH-16, GMCH-32 and PGIMER, Chandigarh. The close contact of positive patients were traced/located by the Office of Nodal Officer, Contact-Tracing and the concerned teams constituted for Home Quarantine of suspected contacts/cases rushed immediately to make the suspected contacts/cases Home Quarantine as per the protocol prescribed to this office and the statistics/data of the same is also managed by the office for onward information of the authorities. In order to track the quarantined persons, a Mobile App is also downloaded on their handsets which alarms in case of breach of Quarantine Zone.

During the COVID-19 pandemic, the Office of Additional Commissioner additionally also looked after the functioning of Development Cell including implementation of Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM), operations and management of Street Vendors.
The team under Additional Commissioner worked as per below mentioned hierarchy:

**Additional Commissioner**
Shri Anil Kumar Garg

**Medical Officers**
- Dr. Upinder Gill
- Dr. Inderpal Singh
- Dr. Harish
- Dr. Laxmi

**Quarantine & Contact-Tracing Team**
Senior Assistant
Shri Gagandeepr Sharma

- Shri Amarjeet Singh
- Shri Naveen Kumar
- Shri Paramvir Thakur
- Shri Vijay Bahadur
- Shri D.P. Singh
- Shri Vivek Mehta

**Development Cell**
Social Development Officer
Shri Vivek Trivedi

- Shri D.C. Joshi
- Dealing Assistant, Vendor Cell
- Smt. Meenakshi Sharma
- Community Organizer, DAY-NULM
DEVELOPMENT CELL

The Development Cell of the Municipal Corporation Chandigarh is a key department in dealing the humanitarian affairs of economically weaker sections, urban poor marginalized communities including women, youth, homeless, street vendors, etc., under the National Mission on Urban Poverty Alleviation i.e. Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM) and Street Vendors Act, 2014.

The Development Cell is headed by Shri Vivek Trivedi, Social Development Officer (SDO), under the supervision of Shri Anil Garg, PCS, Additional Commissioner.

DEENDAYAL ANTYODAYA YOJANA-NATIONAL URBAN LIVELIHOODS MISSION (DAY-NULM)

The DAY-NULM Cell of Municipal Corporation Chandigarh has been entrusted to extend support and assistance to the urban poor including urban homeless living in slums, rehabilitation colonies and shelters in the city. Since the day one of the lockdown, the DAY-NULM Cell with limited human resource extended full support in the distribution of day-to-day cooked meal and other necessary commodities including personal hygiene kit.

The DAY-NULM Cell has mobilized resources in kind from various organisations including Resident Welfare Associations (RWA), Civil Society Organisations (CSO) empanelled under National Institution of Transforming India (NITI) Aayog (Former Planning Commission), Religious Organisations and Skill Training Providers
(STP’s) empanelled under Employment through Skill Training and Placement (ESTP) component of Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM), Ministry of Housing and Urban Affairs Government of India and other philanthropy organisations.

The following initiatives were taken by the DAY-NULM cell:

- More than 15000 cloth based masks manufactured by women have been mobilized free of cost from Skill Training Providers including G&G Skill Developer Limited, Choudhary Devi Lal Memorial Centre for Learning, Sebiz Infotech Private Limited have been distributed among urban homeless families identified under survey living in 10 shelters in different location of Chandigarh, EWS colonies, slum areas, jhuggis and urban villages, etc.

- 2500 Nestle Cerelac worth approximate Rs. 5.00 lacs procured by Municipal Corporation Chandigarh, for children upto 24 months have been distributed in 10 temporary shelters, rehabilitated/slum colonies, jhuggis, EWS Colonies, etc.

- 1.5 tonnes of Dabur Chawanprash including Dabur Honey has been mobilized with support from Association of Professional Social Workers & Development Practitioners (APSWDP) under Corporate Social Responsibility (CSR) through Dabur India Limited, for distribution among 10 shelters for urban homeless, slums, rehabilitated colonies, registered street vendors, rickshaw pullers, beggars and daily wagers, etc living and stranded in the city.

- 23,664 packets (900 kg) of Saffola Dry Oat Meals were distributed in 10 shelters for urban homeless, slums, jhuggis, EWS Colonies, outside hospitals etc. arranged by Association of Professional Social Workers & Development
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Practitioners (APSWDP) from CSR division of Marico Limited felicitated by Federation of Indian Chambers of Commerce & Industry (FICCI), Chandigarh.

- Approximately 47,000 cooked meals have been mobilized with support from religious, Civil Society Organization, Residents Welfare Association, APSWDP, Indian Federation of United Nations Associations (IFUNA) Chandigarh Chapter, Sant Nirankari Mission Chandigarh Chapter, which are empanelled under NITI Aayog have been distributed in 10 shelters for urban homeless, EWS Colonies, jhuggis, kabadi colony, slum and rehabilitated areas of Chandigarh.

- 30,000 women sanitary pads procured from Prime Minister introduced Jan Aushadhi Kendra was distributed among women and adolescent girls of Economic Weaker Sections living in colonies, slums and rehabilitated colonies.

9300 litres of beverages vis-à-vis Juices, cold drinks, coconut water and tetra packs of different flavours, glucose provided by Dabur India through Association of Professional Social Workers & Development Practitioners (APSWDP) which were distributed in 10 shelters for urban homeless, EWS Colonies, jhuggis, kabadi colony, slum and rehabilitated areas of Chandigarh.

- Gloves, Dettol Soap Bars, Savlon Liquid, Hair Oil were distributed among urban homeless living in 10 shelters, EWS Colonies, jhuggis, slum areas/rehabilitated areas and street vendors deployed during COVID-19 emergency to maintain their personal hygiene through the Association of Professional Social Workers & Development Practitioners (APSWDP) and Swarmani Youth Welfare Association (SYWA).

- 1500 packets of personal hygiene kits were provided by Sai Sewa Trust, Chandigarh were distributed among migrants traveling to their native places in Shramik Express and Safai Karamcharis of Municipal Corporation Chandigarh.
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- 600 families were extended full support during the entire lockdown time during the COVID-19 pandemic with periodic dry ration, provided by Resident Welfare Association, Sector 44, Chandigarh, APSWDP, Swarmani Youth Welfare Association (SYWA), Sant Nirankari Mission Chandigarh Chapter, Shaping Careers Education Society & Shri Anil Garg, Additional Commissioner, Municipal Corporation Chandigarh.

- Pencils, Stationery, Crayons, Biscuits specially mobilized from Civil Society Organization were distributed among children for engaging them at their homes during quarantine.

- Dedicated Young Volunteers were engaged for providing assistance during COVID-19 pandemic as a part of Social Solidarity Humanitarian Relief Campaign, supported by Para-Legal Volunteers of State Legal Services Authority (SLSA), Civil Society Organizations including Swarmani Youth Welfare Association (SYWA), APSWDP, IFUNA Chandigarh Chapter, Sant Nirankari Mission Chandigarh Chapter, Chandigarh Red Cross Society.

The DAY-NULM Cell of Municipal Corporation Chandigarh with support from all the partner organisations during COVID-19 pandemic has covered diverse demography of population in the city including children, adolescent, youth, women, person with disabilities, transgender and old aged people.
STREET VENDORS CELL

The Vendors Cell of Municipal Corporation Chandigarh established under the Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act, 2014 has relentlessly worked round the clock for setting up and streamlining emergent mechanism for supplying of vegetables and fruits to the citizens under curfew and lockdown due to COVID-19 pandemic at doorstep.

Since the very beginning of the lockdown, the Vendors Cell of Municipal Corporation Chandigarh chalked out a plan for deploying registered street vendors, who have been issued Smart ID Cards initially with 180 Street Vendors under Essential Service Providers (ESP), Mobile and Non-Essential Service Providers (N-ESP), for selling fresh vegetables and fruits in sectors, villages and colonies. In addition, the vegetable and fruit sellers in the APNI Mandi were also engaged by the APNI Mandi branch under the Engineering Wing of Municipal Corporation Chandigarh for adding in the fleet of vegetable and fruit sellers to meet out the uninterrupted supplies keeping in the view the sanctity of Curfew and COVID-19 lockdown norms.

In furtherance, after examining the field situation with respect to street vending, another mechanism was established by way of marking sector cross-sections and sectoral grid at entrances of each sector in the city for selling fresh vegetables and fruits by the street vendors along with the observance of social distancing. Municipal Corporation Chandigarh with support from Chandigarh Transport Undertaking (CTU), Chandigarh Mandi Board, Chandigarh Police and other Departments of Chandigarh Administration deployed a fleet of 65 CTU buses forming an independent team in a bus comprising of Four Street Vendors with Assistants and Helpers, Driver, Conductor, Government Employee and a Police Constable. The entire single unit of diverse human resource in a bus was formed with an objective to cover a single location, thus ensuring slow movement under law and order control by Police and Government Staff.
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What we can do for the city

From using technology to track COVID-19 cases to setting up community kitchens, battle against pandemic has kindled innovation, ways to connect

KUNAL KUMAR AND OP AGARWAL

COVID-19, a devastating disease of the coronavirus family, has engulfed almost the entire world. Developed countries such as the USA, Spain, Italy, France and Germany seem to have suffered the most. India has managed to keep the number of those infected relatively low despite high population densities. The government has had to make some hard choices. Saving lives and reducing human casualties was the government's first priority when it imposed the 21-day lockdown — this was extended by 18 days. An unfortunate fallout of this directive was the sudden loss of income for daily wage earners, informal sector workers and those employed in the gig economy. The lockdown made things difficult for migrant workers and many of them were forced to start a long walk back home.

During unprecedented crises, such as the one we face today, administrations across the world take time to organise themselves and initiate relief operations. In India, the first task of the administration was to manage the healthcare system. It took time to stabilise the labour force by making provision for food and shelter. At the same time, the battle against the pandemic has kindled our desire to innovate, learn and find ways to connect and support one another during times of social distancing. We have put technology to great use to achieve this, by rapidly setting up data-based monitoring platforms to manage and contain the spread of the virus, to help our migrant workers and cater to our emotional wellbeing, and support the upsurging of financial and community initiatives.

Among these initiatives is the Surat Municipal Corporation’s COVID-19 Tracker App, which helps monitor people under home-quarantine and track the health status of those with a recent history of foreign travel. From a hands-on control room, the city maintains a database and tracks more than 30,000 individuals using this application. In Bengaluru, the Bharat Bhoomi Mahasangam Foundation developed a CoronaWar Room within 24 hours. This 24x7 war room maps every COVID-19 positive case using GIS, tracks healthcare workers using GPS, and draws up containment plans using hotspot mapping technologies. The city has forged partnerships with academia and private sector technology companies. A COVID-19 data dashboard was launched on April 7 by the city administration to help the health and private sector workers.

In Chandigarh, the administration, in collaboration with the Centre and the Chandigarh Transport Undertaking, has deployed over 700 buses to transport migrant workers from the centre market to distribution points to resident welfare associations through licenced vendors.

These initiatives have shown that India’s “social capital” — in citizens, civil society, corporations and academia — is in strength during a crisis. Hence, when the Prime Minister called upon us to applaud the frontline workers who are risking their lives to keep us safe last month, the entire country expressed solidarity. This is a time when we can all do our share in helping others and connect with the city.

Ramdeep Misra, Director, Smart Cities Mission; Joint Secretary, Ministry of Housing, Urban Affairs and Urban Affairs and OP Agarwal, CEO, World Resources Institute India

Source: The Indian Express

Thu, 23 April 2020
https://www.indianexpress.com

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In addition, the Vendors Cell has taken following key initiatives during lockdown:

- Establishment of two emergency canteens by deploying registered street vendors trained by School of Public Health, PGIMER on health and hygiene for extending support to the human resources (formal and informal) engaged by the Municipal Corporation Chandigarh for refreshments and meals during lockdown, resulting in efficiency orientation during the pandemic.
- Distribution of personal hygiene and PPE kits including regular reusable face masks, disposable & reusable gloves, apron, hair cap, Dettol soap bars, Savlon Antiseptic, to street vendors engaged during the COVID-19 pandemic.
- Regular Thermal Screening of Street Vendors deployed.
- Educating and encouraging the regular street vendors to be ported on Andriod App prepared by Chandigarh Smart City Limited for monitoring.
- Field Supervisors were deployed to inspect & observe street vending in the street.
- Regular follow up from street vendors was made by tele-calling.
- Special Curfew/ Movement Pass during COVID-19 was issued to Street Vendors deployed from the office of Deputy Commissioner with assistance of Society of IT in Chandigarh (SPIC), Chandigarh, National Informatics Centre (NIC), Chandigarh & Chandigarh Smart City Limited (CSCL).

The initiative for involving registered street vendors to ensure regular civil supplies was highlighted by the Ministry of Housing & Urban Affairs (MOHUA), Government of India as a best practice by the Local Government in the country, which was published nationally in the prominent print media i.e. Indian Express and discussed in a Webinar organized by World Economic Forum (WEF).

**ENGINEERING WING**

**SHRI SHAILENDER SINGH, HES**  
CHIEF ENGINEER, MUNICIPAL CORPORATION CHANDIGARH

Nodal Officer for Emergency Infrastructure Development and Procurement

**Key Deliverables:** Procurement of Sanitizers, Masks, Gloves, PPE Kits, Social Distancing Marking at Public Places, Barricading, Ensuring Essential Civil Supplies, Monitoring and Evaluation.

The Engineering Wing of the Municipal Corporation Chandigarh is responsible for creating entire infrastructure development in the municipal territory of Chandigarh comprising of roads and establishment of water, providing and laying of water supply system, providing and laying underground sewerage and storm water drainage system, street lights functioning, maintenance of public parks and green belts, etc.
The Engineering Department is headed by Shri Shaliender Singh, Chief Engineer, who in turn is assisted by three Superintending Engineers (SE’s) and corresponding Executive Engineers (XEN’s).

**Chief Engineer**
Er. Shailender Singh

- **Suprinating Engineer**
  Public Health
  Er. Shailender Singh
  - Er. Harish Saini, XEN
  - Er. Vijay Premi, XEN
  - Er. Suresh Gill, XEN
  - Er. I.D. Sharma, XEN

- **Suprinating Engineer**
  Buildings and Roads
  Er. Sanjay Arora
  - Er. Ravinder Sharma, XEN
  - Er. Dharmindeh Sharma, XEN
  - Er. Ajay Garg, XEN

- **Suprinating Engineer**
  Horticulture
  Er. K.P. Singh
  - Er. Jang Sher, XEN
  - Er. Prithpal Singh, XEN
  - Er. Kuldeep Singh, XEN

**PUBLIC HEALTH**

The Public Health Wing of the Municipal Corporation Chandigarh is one of the prominent wings of the corporation having a mandate to serve the city residents with the management of Water Supply, Strong Water Drainage, Sewerage, and Territory Water Treatment. During COVID-19 pandemic, the Public Health Division of the Corporation has been entrusted to continue the existing routine services by adopting the Standard Operating Procedures (SOP’s) for refraining further spread of the infection.
In addition, the Department of Public Health has also worked 24X7 for effective uninterrupted supply of essential day-to-day commodities including milk, vegetables, food, and grocery to each quarantine household.

BUILDINGS AND ROADS

The Building and Road Wing of the Municipal Corporation Chandigarh has served the sole purpose of deployment by the Corporation during COVID-19 pandemic with full dedication and support amid limited manpower as per the norms.

The Wing during the crisis was entrusted to ensure the following arrangements in the city:

- Setting up and installation of barricades for sealing of contaminated sectors/locations.
- Markings in Mandi, public places, govt. offices for maintaining social distancing.
- Construction of sanitization tunnel at Sabzi Mandi; Municipal Corporation Chandigarh; GMSH, Sector 16, GMCH, Sector 32.
- Procurement of training material for quarantine centres in Chandigarh.
- Fixing up of Swiss Tent and sound system in Grain Market, Sector 26 and Sector 17 Bus Stand.
- Installation of CCTV cameras in Grain Market, Sector 26.

HORTICULTURE WING

The Horticulture of the Municipal Corporation Chandigarh, one of the prominent wings of the corporation played a pivotal role in the upkeep of the City Green. The wing has tirelessly worked under the supervision of Er. K.P. Singh, Superintendent Engineer during COVID-19 pandemic with the fleet of officials & staff.
The following routine functions were performed:

- Maintenance of Park and Green Belts
- Collection of Dry Leaves from the park and roadside berms
- Composting and Manure manufacturing from horticulture waste
- Sanitization of Open Air Gyms in Public Parks and Green Belts
- Cleaning, Maintenance and Sanitization of Toilets in Public Parks and Green Belts

In addition to the routine functions of the Horticulture Wing, the officers and staff were deployed for the following key duties as well during COVID-19:

- Ensuring regular supply of milk
- Supply of vegetables and fruits
- Assistance to other Engineering Wings

The Monitoring and Secretarial Team of Municipal Corporation Chandigarh subordinated by Smt. Anshu Chandna and Shri Jatin Saini has worked consistently and persistently in assisting the Commissioner, Municipal Corporation Chandigarh during the COVID-19 crisis in administering and managing the routine affairs of Municipal Corporation and Emergency Work Plan in combating the crisis in the city.
The Municipal Corporation Chandigarh is urban local body, a form of local government which is first interface between the citizens and the government. It is comprised of elected body headed by Mayor and Councillors representing Wards in the city with respect to the Municipal Act. In Chandigarh, the Municipal Corporation is comprised of 26 wards represented by 26 Elected Councillors, 1 Member of Parliament as Ex-Officio Member of House of Municipal Corporation Chandigarh and 9 Nominated Councillors from various fields like Education, Medicine, Arts, Social Work, Business, etc.

During COVID-19, the respective Ward Councillors have synergized with the Officers of the Corporation in taking up the various issues in the emergency and worked out various local solutions keeping in view the limitations of the Lockdown and Curfew. The work initiated and resource mobilized by the Municipal Councillors is as under:

<table>
<thead>
<tr>
<th>Smt. Kirron Kher</th>
<th>Member of Parliament -cum- Ex-Officio Member, Municipal Corporation Chandigarh</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Donated One Crore from MPLADS fund for purchase of ventilators, PPE kits and other medical equipments by GMCH 32 to fight against COVID-19.</td>
<td></td>
</tr>
<tr>
<td>• Donated one month salary to Prime Minister National Relief Fund (PMNRF).</td>
<td></td>
</tr>
<tr>
<td>• Mobilized the officers of Chandigarh Administration to mitigate suffering of constituents by providing dry and cooked food to every needy person and ensured no person should be left without food.</td>
<td></td>
</tr>
<tr>
<td>• Liaison with Union Government for sending back stranded migrants and labors to their native places and ensured peaceful and smooth journey for them through Indian Railways.</td>
<td></td>
</tr>
<tr>
<td>• Close networking and monitoring with Officers and Party Office Bearers to ensure the supply of essential items such as milk, bread, grocery and vegetables, etc. to each and every household of Chandigarh</td>
<td></td>
</tr>
<tr>
<td>• Mobilized Social Organizations to make maximum contribution during this outbreak of COVID-19.</td>
<td></td>
</tr>
</tbody>
</table>
**COMMUNITY ACTION BY MUNICIPAL COUNCILORS**

**Smt. Raj Bala Malik**  
Mayor & Councillor, Ward No. 2

Serving Community with distribution of Face Masks, Sanitizers, Sanitary Napkins, Cooked Food, and Dry Ration in Colonies, Construction Site and Rehabilitation Areas

**Shri Ravi Kant Sharma**  
Sr. Deputy Mayor & Councillor, Ward No. 3

Serving Community with Cooked Food and Dry Ration. Distributed PPE kits and face masks at Hospitals, Community Centres in the city. Also Contributed in PM Care Funds.

**Shri Jagtar Singh Jagga**  
Deputy Mayor & Councillor, Ward No. 25

Dry Ration Distribution and Handling Grievances of ward citizens
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COMMUNITY ACTION BY MUNICIPAL COUNCILORS

Shri Maheshinder Singh Sidhu
Councillor, Ward No. 1

Ensuring Regular Cleanliness and Sanitization of Public Places in the ward. Distribution of Dry Ration and Cooked Food for people in need.

Smt. Sunita Dhawan
Councillor, Ward No. 4

Partnered with ladies in the vicinity for providing home cooked food to feed the people in need. Distributed dry ration and cloth masks among needy persons.

Smt. Sheela Devi
Councillor, Ward No. 5

Distribution of Cooked Food, Dry Ration and Mask in the Ward Community
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COMMUNITY ACTION BY MUNICIPAL COUNCILORS

**Smt. Farmila**
Councillor, Ward No. 6

Distribution of Cooked Food, Dry Ration and Mask in the Ward Community

**Shri Rajesh Kumar**
Councillor, Ward No. 7

Assisting Ward Community by way of providing Cooked Food and Personal Hygiene Kit

**Shri Arun Sood**
Councillor, Ward No. 8

Mass Mobilization of Hand Sanitizers and Distribution for the Municipal Corporation Chandigarh Staff

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COMMUNITY ACTION BY MUNICIPAL COUNCILORS

Smt. Gurbax Rawat
Councillor, Ward No. 9

Helping people in distress through Essential Services Delivery, Sanitization, Mask Making, Langar Sewa, and Distribution of Ration, Cooked Food, Sanitary Pads, Gloves, Masks, Hand-Sanitizers to people in need.

Shri Hardeep Singh
Councillor, Ward No. 10

Distribution of Cooked Food, Dry Ration and organizing Blood Donation Camp

Shri Satish Kumar
Councillor, Ward No. 11

Cooked Food and Dry Ration Distribution to Economically Weaker Sections
<table>
<thead>
<tr>
<th>Community Action by Municipal Councillors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Smt. Chanderwati Shukla</strong></td>
</tr>
<tr>
<td>Sanitary Pads distribution to women and Cooked Food distribution to marginalized sections of the society</td>
</tr>
</tbody>
</table>

| **Smt. Heera Negi** | **Councillor, Ward No. 13** |
| Mobilization of Resources for Cooked Food Distribution, Dry Ration and organizing Blood Donation Camp |

| **Shri Kanwarjeet Singh** | **Councillor, Ward No. 14** |
| Running of Community Kitchen for Distribution of Cooked Food. Distribution of Face Masks, Soaps, Sanitizers, Face Shield to Safai Karamcharis. |
## Combating Novel Coronavirus (COVID-19)

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### Community Action by Municipal Councilors

<table>
<thead>
<tr>
<th>Name</th>
<th>Ward No.</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smt. Ravinder Kaur</td>
<td>15</td>
<td>Cooked Food Distribution, Dry Ration and organizing Blood Donation Camp</td>
</tr>
<tr>
<td>Shri Rajesh Kumar Gupta</td>
<td>16</td>
<td>Cooked Food distribution to marginalized sections of the society</td>
</tr>
<tr>
<td>Smt. Asha Kumari Jaswal</td>
<td>17</td>
<td>Sanitization of Public Places in the Ward and Distribution of Dry Ration and Cooked Food</td>
</tr>
</tbody>
</table>

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COMMUNITY ACTION BY MUNICIPAL COUNCILORS

Shri Devinder Singh Babla
Councillor, Ward No. 18

Organizing Sanitization Drives & Thermal Screening. Distribution of Cooked Food, Dry Ration and Masks.

Shri Dalip Sharma
Councillor, Ward No. 19

Cooked Food Distribution, Dry Ration and Sanitization Kit among Ward Community

Shri Shakti Prakash Devshali
Councillor, Ward No. 20

Face Masks and Cooked Food distribution to marginalized sections of the society
Combating Novel Coronavirus (COVID-19)  
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COMMUNITY ACTION BY MUNICIPAL COUNCILORS

Shri Gurpreet Singh  
Councillor, Ward No. 21

Face Masks, Hand Sanitizers and Cooked Food distribution to sweepers and labours

Shri Davesh Moudgil  
Councillor, Ward No. 22

Cooked Food & Dry Ration Distribution among the needy. Sanitization of Public Places in the Ward.

Shri Bharat Kumar  
Councillor, Ward No. 23

Langar Seva and Cooked Food Distribution in the Ward

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**Community Action by Municipal Councillors**

**Shri Anil Kumar Dubey**  
Councillor, Ward No. 24  

Face Masks and Cooked Food distribution to economically weaker sections

**Shri Vinod Aggarwal**  
Councillor, Ward No. 26  

Daily Sanitization in Ward, Langar Seva, Distribution of Sanitizers, Face Masks and Dry Ration in slum areas and to people in need.

**Shri Ajay Dutta**  
Nominated Councillor  

Distribution of Dry Ration Kits and Cooked Food to migrant labors residing in colonies and villages of Chandigarh with the help of Chandigarh Police
**Combating Novel Coronavirus (COVID-19)**

**A Case Study of Chandigarh**

**COMMUNITY ACTION BY MUNICIPAL COUNCILORS**

**Shri Sachin Kumar Lohtiya**

Nominated Councillor

Distribution of Dry Ration Kits to Safai Karamcharis and labors

**Shri Haji Mohd. Khurshid Ali**

Nominated Councillor

Distribution of Dry Ration and Cooked Food among the needy persons

**Smt. Shipra Bansal**

Nominated Councillor

Distribution of Face Masks and Dry Ration Kits to Safai Karamcharis and people in need
**Combating Novel Coronavirus (COVID-19)**

A Case Study of Chandigarh

### COMMUNITY ACTION BY MUNICIPAL COUNCILORS

<table>
<thead>
<tr>
<th>Shri Sat Parkash Aggarwal</th>
<th>Nominated Councillor</th>
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</thead>
<tbody>
<tr>
<td><img src="image1" alt="Shri Sat Parkash Aggarwal" /></td>
<td><img src="image2" alt="Shri Sat Parkash Aggarwal" /></td>
</tr>
<tr>
<td>Distribution of Food Packets and Dry Ration to people in need. PPE kits distribution to Police Department.</td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
<th>Dr. Jyotsna Wig</th>
<th>Smt. Kamla Sharma</th>
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<td>Face Masks &amp; Cooked Food Distribution</td>
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<th>Maj. Gen. (Retd.) M.S. Kandal</th>
<th>Shri Charanjiv Singh</th>
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<td><img src="image5" alt="Maj. Gen. (Retd.) M.S. Kandal" /></td>
<td><img src="image6" alt="Shri Charanjiv Singh" /></td>
</tr>
<tr>
<td>Contributed to Prime Minister COVID-19 Relief Fund, Red Cross Society, Gurudwara, Sahibzada Ajit Singh Polyclinic Trust and towards Distribution of Modi Kits</td>
<td>Mobilized resources to arrange essential commodities for residents in the Ward</td>
</tr>
</tbody>
</table>
The functioning of the Municipal Corporation Chandigarh is looked after by the Executive Body headed by Commissioner, who is from the Punjab Cadre IAS and other officers of the state administrative services from Punjab and Haryana. The Corporation is having bank of officers from engineering, medical services and other experts from various field like Social Welfare, Solid Waste Management, Urban Planning in addition to subordinate staff. During COVID-19 pandemic, the officers of the Corporation including administrative, state, subordinate services and others not only come forward on their official duties on summoning of the Commissioner but has also worked voluntarily out of their passion. The following Officers have shared their breathtaking experiences of the pandemic:

**Shri Shailender Singh**  
Chief Engineer

I see all field staff of the Engineering Wing of Municipal Corporation, Chandigarh as true CORONA Warriors who efficiently managed various services like distribution of fruits, vegetables, milk etc., besides maintaining regular water supply and sewerage services to the residents of Chandigarh.

I particularly remember services offered by 10 employees of Public Health Wing who offered their voluntary services at the time when one of the team member of water works Sector-12 was found corona positive, willingly offered services to day and night at water works so that water supply is not disturbed.

Another notable achievement was constructing Sanitization Tunnel at Mandi, Sector 26 and Municipal Corporation Chandigarh. During complete curfew period, material was provided within 24 hours from Delhi and tunnel was installed within 48 hours.

**Shri Sanjay Arora**  
Superintending Engineer - Buildings & Roads

Initially, following the nation-wide announcement of Janta Curfew, I was entrusted with the duty to ensure uninterrupted milk supply to every household in Chandigarh. During the lockdown period, I shouldered the responsibility to supervise works such as installation of sanitization tunnel, distribution of wheat & pulses in MauliJagran, procurement of cereals for small children, setting up of migrant shelters in Maloya, management of 10 night shelters for homeless people, markings for social distancing across the city, and provision of CCTV cameras in the containment zones.
Combatting Novel Coronavirus (COVID-19)  
A Case Study of Chandigarh

In the hours of this crisis, we worked together as a team under the dynamic guidance of Commissioner, Municipal Corporation Chandigarh to cater the needs of the citizens in compliance with the guidelines given by the Chandigarh Administration. I also discovered a new dimension of my job that required me to act spontaneously yet stay composed and honed my managerial skills.

Shri Krishan Pal Singh  
Superintending Engineer - Horticulture

During COVID-19 crisis, I have been entrusted to work round the clock along with my entire team to sanitize public places & ensuring the supply of essential commodities like vegetables, fruits, & milk to residents through buses of Chandigarh Transport Undertaking (CTU). It was a lifetime experience which I come across and experienced a great deal of benevolence, humility and adversity while delivery of my humanitarian services to the community as a part of my official duty as well as a volunteer too.

Shri Ravinder Sharma  
Executive Engineer

During COVID-19 I was deputed to fulfill requirement of daily needs of general public i.e. Milk & Diary products duty in two shifts alongwith arrangements of barricading, CCTV Camera’s for Watch & ward in containment areas, Grain Market, Sector 26, Sectors, colonies, villages and Langar places, social distance marking with paints for parking of buses in parking area and for public in front of shops and also in Grain Market, Sector 39 to maintain social distancing or wherever required in Chandigarh for 24X7 hours.

Shri Vivek Trivedi  
Social Development Officer - Development Cell  
(DAY-NULM and Street Vendors)

I was entrusted to look after the Humanitarian Concerns of Weaker Sections including marginalized and managing the affairs of Civil Supplies in the city through Street Vendors. The experience of working under the dynamic leadership of Shri K.K. Yadav, Commissioner, Municipal Corporation Chandigarh was unique and once in a lifetime experience. The time during the lockdown has taught patience to deliver, commitment and humanitarian needs as I was having first hand exposure to deal with migrants moving out of city, slum dwellers struggling in lurch for three times a meal for their children and family. I am thankful to my entire team of DAY-NULM, Vendor Cell and Social Work volunteers who have come forward in assisting the office.
The threat of novel Corona Virus (Covid 19) pandemic has gripped the whole world. The situation created by the spread of deadly virus required unprecedented steps to save the public life and property. The whole team under my supervision has worked diligently from dawn to dusk to ensure level functioning of vegetables and fruit Market operations throughout the city. At the same time I also performed my routine duties in the office and left no stone unturned to achieve required standards of physical and financial targets.

I feel honored to serve the community during COVID-19 pandemic not only as a part of my official duty but as a volunteer too. The entire operations under the leadership of Mayor and Commissioner along with coordination with other departments of Municipal Corporation Chandigarh was altogether a different learning experience during crisis situation.

I have been deployed in mobilisation of resources for distribution of essential commodities such as milk, vegetables, fruits, grocery and medicines in different areas/ sectors of the city along with the use of digital payment mode to avoid contact through currency.

Overall, it was good experience and we consider ourselves to be lucky to be a part of team fighting to control COVID -19 pandemic. Sometimes the quarantine persons were having cash but no digital mode to pay. In some cases people were not having money to buy the essentials. But it was decided among team members that these houses shall also be provided with the required items through our own pockets so that these quarantine people may get their daily food and other essential requirements. All the team members performed their duties whole heartedly without any complaint.
the depth and sanctity behind the service that as a responsible government officer, I have to take a lead in resolving the problems/issues faced by the residents of the city during such crisis situation.

Life became hectic and turned entire different from 8 hours (9 to 5) job to 24 x 7 job. It was war like situation and we have to perform our duty, so why not with a smile. I have performed duty w.e.f. 17.03.2020 without a single break till date and still counting.

**Shri Gagandeep Sharma**  
**Senior Assistant**

I was entrusted with duty for Contact-Tracing of Positive persons and Coordination with teams in field. When I was given this duty, then my family got worried about my exposure to positive patients. I convinced my family by sharing motivational & encouraging stories of officers in Municipal Corporation Chandigarh and ensured them of my personal safety and hygiene by using PPE kits and other safety equipments.

I recalled when the first case was reported in Bapu Dham. I received a call from our Nodal Officer Shri Anil Kumar Garg, PCS at around 10:30 PM and he asked me if the contacts of the said person can be quarantined at this juncture of late night. I responded promptly by contacting the Corona positive patient for enquiring his address and the names of persons with whom he came in contact in last few days. Later I coordinated with Shri Vivek Mehta, the Team Leader of concerned area and also deployed another team headed by Shri Paramvir Thakur to get associated. We quarantined about 60 persons by 01:30 AM (subsequent day), I was continuously in touch with team leaders during the operation.

I felt very proud and indeed honoured when my seniors associated me in the fight against Covid-19. The opportunity to be involved in the fight against Corona Virus has elevated my reputation at both the professional level as well as domestic and individual levels.

**Shri D.P. Singh**  
**Inspector - Enforcement**

The opportunity to get involved in the fight against Corona Virus has boosted my confidence at professional as well as individual level.

I felt very proud and indeed honoured when I was included in quarantine team by our senior officers. I reassured myself to prove my potential during crisis and the unique chance to serve humanity in an unprecedented time. It was a time to give back to Society.
Understandably, my family members were initially wary - but soon they reconciled themselves to the situation; and they became members of our club which was formed to fight the tragic Pandemic caused by the CORONA VIRUS in Sector 40.

It was an opportune time to prove my mettle and I trust that I have selflessly given of my own self in a Human Cause that is a war on a scourge that seemed to have infiltrated us in a matter of days.

---

Smt. Anshu Chandna  
Incharge - Monitoring Cell

“Corona” is not here to stay  
But, let the lessons stay

COVID-19 is unexpected problem which was meticulously dealt by Municipal Corporation Chandigarh under the leadership of our Worthy Commissioner. This lockdown has united the entire staff from group ‘A’ officer to group ‘D’ staff in fighting and controlling the COVID-19. I was entrusted to co-ordinate and monitor the various activities/events performed by Municipal Corporation Chandigarh. I got the opportunity to become a team member in preparing this case study and while doing it I learnt a lot from Sh. Vivek Trivedi ji in enhancing my creative skills.

COVID-19 made us realize that humans have taken everything for granted. The COVID-19 pandemic has proved a silver lining to us in realising the worth of social and family values, caring and compassion, which was lost in last few decades. This time is indeed a blessing in disguise. The corona virus spread and lockdown has given us an opportunity for self introspection and thus implementing a better way of living. We all have become more kind hearted. Even at home, I realized my kids have become more responsible. Me and my husband have turned out to be “Maid for each other” instead of “Made for each other”.

Last but not least, I found the true meaning of quote “Health is Wealth” because no amount of money, showoff and luxury can give you peace and health which are most important for living. Now it’s time to motivate ourselves that awareness spread faster than virus and now is the time to believe that better times are on the horizon.

---

Shri Vivek Mehta  
Junior Assistant/ Team Leader - Quarantine Team

When all the world was in panic during the pandemic Covid-19 and nobody was ready to come out from their homes, I was assigned the duty to quarantine the suspected or the persons in touch with covid positive patients and also to trace the history of movement and contact in past few days, from where the person
Carried corona virus and how many persons he remained in touch.

Without any holiday and fixed working hours, I alongwith my team members reached the spot as & when the lead was received. I was allocated the most affected areas, which was even declared as Red zone i.e. Bhapu Dham, where more than 80% positive cases of Corona Virus were traced, we all did this with full dedication and sincerity. I must say my all team members were brave hearts. We all left for the spot even as early as 06:00 am and performed our duty till late 02:00 am (Mid Night) to restrain the spread of this fatal disease. I feel proud of myself and my team members, living the life of soldiers being at the higher risk to be infected from the Corona virus, whose life is always ready to serve the nation that spirit inculcated me the full of “Frontline Corona Warrior”.

Shri Jatin Saini  
P.S. to CMC

It was a privilege to work for the city in this unexpected COVID-19 pandemic under the absolute guidance of Worthy Commissioner. During this unprecedented times, I was involved in regular supply of municipal & essential services, with monitoring of day-to-day unforeseen issues. With the changing situation of spread of the disease during the epidemic, Chandigarh Administration and Municipal Corporation Chandigarh issued various notifications and orders for the preventive measures. I was responsible in drafting and communicating orders to the frontline CORONA Warriors.

During this time of crisis, I have worked round the clock with my team in supporting the frontline CORONA Warriors and residents of the city, which has given me a feeling of having an extended family of Chandigarh residents.

Shri Naveen Kumar  
Fireman

Being a member of this esteemed organization called Fire and Rescue Services Chandigarh, it was not the first time when I have to cope with the potential health hazard during performing duty in this critical situation of COVID-19 outbreak. Since we the firefighters are habitual to do so during our daily Exposure to various adverse conditions during Firefighting and Rescue operations, a proverb is very much prevalent in our Fire Fraternity that “When a Man becomes Fireman his highest act of bravery has been accomplished, what he did after that is all in the line of duty”. I feel immense proud that I have been chosen by my officers to serve the residents of my City in this critical time. It is lifetime experience for me to learn the strategy and tactics to deal with a disaster like Pandemic during my duty at Grain Market Sec-
Combating Novel Coronavirus (COVID-19) 
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26, Chandigarh and during monitoring the Home Quarantine of Negative Covid cases where every assistance has been extended to me by my team and I am highly grateful to them. In this entire scenario my source of inspiration is Worthy Commissioner and Additional Commissioner-Cum-Chief Fire Officer, Municipal Corporation Chandigarh who are continuously putting their tireless & selfless efforts to safeguard the City from this contagious disease. In last I just want to say that we the officials of Fire and Rescue Services, Chandigarh will not let any stone unturned to prove the motto of our department i.e. We Serve to Save

Shri Ankur
Peon

Initially I feared when I came to know that I have been deployed in Quarantine Team to stamp person who are Quarantine. I was under stress and was not ready to perform the duty. Later I gradually developed confidence and attitude of social service after inspiration received from my senior officers after watching them working round the clock.
Combatting COVID-19: Initiatives and Results
Orientation
Combating Novel Coronavirus (COVID-19) 
A Case Study of Chandigarh

The Municipal Corporation Chandigarh has taken every possible step during the COVID-19 pandemic to address the concerns of diverse communities in need of care, support and humanitarian handholding by involving Civil Society Organisations (CSO’s) registered under National Institution of Transforming India (NITI) Aayog, Religious & Faith Based Organisations (FBO’s) and Community Based Organisations (CBO’s).

During the COVID-19 pandemic operations, the Municipal Corporation Chandigarh initiated various steps and measures related to Social Solidarity Humanitarian Relief Campaign, GPS Monitoring of entire initiatives by the Corporation through establishment of Command Control Centre, mass awareness on COVID-19 preventive measures and behavioral aspects. In addition the activities of the Corporation were also captured in the form of inspiring Case Studies and Stories, observed ethics & values and limitations during the entire operations.

SOCIAL SOLIDARITY HUMANITARIAN RELIEF CAMPAIGN

The Municipal Corporation Chandigarh has initiated diverse activities, viz. cooked food distribution, ready to eat meals, hygiene kits (soaps, hand sanitizers, masks, gloves, PPE kits, antiseptic) beverages (including cold drinks, preserved fruit juices and coconut water) among economic weaker sections living in slums, urban villages, rehabilitation colonies and marginalized communities (including persons with disabilities, transgender, LGBT, safai karamcharis, daily wagers, etc) with the support raised by:

- Civil Society Organisations (CSO’s) under National Institution for Transforming India (NITI) Aayog
- Corporates under Corporate Social Responsibility (CSR)
- Youth Volunteers for relief distribution and outreach.
- Resident Welfare Associations (RWA’s) and Religious Organisations

CIVIL SOCIETY ORGANISATIONS (CSO’S) UNDER NATIONAL INSTITUTION FOR TRANSFORMING INDIA (NITI) AAYOG

The Chief Executive Officer (CEO) of NITI Aayog advised the states and Union Territories (UT’s) to involve Civil Society Organisations (CSO’s) and other Non-Government Organisations (NGO’s) referring Pune platform for COVID#19 Response.

In addition, the NITI Aayog advised to focus in the movement of migrant labours for providing food and shelters in order to address their humanitarian and emotional needs in the state of crisis. Some of the most important areas of intervention where the Civil Society Organisations (CSO’s) and other Non-Government Organisations (NGO’s) can aid and supplement the
efforts of the State and Local Administration/ Government & Urban Local Body (ULB) are:

- To assist and support the local administration in setting up community kitchens particularly for migrants and homeless population working in urban areas.
- To supplement the government efforts to provide shelter to homeless, daily wage workers, and urban poor families.
- To create awareness about prevention, hygiene, social distancing, isolation, and combating stigma.
- To extend support for distribution of PPE and protective provisions - sanitizers, soaps, masks, gloves, etc. for community workers and volunteers.
- To support the state government and local administration in filling gaps in routine delivery of public health care and promoting hygiene measures.
- To assist the local administration in identifying hotspots and deputing volunteers and care givers to deliver services to the elderly, persons with disabilities, children, transgender persons, and other vulnerable groups.
- Partner with state & local governments in enlisting volunteers from among individuals & communities.
- To develop communications strategy in different vernaculars whereby they become active partners in creating awareness at the community level so that COVID-19 spread is tightly controlled and false information fully countered.
- To partner with state and local governments in promoting social and behavior change.
- By ensuring that there is no stigma and discrimination against COVID-19 patients. This would require extension and mass communication.

CORPORATES SUPPORT UNDER CORPORATE SOCIAL RESPONSIBILITY (CSR)

The support under Corporate Social Responsibility (CSR) has been received directly and indirectly from the Corporates, Industrial Houses and Civil Society Organisations (CSO’s) through various federations in the city including Federation of Indian Chambers of Commerce & Industry (FICCI) and Association of Professional Social Workers and Development Practitioners (APSWDP), Chandigarh.
The key Corporates and Industrial Houses like Dabur India Limited, Marico Limited and Coca Cola India Limited have provided ready to eat meals, beverages, cooking oil and hygiene kits.

**YOUTH VOLUNTEERS FOR RELIEF DISTRIBUTION AND OUTREACH**

The Municipal Corporation Chandigarh has engaged young volunteers from Indian Red Cross Society (IRCS), Association of Professional Social Workers and Development Practitioners (APSWDP), Swarmani Youth Welfare Association (SYWA) and National Services Scheme (NSS), Post Graduate Government College, Sector 11, Chandigarh. The volunteers rendered an abundant support with never-say-die spirit to the Social Development Cell of the Municipal Corporation Chandigarh for the following activities:

- Identification of areas and mapping
- Social Survey
- Distribution of relief material
- Thermal screening
- Counseling to migrants
- Network to telemedicine counseling
During COVID-19 pandemic, the volunteers have not only worked hard upfront with care and protection as per the guidelines of the Government for volunteers, but have also given backend support in the form of follow-ups, reporting, assessment of calls forwarded by Police, Municipal Corporation Helpline and others including media houses.

RESIDENT WELFARE ASSOCIATIONS (RWA’S) AND MARKET ASSOCIATIONS

Several Resident Welfare Associations (RWA’s) & Market Associations of city has also shown solidarity to Municipal Corporation Chandigarh by stepping out in extending support by providing cooked food, dry ration, home-made masks, during COVID-19 pandemic to affected families & persons in many areas of city.
Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

FAITH BASED AND RELIGIOUS ORGANISATIONS

The Municipal Corporation Chandigarh has received massive support from faith based and religious organisations in the city in the form of cooked food by establishing mass community kitchens for distribution among poorest of the poor, marginalized, informal daily wage labour, slum dwellers and migrants stranded in the city. Such organisations have not only provided cooked food but have also mobilized dry ration for affected families.

ESTABLISHMENT OF COMMAND CONTROL CENTRE

With support from Chandigarh Smart City Limited and Information Technology (IT) Department of Municipal Corporation Chandigarh, has established a centralized Command Control Centre in the office to monitor round the clock efficacy and implementation of measures taken in combatting COVID-19 pandemic. In addition to it a handy Android smart App has also been developed by the Corporation for the real time monitoring of Field Staff, Supervisors and Officers involved in COVID-19 pandemic operations.
The COVID Command Center has monitored the following activities and combating operations during the pandemic:

- Monitoring of quarantine people with their movement using Geo fencing services.
- Sanitization of the area on real time basis.
- Real time surveillance of various essential services including Sabzi Mandi, Sector 26 using cameras installed at periphery of Sabzi Mandi to ensure sanitization and compliance to COVID guidelines.
- Real time surveillance of Hot spots of the city.
- Real time monitoring of sanitation services in the city to ensure the upkeep of the city which becomes very important especially in these conditions.
- Real time monitoring of workers using wrist-watch watches deployed for the field works.
- Real time monitoring of waste mining activities of the collected solid waste.

The COVID Command and Control Center has a dedicated team which has worked 24X7. The team has 18 monitoring systems to manage and to provide services to different stakeholders.

All the data that is generated through the different sources is integrated to the COVID command and control center Via APIs/web services. To monitor the situation, different dashboards are created at the COVID command and control center.
In addition to aforementioned real time analytics, data from various stakeholders is collated, cleansed, extracted, transformed using various tools and fed into an AI and GIS based engine to create heat maps of the city with reference to the spread of the infection, which has helped the authorities to proactively plan for the containment of such zones even before the areas becomes a hot spot. Another benefit of command center was using Data analytics and GIS platform, data coming from all relevant stake holders including health services, municipal services, police, daily essentials providers for grocery, dairy items, medicines, etc. to analyze and use for actionable intelligence in curbing the pandemic. This helped in efficient planning of resources to be deployed in the field by predicting the scenarios using various data analytics techniques. A detailed dashboard was created for all relevant serving stakeholders for each sector including milk vendors, fruit and vegetable vendors, grocery shops, medicine shops etc. to enable the tracking of the relevant source and reduce the extent of the infection. It immensely helped the city in studying and being prepared in case of lager outbreaks of the COVID-19 and accordingly the city administration can plan the resources ahead of the crisis.

INTEGRAL CONVERGENCE WITH OTHER DEPARTMENTS OF CHANDIGARH ADMINISTRATION

Municipal Corporation Chandigarh under the patronage of Chandigarh Administration and mentorship of Honorable Administrator and Adviser to Administrator, has established an integral convergence with various department of Chandigarh Administration vis-à-vis Chandigarh Market Committee, Chandigarh Transport Undertaking (CTU), Office of District Magistrate, and Department of Engineering U.T., Food and Supplies, Information Technology (IT), Forest, Chandigarh Police and Traffic, and various other office of Sub Divisional Magistrates.

The following officers from administrative services and others have worked in integral convergence with Municipal Corporation Chandigarh:

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<th>Officer</th>
<th>Role</th>
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<td>Smt. Nilambari Jagadale, IPS</td>
<td>S.S.P. Chandigarh</td>
</tr>
<tr>
<td>Shri Shashank Anand, IPS</td>
<td>D.I.G. Security &amp; Traffic, Chandigarh</td>
</tr>
<tr>
<td>Dr. Abdul Qayum, IFS</td>
<td>Conservator of Forests, Chandigarh</td>
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<td>Law and Order Support in managing the affairs of Civil Supplies</td>
<td>Resolution of issues/ problems faced by Sector Response Teams</td>
</tr>
<tr>
<td>Nodal Officer for organising travel, accommodation and quarantining of Chandigarh residents returning from abroad in quarantine hotels</td>
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</table>
INTEGRAL CONVERGENCE WITH OTHER DEPARTMENTS OF CHANDIGARH ADMINISTRATION

Resolution of issues/ problems faced by Sector Response Teams | Functioning of Main Mandi, Sector 26, Chandigarh and Relocation to Sector 17, Chandigarh | Functioning of Wholesale Vegetable & Fruit Market in Main Mandi, Sector 26, Chandigarh

Shri Uma Shankar Gupta, PCS  
Director - Chandigarh Transport Undertaking (CTU)  
Incharge of Quarantine facilities to be created in Infosys Sarai, Parkview Hotel & Panchayat Bhawan, etc.

Shri Tejdeep Singh Saini, PCS  
Additional Director - Food & Supplies, Chandigarh  
Overall Strategy in ensuring Food Supply in case of extreme crisis

Shri Rubinderjit Singh Brar, PCS  
Director - Higher Education, Chandigarh  
Social Distancing Marking in front of Shops of Essential Commodities, Banks & ATM's
INTEGRAL CONVERGENCE WITH OTHER DEPARTMENTS OF CHANDIGARH ADMINISTRATION

<table>
<thead>
<tr>
<th>Shri Sudhanshu Gautam, HCS</th>
<th>Shri Rakesh Kumar Popli, PCS, Director - Hospitality, CITCO</th>
<th>Dr. Rajesh Bansal, Superintending Engineer, Public Health Circle, Chandigarh</th>
</tr>
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<td>Director - Public Relations, U.T. Chandigarh</td>
<td>Director - Hospitality, CITCO</td>
<td>Superintending Engineer, Chandigarh Transport Undertaking (CTU) buses</td>
</tr>
<tr>
<td>Supply of Essential Goods and Services in Containment Areas</td>
<td>Supply of essential goods and supply to the hospitals like masks, sanitizers and Personal Protective Equipment (PPE)</td>
<td>Supply of Essential Goods through Chandigarh Transport Undertaking (CTU) buses</td>
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<th>Shri Amit Gupta</th>
<th>Shri Jarnail Singh</th>
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<tr>
<td>Superintending Engineer, U.T. Chandigarh</td>
<td>General Manager - Chandigarh Transport Undertaking (CTU)</td>
<td>Secretary, Market Committee, Chandigarh</td>
</tr>
<tr>
<td>Supply of Essential Goods through Chandigarh Transport Undertaking (CTU) buses</td>
<td>Mapping of Chandigarh Transport Undertaking (CTU) buses and Human Resource during COVID-19</td>
<td>Day-to-day management of affairs of Mandi and Preparation of Rate List</td>
</tr>
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World Economic Forum (WEF) organized a Webinar on Governance Agility & Community Action in Urban India's COVID Response on April 30, 2020. The World Economic Forum’s Centre for the Fourth Industrial Revolution & Government of India’s Smart Cities Mission planned to bring administrators from across India together with global networks of cities. They shared governance models & community responses that have been effective in flattening the curve.

Shri Kamal Kishor Yadav, IAS, Commissioner, Municipal Corporation Chandigarh was invited as an Eminent Speaker along with other Indian administrators and urban experts from global organizations. He shared numerous ways on how Municipal Corporation Chandigarh has mobilized resources for Essential Supplies through Chandigarh Transport Undertaking Buses with registered Street Vendors, monitoring through Command Control Centre, & deployment of Sector Response Teams (SRT's) to combat COVID-19 pandemic.
The major learnings from the webinar:

- How cities can move swiftly and coordinate across governance levels in crisis.

- How governments can reduce red tape and collaborate with citizens to fill in gaps.

- What citizens can do to reduce the impact of COVID-19 and support in quick recovery.

- What cities need to do to better manage this pandemic and build long-term systemic resilience.
The Public Relations wing of the Municipal Corporation Chandigarh headed by Shri Sanjeev Kumar, Assistant Public Relations Officer (APRO) has worked relentlessly in addressing the mass communities with the other departments of the Corporation like Engineering Wing, Office of Medical Officer of Health (MOH), Development Cell (DAY-NULM and Street Vendors Cell) for creating public awareness on prevention of spread of Novel Corona Virus, duties of the citizens during crisis, designing and printing of Information, Education and Communication (IEC) kits for distribution among residents and stakeholders, engaging print and digital media for publishing positive, influential and motivating stories of staff and officers as COVID Warriors and regular Press Releases.

The awareness programs to stop the spreading of COVID-19 are continuously in practice, through pamphlets, advertisements, jingles on Radio and FM, and theme based documentaries. All the vehicles deployed for sanitation purposes are equipped with jingles and they are played regularly in the area to sensitize people and keeping the motivated to stay home safely.

The Public Relations wing has thoughtfully communicated a positive diagnosis, what steps are being taken to protect all stakeholders and how the Local body operated during the time of COVID-19 crises.
Mass Media is one of an important pillar of society as it acts as a mirror of societal happening. In India, media is considered as a fourth pseudo-pillar of democracy likely Legislature, Executive and Judiciary. It keeps a balance between the three key pillars and acts as a watchdog for the Indian Democracy like any other opposition party. Media also portrays the positivity from the society to inspire the other for building peace, harmony and cordial relations between the communities. It is the most important powerful tool which has not only played a major role in the past history on several occasions leading to bringing transformation in the thought process of society, but also revolutionized many democracies in the world.

In one of the movies related to World War II “Enemy at the Gate”, the character of Nikita Khrushchev was to coordinate with the defense of the city and the demands ideas from his subordinates on how to improve morale. Her senior suggests that the people need “an example, but an example to follow” and give them hope. During the COVID-19 pandemic, the situation was not less than any war. Here also there was a need to identify example and examples to follow amongst officers, staff and volunteers to boost the morale and fighting spirit to combat COVID-19 pandemic with a ray of hope to overcome and restoring peace and new normal.

The Mayor and Commissioner of the Corporation left no stone unturned in making & identifying COVID-19 Warriors & liaison with media houses to publish their success stories for inspiring others to follow. In Chandigarh, the key print and digital media houses have come forward with Municipal Corporation Chandigarh in identifying and compiling positive stories related the recovery, relief, social action, municipal and essential services, and overall best practices initiated by the Corporation during COVID-19 pandemic. The media houses have published detailed interviews, viewpoints of officers, stakeholders and ground staff with clarity to avoid any mass-miscommunication and rumors leading to any fatality in the city.
Municipal Corporation Chandigarh is courteous to the following media houses for relentless support rendered to the Civic Body:

<table>
<thead>
<tr>
<th>Media House</th>
</tr>
</thead>
<tbody>
<tr>
<td>स्वयं तिलिम मुनिराम</td>
</tr>
<tr>
<td>FASTWAY</td>
</tr>
<tr>
<td>सूनो सुनाओ, लाइफ बनाओ!</td>
</tr>
<tr>
<td>Radiomirchi</td>
</tr>
<tr>
<td>THE TIMES OF INDIA</td>
</tr>
<tr>
<td>अमर उजाला</td>
</tr>
<tr>
<td>दैनिक भास्कर</td>
</tr>
<tr>
<td>दैनिक सावरा</td>
</tr>
<tr>
<td>पंजाब केस्टर</td>
</tr>
<tr>
<td>अर्थ प्रकाश</td>
</tr>
</tbody>
</table>
The Pandemic of 2020 has made the world run helter-skelter. A never seen phenomenon for the current population, ethical decision making has become a big area of debate during COVID-19. The priorities of ethical values have had to change to tackle the issues caused by the spread of this virus.

The World Health Organization has therefore recommended that the following ethical values must be prioritized to make decisions during COVID-19:

1. **Transparency:** The population must be aware of the criteria for decisions
2. **Inclusiveness:** The decisions should be potentially revisable and open to changes
3. **Consistency:** All individuals in the same category must be treated consistently
4. **Accountability:** Those making the decisions must be held accountable.

Perhaps the biggest issue faced by most countries recently is resource allocation and prioritization for best population recovery. The World Health Organization recommends that the resources are allocated equally to ensure they derive the same benefits, to make sure that they provide the best utility, that they prioritize those who are worse off and prioritize those tasked with helping others.

Nevertheless, there are several ethical dilemmas that exist due to this pandemic despite the governments trying to follow the above-mentioned values.

Freedom has always been one of the highest prioritized ethical values in the past. However, in order to curb the spread of COVID-19, the governments of countries across the world have had to restrict not only movement across countries and states, but also confine the population to their own home. This decision greatly infringes on the right to freedom that is considered a constitutional right in a great majority of the countries.

Another question that this pandemic brings is whether it is ethical to release the personal information of patients of COVID-19. Doctor-patient confidentiality used to be a legal aspect of the healthcare industry, but with the number of positive cases growing exponentially, the healthcare industry has had to release this information to invoke caution in the population’s minds.

Source/ Reference:  
While transparency has been strongly recommended by the World Health Organization, many countries are partaking in censorship to not reveal the extent to which COVID-19 has impacted them. While they may state ‘avoidance of panic’ as a reason for this censorship, the fact remains that, with the severity of this virus, it is preferred that panic creates vigilance in the population.

While these may be just some of the ethical issues caused by COVID-19, it shows how the actions must adapt to the unexpected changes occurring and that sometimes there are some ethical values that must be given priority over others to ensure a healthier society.

Source/Reference:
Every pandemic comes with some unforeseen and unimaginable troubles and the response to such situations always leads to advancing of greater vision and assessment of better solutions for futuristic crisis. Such learnings and experiences will work as benchmarks in planning and organising capacity building and training programmes for preparedness.

COVID-19 Pandemic is one of the unexpected biological disaster for which the countries across the globe were unprepared. Although, they formulated various strategies to combat against the pandemic. In India, it started with a nationwide lockdown from 22nd March 2020 with State Level and Union Territory level plans by the government including development of Social Distancing Norms, Quarantine Centres for Corona Positive Cases and PPE Kits for CORONA Warriors, etc.

Municipal Corporation Chandigarh despite following various challenges and limitations, has taken a giant and gradual leap in combating COVID-19 crisis in the city by involving various stakeholders, mapping and mobilization of resources and continuous monitoring:

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<tbody>
<tr>
<td>1.</td>
<td>Municipal Corporation Chandigarh normally deals with man-made and natural disasters like fire, flood, earthquake, etc. through its Fire Department. In case of COVID-19 pandemic MC Chandigarh was not ready, equipped and trained to deal with such biological disaster.</td>
<td>Municipal Corporation Chandigarh since the Lockdown and Curfew has planned and roped in Officers of different Cadre and Expertise to deal with day-to-day civic affairs including supply of essential commodities. In future, the Corporation will identify the team of officers who can deal with different pandemic situations based on their competencies and mapping Civil Society Organisations (CSO’s) along with their expertise on social surveys, monitoring and evaluation.</td>
</tr>
</tbody>
</table>
## Combatting Novel Coronavirus (COVID-19) - A Case Study of Chandigarh

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<td>2.</td>
<td>The Punjab Municipal Act (extended to Chandigarh) does not have any provision to deal with such crisis except Public Health provisions, which covers spitting at Public Places, Littering, etc.</td>
<td>In case of COVID-19, the Municipal Corporation Chandigarh under the patronage of Chandigarh Administration has taken the provisions of Disaster Management Act and other Epidemic or similar Acts.</td>
</tr>
<tr>
<td>3.</td>
<td>During the country-wide lockdown and Curfew at Chandigarh, it was very difficult to provide non-stop municipal services and maintain the supply of essential commodities like milk, vegetables, fruits, and other groceries, etc.</td>
<td>Municipal Corporation Chandigarh in future can plan to create a Database Management System comprising of Wholesale Suppliers, Retailers dealing with essential items so as to run smooth supply during any crisis.</td>
</tr>
<tr>
<td>4.</td>
<td>Unexpected mass movement of migrant labors and slum dwellers.</td>
<td>The present lesson of COVID-19 Crisis has developed understanding on trust deficit among local citizens and migrants. In future Municipal Corporation shall work in developing trust by involving Municipal Representatives, Religious and Civil Society Organisations.</td>
</tr>
<tr>
<td>5.</td>
<td>Technology centric mechanisms and resources were not readily available for monitoring, evaluation and solutions to stop the spread of the disease in various sectors/villages of the city</td>
<td>With consistent efforts of Municipal Corporation Chandigarh and Smart City, Integrated Command control Centre was established over the time. Municipal Corporation Chandigarh shall look forward to develop technology based applications for citizen engagements, mapping and monitoring.</td>
</tr>
<tr>
<td>6.</td>
<td>Municipal Corporation Chandigarh - a public representative body where all the Councillors work on their own. As there were assembly restrictions, some decisions were not taken up in time but we overcome it again by conducting general virtual house meeting on 29th May 2020.</td>
<td>Municipal Corporation Chandigarh shall work on developing and mainstreaming of all the representatives on Information Technology based solutions to work from remote locations.</td>
</tr>
<tr>
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<td>CHALLENGES</td>
<td>PREPAREDNESS AND READINESS</td>
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<tr>
<td>7</td>
<td>Finances to deal with COVID-19 Pandemic</td>
<td>Municipal Corporation Chandigarh is a local government which works on various grants and local revenue generation. The Corporation may introduce pandemic cess in future to meet out any unforeseen circumstances, emergencies, pandemic situations like that of COVID-19 in present scenario.</td>
</tr>
<tr>
<td>8</td>
<td>During the COVID-19 pandemic, proper Tertiary Treated Water supply was hindered for a long time due to prevailing assumption</td>
<td>The confusion over the use of Tertiary Treated Water came to an end when Post Graduate Institute of Medical Education &amp; Research (PGIMER), Chandigarh clarified after laboratory testing. Municipal Corporation Chandigarh shall also map and engage such laboratories of national and regional importance (e.g. CSIO, IMTECH, NITTTR, PEC, etc.) for testing and authenticity during similar crisis in future.</td>
</tr>
<tr>
<td>9</td>
<td>Relief Distribution to Economically Weaker Sections (EWS), Marginalised Community including Stranded Migrant Labour, Person with Disabilities, Transgender, Senior Citizens</td>
<td>Relief Distribution was coordinated by Municipal Corporation &amp; respective disaster management committees. The onsite distribution was supervised/ managed by incident response team with support of Civil Society Organizations (CSO's), Market Associations, Resident Welfare Associations (RWA's), Faith Based &amp; Religious Organizations &amp; volunteers with their deployment on ground. Regular communication with the emergency operation teams &amp; Covid-19 Disaster Management Committee was ensuring the regular supply of required items. The relief distribution includes essential items like tent, medicines, clothes, food items, soaps, items of special needs for women’s, pregnant as well as lactating women, children, disabled/ injured &amp; old aged.</td>
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### Combating Novel Coronavirus (COVID-19)

**A Case Study of Chandigarh**

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<td>10.</td>
<td>Relief Transport Management</td>
<td>Municipal Corporation has coordinated the transportation of relief materials for which Chandigarh Transport Undertaking (CTU) and State Transport Office (STO) was providing primary support. Vehicles of government functionaries, school buses and taxies were hired on pre negotiated rates.</td>
</tr>
<tr>
<td>11.</td>
<td>Grievance Redressal Mechanism for Essential and Municipal Services</td>
<td>In lieu of the COVID-19 pandemic, Municipal Corporation Chandigarh has established 24X7 Call Center to redress the grievances of citizens in emergency. In future, such call centre should be linked to national helplines or networked to Command Control Centre for immediate tracing, contacting and extending relief measures.</td>
</tr>
<tr>
<td>12.</td>
<td>Risk Awareness and Communication</td>
<td>Addressed the mass communities with the other departments of the Corporation like Engineering Wing, Office of Medical Officer of Health (MOH), Development Cell (DAY-NULM and Street Vendors Cell) for creating public awareness on prevention of spread of Novel Corona Virus, duties of the citizens during crisis, designing and printing of Information, Education and Communication (IEC) kits for distribution among residents and stakeholders, engaging print and digital media for publishing positive, influential and motivating stories of staff and officers as COVID-19 Warriors and regular Press Releases.</td>
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### A Case Study of Chandigarh

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<td>13.</td>
<td>Capacity-Building in Disaster Management</td>
<td>The primary purpose of capacity-building in COVID-19 pandemic is to reduce risk and thus make communities safer. This was done by increasing resilience and enhancing coping capacities. Effective capacity-building at the Chandigarh level requires the active participation of all those who are tasked with it. In future, a comprehensive and up-to-date Chandigarh Disaster Management Resource Inventory, Awareness Generation, Education, Research and Development (R&amp;D) and Systematic and Systematized Training should be designed for effective handling of any such crisis. The Municipal Corporation along with civil societies will ensure the capacity-building activities, and the various Heads of Departments will further ensure capacity-building of their respective departments. Furthermore, the Nodal Officers in coordination with the HODs will procure relevant equipment for COVID-19 disaster management activities.</td>
</tr>
<tr>
<td>14.</td>
<td>Lack of existing best practices and learning portal/ knowledge bank.</td>
<td>Municipal Corporation Chandigarh may plan in future for linking global practices/corporations with national urban learning network for connecting to such platform.</td>
</tr>
<tr>
<td>15.</td>
<td>Vision of having futuristic Conferences/ Workshops/ Webinars on Post COVID-19 pandemic</td>
<td>Post COVID-19 pandemic conferences/workshops/webinars may be planned under the patronage of Chandigarh Administration for future preparedness.</td>
</tr>
</tbody>
</table>

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Annexure
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PICTURE GALLERY

ONLINE GENERAL HOUSE MEETING
Combating Novel Coronavirus (COVID-19) 
A Case Study of Chandigarh

PICTURE GALLERY

FINANCIAL AND CONTRACT COMMITTEE (FNCC)

EMERGENCY CANTEEN RUN BY REGISTERED & TRAINED STREET VENDOR

FOOD DISTRIBUTION BY COMMISSIONER WITH AADHAAR NGO
Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

PICTURE GALLERY

FOGGING MACHINE DONATED BY MARKET WELFARE ASSOCIATIONS

ESTABLISHMENT OF SABZI MANDI AT SECTOR 17

SANITIZATION USING DRONE AT ANAJ MANDI, SECTOR 39

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Combating Novel Coronavirus (COVID-19)
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PICTURE GALLERY

RELIEF CAMPAIGN AT DHANAS COLONY AND CONSTRUCTION SITE

RELIEF CAMPAIGN AT GWALA COLONY, MALOYA
Combating Novel Coronavirus (COVID-19) 
A Case Study of Chandigarh

PICTURE GALLERY

SANITIZATION OF PUBLIC PLACES - ROADS, BANKS, CIVIL DISPENSARY & OTHERS
Untold Stories behind the COVID-19 Solidarity Response Relief Campaign
Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

COVID-19 RELIEF OPERATIONS TEAM

K.K. Yadav, IAS
Commissioner, Municipal Corporation Chandigarh

Vegetables & Fruits

Najuk Kumar, IAS
SDM, Central, UT Chandigarh

Police Arrangements

KPS Malvi, PCS
Additional Secretary Home, U T Chandigarh
Sector 26 Handi Incumbent

Sectors

Nilambari Jagdale, IPS
Senior Superintendent of Police, U T Chandigarh

Periphery, Villages

Shashank Anand, IPS
Senior Superintendent of Police, Security & Traffic, U T Chandigarh

Sukhpal Kataria
DSP (EOW) U T Chandigarh

Jansher Singh Mavi
Secretary, Market Committee, U T Chandigarh

Janjail Singh Mavi
Secretary, Market Committee, U T Chandigarh

Dr. Amrit Pal Warring MOH,
MC Chandigarh for Cleaning & Sanitization

Harjot Singh Sandhu, PCS
Secretary, State Transport Authority
UT Chandigarh

Incharge for EASTERN PART
Manimajra, Manauli, Jagatpura,
Kharar, Dhanapura, Karimnagar, Daha, Roop Singh, Anajal,
Raipur Kaleri, Raipur Kheri,
Hollongapar, Bhitiana.

C.B. Dhillon
Superintendent Engineer, Engineering Department,
U T Chandigarh

Rajesh Bansal
Executive Engineer, Public Health,
Engineering Department, U T Chandigarh

C.O. Dhillon
Superintendent Engineer, Engineering Department,
U T Chandigarh

Nareen Kumar
Fireman, Fire & Emergency Services, Municipal Corporation Chandigarh

Vendors & Staff for Buses

Vendors & Staff for Buses

Tie-up with all Vendors

Amit Gupta
General Manager, CTU
U T Chandigarh

Arrangement of Buses & Staff

Alek Darp
Executive Engineer (EE)
Municipal Corporation Chandigarh

Inspector Vendors & Staff for Buses

Sumeet Kumar
Enforcement Inspector, Municipal Corporation Chandigarh

Rubinder Singh Brar, PCS
DPL, Schools, UT Chandigarh

Incharge for EASTERN PART
Khuda Ali, Khuda Lahora,
Khuda Jassu, Sarangpur,
Dhano, Dadumajra, Meloya

Harjot Singh Sandhu, PCS
Secretary, State Transport Authority
UT Chandigarh

Incharge for EASTERN PART
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Raipur Kaleri, Raipur Kheri,
Hollongapar, Bhitiana.
कोविड-19 कब और कैसे मास्क का उपयोग करें?

जिन व्यक्तियों में कोरोनावायरस के लक्षण न हों, उन्हें चिकित्सा मास्क का उपयोग नहीं करना चाहिए, इसके बजाय उन्हें नार-नार हाथों को धोना चाहिए।

लगातार 6 घंटे तक डिस्पोजेबल मास्क के इस्तेमाल से संक्रमण होने का खतरा बढ़ जाता है।

अस्पताल जाने वाले या बीमार व्यक्तियों की देखभाल करने वाले समस्त चिकित्सा मास्क का उपयोग करें।

चिकित्सा मास्क 8 घंटे के लिए प्रभावी होता है, गीला होने पर इसे तुरंत बदला जाना चाहिए।

उपयोग करने (एंड) डिस्पोजेबल मास्क को कोटापुंषुक किया जाना चाहिए और फिर इसे जला या गहराई में दफना दिया जाना चाहिए।

नगर निगम चंडीगढ़
की ओर एंड जन हित में जारी
Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

COVID-19 IEC KIT

WASH YOUR HANDS
Handwashing with soap, when done correctly, is critical in the fight against the novel coronavirus disease (COVID-19)

MUNICIPAL CORPORATION CHANDIGARH
HELP US TO HELP YOU
Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

COVID-19 IEC KIT

होम क्वॉर्टीन कब आवश्यक है?

अगर आप सामान्य हैं,
लेकिन हमें सो किसी के संपर्क में रहे हैं

कोविड-19 से | कोविड-19 प्रभावित रूपों व उनके प्रभावों की रूपक में देखिए। रखें व उनका प्रभाव यही नहीं है, यह देखिए।
कोविड-19 प्रभावित, जिसकी किसी भी चीज़ की संपत्ति में सोच जाएं।

प्रतिरक्षक क्षमता बढ़ाने के लिए

स्वास्थ्य विवादन उपाय

प्रारंभिक रास्ते में कम 30 मिनट तक योगासन, पानी पिए और रचना का अभ्यास करें

दिन का व्यायाम वास्तव

रात्रि परामर्श में स्वस्थ, त्यौहार और व्यायाम से तरलता की आठशेष करें
रिश्वद्वारा हाथों की स्वस्थता के प्रोटोकॉल की सुरक्षितता की और ज्ञान साझा करने की जरूरत है।

स्वस्थापना प्रशिक्षक और अंतर्गत किये जाने वाले सभी स्वास्थ्य संस्थानों का शुभ ध्वनि, रोग विषयक आवेदन ग्राहकों को पूर्वानुमान से संपर्क करते हुए अपनी सहायता केन्द्रों में तथा आयुर्विज्ञान विभाग के माध्यम से संचालित किया जाएगा।

स्वस्थापना प्रशिक्षकों में गैर नियमित शिक्षकों, आयुर्विज्ञान संस्थानों के विभिन्न विभागों में तथा स्वस्थापना विभाग के अन्य विभिन्न विभागों में भी ऐसी तैयारी की जरूरत है।
Medicine deliveries start, but chemists warn of low stocks

Panchkula: Even as doorstep delivery of medicines started in Panchkula on Thursday, several residents complained that the phone numbers of their local chemists remained untraceable, even as chemists complained of depleting stocks owing to the larger number of orders received on Wednesday.

Vivek Jain, general secretary of the Chandigarh Chemists Association, said while curfew has been imposed to chemists, along with a couple of helpdesk chemists, the wholesalers were also undisclosed of it. "With curfew, wholesalers are unable to supply medicines to us. Currently, chemists have adequate stock. However, if it continues, we need to be expedited before the stocks start running low," he added.

Mahendra Gupta, a pharmacist who owns Gupta Medicine at the High Court Complex in Sector 1, said due to the curfew, the movement of trucks and vehicles was hampered, cutting supply of medicines. "The prices of essentials, including medicines and masks, have doubled. However, if the stocks start depleting, there may be a problem with the prices," he said.

SENIOR CITIZENS AT THE RECEIVING END

Many residents complained that they could not get the medicines they wanted or the services weren’t satisfactory in their sectors.

President of the Sector 8 C IPSA, Harinder Singh Gill, said phone numbers of several chemists in the sector remained switched off, leaving senior citizens in the lurch. "The authorities need to issue flow passes to IPA presidents and general secretaries, so they can help the elderly in such situations," he added.

He added that he had tried connecting helplines 112, but that also remained fruitless. President of the Second Floor Association, MS Garg, said many elderly had reached out to him complaining about unavailability of medicine. “The attendants of many senior citizens aren’t able to reach them. Those living alone are facing difficulty in getting their medications and administering them,” he said.
Lockdown delays supply of essential items

SAURABH PRASHAR
CHANDIGARH, MARCH 26

THE SUPPLY of vegetables, fruits and other grocery items to Chandigarh has been delayed due to the lockdown and curfew in the wake of coronavirus spread in the country. Vegetables and fruits, which are currently available in the market, had come three days ago.

Traders and truck union members maintain that they are not being supplied with essential supplies from states such as Madhya Pradesh and Gujarat. They also claim the closure of industrial units is another reason behind the delay of supply as the industrial units cannot afford only one-side transport of vegetables because the rate is very high.

Amarjeet Singh, manager at Perum Singh Gheriach Singh Vegetable Trading Company at Grain Market in Sector 20, said, "Supply has been delayed for at least four to five days. The vegetables, which are available in the market, are not part of the supply. The lockdown also made an impact on the consumption. People are not coming in the main market to purchase due to the nationwide lockdown, and trucks, which have been dispatched from various mandis to Chandigarh, are not reaching in time leading the gap in supply. If the supply from other states is not restored, there will be a crisis in the coming days."

There are over 500 traders dealing in vegetables, fruits, pulses and other grocery items at the Grain Market, Sector 20. Surinder Singh, a vegetable trader, said, "We can afford late supply of vegetables like potatoes, onions but cannot of vegetables which cannot be consumed after a few days. These vegetables include ladyfingers, broccoli, tomatoes, cabbages and cauliflower."

Pawan Kumar, a truck driver, said, "We came from Indore on March 20 and arrived here on March 25. It took us five days to reach Chandigarh with the load of onions in my truck. Usually, we travel from Indore to Chandigarh in 36 hours. The movement of trucks is not restricted within the states but we are being halted at the borders. We had to stand for 24 hours at the border."

Transporter Harneet Singh said, "The production in industrial units is low. There is no movement behind the slow supply. My trucks plies between Chandigarh and Madhya Pradesh. From MP, we transport vegetables. Similarly, from Chandigarh we transport medicines and plastic material from Indore to MP. But at the production in industrial units is low, we have to cancel our orders. We cannot afford sending transport of vegetables."

"Our vegetable committee gets the ration from many people who even donate it. Today we made 100 packs and the same was given away."

RAVINDER SINGH

correspondent

Sevadars at gurdwara serve food to needy, ensure none sleeps hungry

HIMACHAL PRADESH

All is well at gurdwara as they ensure the well-being of the needy even during lockdown.

As the lockdown begins, the number of devotees visiting gurdwaras in Ropar has reduced. However, the sevadars are ensuring that the gurdwaras remain open at least during the night as the devotees come to get the food here.\n
M Balak, the gurdwara’s head priest, said, "All the devotees keep coming to offer prayers. People from different parts of the region keep coming here. The gurdwara has been protected. We are following the rules and regulations of the authorities."

The gurdwara provides food to around 150 people a day. The authorities have been given the permission to come and collect the food here. The sevadars also ensure that none sleeps hungry at night.

"We serve food to around 150 people during the day. At night also, we ensure that none sleeps hungry," said Balak.

VIR ALIYAZI

India Today Media Group
Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

MEDIA GALLERY - MARCH 2020

UT launches website for info on Covid-19

TRIBUNE NEWS SERVICE
CHANDIGARH, MARCH 24

A dedicated website has been launched by the Society for Promotion IT in Chandigarh under the aegis of the Department of IT, UT, to create awareness on outbreak of Covid-19. Residents can visit www.chdovid19.in and get information on how the virus spreads and necessary precautions to be taken to guard against it.

The website has all guidelines issued by the UT continued on page 4.
Combating Novel Coronavirus (COVID-19) A Case Study of Chandigarh

MEDIA GALLERY - MARCH 2020

Sector-response teams to redress residents’ plaints
Arrangements for supply of essentials reviewed

Chandigarh, March 20
The UT Administration has formed sector-response teams (SRTs) to redress the grievances of people. People will be able to consult the team members in connection with any issue in their area.

These SRTs will coordinate between people (respective area) and the Administration. These will coordinate between the control rooms in the offices of the Municipal Commissioner and the Deputy Commissioner and ensure the supply chain is maintained. The names and contact information of the nodal officers of the SRTs have been uploaded on the website of the UT Administration. These can be accessed at https://adminchd.gov.in/pdf/mCO20-385.pdf.

To streamline the supply of essential commodities, the UT Administration today used as many as 70 CTU buses for door-to-door sale of fruits and vegetables in sectors and peripheral areas. Each bus had two to three vendors along with a policeman.

A day after facing flak over ‘poor’ supply of essential items during the curfew in the city, UT Administrator VP Singh Badnore, along with Advocate Manjik Panwar and other senior officials, today undertook an extensive tour of the city and checked the arrangements for the supply of essential items including vegetables, milk, groceries etc.

The officials visited the wholesale market in Sector 26 and reviewed the arrangements there. Further, the Administrator also reviewed the distribution of milk to households. He expressed his satisfactory over suitable arrangements made for delivery of milk to every house hold. The Administrator also conveyed his gratitude to all.

Teams on lookout for 278 people who recently came from abroad

A police officer said, “We were instructed to lay special focus on the individuals who returned between March 9 and March 19. A period of 14 days was selected. The people who returned between March 10 and March 19 are the most vulnerable. We are visiting these people along with the health department team. People are critical with the situation. Though if of them were found absent, they were asked to report as soon as possible.”

The list was given to all area DSPs — Kiran Kumar, Mohini Singh Chauhan and ASP Neha Yadav. Further, it was forwarded to all SHOs.

A Sector 21 resident, who returned from the UK, was tested positive for COVID-19. Subsequently, her mother, brother and cook too were tested positive.

Sources said as the helpline number was introduced, people were calling the authorities hounding them about the people who recently returned from foreign countries. On Friday, a local resident in Sector 27 called the Sector 26 police station telling them about two UK-return women and the two were rushed to GMCH-32. They do not show any symptoms. Similarly, on Saturday, an elderly woman called the Chandigarh Police seeking information about what to do for reporting about a person who returned from a foreign country.

Similar lists of people who came back from the UK were processed by the Panchari and Mohali administration too.

Sun, 22 March 2020
https://epaper.indiatimes.com/c/512
Chandigarh locked down till March 31

HINA ROHTAKI CHANDIGARH, MARCH 22

The CHANDIGARH Administration on Sunday imposed a complete lockdown of the city till March 31 as a precautionary measure. Shops selling only essential items will be open and vegetable vendors will be going around in sectors to sell vegetables.

An order stated that the “ Chandigarh Administration notifies a lockdown in the territorial jurisdiction of the entire UT of Chandigarh in public interest with effect from 12 midnight on March 23, 2020.” It was stated that all shops, commercial establishments, offices and factories, workshops, godowns shall close their operations and no public transport services, including operation of taxis/autos/chowskis, etc., shall be permitted except transport of all kinds to and from hospitals, airports, railway stations, bus terminals and bus stands.

Specific routes to be allowed in the territory shall be decided by the Health Department, UT, Chandigarh. All such foreign returnees shall also mandatorily contact the District Administration and register themselves for home quarantine, failing which they shall be liable for legal action, it was stated.

“People are required to stay at home and come out only for essential services and that too one member of a family at a time,” by following social distancing guidelines issued earlier,” the order said.

Any gathering of more than five persons in public places is prohibited. All inter-state commercial transport has been closed.

However, these restrictions will not be applicable to all essential commodities and services and their manufacturing, supply chains, required transport and other logistics to ensure their availability.

Public offices (including officials and employees) tasked with emergency, law and order and essential functions, health, municipal corporation, fire, banks, ATMs, petrol pumps and various others will function.

Vegetables in sectors itself
Vegetables and fruits will be

Teams for collecting waste from those quarantined

COVID-19 PANDEMIC

Supply improves in UT’s colonies but crowding remains a concern

Circle of life
Trash pickers brave virus to keep city clean

UNSUNG HEROES While the city looks itself indoors for fear of coronavirus, 2,500 collectors go door-to-door tackling lack of protection and administrative apathy

A woman walking past a swarm of stagnant sewage at rag pickers’ colony in Sector 56, and a garbage collector at work in Sector 48, Chandigarh, on Tuesday.

We, too, are scared of the virus, but we have no other option. We work so that our families can have a roof’s head.

KIDS NEATLY DRESSED Several of the children of garbage collectors who are seen coming out from some parts of the city are seen running around.

CIVIL SERVICES, A DISTANCE Away The garbage collectors never have any contact with them, but the distance is far too close.

The garbage collectors are a part of the Changdi New Park’s sanitation workers, who are the only source of livelihood for their families. The garbage collectors are not given any protective gear or masks, but they have to clean up the sewage and debris in the city’s ongoing garbage collection system.

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Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

MEDIA GALLERY - APRIL 2020

24x7 job with no weekly off for this Covid nodal officer in UT

Sandeep Bana

It is a 24x7 job with no weekly off for Sandeep Bana, the nodal officer of the Covid-19 contact tracing and quarantine team.

"Last evening, we had to go home after a day-long work. At 10 pm, we came to know that a resident of Rupar Dharam Colony has tested positive for Covid. We had to rush to the spot to trace the patient's first contact. We finished primary contact tracing at 4 am," says Bana, who is also NC-Additional Commissioner. For him, it is a challenging job, which involves meeting Covid patients, finding out their travel history and tracing their close contacts to home-quarantine them. He has to keep his team updated, visit door to door for tracing contacts, motivate, "Initially, a few were forthcoming from their heart. They all realise it is their moral and social responsibility in this crisis. I keep visiting spots with them so that they stay motivated. Along with5.,

frontline warriors

My family members used to say, why do you do it? Why not take precautions. With the passage of time, they have come to terms."

Chandigarh Tribune

For the week We formed teams. Despite being aware of the risk involved in the job, they work form the core of the heart. They all realise it is their moral and social responsibility in this crisis. I keep visiting spots with them so that they stay motivated. Along with municipalities, they have PPE kits, gloves, masks, sanitizers," says Garg. Many people meet during contact tracing get iritated. Some don't cooperate with the teams. "I would only advise people to stay home and stay safe. They should cooperate and not hide any information, otherwise it will affect the whole society," he said.

On personal front too, he had to first convince his family about the job. "My family members used to ask why do you do it? Why not take precautions. With the passage of time, they have come to terms," added the core officer.
Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

MEDIA GALLERY - APRIL 2020

Duty first for him in battle against Covid

Recently, we went to the house of a PU assistant professor after he was found positive for Covid. He was shifted to his mother’s house for strict self isolation. Details of close contacts and the next day we got to know that he had also tested positive. We were taken aback, but with time, these things are becoming normal for us.

Dr. Parul,scope issues

Dr. Parul, a CMC-based medical student, says, “It is a tough battle, but we have to stay strong.”

Initially, the situation was scary but with time, we have learned how to handle it.

From the front line warriors!

The Tribune, Chandigarh

Published on 19 April 2020
https://www.thetribuneindia.com/section/special/2020/04/19/124
Provide PPE kits, safety gear to all hospital staff: Badnore

UT to write to neighbouring states to refer patients after testing for Covid locally

MC to act against unauthorised vendors

UT Administrator VP Singh Badnore has urged his counterparts in other states to ensure that people without symptoms don’t leave the state without a proper test. The Administrator also said the UT government was ready to extend any assistance to the states which are facing a situation similar to that of Himachal Pradesh.

DON’T SUMMON COVID-19 PATIENTS

The Administrator said that he had written to the Prime Minister to include Chandigarh as a special zone. He said that the UT government would not allow any movement of pilgrims from the state to the UT during the festival. The Administrator said that the UT government was ready to provide all necessary assistance to the states which are facing a similar situation.

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MC official on 14-hour duty to ensure supplies

Sandeep Rana
CHANDIGARH, APRIL 11
The Times of India, Chandigarh
The Chandigarh Administration on Wednesday announced that it has imposed a night curfew in Chandigarh from 11 pm till 5 am as the state continues to witness a dip in temperature across the city.

47 cases of COVID-19 recorded in Chandigarh

The Chandigarh Administration on Wednesday announced that it has imposed a night curfew in Chandigarh from 11 pm till 5 am as the state continues to witness a dip in temperature across the city.

In the time of such a pandemic, it becomes our social responsibility to serve the public, I am passionate about the task. We get inspiration from MC Commissioner R S Tandon and Mayor Ravi Bhatia. We are what we are and what we want to be.

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50 lakh rupees to be spent on setting up of night curfew in Sector 17

In the time of such a pandemic, it becomes our social responsibility to serve the public, I am passionate about the task. We get inspiration from MC Commissioner R S Tandon and Mayor Ravi Bhatia. We are what we are and what we want to be.

"Initially, I had to continue my family about being on CONTRODED on PAGE 6"
Combating Novel Coronavirus (COVID-19)
A Case Study of Chandigarh

M E D I A  G A L L E R Y -  A P R I L  2 0 2 0

Non-essential shops to stay shut in UT till May 3

Admin extends curfew till May 3
Next week crucial, decision on relaxations on April 20, says Badnore

Media Gallery - April 2020
नेक काम...

• मेयर: मेयर राजकुमार मलिक ने शाहदार को मौलिकांगर कलोनी में बच्चों और मर्द को बच्ची पूजार की 360 किलो मिल्टून की। इसमें 24 महीने के बच्चे के लिए, सैलूक, तू, महिलाओं के लिए सींडी के पैक, रेडी ड जेट जिस फाइल जुड़ा है। इस दौरान एयरहो पावनवर अंतर कुमार दुबे, सुभाष के शेखा जिसनेनर अभिषेक विशेजी और वनाश प्राप्त की भोजन बना रहे। महिलाओं को उनके और बच्चे के लिए, फिर दो दस दस सेवन हिस्टरिंग का प्रभाव क्षामा रखा गया।

मीडिया कार्यक्रम से एमसी हाउस की बेठक आज

मुंगेर निगम के अधीक्षक कर्मचारी के लिए पहली बेठक में विभिन्न कार्य के लिए मौजूद थे। दर्जनों के कार्यकर्ता के लिए यह आयोजन बहुत महत्वपूर्ण था। इसमें 12 विभाजन के लिए लेहल थे। मेयर का बयान था कि यह आयोजन नए सत्र के लिए बहुत महत्वपूर्ण था।

मास्क, दंडितियों और मास्क समिति को मेयर भोजन का प्रदान करना

सुप्रीम बॉडी, एमसी हाउस की बेठक, प्रश्नोत्तरियों को तैयार मश्तन-वर्ण

मास्क, साइंटिस्ट्स और मास्क समिति को मेयर भोजन का प्रदान करना था। 

नैनिक संबंधि, पनीर साइंटिफिक आयोजन की डिजाइन और डिजाइन की जानकारी थी। 

मास्क, साइंटिस्ट्स और मास्क समिति को मेयर भोजन का प्रदान करना था। 

{Mani Majra, in slum areas of Saket, Khuda Ali Sher, Roorki Kham and Takpur villages, said Usha Saboo, a senior member of the club. The club had been distributing cooled food to about 600 persons through gurdwara in Khuda Ali Sher. It had also donated Rs 1 lakh to the PGI for medical equipment.
Combating Novel Coronavirus (COVID-19)
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A Case Study of Chandigarh

Media Gallery - May 2020

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In Picture (L-R)
Shri Rajesh Yadav, Assistant, Monitoring Cell; Smt. Anshu Chandna Incharge, Monitoring Cell,
Shri K.K. Yadav (Commissioner); Shri Vivek Trivedi, Social Development Officer
Shri Hitesh Kumar Gulati, Consultant; Dr. Sumit Arora, APSWDP Volunteer

EDITORIAL TEAM
CONTRIBUTE NOW TO FIGHT AGAINST COVID-19

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