



# Municipal Corporation of Greater Mumbai

## (Disaster Management Section)

### (Monsoon 2009)

**Disaster Management Cell**  
Telephone No. 108 & 1916  
10 direct lines for each

### Steps Taken by Municipal Corporation of Greater Mumbai

#### Control Room:

##### Emergency Action Centre at MCGM headquarters

- This centre is working for 24 hours over 365 days.
- It has 11 hot lines connected with concerned systems.
- Centre is established with other communication equipments like internet, VHF, Fax, Television set etc.
- 67 very important places connected by VHF sets.
- 10 direct lines at nos. 108 & 1916 ready to handle disaster and civil redressals respectively.
- Emergency action centre is well furnished by small kitchen, restroom, hall and library
- Three electricity generator sets arranged for uninterrupted electric supply.
- It equipped with HAM radios to establish contact with 24 administrative departments.
- Senior officers of deputy commissioner level are appointed at the control room.
- 35 automatic weather recorders are installed fire brigade stations all over Mumbai city and suburban areas. Changes in weather and rainfall rate is recorded automatically at every 15 minutes interval and transmitted to emergency action centre through internet. The system helps to caution the concerned officer if it rains 20 mm or more in 15 minutes
- Meetings were arranged with various government bodies NGO's telephone companies, mass media and has been appealed them for cooperation in case of emergency.

#### Ward Offices:

- 24 ward offices of MCGM are equipped with telephone services, 4 extra mobile lines and equipments which are functioning for 24 hours w.e.f. 20th may 2009.
- One engineer and 1 employees are deputed in control rooms.
- 2 JCB's and one dumper alongwith operator employees are readily available.
- Asst. Commissioner of each ward is paid a sum of Rs. 1 lac for contingencies.
- One electricity generator each is provided for control room and temporary shelters.
- Probable water logging places are identified in each ward and provided with suction pumps alongwith operators. To keep in touch with control rooms. Contractors are instructed to provide mobile phones for operators.
- Telephones, Internet, fax, television sets are provided to facilitate communication.
- Systems with equipment and machinery are kept ready.
- Pre-monsoon arrangements and plan of action, operational procedures are ready for each ward.
- Local corporators, NGO's and police stations are appealed to cooperate for better co-ordination.
- 5 Municipal schools are selected from each ward as temporary shelters in case of emergency and they are provided with all necessary materials.
- Caution notices are put at the places where landslides are likely to take place and notices are issued to vacate the places to avoid mishap in some areas.
- Civil defence force personnel are deputed in 10 sensitive places in different wards where flood situation is likely to occur.
- Volunteers from Anirudha Academy of Disaster Management are ready to help in case of heavy to very heavy rains and high tide coincide during Monsoon.
- In order to get quick response from various helping systems at the time of disaster, redressal is arranged at short notice in each ward.

#### Cleaning of Canals & Storm Water Drains:

- Removal of sludge from open and closed nallahs completed.
- Removal of sludge from river Mithi, to widen the river flow and construction of safety wall etc. are completed.
- Already completed the jobs like increasing capacity of closed nallahs in the city under Brimstowad project, widening of open nallahs from suburbs, deepening them, construction of safety walls etc. 11 such works are completed out of 58 and 35 are in progress. Tenders are invited for rest of 12 works. About 2310 families will be affected due to this out of which rehabilitation of 1367 families is carried out. Other important works under this project which are in progress are:-
- Removal of sludge from Mahul creek and connected all major nallahs, widening and construction of safety wall completed.
- Removal of sludge from Polisar, Chhivara rivers, widening the channel and construction of safety wall completed.
- Pumping sets of high capacity are being installed near Patmukh at Haji Ali, Lovegrove, Cliveland, part of Irla nallah. Pumping sets at Haji Ali and Irla nallah will be commissioned at the end of July 2009.
- 35 cleaning machines are provided for suburbs to clear off storm wall drains along the roads.
- Sludge removing 12 firex, 9 suction, 3 jetting & 2 suction-cum-jetting machines etc. equipment is kept ready at Dadar Workshop. These equipments are mainly for city wards and utilised in suburban areas as per requirement.
- 1 Firex machine is provided in each N ward and K/East ward for eastern & western suburbs respectively.
- 24/7 control cell will be functioning w.e.f. 25.05.09 under storm water channels department. Its telephone nos. are 24224556 & 24327674.

#### Disposal of garbage/debris on roads:

- Arrangement of reserved vehicles is made to collect and dispose off excess garbage and debris during monsoon.
- Contracts are awarded to the contractors to keep clean sea beaches at Girgaum, Mahim, Dadar, Juhu, Versova, Manori, Gorai, Marve and Madh. It has been made mandatory for contractors to clear off excess garbage and clean the beaches.
- Maintenance of all garbage carriers with MCGM is done and additional dustbins of 1100 litre capacity are made available specially for monsoon.
- Trees get collapsed and branches get cut due to thundering heavy rains or storms. Contractors are awarded with special contracts to carry such trees and branches in each ward.

#### Health:

- Preventive measures for epidemic diseases due to contaminated water during monsoon (gastro, diarrhoea, jaundice, leptospirosis etc.)
- Circular is issued regarding preventive measures to be taken by various departments e.g. Water Engineer Executive, Executive Officers of Health Department, Chief Engineer (Solid Waste Management), Chief Engineer (Drainage).
- Posters are exhibited in all slums, railway and bus stations in the city for awareness of personal cleanliness and safety of water and food.
- Movie slots and clips are prepared to create awareness regarding safety of water food and personal cleanliness. Concerned officers are directed to exhibit these slots and clips in main cinema halls of the city.
- Letter of instructions has been issued to public relation officers to publish press releases in main news papers about the health care to be taken in rainy season.
- Oral rehydration salts packets are made available at all municipal hospitals and dispensaries.
- Elaborate instructions are given to prevent spread of diseases due to mosquito bites and instructions are given to use insecticides on ward level officers.
- There is enough stock of insecticides available.
- All medicines required are made available at hospitals and dispensaries.
- Elaborate special arrangements and Molecular diagnostic Laboratory are made for treatment of monsoon prone illness at Kasturba Hospital.

#### High Tide Dates & Time for July 2009, Higher than 4.5 m

Sr. No.	Day	Date	Time	Height (m)
1	Tuesday	21.07.09	11.55	4.59
2	Wednesday	22.07.09	12.40	4.85
3	Thursday	23.07.09	13.23	5.01
4	Friday	24.07.09	14.03	5.05
5	Saturday	25.07.09	14.43	4.94
6	Sunday	26.07.09	15.20	4.68

#### Places at which water logging occurs at heavy rains

**City**  
S.V.P. Road Junction and Pathe Bapurao Marg (Alankar, Gol Deol), Nana Chowk, Maratha Mandhir Cinema, Mumbai Central, In between of Curry Road railway station and M.M.Joshi Marg (B.D.D.chawl), Acharya Atre Chowk, Star Cinema, P.D.Melo Marg, In between of Ray Road and Mazgaon Railway station, Dinswh Petit Lane / Dattaram Lad Marg, Near Sardar Hotel, Hindmata Cinema, Road No.22, Near Gandhi Market, Sakhalil Street.

#### Western Suburbs

Andheri Subway, Navrang Cinema, J.P.Road, Sizer Road chowk, J.P.Road, Vira Desai Chowk, J.P.Road, Milan Subway, VM.Road, Near Cooper Hospital, J.V.P.D, Near Vile Parle Railway Station, Sahara Road Chowk, Bandarkar Wadi, Somani Gram, Amrut Nagar, Vaishali Nagar, Lower portion of Motilal Nagar, Motilal Nagar, Kama Industrial Estate, Hanuman Nagar, Near Mahindra & Mahindra, Central Ordinance Depot, Thakur Sankul, Shree Krishna Nagar, Daulat Nagar, Portion in between of S.V.Road and Railway, Dahisar Subway, Malad Subway, Dahanukur Wadi.

#### Eastern Suburbs

Bhatti Pada, Gaondevi, Village Road, Bhandup, Sonapur Signal Chowk, L.B.S Marg, Ganndar Pada Gaonthan, Near Mulund Central Railway Station, Tilak Nagar, Near Vidhya Vihar Railway Station, Gauri Shankar wadi, Near Devki Wadi chawl, Suman Nagar, Swastik Chamber, S.T.Depot, Nehru Nagar, Postal Colony, Chembur, Shell Colony, Chembur, Kanjur Nagar, Nehru Nagar, Near Akash Cinema, Brahminwadi, Buddha Colony, B.A.R.C Main Gate, V.N.Purao Marg.

**Pumping sets to clear off water logging.**  
211 pumps are installed at 193 places to clear water logging in low line areas.

### Appeal To All

#### Before Floods

- Do not litter waste, plastic bags, plastic bottles in drains.
- Try to be at home if high tide and heavy rains occur simultaneously.
- Listen to weather forecast at All India Radio, Doordarshan. Also messages by MCGM from time to time and act accordingly
- Evacuate low line areas and shift to safer places.
- Make sure that each person has lantern, torch, some edibles, drinking water, dry clothes and necessary documents while evacuating or shifting.
- Make sure that each family members has identity card.
- Put all valuables at a higher place in the house.
- Take live stock to a safer place.

#### In the Flood situation

- Obey orders by government and shift to a safer place.
- Be at safe place and then try to collect correct information.
- Switch off electrical supply and do not touch open wires.
- Don't get carried away by rumours and do not spread rumours.

#### After Floods

- Drink chlorinated or boiled water.
- Take clean and safe food.
- Sprinkle insecticides in the water ponds/stagnant water.
- Please cooperate with disaster survey team by giving correct information.

Municipal corporation of Greater Mumbai has carried out cleaning job of drainage channels in Mumbai city as well as suburbs to avoid flood situations during monsoon. It is an appeal to all citizens of Mumbai, not to get panic if heavy rains occur and high tide coincide. We appeal people to follow instructions given above and cooperate Municipal Corporation of Greater Mumbai.

### Round the clock Control Room Telephone Nos. at Municipal Ward Offices

A (Colaba)	22624000	K/W (Andheri/West)	26234000
B (Masjid, Sandhurst Rd)	23794000	L (Kurla)	26505109
C (Marinelines)	22014000	M/East (Govandi)	25281994
D (Grant Road)	23864000	M/W (Chembur)	25284000
E (Byculla)	23014000	N (Ghatkopar)	25013000
F/S (Parel)	24103000	P/S (Goregaon)	28727000
F/N (KingsCircle)	24084000	P/N (Malad)	28826000
G/S (Lower Parel, Worli)	24224000	R/S (Kandivli)	28054788
G/N (Dadar)	24397888	R/N (Dahisar)	28936000
H/E (Bandra/East)	26114000	R/C (Borivli)	28912447
H/W (Bandra/West)	26485399	S (Bhandup)	25954000
K/E (Andheri/W)	26847000	T (Mulund)	25694000

### Disaster Management - BEST Undertaking

#### Traffic Division

- BEST Undertaking** - BEST undertaking provides public transportation services in Mumbai as well as to the adjacent New Bombay, Thane and Mira Bhynder suburb townships.
- Disaster Management by BEST Undertaking:**  
Duties entrusted to Depot Managers:-
  - Be in contact with MCGM ward officers.
  - Be prepared with a fleet of buses at the depot.
  - Be in contact with railway station authorities as well as traffic police inspector.
  - Co-ordinate with state transport corporation for extra buses.
  - Operate with more buses if required.
  - Get the buses stationed at depot if required.
  - Give correct information to passengers regarding deployment of buses from time to time.
  - Be in continuous contact with undertakings control room.
- Action Plan by BEST Undertaking for Disaster Management**

- Appointment of a senior officer for co-ordination between MCGM disaster management control room & BEST undertaking control room authorities.
- Arrangement of 425 extra buses for commuters held up at railway stations and other places.
- Appointment of traffic officers for 24 hours on bus traffic areas during monsoon season.
- Update the information regarding railway services and low line areas in the situation of heavy rains.
- Divert the bus routes if water logging takes place in low line areas.
- Well equipped traffic control room.
- Each depot is equipped with wireless sets as well as walkie talkie set and jeeps with megaphone.
- Coordination committee of all the depot officers at depot level.
- Daily coordination with Railways and disaster or emergency control body.
- Bus route Control Room** - Telephone Nos. 24143611, 24137937, 24184489, 22924825.

### Important Telephone Numbers and Websites

1	MCGM, Control Room	108, 1916, 22694725/4727, 22694719 (Fax)	www.mcgm.gov.in
2	Police Control Room	100, 22620081, 22621855, 22625020	www.mumbaipolice.org.in
3	State Police Control Room D.G.Control	22026636, 22822631	
4	Fire Brigade Control Room	101, 23085991/2/3/4	
5	BEST, Main Control Room	24143611/6533, 24184489, 24137937	www.bestundertaking.com
6	BEST, Control Room Electric House	22856262, 22799591	www.bestundertaking.com
7	Railway Police Control Room	23759283, 23759201	
8	Western Railway Control Room	22017420	www.wr.indianrail.gov.in
9	Central Railway Control Room	23081725	www.centralrailwayonline.com
10	Konkan Railway Control Room	27579969	www.konkanrailway.com
11	MHADA Control Room	26592877	www.mhada.maharashtra.gov.in
12	B.P.T. Control	56565656	www.mumbaiport.go.in
13	MHADA Control	24948423, 24946945	www.mhada.maharashtra.gov.in
14	Railway Control Room	23081725	
15	Ambulance Control Room	23076111, 23076112, 23086181	
16	Railtrack Police Control Room, Byculla (W)	23759283	
17	Directorate of Civil Defence Control Room	22842423, 22844171	
18	MMRDA (Control Room)	26594190	www.mmrdamumbai.org
19	MMRDA (Office)	26590001/02/03/04/05/06/07/08	www.mmrdamumbai.org
20	BEST Traffic Control Room, Wadala	24143611, 24136883, 24137645	
21	Weather Bureau	22150431	www.imdmumbai.gov.in

**Dr. J.M. Phatak**  
Municipal Commissioner

**Vinod Ghedia**  
Dy. Mayor

**Dr. Shubha Raul**  
Mayor