

The Brihan Mumbai Electric Supply & Transport Undertaking

(Of the Brihan Mumbai Mahanagarpalika)

Traffic Department

*Disaster Management
Plan*

(2021-22)

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Disaster Management Plan

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Disaster Management Plan

A disaster is an unplanned event that significantly threatens the health of the residents, causes operational disruption, or physical or environmental damage, and harm to the city. The disaster could be disruption due to flood, storm, threat of violence, riot, major fire, building collapse, bomb threat, etc.

In the event of a major disaster or a calamity, transporting people to their desired destination becomes a major activity. In such times the maximum onus of transporting the people falls on BEST. In order to meet the situation, BEST has prepared an elaborate Action Plan particularly for Monsoon season, which is detailed below:

Operation of buses:-

The problem encountered in the City during monsoon is particularly due to water logging, failure of the rail system or the supply tripping. In all such situations the load on BEST buses is very acutely felt. The people gather in large numbers outside Railway Stations and to provide transport to the stranded passengers in the shortest possible time becomes the responsibility of the BEST. Keeping this in mind, we have prepared a Plan for the operation of extra buses from railway stations in the event of the failure of rail services.

Depending upon the nature of breakdown of the services the Plan will be operated. If the entire rail network is paralysed then the full plan would be implemented from each Station. If the period of a disaster is during the daytime i.e. during office hours, then the major impact is felt at Chhatrapati Shivaji Maharaj Terminus and Churchgate Railway Stations. Hence we have planned for the operation of maximum buses from both these stations. If only a single Station is affected then the Bus Operation would be concentrated only from the

particular station. If in any case Railway ceases operation on a particular stretch say between 2/3 Stations due to water logging, railway failure, etc., then BEST would operate their Bus Services on this stretch within the operational jurisdiction of BEST.

Buses for each Railway Station are planned from the nearest Depot to ensure their speedy availability. It would be ensured that maximum buses would reach to the Railway Stations from the Depots shown in the Plan and if advance intimation is given then all the buses especially at Chhatrapati Shivaji Maharaj Terminus and Churchgate Railway Station would be made available within a short notice of around 2 hours. In a disastrous situation, the demand is always for very long distance connections. But in such situations it is always advisable to operate buses only upto a point where the onward journey is conveniently available. By doing so the buses can be sent back faster at the original troubled end for better passenger clearance. Whenever there is a civic disturbance in the City or any other disaster such as a building collapse, etc. the Undertaking continues its normal operation except through the area, which is affected. If required the Undertaking would continue its operation even through the night if the situation demanded.

A detailed Plan for the operation of extra buses from major Railway Stations is indicated as **Annexure `A`**. Further in addition to direct services wherever necessary, we also propose to operate bus routes as detailed below:

<u>Sr.No</u>	<u>Operation</u>	<u>Route No.</u>
i) <u>For city clearance:-</u>		
1.	Chhatrapati Shivaji Maharaj Terminus to Rani Laxmi Chowk(Sion)	via 7 Ltd.
2.	Chhatrapati Shivaji Maharaj Terminus to Anushakti Nagar	via 21 Ltd.
3.	Hutatma Chowk/Churchgate to Mahim	via 83

ii) For Suburban clearance:-

- | | |
|--|-------------|
| 1. Rani Laxmi Chowk to Mulund check Naka | via 27/302 |
| 2. Anushakti Nagar to Vashi Bus Station/ C.B.D.Belapur | via 504 Ltd |
| 3. Mahim to Borivli Stn(W) | via 202 Ltd |
| 4. Mahim to Borivli Stn(E) | via 440 Ltd |

Posting of Officers:-

Our Divisions are manned by Officers and Inspectorial Staff almost round the clock. Considering the fact that the major accumulation of the people is at CSMT and Churchgate Stations, we have indicated specific posting of Officers in South Mumbai at the various points with special concentration at CSMT and Churchgate. These Officers would be lead by a Senior Officer who will monitor the operation from these two Stations and he would also be available for co-ordination with the Senior Officers of MCGM, Railways and other utilities.

The telephone nos. of Control Room and other utilities are given at **Annexure 'B'**. Posting of Officers at CSMT/Churchgate is given in **Annexure 'C'**. The list of Senior Officers with the telephone numbers is given in **Annexure 'D'**. The list of all Depot Managers/ Dy.Depot Managers/Asstt.Depot Managers with the telephone numbers is given in **Annexure 'E'**. The name of officials of Wetlease/GCC bus operation is indicated in **Annexure 'F'**. The list of Asstt. Municipal commissioners of MCGM are indicated in **Annexure 'G'**.

In the event of heavy flooding, it is not advisable to operate buses through the floods on the roads when the water level is above the safe level. This causes stuck up of buses in the flood leading to more inconvenience to the passengers. Also, water ingress results into heavy damages to the bus components leading to the breakdowns on the roads subsequently. In such a situation, as far as possible buses would be operated on safer roads or otherwise we must adhere to following safety norms.

For Single decker buses - Water upto rim level

For Double decker buses - Water upto Platform level

For Mini/Midi A.C. buses - Water below the rim level

For A.C. /Electric/Hybrid and CNG buses - Water below the rim level

All efforts should be made to help the stranded passengers to reach their destinations. A list of flood points with diversion plan is enclosed as ‘**Annexure-H**’ and a list of date and timings of High Tides having height more than 4.5 mts for the month of June 2020 to September 2020 is enclosed as ‘**Annexure - I**’.

The Depot Managers/ Dy.Depot Managers/Asstt.Depot Managers to provide buses whenever an emergency arises for a large-scale evacuation of the citizens. Buses could be arranged by contacting Command Control Centre Room.

Co-ordination by Command Control Centre:-

The BEST Command Control Centre and Bus Control are situated at Wadala Depot and is manned by the Officers round the clock. At present we have hotline and wireless system connecting Disaster Management Control Room of MCGM. We presently have daily interaction and co-ordination with both the Railway Control Rooms and the position of the services is taken. The Command Control Centre Officers have been instructed to have a regular liaison with the Railway Control Rooms to get an estimate in advance of the likely period during which train services could be discontinued due to an impending disaster. The Command Control Centre Officers also interact with the MCGM Control Room and Police Control Room to have better co-ordination. The Bus Control Room arranges to attend or shift defect buses on the road within the shortest possible time. The telephone numbers of Control Rooms are indicated in Annexure ‘B’.

Disaster Management- SOP/Action Plan

The Disaster Management SOP to be followed in any type of Disasters is given below, which indicates the actions to be taken by all concerned officers. The actions are given in details and accordingly all officers will act to tackle the situation. The plan is prepared in accordance with the Standard Operating Procedures (SOP) for responding to monsoon related flooding in Greater Mumbai issued by the Municipal corporation of Greater Mumbai.

1. Introduction

In the event of a major disaster or a calamity, transporting people to their desired destination becomes a major objective. In order to meet the situation, it is essential to have proper co-ordination and to get the timely information. The Traffic Department has prepared a Protocol to be followed during Disasters to meet the above objectives.

The Disaster Management protocol is established for deployment of officers and buses during a disaster and defines the roles and responsibilities of the members of that team. The primary responsibility is to manage the crisis from beginning to end, as well as coordinating and communicating information with internal and external agencies.

2. Nodal/Co-ordinating officers:-

- i) The co-ordinating Officer for this plan will be Shri V.S.Nagaonkar, O.S.D, who will co-ordinate and take all actions. His office telephone No. is 22799861 & 22799863 and mobile no. is 9869313148.
- ii) In the event of any messages regarding Disaster, Shri V.E.Shirsat, Dy. Depot Manager(Colaba) will report to the Disaster Management Control

Room of Municipal Corporation of Greater Mumbai at MCGM Headquarters and co-ordinate with the BEST Undertaking and MCGM's Control Room. His office telephone no. is 22799871 and Mobile no. 9869413239.

During off duty period, Shri J.A.S.Mulla, Traffic Officer will report to the Disaster Management Control Room of Municipal Corporation of Greater Mumbai at MCGM Headquarters and co-ordinate with the BEST Undertaking and MCGM's Control Room. His Mobile no. 9869621616.

3. Co-ordination by Command Control Centre:-

The Command Control Centre and Bus Control Rooms are situated at Wadala Depot. The Command Control Centre at Wadala is manned by Officers round the clock. At present all the Bus Depots are connected by Control Room with telephone hotlines. In addition to this, the communications with the line officers are done through wireless network. All the depots are having jeeps fitted with wireless sets and P.A. systems. The Undertaking is also having hotline connections with Police Control Room, Traffic Police Control Room, Western Railway, Civil Defence and with Disaster Management Control Room of Municipal Corporation of Greater Mumbai.

4. Posting of Officers:-

The Undertaking is having 27 Bus depots in its entire operational area. These are named as 27 divisions. The divisions are manned by Officers and Inspectorial Staff almost round the clock. The 27 divisions are looked after by Depot Managers/Dy.Depot Managers/Asstt.Depot Managers. During Monsoon Asstt. Traffic Officers are posted for full night in four zones. The Officers are also having a posting during non-working hours to attend the disasters as per vicinity of their residence so that they can reach the spot without any delay.

5. Emergency Operations plan for Greater Mumbai

Under Mumbai Emergency operations Plan(MuEOP), the lead Agency for transport is the Transport Commissioner, Maharashtra State and BEST Undertaking is the Support unit. For Energy (Power, Gas & Fuel), the Lead Agency is BEST Undertaking.

The BEST Undertaking would be responsible for establishing and maintaining public transportation. Transportation will be activated at the request of Disaster Management Unit, when an emergency condition exists and requires the support of transportation.

6. Feedback to Emergency Operations Centre under the Standard Operating Procedures (SOP)

Under the Standard Operating Procedures (SOP), during the alert period, the Control Room will submit the detail to the Emergency Operations Centre at MCGM in the prescribed proforma, vide **Annexure 'J'** regarding the diversion and restoration of bus operation.

7. Activating Disaster Management Plan

In the event of any disaster such as fire, flooding, etc at a particular Bus depot or anywhere in Mumbai; the following actions are to be taken by the Officers present in the depots.

i) The message received from the General Manager or the Disaster Management Control of MCGM or from any other agencies, will be conveyed immediately to the Bus Running Control Officer (BRC Officer) of the Traffic Department. [Telephone No. of BRC Officer – 9869200357, 24146533, 24146898 & 24184489 and Telephone Hotline connects Disaster Management Control Room of MCGM and BEST Command Control Centre].

- ii) When message regarding the Disaster is received by the BRC Officer, he will immediately inform General Manager or Chief Manager (Traffic) and seek directives.
- iii) In case above mentioned senior officers could not be contacted, the BRC Officer will activate the disaster management actions immediately.
- iv) The BRC Officer will then inform Deputy Depot Manager (Colaba), who will rush to the Disaster Management Control of MCGM. In case if Dy. Depot Manager (Colaba) is not available, Traffic Officer (PA to Dy. CMTr(City) will be informed.
- v) The BRC Officer will then immediately ask the line Officers (Asstt. Traffic Officers), Officer available in Divisions or Officers residing near the site to rush towards the location of the disaster for diversion of buses/arrangement of extra buses as the case may be.

8. Actions by BRC Officer

- a) To pass on the message in connection with the Disaster to the General Manager, Chief Manager (Traffic), O.S.D (Nodal Officer) and Dy. Depot Manager (Colaba).
- b) The BRC Officer will then inform the line Officers (Asstt. Traffic Officers), Officer available in Divisions or Officers residing near the site to rush towards the location of the disaster.
- c) Inform the Line Officer about the floods, location of the incidents and co-ordinate the action for diversions, curtailment of buses or and arrange for extra buses by communicating the nearest depot from the location of disaster.

- d) The message will also be passed on to the concerned Depot Managers/
Dy. Depot Managers/Asstt. Depot Managers.
- e) The Command Control Centre will also inform the Police Control Room /
Fire Brigade and Disaster Management Control Room of MCGM and
requisition assistance.
- f) After clearance of passengers, the feedback received from the
DMs/Dy. DMs/Asstt. DMs will be communicated to the General Manager
and to Senior Officers.
- g) The Command Control Centre will then inform the same to the Disaster
Management Control Room of MCGM.
- h) Feedback should be given to the concerned agency regarding the action
taken by us, so that further action or conveyance of the messages can be
done to the Officers at Government level.
- i) In case of injury to passengers/staff members, the hospitalization details
received by the BRC Officer will be communicated to Disaster
Management Control.
- j) Timely and well-coordinated communication to the media will be done
through PRO.
- k) BRC Officer will make necessary entry of all incoming/outgoing written
and oral communication.
- l) Monitor news reports through various mediums and pass on the
information to Line officer.
- m) In all disasters the BRC officer should sent on line all Officers/Staff in
uniform.
- n) After a reasonable interval following the incident, the Senior Officer at
Command Control Centre will evaluate and assess the outcome of and
response to the disaster and analyze the effectiveness of the
implementation of the disaster management protocol and will provide

feedback on the plans implemented to the Management and Disaster Control room in the proforma enclosed at **Annexure 'J'**.

9. Actions by Division

- a) After receiving the message from the BRC Officer, the Officer on line will immediately rush to the spot/location.
- b) The concerned Officer will then take necessary action in respect of diversions curtailment of buses or inform the requirement of buses to the Command Control Centre who will arrange for extra buses by communicating the same to the nearest depot/bus station.
- c) He will then communicate to his depot directly or through Command Control Centre to turn out buses and inform the Command Control Centre accordingly. The Command Control Centre in turn will communicate to the other Line Officers. The Divisional officer will take the best possible action in co-ordination with the Command Control Centre.
- d) The actions will also be communicated to the concerned Depot Manager/ Dy.Depot Manager /Asstt.Depot Managers.
- e) The Depot Manager/ Dy.Depot Manager/ Asstt.Depot Managers will also arrange for buses and send to the concerned location for the clearance of passengers as per the situation.
- f) The Depot Managers/ Dy.Depot Manager/ Asstt.Depot Managers will also ensure that the telephone and the wireless sets are manned in order to maintain effective communications.
- g) The Depot Managers/ Dy.Depot Manager/ Asstt.Depot Managers will also co-ordinate with the Asstt.Municipal Commissioners of respective Municipal wards to get first-hand information of any disaster.
- h) After clearance of passengers or taking necessary actions, he will give feedback to Command Control Centre and BRC officers.

- i) The operation of buses and diversion outside the depot will be managed as per the situation and at times with the help of Police / Traffic Police if available. DMs/Dy.DMs/Asstt.DMs to ensure that the breakdown buses are parked close to the footpath for free movement of other vehicles and inform the Bus Control to attend the bus immediately.
- j) In case of fire at Depots, Bus Stations, etc, immediate action to be taken to extinguish the fire using fire extinguishers available. Hazardous material, which can be easily removed, should be shifted to the safer areas with available manpower.
- k) In case of injury to passengers/staff members, hospitalization or first-aid medication should be arranged. Details should be subsequently conveyed to Control Room.
- l) To monitor the operations to and give timely feedback to the BRC Officer.
- m) In case of diversion of buses or curtailment due to flooding or any other reasons, the Depot Managers/Dy.Depot Managers or officers on line will immediately inform the BRC Officer. They will maintain a record of the same with timings, routes diverted original itinerary and diverted itinerary. The details will be then forwarded to Disaster Management Control. Similarly on restoration of operation via original itinerary, the same with be communicated to Disaster management Control Room with the time the operation is restored.

10. Operation of buses:-

- a) Buses for each Railway Station are planned from the nearest Depot to ensure their speedy availability. It would be ensured that maximum buses would reach to the Railway Stations from the Depots or the nearest bus stations.

- b) Whenever there is a civic disturbance in the City or any other disaster such as a building collapse, etc. the Undertaking continues its normal operation except through the area, which is affected. If required, the Undertaking would continue its operation even through the night if the situation demands.
- c) In the event of heavy flooding, it is not advisable to operate buses through the floods on the roads when the water level is above the safe level. This causes stuck up of buses in the flood leading to more inconvenience to the passengers. In such a situation, as far as possible buses would be operated on lesser flooded roads.
- d) The Depot Managers/ Dy.Depot Managers / Asstt.Depot Managers to provide Buses, whenever an emergency arises for a large-scale evacuation of the citizens. Buses could be arranged by contacting our Control Room at Wadala.

11. Communication

On receipt of messages of emergency/disaster, the details will be immediately communicated by Command Control Centre to all depots. Necessary announcements will be made through PA system fitted on patrolling cars and at Bus Stations for the information of passengers at Bus Stations (regarding the availability of buses, diversions and restoration of diversions, etc.).

The telephone nos. and mobile nos. of all Depot Managers/ Dy.Depot Manager/ Asstt.Depot Managers are enclosed as **Annexure 'E'**.

12. Co-ordination with Indian Meteorological Dept.(Regional Office) :-

The BRC Officer will co-ordinate with the Weather Bureau and obtain the weather forecast daily and communicate to the Divisional officers and the Senior Officers for taking necessary steps. The BRC Officer will forward the

reports received from the Weather Bureau to the General Manager and Senior Officers.

13. Creation of Media Centre :-

The Command Control Centre would also be the Media Centre for BEST Undertaking from where messages would be disseminated to the media and the citizens. PRO or Dy.PRO would be present in the Control Room on notification of alert.

In-House Core Team
for
Disaster Management at Depot level

by Security & Vigilance Department

14. In House Disaster Management Plan

- In case of disaster in a depot

A core team is formed by Security and Vigilance Department to tackle the disaster in case of disaster in a particular depot. The protocol for the same is as follows.

14.1. Concept

Disaster is a misfortune, sudden calamitous events. Disaster Management is an applied science to improve the measures relating to prevention, mitigation, preparedness, emergency and recovery. Disaster Management should be implemented as a comprehensive and continuous activity, not as a reaction to individual disaster situation.

14.2. Objective

The need to tackle disaster has been highly felt and the purpose of planning is to anticipate future situation and requirement. Thus, ensuring the application of effective and coordinated counter measures. It is comprehensive range of efforts made to reduce the destruction and disruption by a disaster before it occurs, which includes prevention, mitigation and preparedness.

The BEST Undertaking is declared as Vital Installation Civil Defence Union No. 51 (VICDU 51) by Civil Defence Authorities.

BEST Undertaking's Sub-units are

- i) Depots
- ii) Workshops
- iii) Supply Installations

14.3. Core Team

Since combating disaster is a joint venture, a Core Team consisting of Depot Managers/ Dy.Depot Manager/ Asstt.Depot Managers, Supdt/AEs, SSO, SO/ASO(Warden) & Overseer of the concerned Depots has been formed. CM(Traffic) and Dy.CSVO(Sr) will be coordinating Officer, and will be guiding the Core team. CM(Works)/ Dy.CSO/ Div Engr. /Overseer will be the core team for Dadar Workshop and Div. Engr./ SO / Overseer will be the Core Team for Supply Installations.

14.4. General responsibilities of the core team

- i) Core Team will keep the data of
 - a) Telephone nos. of local Police Stations
 - b) Hospitals (Government / private)
 - c) Residential address and their contact numbers of employees
 - d) Fire Brigade
 - e) Civil Defence Authorities
 - f) MCGM Wards
- ii) They will keep available the material such as Stretcher / Torch / Lantern / Candles / match box / First Aid Box / Fire Fighting equipments, etc at a handy place.
- iii) DMs/Dy.DMs/Asstt.DMs, Supdt./AEs, ASO, Overseer will inspect the areas, damage caused and will inform to Command Control Centre / Bus Control.
- iv) In case of casualty, DM/Dy.DMs/Asstt.DMs, Supdt./AEs, ASO, Overseer will immediately refer them to MO/AMO of the Undertaking, who will check the casualties and give First Aid and if required serious casualties will be referred to nearest Hospital. DM/Dy.DMs/Asstt.DMs, Supdt./AEs should make arrangement for vehicles to remove the casualties to Hospitals.
- v) Supdt./AEs, Tr. Engg. will inform the incident to Director of Factories.

14.5. Floods/Heavy Rain

Due to the diverse geo-climatic condition prevalent in different parts of the globe, different types of natural disasters like flood, draught, etc occur very frequently according to the vulnerability of the area.

Flood is described as a situation, where normally a dry land becomes inundated with water. Floods can be fast or slow rising. As far the Mumbai is concerned, we have not faced coastal flooding or river loading. We have faced flash flood because of heavy rain. The main effects of Mumbai flooding are on the rail network and transport system. This leads to tremendous economic and social disruption.

- i) The Traffic Officers who are aware of the situation in the locality should inform the Core Team about the situation.
- ii) The Core Team should assess the situation, anticipate the effects and inform Command Control Centre and ask for more information of weather forecast in the next 48 hours.
- iii) The Core team should inspect the Depot premises and identify the low lying area of the Depot, which are likely to be submerged, and adopt a preventive measure to avoid any loss.
- iv) If the water level starts rising in the Depot, it is the prime duty of Core Team to protect the employees and the property of the Undertaking.
- v) They should collect the list of swimmers in the Depot premises with their address and contact numbers.

vi) Core Team should -

- a) Inform the situation to Disaster Management Control of MCGM/ Local Police station/ Fire Brigade / Ward Office and Command Control Centre/Bus Control.
- b) Core Team should keep ready the inflated tyres / tubes / stretcher / rope etc for rescue of employees if required.
- c) They should visit the Department located at the ground floor, viz., Ticket & Cash, Engineering Bldg., Canteen, etc. The DM/Dy.DMs/Asstt.DMs should arrange to shift currency notes, if required to DM's cabin which would be guarded.
- d) With the help of the staff members they should remove costly/electronic equipments to a safe place preferable 1st or 2nd floor of the building.
- e) If the water level is rising, the transport system is likely to collapsed, the employees be instructed to stay in the Depot premises.
- f) The Security personnel should close the gates, if required, to avoid flowing out the material such as tyres, tubes, Oil Drum etc.
- g) The employees should be asked to take shelter in the upper floors of the Building.
- h) They should ensure enough food supply in the canteen.
- i) Wireless sets should be always kept ready charged and in working condition.
- j) If the water level starts rising, the buses in the Depots should be moved to a safer/nearest depot.

14.6. Earthquake

Earthquake is one of the most devastating natural disasters. Most part of our nation falls under seismic belt. Earthquake is a sudden violent shaking or movement of part of the earth surface caused by abrupt, displacement of rock masses, usually within the upper crust, resulting in ground motion, fault rapture, landslides and tsunamis. In case of Earthquake, the following measures to be adopted -

- i) Evacuation.
- ii) Evacuation Plan be prepared and displayed.
- iii) Keep the corridors / staircase open with no obstructions.
- iv) The electricity should be switched off / water tap / gas to be closed.
- v) Employees should take shelter under heavy tables and corners of the room as far as possible if trapped inside.
- vi) The employees should not panic.
- vii) If you are in a lift press all buttons of floors.
- viii) The employees should gather/assemble in open yard and should not rush towards the building.

After the earthquake

- i) Check the premises for structural damage and other assets.
- ii) Turn off the water taps, switch of electricity.
- iii) Check for any casualty / injuries and give First Aid. Remove seriously injured person to the Hospital.
- iv) Contact Command Control Centre and Disaster Management Control of MCGM.
- v) Follow the instructions given by Government / Civil Defence authorities.

- vi) No one should be allowed to smoke and light match stick, put on light, as there may be a gas leakage.
- vii) If there is fire, extinguish the fire, in case of major fire, call the Fire Brigade.
- viii) Immediately clean the inflammable material / product, viz., Petrol, Diesel, Oil, etc.
- ix) If there is doubt of people being buried, inform the rescue team/ Police / Fire Brigade.

14.7. Cyclone

One of the most drastic damaging and potentially deadly event that occur periodically in our country is Cyclone. It has different effects depending on geo-climatic condition. Cyclone is the result of a low pressure developing in the atmosphere.

After getting advance warning from the Authorities, the Core Team should –

- i) Alert all the employees.
- ii) Prepare for emergency by keeping handy material such as Torches, Lanterns, Fire Fighting Equipments, Stretchers, First Aid Box etc.
- iii) The loose material such as glass/metal pieces/asbestos sheets which can be lifted by cyclone/storm should be stored in closed place.
- iv) Loose glass window panes/windows should be secured.
- vi) The employees working in open yard should take shelter in the Building.
- vii) The gas/kerosene stoves and coal oven should be shut off in the canteen, if strong wind is blowing.
- viii) The Security staff should monitor/observe the situation from safe place, so that he can have entire view of the premises.

14.8. Fire

Man Made Disaster includes Fire, Wars, Communal riots, Bomb blast etc. Fire is one disaster, which can be either man made or natural. It causes tremendous damage to life and property, if not controlled in proper time. Fire is defined as chemical process in which substances combine chemically with the oxygen in air, in the presence of suitable temperature. This process is capable of producing heat, light and fame. Hence our objective is to minimise the loss and damage to the life and property. It can be achieved only by strict observance of rules, regulations, Fire Safety course, etc.

- i) In case of Fire, SSO/SO/ASO & Security staff will try to extinguish the fire by using Fire Extinguisher. If the fire is major, the nearest Fire Brigade to be summoned.
- ii) The core team should take active steps to prevent panic among the employees and by taking minimum risk should commence the operation.
- iii) The Core Team should notify, if possible other civil authorities such as local Police Stations, Medical and Para-medical services, ambulance etc.
- iv) The Core Team should assist the Rescue team to speed up the process.
- v) In case of major fire, Bldg./Engg. Department, Security Officers/staff should switch off the main switch in order to control the fire.
- vi) Meanwhile, the Overseer should help the Fire Brigade in operation of Fire pumps installed at Depots.
- vii) DM/Dy.DMs/Asstt.DMs, Supdt./AEs, ASO, Overseer would isolate the fire by removing inflammable material with the help of staff.

14.9. Bomb blast

Disaster occurring due to Bomb blast is a clear form of Man-made Disaster. The Bomb scare / threat spreads panic among the people. In view of the increase in number of incidents and threats within the country as well as from Terrorist group across the border, it has become necessary to deal with it. The public transport were targeted few times.

- i) The Co-ordinating Officers CSVO/Dy.CMTr(P&C) will report to Command Control Centre.
- ii) The Co-ordinator Officer will keep liaison with Senior Officers of Supply Branch at Supervisory Control, Dadar, System Control, Pathakwadi, Bus Control Officer, Wadala, Dy. Chief Security Officer of Security & Vigilance Department
- iii) The Co-ordinating Officer will inform -
 - a) Local Police Station
 - b) Police Control
 - c) Fire Brigade/Ambulance
 - d) Municipal Disaster Management Control
 - e) Disaster Management Control
 - f) Nearest Hospitals
- iv) The Co-ordinating Officers will direct their Officers at the site to assess the situation and they will give the feedback to co-ordinator and Command Control Centre regarding the nature of damage of life and property.
- v) The Security Officers at the site will keep the liaison with the police for cordoning off the area and request them to clear the approaching road for the movement of vehicles and ambulances.

- vi) Medical Officers will visit the site/Hospital and render necessary help to the injured person.
- vii) PRO will keep liaison with Traffic, Supply & Bus Control and after getting the information, he will give information to media and local cable operators for displaying information regarding diversion of Bus routes, restoration of supply.
- viii) Transp.Engg. officers will arrange to remove the affected Bus after the police formalities.
- ix) Particulars of the injured person will be collected by the Officers/staff of Accident Department.
- x) Announcement will be made to the passengers at Bus Stations regarding availability of buses, diversions and restoration of buses etc
- xi) In case of major attack our buses will be made available to transport the casualties to hospital.
- xii) The co-ordinator will inform about the incident to Chairman, GM and other Senior Officers of the Undertaking.
- xiii) In case of Railway services are affected, the BEST Undertaking will run special buses for the Railway Commuters and the Co-ordinating Officer will co-ordinate with Railways requesting them to make necessary announcement at Railway Stations.

14.10. Disaster Management Preparedness

- i) The Core team comprising of DM/Dy.DMs/Asstt.DMs, Supdt./AEs, ASO, Overseer should hold a monthly meeting for reviewing the measures of the Disaster Management.
- ii) Awareness to be created among the employees from time to time, some disaster may strike at any time.
- iii) Rescue equipments should be checked regularly and ensure that they are in working conditions.

- iv) A Rescue team has to be formed at unit level comprising of the employees who have underwent Civil Defence Training.

14.11. Emergency posting of officers of security & vigilance dept.

In order to have Security Officer available at the Depots during emergency/disaster, the posting of Security Officers will be as under:-

Place of posting	Name of the Officer	Designation	Tel. Nos.	
			Residence	Mobile
Command Control Centre	R.A.Yatam	SSO	28675219	9869435219
Colaba	V.M. Shinde	SO		9969673173
Backbay /Vidyut (Phatakwardi)	L.U.Thakare	ASO	8693883818	9594902277
Kussara Workshop	A.M.Purkar	VO		9321325984
Mumbai Central	M.M.Gajare	SO	9869239971	9969593937 8108281828
Worli	P.S.Nalawade	AVO	9967468307	8898254004
Dadar Workshop	V.N.Manjrekar	SSO		9867122246
Wadala	V.Y.Rane	SO		9869333577
Anik/ Pratiksha Nagar	S.K.Kharade	SO	25501664	9892069223
Deonar	S.A.Patel	ASO	8692956891	9869039041 9930195091
Shivaji Nagar	S.A.Rane	ASO	8652262312	9869082623
Dharavi/ Kalakilla	S.P.Hegde	SO	25007841	9869626120
Kurla	P.D. Rane	SSO	8828191935	9869374885
			8419966863	8097699970
Ghatkopar	S.K.Jagdhane	SO	9552764015	9967112498
Vikhroli	S.B.Naik	ASO	8108010760	9969849234
Mulund	A.W.Bhosale	SO	9869921148	8169912403
Marol /Majas	N.S.Singh	SO	9869486980	9869033501
Bandra	V.T.Bhise	ASO	8850053453	9594987236

Place of posting	Name of the Officer	Designation	Tel. Nos.	
			Residence	Mobile
Santacruz	B.Y.Tari	SO	24458712	9869344153
Goregaon/ Oshiwara/S.Yard	P.D.Phansekar	SO	9969010781	9172116495
Poisar	D.R. Patil	ASO	9270081024	8454046787
Gorai	S.B.Taroo	ASO	8879869047	9869411144
Malvani	S.S.Arote	SO	9321072473	9594371191
Dindoshi/ Magathane	D.M.Powle	Dy CSO(WS)		9969028287
Malad	A.R.Sagbhor	SSO		9594486167

Designation

Dy CSO	- Dy Chief Security Officer
SSO	- Senior Security Officer
SO	- Security Officer
VO	- Vigilance Officer
ASO	- Assistant Security Officer
AVO	- Assistant Vigilance Officer

Annexure 'A'**Plan for operation of buses from major Railway Stations during disaster**

Sr. No.	Name of the Railway Station	No. of buses	Depot
1	Chhatrapati Shivaji Terminus	30	Colaba
		20	Wadala
		10	Bandra
		10	Prateeksha Nagar
		5	Anik
	Total buses	75	
2	Churchgate Station	35	Backbay
		25	Mumbai Central
		20	Worli
	Total buses	80	
3	Dadar (Khodadad Circle)	10	Wadala
		10	Worli
	Total buses	20	
4	Sion	10	Prateeksha Nagar
		5	Deonar
		10	Dharavi
	Total buses	25	
5	Kurla Station(W)	15	Kurla
		10	Dharavi
	Total buses	25	
6	Kurla Station(E)	20	Anik
	Total buses	20	
7	Ghatkopar/ Mulund	10	Ghatkopar
		10	Mulund
		10	Vikhroli
	Total buses	30	
8	Andheri Station(West)	15	Goregaon
		15	Oshiwara
	Total buses	30	
9	Andheri Station(East)	15	Majas
		10	Marol
	Total buses	25	
10	Borivili Station(West)	10	Poisar
		10	Gorai
	Total buses	20	
11	Borivili Station(East)	15	Magathane
		15	Dindoshi
	Total buses	30	
12	Anushakti Nagar/Mankhurd Stn(N)/ Navi Mumbai	10	Deonar
		10	Shivaji Nagar
	Total buses	20	
	Grand Total	400	

Telephone Nos. Of Control Rooms

Annexure 'B'

Sr.	Important Control Rooms	Telephone nos.	Fax No.
1	Disaster Mangement Control Room MCGM (Through Operator)	108, 22694725, 22694727 22620251 Ext 2062/2054	22694719
2	Mantralaya Control Room	22024243, 22854168	
3	District Collector Control Room	22664232	22661239
4	Bus Running Control Officer (BEST Traffic Control)	24146533, 24184489 24137937, 24146262 Ext-801	24146532
5	BEST Command Control Centre (Wadala) Mobile No. BEST Toll Free Line	24143611, 24136883 24137645, 24146162 9869200357 1800227550, 24146898	24146532
6	BEST Bus Control (For BEST bus breakdowns)	24137924, 24127244 24129651, 24111979	
7	BEST Electric Supply - Dadar Phathakwadi	24145888, 24124242 22067893, 22082875	22085888
8	Weather Bureau	22150431	22160824
9	Traffic Police	24937746, 24937755, 24937747	24927234
10	Mumbai Police Headquarters	22625020, 22621983 22641440, 22623054	22633319
11	Fire Brigade Control Room	23076111/12/13 23086181/82	23085993
12	Adani Energy -	19122 18005329998	
13	M.S.E.D.C.L. - Bandra Bhandup Mulund(West)/Mulund(East)	26472131, 26474211 25663408, 25664323 25686666, 25653408/21636945	26476749 25643990
14	Western Railway Churchgate	22017420, 22084287 23070564, 23720505	
15	Central Railway CST Railway Police	22622685, 9821223724 22620173, 22621695	
16	Konkan Railway Control Room	27579969, 27572015	27572420
17	MTNL - Head Office	24371900	24372033
17	Mahanagar Gas Ltd	68759400	

Posting of Officers at Important Locations in South Mumbai

Sr	Location	Designation	Depot	Remarks
	<u>Backbay Division</u>			
1	Churchgate Station	Asstt.DM	Backbay	
2	Mantralaya/Mayo Road	STO	Backbay	
	<u>Colaba Division</u>			
3	Chh.Shivaji Terminus/ Bhatia Baug	Dy.DM	Colaba	
4	Dr. S.P.M.Chowk	ATO	Colaba	

Note:-

- 1 Shri G.G.Samant, Depot Manager(Mumbai Central Depot) will supervise the operation in South Mumbai during disaster and co-ordinate with officials of MCGM, Railways, Police, etc.
- 2 All the 27 Depot Managers/Dy.DMs will also co-ordinate with the respective Asstt. Municipal Commissioners to get first-hand information of any disaster and co-ordinate with MCGM for any help required to be provided by BEST, particularly for stranded passengers.

Annexure 'D'**List of Senior Officers**

Sr. No.	Name (S/Shri)	Designation	Telephone Nos.	
			Office	Mobile
1		General Manager	22873961 22856262,Ext-313	
2		Chief Manager(Traffic)	24147271 24190140	
3	G. G. Samant	Dy. Chief Manager(Tr) City(Ag)	22799862	9137366334 9869033730
4	P. V. Shinde	Dy. Chief Manager(Tr) Eastern Suburbs (Ag)	26521143	9867360353 8850729930
5	S. R. Singh	Dy. Chief Manager(Tr) Western Suburbs(Ag) (till 30.06.2021)	26761848	9869 449071
6	S. R. Jadhav	Dy. Chief Manager(Tr) Planning & Control (Ag)	24190120	9869041653 7506656990
7	R. Fernandes	Dy Traffic Manager (Administration)	24190124 24190126	8108333895
8	V.S. Nagaonkar	Officer on Special Duty	24190134 22799861	9869313148

List of Depot Managers/Dy.Depot Managers/Asstt. Depot Managers**Annexure 'E'**

Sr.	Depot	Name	Design.	Telephone/Mobile Nos.
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		(S/Shri)		Office	Mobile
1	Backbay	G.S.Bajpai	Asstt.DM	22185794	7021788915
2	Colaba	V.E.Shirsat	Ag. Dy DM	22799867	9869413239
3	Mumbai Central	G.G. Samant	DM	23087393	9137366334 9869033730
4	Worli	K.W.Bhalerao	Ag. Asst DM	24224420	8652534844 9869863710
5	Wadala	K.D.Wakle	Asstt.DM	24128845	9819292919
6	Bandra	J.L.Surti*	Ag.DM	26616705	9969040795
7	Pratiksha Nagar	A. S. Marathe	Dy.DM	8657518130	8779601241
8	Anik	S. G. Gawari	Ag. Asst DM	24074336	8286004390 8850800790
9	Deonar	R. M. Madhavi	Ag.DM	25563386	9881552976
10	Shivaji Nagar	N. S. Waghmare	Ag.Asst.DM	8657448056	9821243251
11	Ghatkopar	F.C.Kallery	Asstt.DM	9152037386	9867424843
12	Vikhroli	M.B.Bhangare	Ag.Dy.DM	25171157	9869746061 8355845871
13	Mulund	S.S.Bhise	Ag.Dy.DM	25694938	9702910971
14	Dharavi	C.P.Khiste	Dy.DM	24044648	9004523246
15	Kalakilla	V.H.Gore	Ag.Asst.DM	24083623	9769443870 9082748371
16	Kurla	S. S. Khavnekar	Asstt.DM	26521143	9869470164 7039753854
17	Marol	S.M. Nambiar*	Asstt.DM	28328501	9869469042
18	Majas	S.M. Nambiar	Asstt.DM	28327084	9869469042
19	Dindoshi	A. S. Mahadik	Ag. Asst DM	28400109	9869367330
20	Magathane	V.K.Shikhare	Ag. Asst DM	28860864	7045063207
21	Santacruz	J.L.Surti	Ag.DM	26616705	9969040795
22	Oshiwara	J.A.Sapkale	Ag DM	26761848	9867064978
23	Goregaon	C.S.Kubal	Ag.Asst.DM	26761953	9757401925 9029985122
24	Malad	S.G.Wagh *	Asstt.DM	28449627	9869476128
25	Malvani	S.G.Wagh	Asstt.DM	28816074	9869476128
26	Poisar	S.S.Sawant	Asstt.DM	28052354	9869273843
27	Gorai	M.B.Virkar	Ag Dy.DM	28678129	9920273755
28	Planning & Control	D.M.Nair	Asstt.DM	24190121	9869414475
29	Sr. Traffic Officer	R.E.D'souza	Ag.STO	24146531 24146536	9004398092

* additional charge

Annexure F

List of Officials of Wetlease/GCC bus operation

Sr.No.	Operator	Co-ordinator Name	Designation	Contact No.
1	Evey Trans. Pvt. Ltd.	C. S. Dubal	Operation Manager	9154739826
		Nitin Parate	Operation Manager	9867222839
2	MP Enterprises & Associates Ltd.	Sasankan Nair	General Manager	7410501111
		Gurmeet Singh	Operation Manager	8530003124
		Kamalakar Jadhav	Operation Manager	9869127433 8530002785
3	Hansa City Bus Services(Mumbai) Ltd.	Vijay K. Kerkar	Operation Manager	8369504316
		S. Kale	Operation Manager	9869271869
				7977008530
4	Smt. ATPL Associates	E. J. Gawde	Operation Manager (Overall In charge)	9619312656 9326313234
		Abhay Shelar	Operation Manager	9869826201
		S. A. Sawant	Dy. Operation Manager	9136683829
5	Tata Motors Ltd.	Prashant Jawale	Operation Manager	9821496101

Annexure 'G'

Name & Telephone Numbers of the Asstt.Municipal Commissioners of MCGM

Sr. No	Ward	Name	Telephone No.			Mobile
			Office	Direct	Fax No.	
1	A	Smt. Chanda Jadhav	22607000	22660883 22661353	22660906/ 22631502	9167203780
2	B	Shri Chakrapani R Alle (I/c)	23736622 23794001	23780133	23714664	98338 15519
3	C	Shri Chakrapani R Alle	22014022/5	22055450	22074966	98338 15519
4	D	Shri Prashant N Gaikwad	23861426/9	23865201	23810396	9967533791
5	E	Shri Makarand Dagadkhair	23081471/9	23083695	23015004	93206 98698
6	F/S	Smt Swapnaja S Kshirsagar	24134560 Ext .313	24161614	24145028 24186246	9137342343 9167344414
7	F/N	Shri Gajanan Bellale	24024353/8	24014275	24012636	8424046715
8	G/S	Shri Sharad N Ughade	24305031	24223741	24306033	9869288913 9167494033
9	G/N	Shri Kiran Dighavkar	24397800	24300513	24331751 24331751	9920185201
10	H/E	Smt Alka sasane	26138900 26138903	26125849	26178401	9930040322 9930443254
11	H/W	Shri Vinayak Vispute	26422311/4	26422225	26550292	9322906840
12	K/E	Shri Prashant Sapkale	26840103	26840986	26835814	9167001155
13	K/W	Shri Vishvas Mote	26239190 26239202	26232969	26719726	9167494003
14	P/S	Shri Santoshkumar Dhonde	28722133 28721963		28782713	8879335291
15	P/N	Shri Santoshkumar Dhonde (I/c)	28823266	28824913	28804990	8879335291
16	R/S	Shri Sanjay Y Kurhade	28056000	28065185	28615955	9167203777
17	R/N	Smt Sandhya Nandedkar	28920254	28920279	28924894	9167833141
18	R/C	Smt.Bhagyashree Kapse	28951345 28946000	28912396	28911663	9167203776
19	L	Shri Manish Walanju	26505103/9	26503104	26503057	8657488916
20	M/E	Shri A K Narwade (I/c)	25502270	25502270	25502280	9833540709
21	M/W	Dr Prithviraj Chauvhan	25281994	25270148	25270148	8879767916
22	N	Shri. Ajitkumar Ambi	25010161- 5	25012440	25010788	9167494002
23	S	Shri.Vibhas Achrekar	25947570/4	25948588	25947520	9920485666
24	T	Shri Kishor Gandhi	25645289	25617410	25624925	9167273212

Divisionwise flood points and diversion plan**1. Backbay Division**

Sr	Flood Points	Routes	Diversion / Change in Operation
1	Cuffe Parade and Badhwar Park on Prakash Pethe Marg	7L, A25, 86, A121, A138, etc.	Diversion via Afghan Church and Nathalal Parekh Marg

2. Colaba Division - No flood points**3. Mumbai Central Division**

1	Noshir Bharucha Marg near Grant Road Stn(w)	A155, A157, A104, A105	Diversion from Nana Chowk via Jaoji Dadaji Marg, Vasantrao Naik Chowk (Tardeo) and then as usual.
2	Sardar Vallabhai Patel Marg between Null Bazaar & Gol Deol	A42, A104, A105, 130, A102, A104, A105	Diversion via Bapu Khote Marg
3	Maulana Azad Marg between Gol Deol & Two Tanks	165, 168	Diversion via Two Tanks, Maulana Shaukat Ali Marg, Pathe Bapurao Marg
4	Railway Hotel on Raja Ram Mohan Roy Marg	69, 126, 132, A155, A104, A105, A157	Diversion via Tardeo Bus Stn, Navjivan Society, Dr. Bhadkamkar Marg, Marwadi School upto Prarthana Samaj
5	Nana Chowk & Jaoji Dadaji Marg	A42, 48, 67,85, A104, 123, etc.	Diversion is not necessary since the water level remains low.
6	'S' Bridge Junction on N.M.Joshi Marg, Byculla (w)	2L,14, 62, 63, 164, A63, A77	Diversion from Byculla Bridge via Dr.Ambedkar Marg or via Bapurao Jagtap Marg, SGM Chowk & Sane Guruji Marg.

4. Worli Division

1	SASMIRA Marg	27, A27, 124	Route 27 is to be operated via Khan Abdul Gaffar Khan Marg (Extn) towards Babasaheb Worlikar Chowk & Route 124 is to be operated via Worli Sea Face towards Worli Naka
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2	Khed Gulli on Kakasaheb Gadgil Marg	35, 88, 110, 151, 171, 357, etc.	Diversion from Leningrad Chowk via Sayani Road, Gokhale Road (South) & then as usual
3	India United Mill on Veer Savarkar Marg	83, 84Ltd	Diversion from Prabhadevi via Siddhivinayak Temple, S.K.Bole Road, Portuguese Church, Gokhale Road(North), Lady Jamshedji Marg
4	Kasturba Hospital on Sane Guruji Marg	A30, 61, A66, 76	Diversion from SGM Chowk via Kheshavrao Khade Marg, N.M.Joshi Marg
5	Shreeram Mill on Ganpatrao Kadam Marg	44, 57, 166, A-170	Diversion from Worli Naka via E.Moses Marg & Dainik Shivner Marg
6	Sant Rohidas Chowk on Senapati Bapat Marg	2L, 52, 62, 63, 162, 201, etc	Diversion via N.M.Joshi Marg & Lower Parel
7	Mahalaxmi Race Course (Keshavrao Khade Marg)	124, 351, A-77	Diversion from Haji Ali via Lala Lajpatrai Marg & Dr. Annie Besant Marg

5. Wadala Division

1	Khodadad Circle & Hindamata Cinema on Dr. Ambedkar Road	1, 4L, 5, 6L, 7L, A8, 8L, 11L, 22L, A25, etc	Diversion via Five Gardens, Rafi Ahmed Kidwai Road, Dnyaneshwar Nagar, Jerbai Wadia Road, Dr. Ernest Borges Road or via Dadar and Hindmata flyover
2	Dadar Workshop on Tilak Road (Extn)	61, 63, 151, 166, 169, 171, A172, 172, 200, 504L, etc	Diversion via Five Gardens, Rafi Ahmed Kidwai Road, Madhav Nagar
3	Sardar Hotel Junction, Kalachowkey on D. Lad Marg	1, 5, 6L, 7L, A8, 8L, 11L, 15, 19L, 22L, A25, etc.	Diversion via Five Gardens, Rafi Ahmed Kidwai Road, Zackeria Bunder Road, Kalachowkey, Barrister Nath Pai Marg, E.S.Patanwala Marg
4	Tank Bunder & Sewri Rly Stn on Zackeria Bunder Rd	10L,20L, A45, 46	Diversion via Tokarshi Jivraj Marg ('Dn' direction)
5	Amulakh School on Rafi Ahmed Kidwai Road	10L, 20L, 63	Diversion via Katrak Road

6. Anik Division

1	R.C.F. Bridge	363, 430	Diversion via Vashi Naka, Railway Crossing
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7. Prateeksha Nagar Division

1	Wadala Bridge	14,15, 88, 43, A172,172, 175, A174, A110	Diversion from Sion Koliwada via Sion Hospital towards Dadar
2	Samaj Mandir Hall	14,15, 88, 43, A172, etc	Diversion via Jai Shankar Yagnik Road and Bindra Chowk
3	Sundar Vihar Hotel	14,15, 88, 43, A172, etc	Diversion via Kokri Agar

8. Kalakilla Division

1	Sion Road No.24	7L, 10L, 22L, A25,A30,165, 213, 312, etc	Diversion via Sion Road No.3
2	Gandhi Market	A5, 7L, A8, 8L,11L, 19L, 22L, A25, 27, A27, A66, 85, A92, 165, 351, A354, 453L,etc	In 'Up' direction via Bhau Daji Road & In 'Dn' direction via Antop Hill

9. Dharavi Division - No flood point

10. Bandra Division –

1	National College stop on S.V. Road	A4,4L, 33, 83, 84L, 201, etc	Diversion from Traffic Police Chowkey, Khar to Linking Road
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11. Santacruz Division

1	Milan Subway	339	Operation via Milan sub-way flyover
2	Khira Nagar to Santacruz Stn Road on S.V. Road	4L, 33, 51, 83, 84L, 200, 201,202L,etc	Diversion via New Link Road behind Santacruz Depot i.e. via Shastri Nagar

12. Deonar Division

1	'R' Centre, Anushakti Nagar	21L, 92L, 352, 355L, 360, 382L, 501L, 504L,505L , etc	Diversion is not necessary. However, CNG buses are to be restricted in this area in flood situation
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13. Shivaji Nagar Division - No flood points**14. Ghatkopar Division**

1	Dadasaheb Gaikwad Udyan	185, 453 L	Diversion via Dr.Ambedkar Hospital
2	Ghatkopar Stn(E) on Jawahar Road	379, 380, A381, 385, etc	Diversion via Upashray Lane from 'N' Ward Municipal Office
3	Pant Nagar	380, 385	Diversion via Br. Nath Pai Marg, Nirja Bhanot Chk & Vallabh Baug

15. Vikhroli Division

1	Ghatkopar Durgah & Gopal Bhavan on L.B.S. Marg	7L, A27, 27, 30L, 302, 306L,382L 399L, 489L, 511L, BKC-13	Diversion is not necessary. However, buses are to be operated from the extreme left portion of the road.
2	Shangrila Biscuit Co. on L. B. S. Road('Up'direction)	A27, 27, 303, 396L, 398L, 399L, 523L,etc	Diversion is not necessary. However, A.C. Buses are to be operated from the 'Dn' direction flank.
3	Bhandup Village	307	Diverson via L.B.S.Marg, Dr.K.B. Hedgewar Chowk and Goregaon Mulund Link Road

16. Mulund Division

1	Veena Nagar on L.B.S. Marg	27,A27,302, 402,412,409L,	Diversion via Mulund Depot
2	Marathon Chowk on L.B.S. Marg	399 L, A494, 496L & A499	Diversion via Eastern Express Highway
3	Vandana Cinema on L.B.S. Marg	A494 & A499	Diversion via Cadbury Junction
4	Khopat on L.B.S. Marg	A494 & A499	Diversion via Cadbury Junction
5	Vrindavan society on Nikam Guruji Marg	A499	Diversion via Majiwada
6	Manpada on Ghodbunder Road	700 L, C-61Exp	Diversion via Pawar Nagar

7	Near Mulund Depot on Lala Devidayal Road	302, 396L, 398L, 422, 460L, C-61, etc	Diversion via ESIC Hospital and Goregaon Mulund Link Road
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17. Kurla Depot

1	Sheetal Cinema on L.B.S.Marg	7L, 10L, 22L, 25L, 30L,213,etc	Diversion via Vasantrao Naik Marg
2	Air India Quarters	311, 507L	Diversion via S.G. Barve Marg, Vidyanagari from Kurla Depot
3	S.T.Workshop on Premier Road	308, 62, 322, 336, 426, etc	Operation to be curtailed at Mukand Iron Co.

18. Marol Division

1	Hotel 'The Leela' on Mathuradas Vassanji Road	332, A340,340, 359L, 396L, 533L, etc	Diversion via Chakala, Marol Depot, 'C' cross Road, Marol Pipe Line, Marol-Maroshi Road to Marol Naka
2	Milan Subway	339	Diversion via Gokhale Bridge from Parle(East) & then via S.V. Road. Buses on route 339 will be terminated at Juhu Bus Stn directly

19. Majas Division - No flood points

20. Dindoshi Depot

1	Sainath Subway	281, A345, 460L	Diversion not necessary
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21. Magthane Division

1	Anand Nagar to Corporation Bank	209	Operation is to be curtailed at Anand Nagar
2	Dahisar Subway	207, 489L, 707L	Route-489L to be curtailed at Subway (Eastern Side) and Routes 207 & 707L are to be diverted via Sudhir Phadke Flyover
3	Kasturba Road No.7 Chowkey, Borivli(E)	297, 298, 301	Operation shall be monitored from Kapadia Road Chowkey by closing Kasturba Road Chowkey
4	Viceroy Park, Thakur Village	209, 703L	Diversion via West. Exp.Highway
5	Coal Depot chowkey, Borivli(East)	209,701L,703L 709L	Diversion via Hemraj Lane

22. Goregaon Division

1	BEST Nagar, Gajanan Maharaj Marg	4L, 33, 256, 469L, A-32	Diversion via Mahatma Gandhi Marg and Swami Vivekanand Marg
2	Motilal Nagar Swimming Pool to Siddharth Nagar	A261	Diversion via Prabodhan Krida Bhavan, Shrirang Sabde Marg, Motilal Nagar

23. Oshiwara Division

1	Behram Baug 'T' Junction	32, 33, 79, A180, 241, 261, A-32	Diversion not required. However, instructions should be given to Drivers to take adequate care while plying through this area.
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24. Malad Division

1	Malad-West on S.V.Road	A202, 202L, 203, 204, 205	Diversion is to be implemented via Sainath Road alongwith route 271
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25. Malvani Division – No Flood points**26. Poisar Division – No Flood points****27. Gorai Depot**

1	Dahisar Subway	207, 707L	Diversion is to be implemented via Sudhir Phadke Flyover Bridge.
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Annexure -I**Date, time and height of High Tide more than 4.5 mts for the Year 2021****June 2021**

Sr.	Date	Day	Time(Hrs.)	Height (Mts.)
1	23.06.2021	Wednesday	10.53	4.57
2	24.06.2021	Thursday	11.45	4.77
3	25.06.2021	Friday	12.33	4.85
4	26.06.2021	Saturday	13.23	4.85
5	27.06.2021	Sunday	14.10	4.76
6	28.06.2021	Monday	14.57	4.61

July 2021

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	23.07.2021	Friday	11.37	4.59
2	24.07.2021	Saturday	12.24	4.71
3	25.07.2021	Sunday	13.07	4.73
4	26.07.2021	Monday	13.48	4.68
5	27.07.2021	Tuesday	14.27	4.55

August 2021

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	10.08.2021	Tuesday	13.22	4.50
2	11.08.2021	Wednesday	13.56	4.51
3	22.08.2021	Sunday	12.07	4.57
4	23.08.2021	Monday	12.43	4.61
5	24.08.2021	Tuesday	13.17	4.56

September 2021

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	08.09.2021	Wednesday	12.48	4.56
2	09.09.2021	Thursday	13.21	4.54

	<u>Annexure 'J'</u>
<u>Status and Action taken report by BEST</u>	
Items of information	Details and remarks
I. Status	
i. Nature of event	
ii. Estimates of number of routes affected and bus route nos.	
iii. Overall assessment of impact	
- Names of roads blocked/congested	
II. Actions Taken	
Diversions	
III. Immediate Assistance provided	
i. Transport arrangements made for stranded passengers:	
- Number of BEST buses provided	
Name:	
Designation:	
Date:	
Signature:	