

Disaster Management Plan

Index

Sr.	Topic	Page No.
1	Operation of buses	1 & 11
2	Posting of officers	3 & 6
3	Co-ordination by Control Room	4 & 6
4	Co-ordinating officers	5
5	Responsibilities of BEST under Standard Operating Procedures	7
6	Feedback to Emergency Operations Centre	7
7	Protocol for activating plan	7
8	Actions by BRC Officer (Protocol)	8
9	Actions by divisions (Protocol)	10
10	Co-ordination with Indian Meteorological department (Regional office)	12
11	Creation of Media Centre	12
12	In House Disaster Management Plan for depots	14
13	Responsibilities of Core team	15
14	Actions to be taken during floods/heavy rain	16
15	Actions to be taken during earthquake	18
16	Actions to be taken during cyclone	19
17	Actions to be taken during fire	20
18	Actions to be taken during bomb blast	21
19	Disaster Management preparedness	22
20	Emergency posting of Security Officers	23
21	Annexure 'A' - Plan of operation of buses	25
22	Annexure 'B' - Tel.nos. of control room & other utilities	26
23	Annexure 'C' - Posting of officers in south Mumbai	27
24	Annexure 'D' - List of Sr. Officers with Tel. Nos.	28
25	Annexure 'E' - List of DM/Dy.DM/Asstt.DM	29
26	Annexure 'F' - List of Senior officers of MCGM with Tel. Nos.	30
27	Annexure 'G' - List of Asstt. MC's of MCGM with Tel. Nos.	31
28	Annexure 'H' - List of flood points and diversion plan	32
29	Annexure 'I' - Date, time and height of High Tide more than 4.5 mts	38
30	Annexure 'J' - Proforma for status and action taken report	39

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 CST 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 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>
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i) For city clearance:-

- | | | |
|----|--|-------------|
| 1. | Chhatrapati Shivaji Terminus to Rani Laxmi Chowk(Sion) | via 7 Ltd. |
| 2. | Chhatrapati Shivaji Terminus to Anushakti Nagar | via 21 Ltd. |
| 3. | Hutatma Chowk/Churchgate to Mahim Bus Station | via 83 |

ii) For Suburban clearance:-

- | | |
|--|-------------|
| 1. Rani Laxmi Chowk to Mulund check Naka | via 302/27 |
| 2. Anushakti Nagar to Vashi Bus Station/ C.B.D.Belapur | via 504 Ltd |
| 3. Mahim Bus Station to Borivli Stn(W) | via 202 Ltd |
| 4. Mahim Bus Station 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 CST and Churchgate Stations, we have indicated specific posting of Officers in South Mumbai at the various points with special concentration at CST 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 CST/Churchgate is given in **Annexure 'C'**. The list of all Depot Managers with the telephone numbers is given in **Annexure 'D'**. The list of all Depot Managers/ Dy.Depot Managers/Asstt.Depot Managers and Senior Traffic Officers with the telephone numbers is given in **Annexure 'E'**. The name of Senior Officers and Asstt. Municipal commissioners of MCGM are indicated in **Annexure 'F' and 'G'** respectively.

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 Air-conditioned 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 year 2015 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 Traffic Control Room at Wadala.

Co-ordination by Control Room:-

The BEST Traffic Control and Bus Control Rooms are situated at Wadala Depot and is manned by the Officers round the clock. At present we have hotlines connecting our Police Control, Traffic Police Control, Western Railway Control Room, Civil Defence Control Room and with 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 Traffic Control Room 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 Traffic Control Room 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- Protocol

The Disaster Management Protocol 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 Government of Maharashtra.

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 of disaster management is to manage the crisis from beginning to end, as well as coordinating and communicating information with internal and external agencies.

2. 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 22840823 & 22881830 and mobile no. is 9869313148.
- ii) In the event of any messages regarding Disaster, Shri A.J.Shelar, Asstt.Dpot Manager(General) 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 22840823 and Mobile no. 9869826201.

During off duty period, Shri J.A.S.Mulla, Traffic Officer (KMPL) 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 Mobile no. 9869621616.

3. Co-ordination by Control Room:-

The Traffic Control and Bus Control Rooms are situated at Wadala Depot. The Control Room 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. Responsibilities of BEST enumerated under the Standard Operating Procedures (SOP) for responding to Monsoon related flooding in Greater Mumbai (Issued by Government of Maharashtra)

“1. Provide information to the public regarding cancellation, re-routing and delays in operation of buses, location of temporary shelters arranged by the Municipal Corporation and the measures being undertaken to restore normalcy of service.

2. Deploy additional buses along certain routes to clear passenger traffic.

3. Organise transport for stranded passengers, particularly from railway stations, and for children from schools.”

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.

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 a detailed report to the Emergency Operations Centre at MCGM/Mantralaya in the prescribed proforma, vide **Annexure ‘J’**.

7. Protocol for 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 &

24184489 and Telephone Hotline connects Disaster Management Control Room of MCGM and BEST Traffic Control Room].

ii) When message regarding the Disaster is received by the BRC Officer, he will immediately inform General Manager, Addl.General Manager or Dy. General Manager (Traffic Operations) and seek orders.

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 Asstt. Depot Manager (General), who will rush to the Disaster Management Control of MCGM. In case if Asstt.Depot Manager (General) is not available, Traffic Officer(Kmpl) 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.

8. Actions by BRC Officer

a) To pass on the message in connection with the Disaster to the General Manager, Addl.General Manager, Dy. General Manager (Traffic Operations), O.S.D (Co-ordinating Officer) and Asstt. Depot Manager (General).

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 Traffic Control Room 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/Astt.DMs will be communicated to the General Manager and to Senior Officers.
- g) The Traffic Control Room 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 Control Room 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. The feedback will also be submitted to the Emergency Operations Centre at Mantralaya/MCGM 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 Traffic Control 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 Traffic Control Room to turn out buses and inform the Control Room. The Control Room in turn will communicate to the other Line Officers. The Divisional officer will take the best possible action in co-ordination with the Control Room.
- 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 Control Room 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.
- 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) Announcement will be made to the passengers at Bus Stations (regarding the availability of buses, diversions and restoration of diversions, etc.)

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

Communication is one of the important factors in any disaster management. The telephone nos. and mobile nos. of all Depot Managers/ Dy.Depot Manager/ Asstt.Depot Managers are enclosed as **Annexure 'D'**.

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 Traffic Control Room 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. DGM(TO) 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 Traffic Control / 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 Traffic Control 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 Traffic Control/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 Traffic Control 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 BEST Buses were targeted few times.

- i) The Co-ordinating Officers CSVO/Dy.CMTr(P&C) will report to Traffic Control.
- 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 Dept
- 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 Traffic Control 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 nearest Officer available at the Depots during emergency/disaster, following posting is made. Shri V.N. Sonawane, DyCSVO (Sr) will be the Coordinating Officer and is posted at Traffic Control, Wadala Depot

Place of posting	Name of the Officer	Desgn	Tel. Nos.	
			Residence	Cell
Traffic Control	V.N. Sonawane	Dy CSVO (Sr)	24092787	9821901573
Colaba	C.G. Samant	Dy CSVO	24139591	9321523657
	V.N.Manjrekar	SO	24184666	9869480695
	D.R. Bagal	VO (P)	9594576852	9869004351
Backbay	S.B.Naik	ASO	8108010760	9969849234
Vidyut (P'wadi)	L.U. Thakare	ASO		9594902277
Kussara W/Shop	M.M. Gajare	SO(Adm)	9869239971	9969593937 8108281828
Mumbai Central	A.S.Indulkar	Dy.CVO	24164838	9869048887
	P.S.Nalawade	ASO	9967468307	8898254004
Worli	B.Y.Tari	SO(P)	24458712	9869344153 8097802157
Dadar W/Shop	S.K. Kharade	SO		9892069223
	B.S. Pawar	ASO	9821613055	9821594919
Wadala	V.M.Shinde	SO		9969673173
	V.T. Bhise	ASO		9594987236
Anik	D.U. More	SVO	24468505	9969252473
Pratiksha Nagar	A.M. Purkar	SO		9869200180
Deonar	S.A. Patel	ASO	8692956891	9869039041 9930195091
Shivaji Nagar	D.M. Kale (Till 01/08/2016)	SO		9969038245
	B.A. Virkar	AVO	9987367712	9987289316
Dharavi	S.P. Hegde	SO	25007841	9869626120
Kurla	P.D. Rane	Dy CSO(WS)	25000218	9869374885 8097699970
	S.K. Jagdhane	SO		9967112498
Ghatkopar	V.Y. Rane	SO		9869333577
	D.L. Chaudhari	AVO	7738641051	9869371736
Vikhroli	S.A.Rane	ASO	25950855	9869082623

Place of posting	Name of the Officer	Desgn	Tel Nos.	
			Residence	Cell
Mulund	A.W. Bhosale	VO(P)		9869921148
	G.H. Bhosale	ASO		9869020439
Marol	R.R. Yadav	ASO	9969461765	9220532060
Majas	R.N. Misal (till 01/10/2016)	SO		9969508014
	M.F.D'souza	SSO	28362308	9869056542
Bandra	N.S. Singh	SO	9869486980	9869033501
Santacruz	P.M. Deshmukh (till 01/07/2016)	Dy CSO(City)		9757139589
	S.M. Kolekar	ASO		9870586990
Goregaon	P.D. Phansekar	SO	996901081	9172116495
Oshiwara / S/Yard	P.D. Rathod	Dy CSO(ES)	28672296	9664537792
Poisar	D.M. Powle	SSO	28486785	9969028287
Gorai	R.A. Yatam	SSO	28675219	9869435219
Malvani	S.S. Arote	SO(P)		9594371191
Dindoshi	A.R. Sagbhor	SO		9594486167
Magathane	A.P. Tiwari	ASO		9867889415
Malad	S.B. Taroo	ASO	28741925	9869411144

Designation

- Dy CSVO(Sr)** - Dy Chief Security & Vigilance Officer(Sr)
Dy CSVO - Dy Chief Security & Vigilance Officer.
Dy CVO - Dy Chief Vigilance Officer
Dy CSO - Dy Chief Security Officer
SSO - Senior Security Officer
SVO - Senior Vigilance 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	o. 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
		20		
	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) Disaster Helpline - Toll Free			22694725, 22694727 22620251 Ext 2062/2054 108	22694719
2	Mantralaya Control Room			22024243, 22854168	
3	District Collector Control Room			22664232	22661239 22664232
4	Bus Running Control Officer (BEST Traffic Control)			24146533, 24184489 24137937, 24146262 Ext-801	24146532
5	BEST Traffic Control Room (Wadala) Traffic Control Mobile No. BEST Toll Free Line			24143611, 24136883 24137645, 24146162 9869200357 1800227550	24146532
6	BEST Bus Control (For BEST bus breakdowns)			24137924, 24127244 24129651, 24111979	
7	BEST Electric Supply - Dadar Control Room - Phathakwadi			24145888, 24124242 22067893, 22082875	22085888
8	Weather Bureau			22150431	22160824
9	Traffic Police			24937746, 24937755 24937747	24927234
10	Mumbai Police Headquarters	100		22625020, 22621983 22641440, 22623054	22633319
11	Fire Brigade Control Room	101		23076111/12/13 23086181/82	23085993
12	Reliance Energy - Special Officer/ Santacruz Andheri/Jogeshwari Goregaon/Kandivili Borivili/Bhayander Chembur/Kurla/Vikhroli			30094920 30099999 30096999, 30094302 30096999, 30094900 30094500, 30093070 30096999, 30092040	30099776 30094844 30094633 30092022
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	Control Room	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

Annexure 'C'

Posting of Officers at Important Locations in South Mumbai

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

Note:-

- 1 Shri D.M.Surve, Dy. Chief Manger(Traffic)(City) will supervise the operation in South Mumbai during disaster and co-ordinate with officials of MCGM, Railway, 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.

List of Senior Officers & Depot Managers

Sr. No.	Name (S/Shri)	Designation	Telephone Nos.			
			Office(Dir.)	Office	Residence	Mobile
1	Dr.Jagdish Patil	General Manager	22873961	22840601	22021264	8879222001
2	R.R. Deshpande	Dy.General Manager(TO)	24148675	22881830	27888527	9869366452
3	V.S.Indulkar	Chief Manager(Tr)	24147271	24126345	25242621	9969006950
4	D.M.Surve	Dy. Chief Manager(Tr) City	24224703	24224420	25110534	9869730414
5	H.L.Pai	Dy. Chief Manager(Tr) Eastern suburbs	25000694	25004858	27546322	9820534538
6	S.A.Sawant	Dy. Chief Manager(Tr) Central Suburbs	24032521	26521143	-	9869415254
7	D.P.Chindarkar	Dy. Chief Manager(Tr) (Ag)Western Suburbs	26761985	26761944	-	9987094527
8	C.H.Rane	Dy. Chief Manager(Tr) Planning & Control	24185971	24186346	-	9969634795
9	K.E.Bagwe	Dy. Chief Manager(Tr) General	24147181	24126345	25001338	9869317331

Sr.	Depot	Name (S/Shri)	Design.	Telephone/Mobile Nos.		
				Office	Residence	Mobile
1	GM's Office	S.R.Singh	DM	22814274	2216 0363	9869 449071
2	Backbay	R.V.Shetty	Dy.DM	2218 0383	----	9869240839
3	Colaba	N.H.Virkar	Asst.DM	22842090	25384019	9869 449071
4	Mumbai Central	M.B.Kolekar	Dy.DM	2308 0454	----	9029180297
5	Worli	N.R.Joshi	Dy. DM	24224703	24458602	9869080563
6	Wadala	A. V. Kamble	Dy. DM	2412 8845	----	9773591147
7	Bandra	D.R.Fulsunge	Dy.DM	2641 4884	----	9892722927
8	Anik	S.G.Shetye	DM	2407 7186	25585686	9869200725
9		D.R.Narvekar	Asst.DM	2407 4336	----	9820424160
10	Pratiksha Nagar	R.K.Magare	DM	2408 3885	25372719	9820593220
11		R.M.Madavi	Dy.DM	24081605	----	9881552976
12	Deonar	N.Y.Vichare	Dy.DM	2550 1971	27814586	9969011999
13	Shivaji Nagar	P.V.Shinde	Dy.DM	2550 1983	9869226296	9867 360353
14		S.S.Bhise	Asst.DM	25588466	----	9702910971
15	Ghatkopar	A.S.Bhor	DM	2500 8329	----	9869203208
16	Vikhroli	S.G.Ketkar	Dy.DM	2518 2522	86522689359	9833713307
17	Mulund	C.R.Dadas	DM	2560 0005	----	9869341985
18	Dharavi	P. K. Dharankar	Dy. DM	2047 4648	----	9869255958
19	Kalakilla	J.L.Surti	Asst.DM	24083623	----	9969040795
20	Kurla	K.E.Patil	Dy.DM	2408 3227	---	9870235625
21		A.L.Singh	Asst.DM	24076955	---	9869609203
22	Marol	A.C.Khare	Dy.DM	2831 1810	8286144007	9969426713
23	Majas	S.V.Panchal	Dy. DM	2821 7007		9920839509
24	Dindoshi	S.N.Kulkarni	DM	2842 5785		9869359241
25		C.P.Khiste	Asst.DM	28400109	---	9004523246
26	Magathane	G.S.Mungekar	DM	2884 3570	28862828	9869402929
27		B.J.Raut	Asst.DM	28860864	28854095	9869484095
28	Santacruz	V.A.Sagare	DM	2661 3702		9869026042
29	Oshiwara	H.N.Vaze	DM	2676 1944	0250-6591333	9819871793
30		V.K.Kerkar	Asst.DM	26761848	---	98692271869
31	Goregaon	S.G.Awade	DM	2676 1955	26775097	9029531407
32	Malad	M.B.Virkar	Asst.DM	28449627		9920273755
33	Malvani	J.A.Sapkale	Dy.DM	2881 6076		9969289226
34	Poisar	M.R.Viegas	Dy.DM	2801 4302	---	9969007239
35	Gorai	K.A.Karode	DM	2867 4419	---	9969544693
36	Planning & Control	S.R.Jadhav	DM	24111245	---	9869041653
37	DGM(TO)'s Office	A.J.Shelar	Asst.DM	22840823	---	9869826201

Annexure 'F'**List of the Senior Officers of the Brihan Mumbai Mahanagarpalika**

Sr. No.	Name(S/Shri)	Designation	Telephone No.			
			Office	Fax No.	Residence	Mobile
1	Shri Ajoy Mehta	Municipal Commissioner	22620525	22655927	23538804 23517171 23517777	9820208575
2	Shri Sanjay Deshmukh	Addl. Mun.Commissioner (Western Suburbs)	22620433	22620639	22043991	9594114567
3	Shri S.V.R.Srinivas	Addl. Mun.Commissioner (Eastern Suburbs)	22620489	22623325	23723300	9920686380
4	Smt Pallavi Darade	Addl. Mun.Commissioner (City)	22620809	22624283		9890506915
5	Shri Sanjay Mukherjee	Addl. Mun.Commissioner (Project)	22623004	22623325	22633232	9890001011
6	Shri S.S.Shinde	Jt.Mun.Commissioner (Garden & Security)	23089217	23089217	23087291	9702012200 9820702503
7	Shri Ramesh Pawar	DMC to Mun.Commissioner	22620525	22655927		9820702609
8	Shri Suhas Karvande	Dy.Mun.Commissioner (Z-I) (A, B, C, D & E)	23071815	23092158		9820702616 9819808866
9	Shri A.L.Wagralkar	Dy.Mun.Commissioner (Z-II) (F/S, F/N, G/S & G/N)	24150400	24112269	24914877	9820702622
10	Shri Vasant P. Prabhu	Dy. Mun.Commissioner (Z-III) (H/E, H/W & K/E)	26823453	26832466	24211616	9820702603
11	Shri Kiran V. Acharekar	Dy. Mun.Commissioner (Z-IV) (K/W, P/S & P/N)	26281658	26205662	25215555	9820702619
12	Shri Bharat Marathe	Dy. Mun.Commissioner (Z-V) (L, M/E & M/W)	25285429	25299596	24940171	9820702615
13	Dr Kishor Kshirsagar	Dy. Mun.Commissioner (Z-VI) (N, S & T)	25011265	25011978	23543102	9820702613
14	Shri Ashok Khaire	Dy. Mun.Commissioner (Z-VII) (R/S, R/N & R/C)	28611508	28615930		9820702611

Annexure 'G'**Name & Telephone Numbers of the Asstt.Municipal Commissioners of MCGM**

Sr. No.	Ward	Name	Telephone No.			Mobile
			Office	Fax No.	Residence	
1	A	Shri Chavan(I/c)	22660883 22661353	22660906 22631502	25647840	9969066617
2	B	Shri S.P.Kilje	23780133	23714664		9920790315
3	C	Shri S.R.Singh	22055450	22074966		8422001172
4	D	Shri D.S.Kshirsagar	23865201	23810396	28683018	9167203773 9967837901
5	E	Shri K.R.Desai	23083695	23015004	28984945	9004445236
6	F/South	Shri V.P.Mote	24161614	24145028	28925745	9987793022 9167494003
7	F/North	Shri K.V.Ubale	24014275	24012636		9833539041 9167494001
8	G/South	Smt B.T.Kapase	24223741	24306033		9167203776
9	G/North	Shri R.V.Biradar	24300513	24331751	65155039	9167203771
10	H/East	Shri P.N.Gaikwad	26125849	26178401		9967533791
11	H/West	Shri S.N.Ughade	26422225	26550292		9869288913 9167494033
12	K/East	Shri D.K.Jain	26840986	26835814	28492632	9167203772
13	K/West	Shri P.R.Masurkar	26232969	26719726	28983925	9820436607
14	L	Shri Ajitkumar Ambi	26503104	26503057	25065280	9167494002
15	M/East	Shri K. Dighavkar	25502270	25502280	25940402	9920185201
16	M/West	Shri H.A.Kale	25284000	25270148		9820702604
17	N	Shri Dwivedi I/c	25012440	25010788	28925745	9920424555
18	P/South	Shri S.S.Dhonde	28721186	28782713	65155039	8879335291
19	P/North	Smt H.Hasnale	28824913	28804990	23532062	9167203779
20	R/South	Shri S.R.Gaikwad	28065185	28615955		9869554727
21	R/Central	Shri K.B.Gandhi	28912396	28911663		9167273212 9405534600
22	R/North	Shri Vijay D. Kamble	28920279	28924894		9167203778 9833899489
23	S	Smt C.R.Jadhav	25948588	25947520		9167203780
24	T	Shri Prashant Sapkale	25617410	25624925	27469831	9167001155

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

Sr.	Flood Points	Routes	Diversion / Change in Operation
1	Cuffe Parade & Badhwar Park on Prakash Pethe Marg	7L, 25L, 86, 121, 138, etc.	Operation is to be curtailed at Mantralaya
2	Chira Bazaar on Jagannath Shankar Sheth Marg	41, 61, 66, 69, 86, 88, 103, 126, 132/133	Diversion from Vasudeo Balwant Phadke Chowk via Anandilal Poddar Marg, Maharshi Karve Marg, Babasaheb Jaikar Marg to Thakurdwar and then as usual.

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

1	Noshir Bharucha Marg near Grant Road Stn(w)	155	Diversion from Nana Chowk via Jaoji Dadaji Marg, Vasantrao Naik Chowk (Tardeo) and then as usual.
2	Sardar Vallabhhai Patel Marg between Null Bazaar & Gol Deol	42, 101, 104, 105, 130	Diversion via Babu 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, 132/133	Diversion via Tardeo Bus Stn, Navjivan Society, Dr. Bhadkamkar Marg, Marwadi School upto Prarthana Samaj
5	Nana Chowk & Jaoji Dadaji Marg	42, 48, 64, 67, 85, 101, 104, 105, 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, etc	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, 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
2	Khed Gulli on Kakasaheb Gadgil Marg	35, 88, 110, 151, 161, 171, 357, 463, 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	30L, 61, 66, 74, 76	Diversion from SGM Chowk via Keshavrao Khade Marg, N.M.Joshi Marg
5	Shreeram Mill on Ganpatrao Kadam Marg	44, 55, 57, 166, etc.	Diversion from Worli Naka via E.Moses Marg & Dainik Shivner Marg
6	Sant Rohidas Chowk on Senapati Bapat Marg	2L, 52, 62, 63, 74, 162, 201, etc	Diversion via N.M.Joshi Marg & Lower Parel
7	Mahalaxmi Race Course (Keshavrao Khade Marg)	124, 351	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, 8L, 11L, 22L, 25L, 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, 64, 151, 166, 169, 171, 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, 8L, 11L, 15, 19L, 22L, 25L, 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, 45, 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, 172, 43, 88, etc	Diversion from Sion Koliwada via Sion Hospital towards Dadar
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8. Kalakilla Division

1	Sion Road No.24	7L, 10L, 22L, 25L, 30L,165, 213, 312, 411, etc	Diversion via Sion Road No.3
2	Maheshwari Udyan	5, 7L, 8L,11L, 19L, 22L, 25L, 27, 30L, 66, 67, 85, 92L, 93L, 165, 351, 354L, 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	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, 384	Operation via Milan sub-way flyover
2	Khira Nagar to Santacruz Stn Road on S.V. Road	4L, 33, 38,51 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	Tagore Nagar No.5	353	Operation is to be curtailed at Tagore Nagar Post Office.
2	Dadasaheb Gaikwad Udyan	185, 353	Diversion via Dr. Ambedkar Hospital
3	Ghatkopar Stn(E) on Jawahar Road	379, 380, 381, 385,430, etc	Diversion via Upashray Lane from 'N' Ward Municipal Office
4	Pant Nagar	353, 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, 27, 30L, 302,306L,382L 399L, 489L, 511L, etc	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)	27, 303, 396L, 398L, 399L, 523L, AS-422, AS-461, etc	Diversion is not necessary. However, A.C. Buses are to be operated from the 'Dn' direction flank.

16. Mulund Division – No flood points

17. Kurla Depot

1	Dhondu Surve Chk - Anjanabai Magar Nagar, Kurla Depot & Sheetal Cinema on L.B.S.Marg	7L, 10L, 22L, 25L, 30L, 213, 302, 305,312, 408, 411, etc	Diversion via Vasantrya Naik Marg
2	Air India Quarters	311, 507L	Diversion via S.G. Barve Marg, Vidyanagari from Kurla Depot
3	Bail Bazaar on Kale Guruji Marg	22L, 25L, 332, 533L, etc	Diversion via Magan Nathuram Marg
4	S.T.Workshop on Kirol Marg	308, 322,etc	Operation to be curtailed at Mukand Iron Co.
5	Don Bosco School on Premier Road	322	Diversion via Naupada Road

18. Marol Division

1	Hotel 'The Leela' on Mathuradas Vassanji Road	332, 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, 384	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, 345,460L	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(East)	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, 253, 256, 469L	Diversion via Prabodhan Krida Bhavan, Shirang Sabde Marg, Motilal Nagar
2	Motilal Nagar Swimming Pool to Siddharth Nagar	253, 261, etc	Diversion via Mahatma Gandhi Marg, Swami Vivekanand Marg

23. Oshiwara Division

1	Behram Baug 'T' Junction	261, 265, 180, etc	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	202L, 203, 204, 205, etc	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 2016****June 2016**

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	04.06.2016	Saturday	11.48	4.72
2	05.06.2016	Sunday	12.36	4.87
3	06.06.2016	Monday	13.23	4.91
4	07.06.2016	Tuesday	14.11	4.85
5	08.06.2016	Wednesday	14.58	4.70

July 2016

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	03.07.2016	Sunday	11.38	4.57
2	04.07.2016	Monday	12.24	4.72
3	05.07.2016	Tuesday	13.09	4.77
4	06.07.2016	Wednesday	13.52	4.73
5	07.07.2016	Thursday	14.35	4.62
6	22.07.2016	Friday	13.59	4.57
7	23.07.2016	Saturday	14.39	4.59
8	24.07.2016	Sunday	15.22	4.52

August 2016

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	02.08.2016	Tuesday	12.08	4.56
2	03.08.2016	Wednesday	12.48	4.62
3	04.08.2016	Thursday	13.27	4.58
4	19.08.2016	Friday	12.51	4.57
5	20.08.2016	Saturday	13.31	4.67
6	21.08.2016	Sunday	14.11	4.67
7	22.08.2016	Monday	14.54	4.57

September 2016

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	17.09.2016	Saturday	12.23	4.60
2	18.09.2016	Sunday	00.50 13.02	4.51 4.68
3	19.09.2016	Monday	01.34 13.44	4.64 4.64
4	20.09.2016	Tuesday	00.20	4.63

Status and Action taken report by BEST

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	
IV. Public Information System activated	
i. Public address system at Bus Stations	
Name:	
Designation:	
Date:	