

The Brihan Mumbai Electric Supply & Transport Undertaking
(Of the Brihan Mumbai Mahanagarpalika)

Traffic Department

Disaster Management

Plan

(2022-23)

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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 ChhatrapatiShivajiMaharaj 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`**. It may be noted that, when heavy rain disrupts the public transport system, Taxis & Rikshaws also stop coming to Airport pick-up zone. Which causes inconvenience for the passengers at Airport. Therefore the short routes connecting nearest Railway stations should be operated as per requirements. 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>
<u>i) For city clearance:-</u>		
1.	Chhatrapati Shivaji Maharaj Terminus to Rani Laxmibai Chowk (Sion)	via 25.
2.	Chhatrapati Shivaji Maharaj Terminus to Anushakti Nagar Bus Stn.	via C-21.
3.	Hutatma Chowk / Churchgate to Mahim	via 83.

ii) For Suburban clearance:-

1. Rani LaxmiChowk to Teen haath Naka (Marathon Chk) via C-42.
2. Deonar Depot to Vashi Bus Station/ C.B.D.Belapur via C-505.
3. Mahim to BorivliStn(W) via 202 Ltd.
4. Mahim to BorivliStn(E) via C-440.

iii) For Airport Services (CSMIA T1 to T2) clearance:-

1. Terminal-1 to Vileparle Railway Station (E) via 321 Ltd.
2. Terminal-2 to Agarkar Chowk (Andheri-E) via A337
3. Terminal-2 to Ghatkopar Stn.(W) via 331

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 2022 to September 2022 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 Satish T. Kadam, Sr. Traffic Officer (Control) who will co-ordinate and take all actions. His office telephone No. is 24184489, 7208992953/54/55 and mobile no. is 9820949953.
- ii) In the event of any messages regarding Disaster, Shri V. E. Shirsat, Asst. 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 22799867 and Mobile no. 9869413239.

During off duty period, Shri J.A.S.Mulla, Senior 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 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 Traffic Bus Inspectors 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), Dy. CMTr(P&C) (Nodal Officer) and Asst. 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/Astt.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 CSV0/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 (Shri/Smt)	Designation	Tel. Nos.	
			Residence	Mobile
Command Control Centre	A. M. Purkar	Ag.Dy.CSO		9321325984
Colaba	M. M. Gajare	SO	9869239971	9969593937
Backbay /Vidyut	B. D. Borude	Ag.ASI		9004169544
Phatakwadi	D. V. Mohite	Ag.ASI		9172623471
Kussara Workshop	V. P. Giri	Ag.ASI		9757412602
Mumbai Central	S. P. Hegde	Ag. SSO	250007841	9869626120
Worli	P. S. Nalawade	Ag.SO	9967468307	8898254004
Dadar Workshop	V. N. Manjrekar	Ag.Dy.CSO		9867122246
Wadala	V. Y. Rane	Ag.Dy.CSO		9869333577
Anik/ Pratiksha Nagar	L. U. Thakare	Ag.SO		9594902277
Deonar	S. A. Patel	Ag.SO	8692956891	9869039041 9930195091
Shivaji Nagar	S. A. Rane	Ag.SO		9869082623
Dharavi/ Kalakilla	V. M. Shinde	Ag.SSO		9969673173
Kurla	U. N.Salvi	Ag.ASI		8108881146
Ghatkopar	S. K. Jagdhane	SO	9552764015	9967112498
Vikhroli	S.B.Naik	Ag.SO	8108010760	9969849234
Mulund	A.W.Bhosale	SO	9869921148	8169912403
Marol	A. R. Chavan	ASI		9137292467
Majas	D. A. Mahale	ASI		8850421706
Bandra	N. S. Singh	Ag.Dy.CSO	9127804915	9869033501

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	Ag.SSO	9969010781	9172116495
Poisar	D. R. Patil	Ag.SO	9270081024	8454046787
Gorai	S. B. Taroo	Ag.SO	8879869047	9869411144
Malvani	R. S. Jha	ASI		9594628392
Dindoshi	D. M. Powle	Dy CSVO		9969028287
Magathane	A. P. Chache.	Ag.ASI		9222094155
Malad	R.N. Rawat	ASI		9702314141

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	

Annexure 'B'**Telephone Nos. Of Control Rooms**

Sr.No	Important Control Rooms	Telephone nos.	Fax No.
1	Disaster Mangement Control Room 1916	108, 22694725, 22694727, 22704403	22694719
	MCGM (Through Operator)	22620251 Ext 2062/2054	
2	Mantralaya Control Room	22027990, 22023270, 22854156	
3	District Collector Control Room	22664232	
4	Bus Running Control Officer	24184489, 7208992953/54/55/49	24146532
	(BEST Traffic Control)	24137937, 24146262 Ext-103/117	
5	BEST Command Control Centre	7208992956/59/60, 24143611,	24146532
	(Wadala)	24137645, 24146162, 24136883	
	Mobile No.	9869200357	
	BEST Toll Free No.	1800227550	
6	BEST Bus Control	7208992929/35/37/38, 24127244	
	(For BEST bus breakdowns)	24129651, 24111979	
7	BEST Electric Supply - Dadar	24145888, 24124242	22085888
	Control Room - Phatakwardi	22084242	
8	Weather Bureau	22150431	22160824
9	Traffic Police	24940303, 24937746, 24937755, 24937747	24927234
10	Mumbai Police Headquarters 100	22625020, 22621983, 22641440, 22623054	22633319
	Contrl Room	22621855, 22641449, 27620111	
11	Fire Brigade Control Room 101	23085993/94	23085993/94
12	Reliance Energy - Special Officer/ Santacruz	30094920 30099999	30099776
	Andheri/Jogeshwari	30096999, 30094302	
	Goregaon/Kandivili	30096999, 30094900	
	Borivili/Bhayander	30094500, 30093070	
	Chembur/Kurla/Vikhroli	30096999, 30092040	
	M.S.E.D.C.L.- Bandra	26472131, 26474211, 18001023435	
13	Bhandup	25663408, 25664323, 18002333435	25643990
	Mulund (W) / Mulund (E)	25686666, 8879623249	
	Western Railway Churchgate Control Room	9004499099	
15	Central Railway CST	22622685, 9821223724, 9004411022	
	Railway Police	9004411023	
16	Konkan Railway Control Room	27579969, 27572015	
17	MTNL - Head Office	24371900	
18	Mahanagar Gas Ltd	68759400, 68674500, 1800229944	61564500
19	Adani - Chhatrapati Shivaji Maharaj International Airport Terminal		
	joint Control Centre	022 - 66852567	
	Duty land side Manager	9930144131 / 32	

Posting of Officers at Important Locations in South Mumbai

Sr.No	Location	Designation	Depot
	<u>Backbay Division</u>		
1	Churchgate Station	Asstt.DM	Backbay
2	Mantralaya/Mayo Road	STO	Backbay
	<u>Colaba Division</u>		
3	Chh.Shivaji Maharaj Terminus / Bhatia Baug	Asstt.DM	Colaba
4	Dr. S.P.M.Chowk	ATO	Colaba

Note:-

- 1 Shri G.G.Samant, Dy.CMTr (South) will supervise the operation in South Mumbai during disaster and co-ordinate with officials of MCGM, Railways, Police, etc.
- 2 Shri P. V. Shinde Dy.CMTr (N/E) will supervise the operation in North & Eastern in Mumbai during disaster and co-ordinate with officials of MCGM, Railways, Police, etc.
- 3 Shri R. M. Madavi, Dy.CMTr (WS) will supervise the operation in Western Suburbs in Mumbai during disaster and co-ordinate with officials of MCGM, Railways, Police, etc.
- 4 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 (BEST)**

Sr.No.	Name	Designation	Telephone Nos.	
			Office	Mobile
1	Shri Lokesh Chandra	General Manager	22873961 22856262 Ext-313	9810170829
2	Shri R. V. Shetty	Dy. Chief Manager (Tr)	24147271 25190140	9653417571
3	Shri S. R. Jadhav	Dy. Chief Manager (Tr) (Planning & Control)	26521143 Ext. 800	9869041653 7506656990
4	Shri G. G. Samant	Dy. Chief Manager (Tr) (South)	22799861	9137366334 9869033730
5	Shri P. V. Shinde	Dy. Chief Manager (Tr) (North / East)	26521143	9867360353 8850729930
6	Shri R. M. Madavi	Dy. Chief Manager (Tr) (Western Suburbs)	26761848 8097585492 8097585493	9881552976
7	Shri R. M. Fernandes	Depot Manager (Administration)	24190124 24190126	8108333895

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

Sr. No	Depot	Name (S/Shri)	Designation.	Telephone / Mobile Nos.	
				Office	Mobile
1	Backbay	A. J. D'costa	Asstt.DM	22185794 7208972439	9969034046
2	Colaba	F. C. Kallery	DM (CD/BBD)	22799867	9867424843
		V.E.Shirsat	Asstt.DM	22799867	9869413239
3	Mumbai Central	S. D. Bhattacharjee	Asstt.DM	23087393 7208836139	9869109078
4	Worli	A. A. Pawar	Dy. DM	24224420 8091562039	9757196661
5	Wadala	S. V. Joshi	Asstt.DM	24128845	9821837616
		R.E. D'Souza	DDM (WD & Control)	24128845	9004398092
6	Bandra	V. R. Deshpande	Asstt.DM	26616705 7208835779	7506341081
7	Pratiksha Nagar	S. S. Khavnekar (Till 30.05.2022)	DM (AD & PND)	24081605 897585020	8779601241
8	Anik	S. S. Khavnekar (Till 30.05.2022)	DM (AD & PND)	24081605 897585020	7039753854
		S. S. Bhise	Dy. DM	24074336 8097585057	9702910971
9	Deonar	A. K. Naravade	Asstt. DM	25563386 8097584979	9029237921 8082677854
10	Shivaji Nagar	P. R. Dhoke	Asstt.DM	25588466	9324773339
11	Ghatkopar	C. P. Khiste (Till 31.08.2022)	DM (GKD & VKD)	25588466 8097585584	9004523246
		P. T. Khale	Asstt. DM	25004858	9029633778
12	Vikhroli	R. R. Ankola	Dy.DM	25171157 8097584943	9892625299
13	Mulund	N. L. Mungekar (Till 30.06.2022)	Dy.DM	25694938 8097584901	9137939031
		S. G. Gawde	Asstt. DM	25694938	9702621716 9969007071
14	Dharavi	M. B. Bhangare	Asstt. DM	24044648 8097585382	9869746061 8355845871
15	Kalakilla	Kishor Wakle	Asstt. DM	24083623 8097585419	9819292919 7021691805

Sr. No	Depot	Name (S/Shri)	Designation.	Telephone / Mobile Nos.	
				Office	Mobile
16	Kurla	P. A. Bagayatkar	Dy.DM	8097585301	8082456140 9967330834
17	Marol	J.L.Surti	DM (MRL & MJS)	28328501	9969040795 8850075986
		V. G. Hatle	Asstt. DM		9869076431
18	Majas	M. D. Walawalkar	Dy. DM	8097585253	9969015883
19	Dindoshi	K. J. Singh	Dy. DM	28400109 8097585213	9869273332
		Wilson Lewis	Asstt. DM		8097956032
20	Magathane	S.G.Wagh	DM (MGT & GRD)	28860864 8097585351	9869476128
		M. Padmanabhan	Asstt.DM		9820125055
21	Santacruz	R. K. Anand	Dy. DM	26616705 8097585457	9819449834 9969017742
22	Oshiwara	S. N. Nambiar	DM (OSH & GGD)	8097585491	9869469042
		Ramesh Katkar	Asstt. DM		8369379566
23	Goregaon	M.B.Virkar	Asst. DM	26761953 8097585425 897585426	9869206769 9029531407
24	Malad	R. D. Naidu	Asstt.DM	28897593	8104240337 9869282900
25	Malvani	S. S. Sawant	DM (MLV & MLD)	28818874 8097585557	8355881022
		C. S. Kubal	Asstt. DM	28052354 8097585301	8369601047
26	Poisar	D. D. Mithbawkar	Dy. DM	7208835864	9969861905
		B. L. Redekar	Asstt. DM		9869855230 9082905338
27	Gorai	J. A. Sakpale	Dy. DM	28678129 7208835837	9867064978
28	Planning	P. C. Shetty	Dy. DM	24190123	9920735124
29	Com. Control Room *	R.E.D'souza (Till 31.08.2022)	Dy. DM (Control)	24146531 24146536	9004398092

* additional charge

List of Officials of Wetlease/GCC bus operation

Sr.No.	Operator M/S	Co-ordinator Name	Designation	Contact No.
1	Evey Trans. Pvt. Ltd. (Olectra)	Shri Hariprasad	Operation Manager	9963124311
2	MP Enterprises & Associates Ltd.	Shri Shashankan Nair	General Manager	7410501111
3	Hansa Travels Ltd.	Shri C. H. Rane	Operation Manager	9653464307
		Shri Praveen Bombale	Operation Manager	8424922582
		Shri Anil Singh	Operation Manager	9869609203
4	Shri Maruti Travesls (SMTATPL)	Shri E. J. Gawde	Operation Manager (Overall In charge)	9619312656
				9326313234
		Shri S. A. Sawant	Dy. Operation Manager	9136683829
		Shri Abhay Shelar	Operation Manager	9869826201
		Shri R. K. Ghuge	Operation Manager	8108695075
		Shri A. S. Mhamunkar	Operation Manager	8104474547
		Shri Godase	Operation Manager	7208044631
5	TATA Motors Ltd.	Shri B. S. Rupnawar	Operation Manager	9324756592
		Shri Prashant Jawale	Operation Manager	9821496101
		Shri Prem Pandey	Operation Manager	9892698972
		Shri Luis Fernandes	Operation Manager	7021380529
6	Mateshwari Urban Transport	Shri Anil Chaudhari	Operation Manager	9869418388
		Shri Subodh Revankar	Operation Manager	9869256826
		Shri Prasad Dharankar	Operation Manager	9869255958

Name & Telephone No's of the Asst. Municipal Commissioners of MCGM

Sr. No.	Ward	Name	Designation	Office No.	Direct No.	Mobile NO.
1	A	Shri Shivdas Gurav (I/C)	22607000	22660883 22661353	22660906 22631502	9867016538
2	B	Shri Dhanaji Herlekar	23736622 23794001	23780133	23714664	9867474477
3	C	Shri Kishor Yerame	22014022/5	22055450	22074966	7506860425
4	D	Shri Prashant N. Gaikwad	23861426/9	23865201	23810396	8879335291
5	E	Shri Manish Walanju	23081471/9	23083695	23015004	8657488916
6	F/S	Smt. Swapnaja Kshirsagar	24134560 Ext. 313	24161614	24145028 24186246	9137342343
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	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	Dr. Prithviraj Chauvhan	26239190 26239202	26232969	26719726	8879767916
14	P/S	Shri Santoshkumar Dhonde	28722133 28721963		28782713	8879335291
15	P/N	Shri Mahesh Subhash Patil	28823266	28824913	28804990	9320698698
16	R/S	Smt. Sandhya Nandedkar	28056000	28065185	28615955	9167833141

Sr. No.	Ward	Name	Designation	Office No.	Direct No.	Mobile NO.
17	R/N	Smt. Mrudula Ande	28920254	28920279	28924894	8879558851
18	R/C	Shri Afiz Waqar Hafiz Mansoor Ali	28951345 28946000	28912396	28911663	9930995040
19	L	Shri Mahadev Shinde - K/E Fr. Fr. (IC)	26505103/9	26503104	26503057	9552756123
20	M/E	Shri Mahendra Shantaram Ubale	25502270	25502270	25502280	7506985715
21	M/W	Shri Vishwas Mote	25281994	25270148	25270148	9167494003
22	N	Shri Sanjay Sonvane	25010161/5	25012440	25010788	9594572668
23	S	Shri Ajitkumar Ambi	25947570/4	25948588	25947520	9167494002
24	T	Shri Chakrapani Alle	25645289	25617410	25624925	9833815519

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	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, 104, 105	Diversion from Nana Chowk via Jaoji Dadaji Marg, Vasanttrao Naik Chowk (Tardeo) and then as usual.
2	Sardar Vallabhbhai Patel Marg between Null Bazaar & Gol Dewool	A42, A104, A105, 130, A102, A104, A105, 104, 105	Diversion via Bapu Khote Marg
3	Maulana Azad Marg between Gol Deol & Two Tanks	165, 168	Diversion via Two Tanks, Maulana Shaukat Ali Marg, Patthe Bapurao Marg
4	Railway Hotel on Raja Ram Mohan Roy Marg	69, 126, A155, A104, A105, 104, 105	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, 104, 104, 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, 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	124	Route 124 is to be operated via Worli Sea Face towards Worli Naka
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, 84 Ltd	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	A66, 66 Ltd	Diversion from SGM Chowk via Kheshavrao Khade Marg, N.M.Joshi Marg
5	Shreeram Mill on Ganpatrao Kadam Marg	44, 50	Diversion from Worli Naka via E.Moses Marg & Dainik Shivner Marg
6	Sant Rohidas Chowk on Senapati Bapat Marg	2Ltd, 52, 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, 8L, 11L, C11, 22L, A25, 25Ltd 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)	63, 151, 169, 171, A172, 172, 200 etc	Diversion via Five Gardens, Rafi Ahmed Kidwai Road, Madhav Nagar

3	Sardar Hotel Junction, Kalachowkey on D. Lad Marg	1, 4, A5, 6L, 7L, 8L, 9, 11L, C11 15, A19, 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	C10, 45, 46, 49	Diversion via Tokarshi Jivraj Marg ('Dn' direction)
5	Amulakh School on Rafi Ahmed Kidwai Road	C10, 63	Diversion via Katrak Road

6. Anik Division

1	R.C.F. Bridge	363, A430	Diversion via Vashi Naka, Railway Crossing
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7. Prateeksha Nagar Division

1	Wadala Bridge	14,15, 88, 172, A174, A117	Diversion from Sion Koliwada via Sion Hospital towards Dadar
2	Samaj Mandir Hall	14,15, 88, 172, etc	Diversion via Jai Shankar Yagnik Road and Bindra Chowk
3	Sundar Vihar Hotel	14,15, 88, 172, etc	Diversion via Kokri Agar

8. Kalakilla Division

1	Sion Road No.24	7L, C10, 22L, A25, 312, etc	Diversion via Sion Road No.3
2	Gandhi Market	A5, 7L, 8L,11L, C11, A19, 22L, 25L A25, A66, 85, A92, 351, 354, 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, C33, 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, C33, C51, 83, 84L, 200, 201,202L, A202 etc	Diversion via New Link Road behind Santacruz Depot i.e. via Shastri Nagar

12. Deonar Division

1	'R' Centre, Anushakti Nagar	A21, A92, 352, 355L, 360, A382, 501L, 504L, C505 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	A185, 453Ltd	Diversion via Dr.Ambedkar Hospital
2	Ghatkopar Stn(E) on Jawahar Road	A379, A380, A381, A385, etc	Diversion via Upashray Lane from 'N' Ward Municipal Office
3	Pant Nagar	A380, A385	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, C302, A382 399L, 423 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)	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	Diversion 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, C302, 402, 412, 409L etc	Diversion via Mulund Depot
2	Marathon Chowk on L.B.S. Marg	399 L, 494L, 496L, 499L, A499 etc	Diversion via Eastern Express Highway
3	Vandana Cinema on L.B.S. Marg	A494, 499L, A499 etc	Diversion via Cadbury Junction
4	Khopat on L.B.S. Marg	A494, 499L, A499 etc	Diversion via Cadbury Junction
5	Vrindavan society on Nikam Guruji Marg	499L, A499	Diversion via Majiwada
6	Manpada on Ghodbunder Road	C700, C-61	Diversion via Pawar Nagar
7	Near Mulund Depot on Lala Devidayal Road	C302, 396L, 398L, 460L, C-61, etc	Diversion via ESIC Hospital and Goregaon Mulund Link Road

17. Kurla Depot

1	Sheetal Cinema on L.B.S.Marg	7L, 10L, 22L, 25L, 30L, 213, etc	Diversion via Vasantnaik 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, 340, A359, 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, 707Ltd	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)	A293, 297, 298, 299, A301 etc	Operation shall be monitored from Kapadia Road Chowkey by closing Kasturba Road Chowky
4	Viceroy Park, Thakur Village	209, 703L	Diversion via West. Exp.Highway
5	Coal Depot chowkey, Borivli(East)	209, 701L, 703L, 709L etc	Diversion via Hemraj Lane

22. Goregaon Division

1	BEST Nagar, Gajanan Maharaj Marg	4L, C33, 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	A32, C33, 79, A180, 241, A261 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	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 2022

June 2022

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	13.06.2022	Monday	11.08	4.56
2	14.06.2022	Tuesday	11.56	4.77
3	15.06.2022	Wednesday	12.46	4.86
4	16.06.2022	Thursday	13.35	4.87
5	17.06.2022	Friday	14.25	4.80
6	18.06.2022	Saturday	15.16	4.66

July 2022

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	13.07.2022	Wednesday	11.44	4.68
2	14.07.2022	Thursday	12.33	4.82
3	15.07.2022	Friday	13.22	4.87
4	16.07.2022	Saturday	14.08	4.85
5	17.07.2022	Sunday	14.54	4.73
6	18.07.2022	Monday	15.38	4.51

August 2022

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	11.08.2022	Thursday	11.33	4.59
2	12.08.2022	Friday	12.18	4.77
3	13.08.2022	Saturday	13.00	4.85
4	14.08.2022	Sunday	13.39	4.81
5	15.08.2022	Monday	14.18	4.66

September 2022

Sr. No.	Date	Day	Time(Hrs.)	Height (Mts.)
1	09.09.2022	Friday	11.16	4.52
2	10.09.2022	Saturday	11.55	4.68
3	11.09.2022	Sunday	12.31	4.73
4	12.09.2022	Monday	13.05	4.65
5	13.09.2022	Tuesday	01.36	4.54

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	

Name:

Designation:

Date:

Signature:

FORM NO. 1
 STATE OF TEXAS

Name of the person or corporation	Address

Signature _____
 Title _____
 Date _____