



COVID – 19

Monitoring & Response

Disaster Management Department
Government of Bihar

23rd May 2020

Challenges	Initiatives
Tracking the travelers	Garuda App (Pre-lockdown Travelers)
Managing calls and requests	State Emergency Operations Center
Providing food and lending help to the stranded	Aapda Rahat Kendra; Seema Aapda Rahat Kendra; Bihar Foundation; Bihar Corona Vishesh Sahayata Mobile App; DBT for Ration Card Holders; Prawasi Mazdoor Nishkraman Sahayata
Coordination at multiple points and multiple levels	VC by CM; VC by CS; CMG; State wise Nodal Officers – Healing Touch whatsapp group; 10 AM Daily Zoom Calls
Evacuation challenges	Managing Transportation – Buses and Trains; Coordination with other states
Keeping the people safe from COVID19	Quarantine Camps
Handling Fake news	Tracking the media reports; Press Releases
Fear of Covid infection among the working staff	Sanitized Office space; only slippers inside office; Immunity boosting snacks (Citrus fruits); NDRF & SDRF Support
Keeping the morale high and fatigue at bay	Keeping the atmosphere light and energetic; Daily Evening Yoga; NDRF & SDRF Support
PIL – Responding to them despite hectic responsibilities	Keeping an overview of all developments and initiatives; Quick filing of responses
Uncertainty about the lockdown	Keeping up with the day to day Dynamic situation; Continuous monitoring of the situation and subsequent challenges in Policy

Lockdown Phases

- **Phase – I : 25 March – 14 April**
- **Phase – II: 15 April – 3 May**
- **Phase – III: 4 May – 17 May**
- **Phase – IV: 18 May – 31 May**

Tracking the Travelers – Garuda App (Pre-lockdown travelers)

Introduction

- Field workers (FW) at village /ward level to identify and monitor travelers
- Traveler data entered by FW to geo-tagging enabled GARUDA Mobile App
- Daily checking of location and symptoms by FW
- Data entered on App.
- Analytics run at district & SEOC level
- Poster pasted at traveler houses

Garuda – Geo- tagging Dashboard

CIMS - Covid 19 Information Ma... x +

bcims.bihar.gov.in/da... | Other Bookmarks

990 991 992 First

Total Record: 198299

319102	Rajeov Singh	Subhash Singh	Male	33	8051690406	Dor
319199	VIKASH KUMAR SINGH	VIDHANAND SINGH	Male	35	9779440606	Dgc
319204	VIKRANT KUMAR	VIDHANAND SINGH	Male	33	9779440606	
319210	RAJU MAHTO	JANAK MAHTO	Male	42	0	
319213	AMRJEET KUMAR	PRDEEP KUMAR	Male	27	0	
319218	VIKRANT KUMAR	SHANKAR RAI	Male	24	8230926294	
319303	chandan kumar	kameshwar singh	Male	34	9931476465	
319330	lakho paswan	vijay paswan	Male	28	7779857801	
319334	vikash kumar	murari singh	Male	27	7779857801	
319562	MD YUNUS	MD ANWAR	Male	37	9931175581	
319569	UMESH KUMAR	VINDESHWAR MAHTO	Male	31	9576242529	
319589	MINTU KUMAR	UMESH SINGH	Male	18	8825196064	
319606	DINESH RAY	RAMAND RAY	Male	36	9910840702	
319642	VUJAY RAY	CHAMRU RAY	Male	41	9973333784	Dor
319671	RANJIT PASWAN	BIMAL PASWAN	Male	25	991835433	Dor
319674	ANGAD KUMAR	LALI RAY	Male	22	6206622081	Dor
319679	SUDHIR KUMAR	BASIST PASWAN	Male	24	7644853810	Dor
319705	BABURAM RAY	BARAHAM RAY	Male	30	9958148217	Dor

990 991 992 First



25°19'19.8"N 85°24'17.4"E - Go... x +

google.com/maps/place/25°... | Other Bookmarks



Map

Imagery ©2020 Maxar Technologies, Map data ©2020 India Terms Send feedback 10 m

Garuda - Mobile App



The screen is titled 'चक्षु - The Covid Tracker'. It displays a section 'प्रभावित व्यक्ति की स्थिति - Condition of the Person affected' with a list of symptoms, each with an unchecked checkbox:

- सूखी खांसी - Dry Cough
- साँस लेने में तकलीफ़ - Difficulty Breathing
- बुखार - Fever
- सर्दी - Cold
- दस्त - Diarrhoea
- गले में खराश - Soar Throat
- सिरदर्द - Headache
- शरीर में मरोड़ - Body Ach

The top status bar shows the time 12:02, data usage 0.1KB/s, and battery level 98%.

The screen is titled 'चक्षु - The Covid Tracker' and shows 'Total Record: 55'. It contains two tables of records:

U. ID	Name	Age	Contact
335411	JEETENDRA KUMAR	12	70050573630
Other Contact Panchayat		Ratanpura	Vilage RATANPURA
Ward	Quarantine	Status	
12	At Home (Last Entry: 2020-05-08 Evening)	Monitoring Started	

U. ID	Name	Age	Contact
335421	VISHUN PASWAN	41	6209545847
Other Contact Panchayat		Shahmiyan Rohua	Vilage ROHUA
Ward	Quarantine	Status	
5	(Last Entry:)	Sent For Monitoring	

The top status bar shows the time 12:01, data usage 0.8KB/s, and battery level 98%.

The screen is titled 'चक्षु - The Covid Tracker' and contains a form for address and photo submission:

- इनमें से कोई नहीं None of the above
- क्या घर / क्वारंटाइन कैम्प में स्वयं को सीमित रखें है (Quarantined at home or at camp?)
घर में - At Home
- क्या मकान या घर के बाहर quarantine का पोस्टर लगा है?
 हाँ Yes नहीं No
- Remarks
- Address: 122, 122, Paramount Hills Colony Road, Hakimpet, Hyderabad, Hyderabad, Telangana, 500008, India, IN
Lat: 17.4058158
Long: 78.4123915
- व्यक्ति के घर की फोटो खींचें और सबमिट करें
- TAKE A PHOTO SUBMIT

The top status bar shows the time 12:02, data usage 1.7KB/s, and battery level 98%.

BCIMS Dashboard

80 x 80
DMD Bihar
District Patna

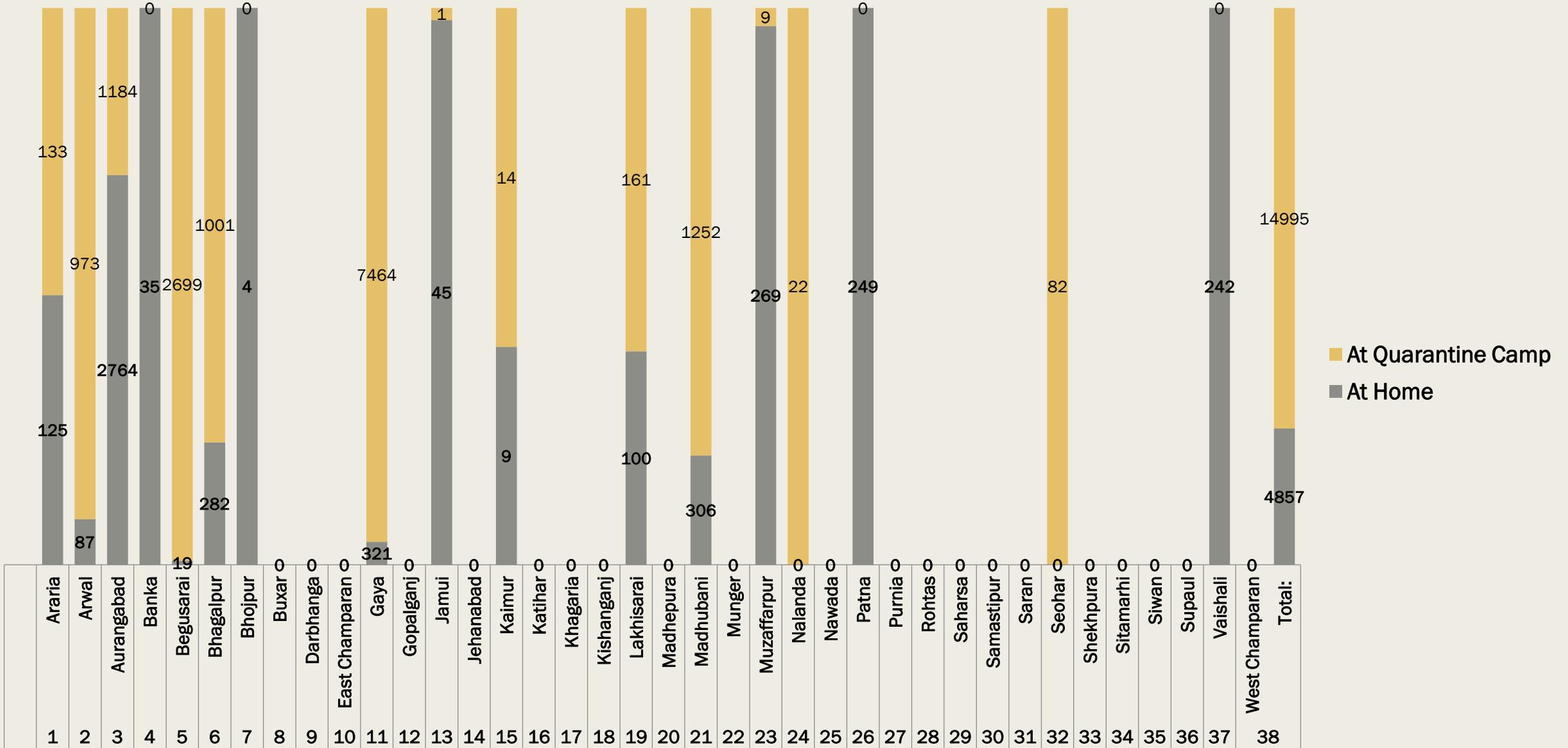
Navigation

- BCIMS Dashboard
- Garuda Dashboard
- Master List
- 14 Days Report
- Travel Report
- Symptoms Report
- Quarantine Report
- User-Wise Complaint
- Complaint List Report
- Garuda Tracking report
- Garuda Symptoms monitoring report

Initially Recorded Data

Total Travellers Registered 346370	Travel Type Other 13388	Non Symptoms (Flu Like) 345345	Quarantine Not Required 326459
International travellers 17772	Domestic travellers 315211	Symptoms (Flu Like) 1026	Quarantined At Home 4857
International Travel days < 14 55	Domestic Travel days < 14 20562	Flu like Symptom with underlying diseases 116	Quarantined At Camp 14988
International Travel days > 14 17717	Domestic Travel days > 14 294167		

District-wise Quarantine Information (Home/Camp)



**Managing Calls & Requests – State
Emergency Operation Center
(SEOC)**

24X7 Helpline

- 1070 & 0612- 2294204 /205 popularize through print, electronic and social media
- 20 hunting lines were operational at DMD
- 1 helpline with 10 hunting lines at RC office Delhi
- 1 helpline with 10 hunting lines at CM Secretariat, Patna
- 5 dedicated numbers for outgoing calls at DMD

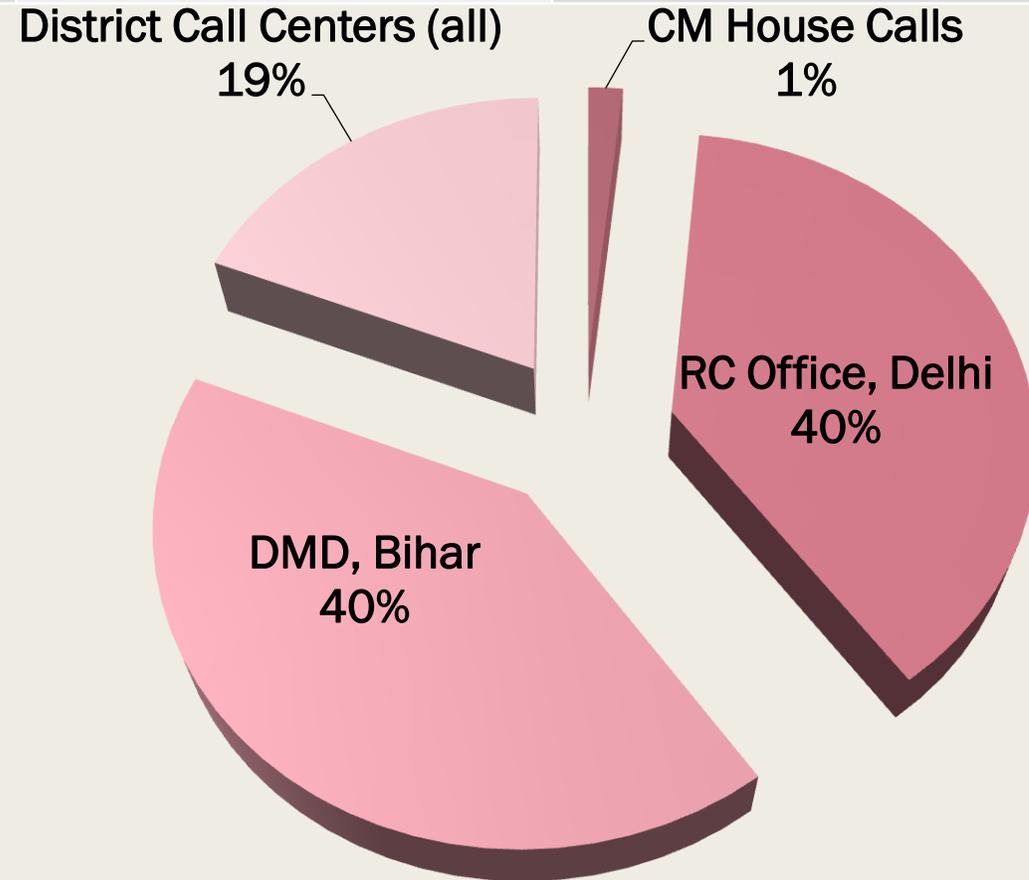


Summary

- **Total calls received- 2,18,922**
 - *Calls from outside Bihar- 196960*
 - *Calls from inside Bihar- 20806*
 - *Expatriates- 1156*

Calls- Sources wise

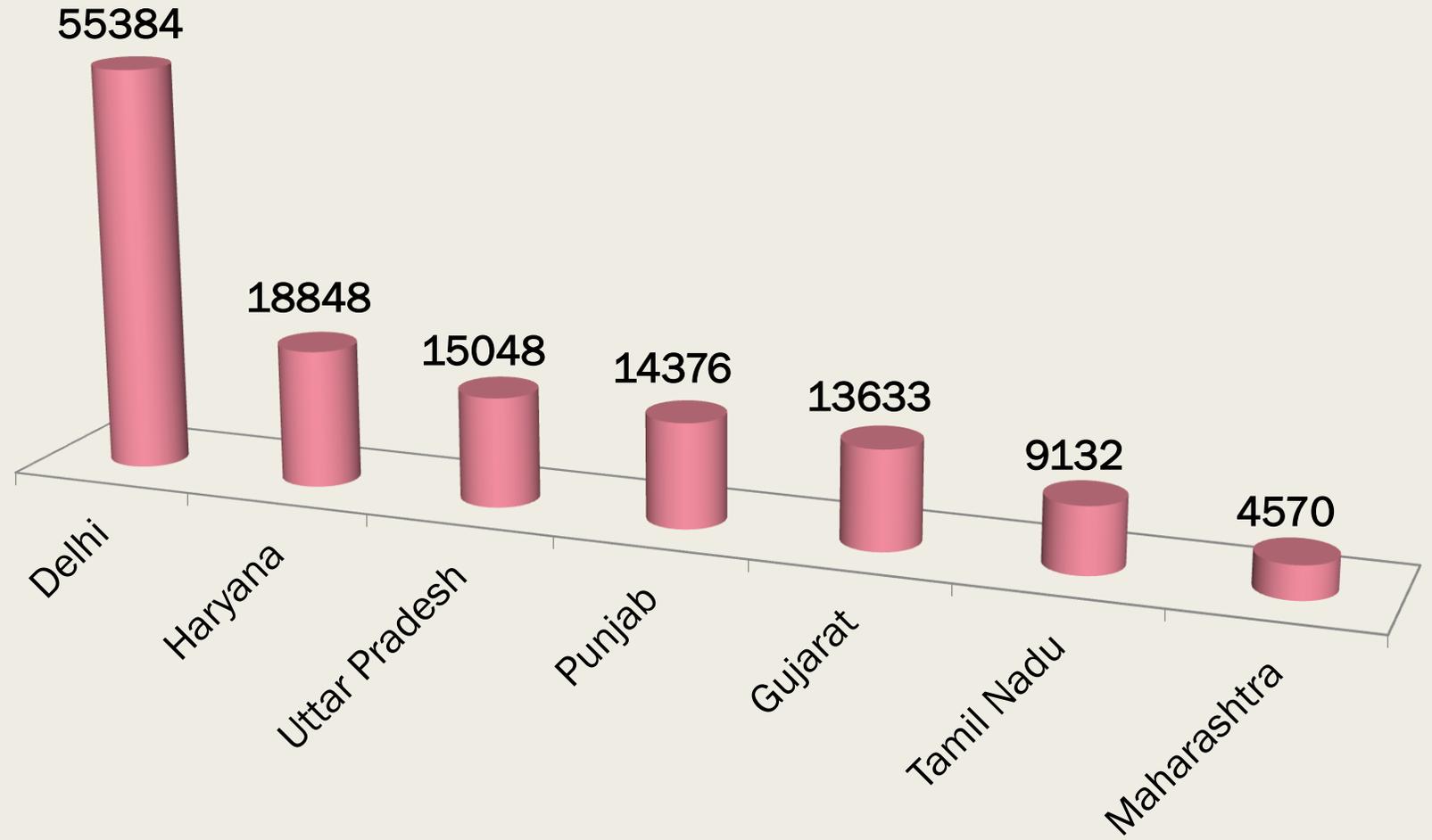
CM House Calls	DMD, Bihar	RC Office, Delhi	District Call Centers (all)
2,202	86,769	87,982	41,969



Calls and messages due to lockdown

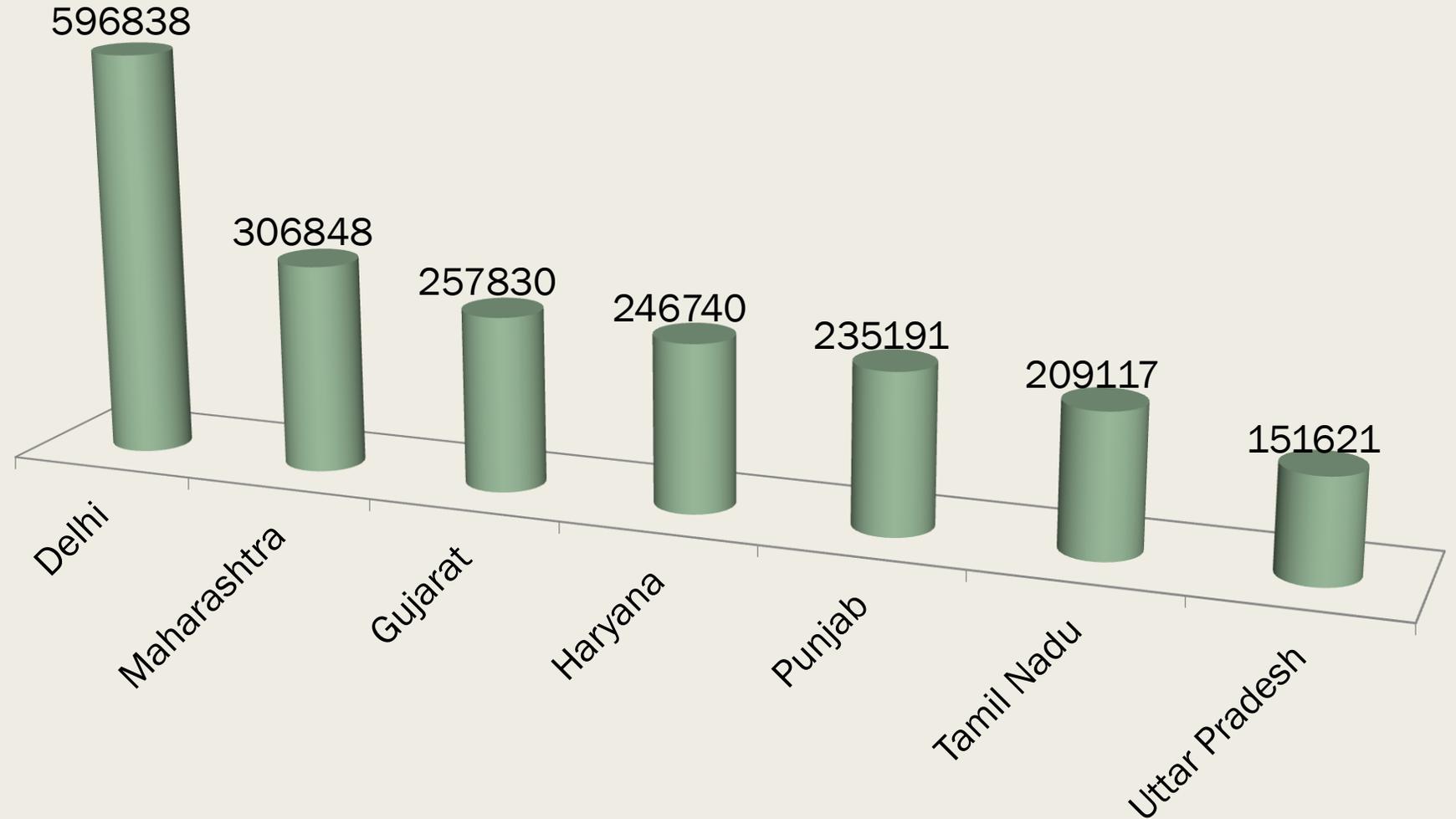
■ Top seven states from where calls received

Delhi	55384
Haryana	18848
Uttar Pradesh	15048
Punjab	14376
Gujarat	13633
Tamil Nadu	9132
Maharashtra	4570



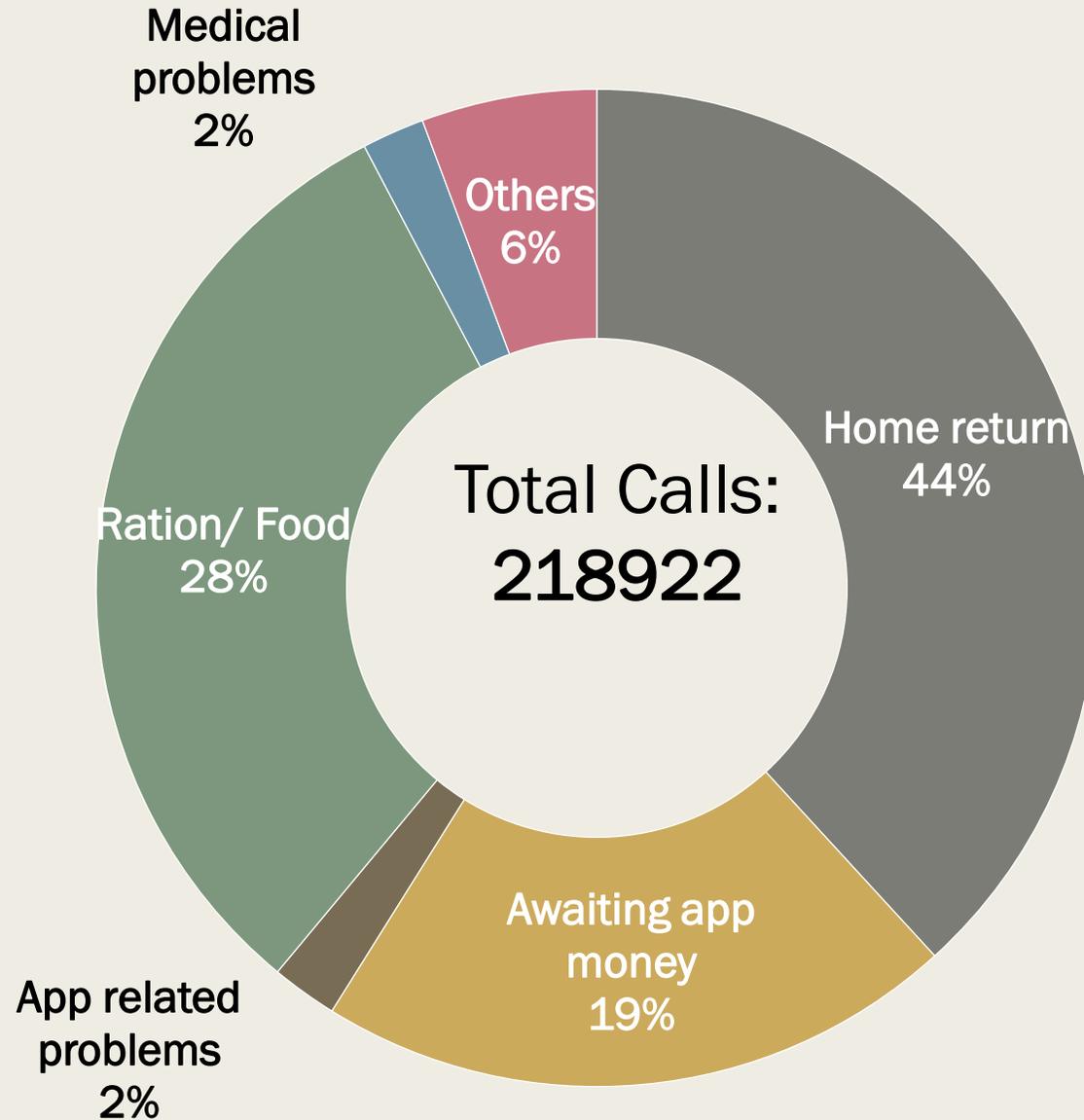
States with maximum no. of persons (from Bihar)

Delhi	596838
Maharashtra	306848
Gujarat	257830
Haryana	246740
Punjab	235191
Tamil Nadu	209117
Uttar Pradesh	151621



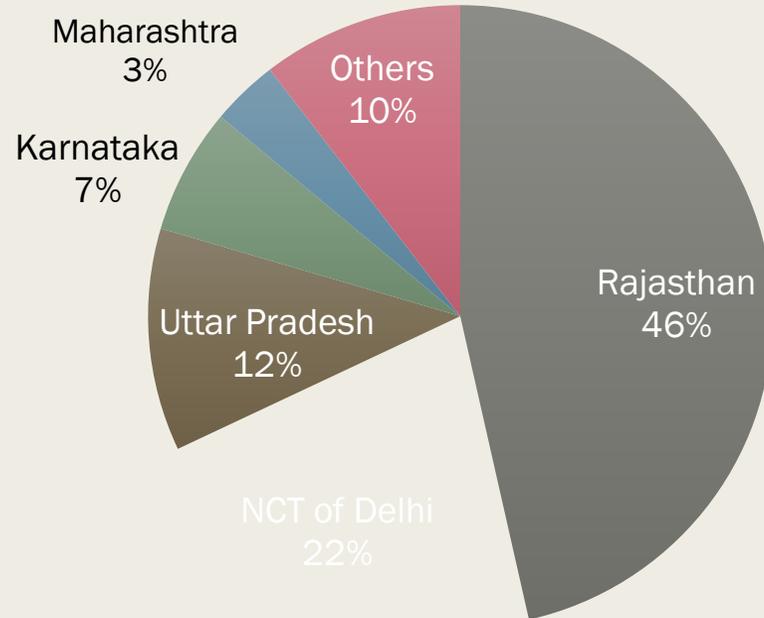
Details of outside calls

Home return	92367
Awaiting app money	39556
App related problems	4137
Ration/ Food	58512
Medical problems	4340
Others	12,227



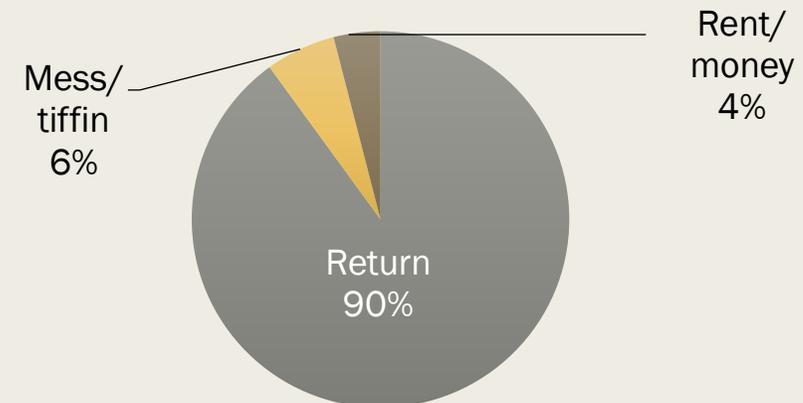
Students helpline

Call at new student helpline (total calls- **3225**)

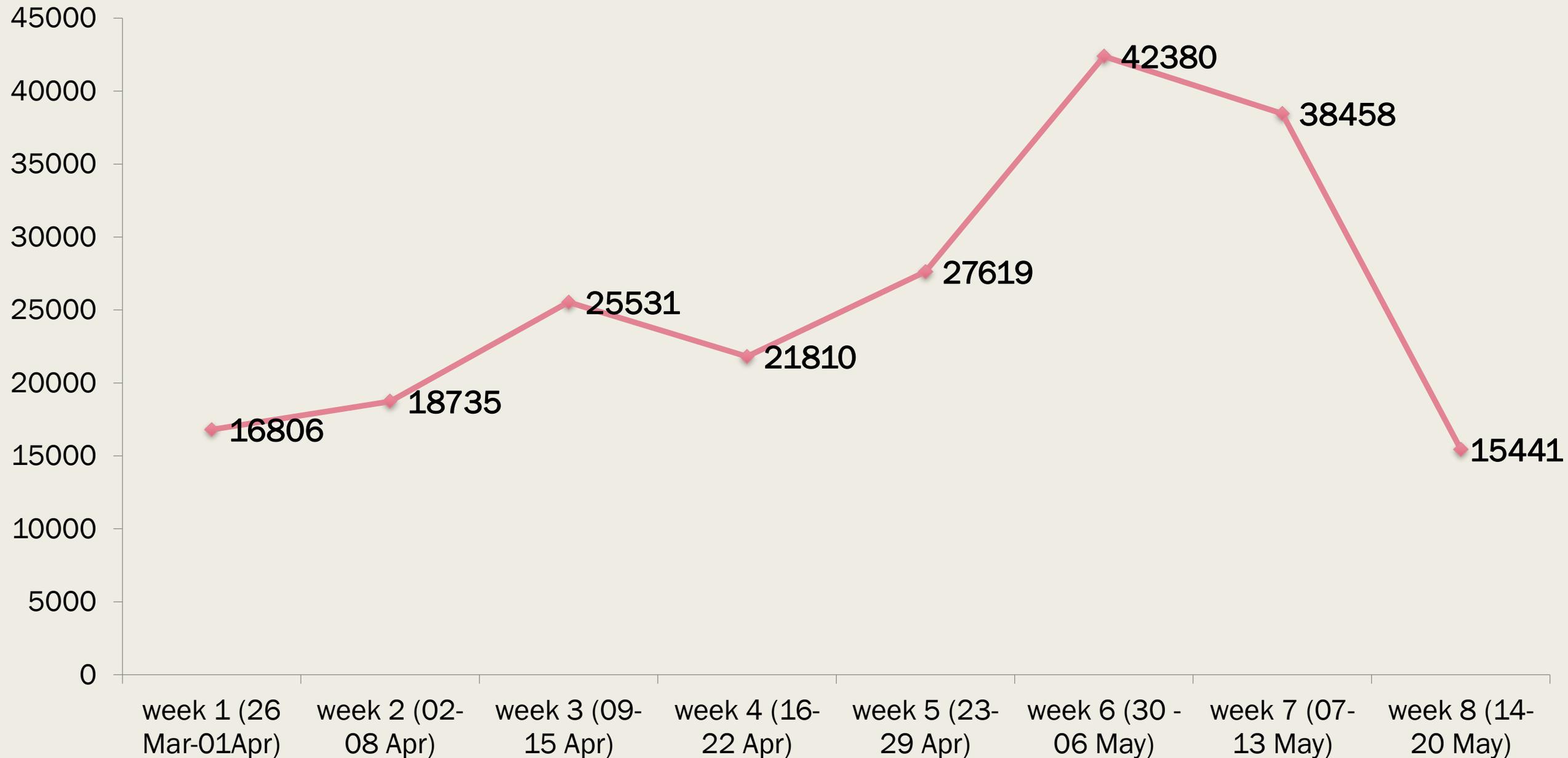


Rajasthan	868
NCT of Delhi	402
Uttar Pradesh	216
Karnataka	122
Maharashtra	65
Others	195

Nature of calls	
Return	90%
Mess/ tiffin	6%
Rent/ money	4%



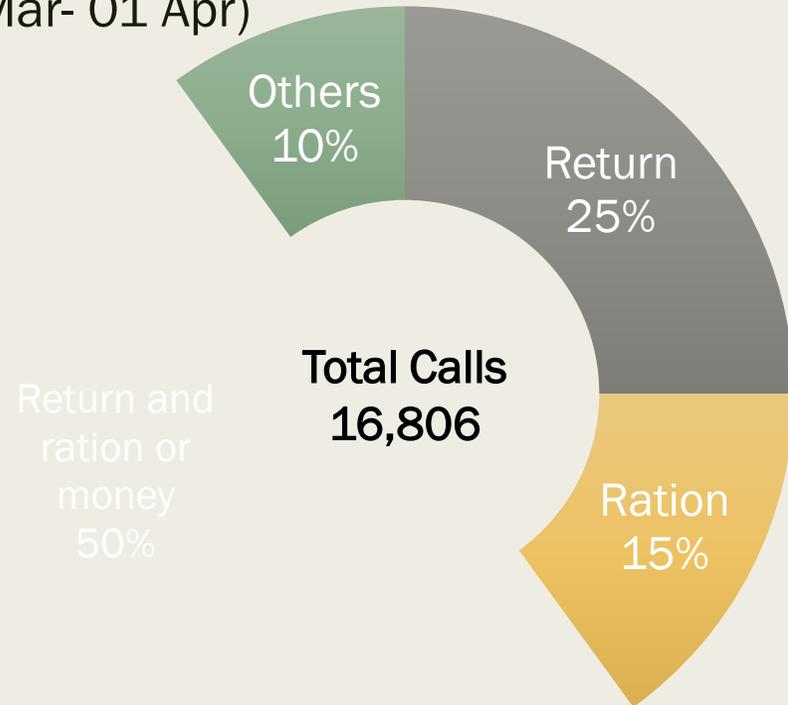
Temporal analysis- week wise calls



Temporal analysis of nature of calls

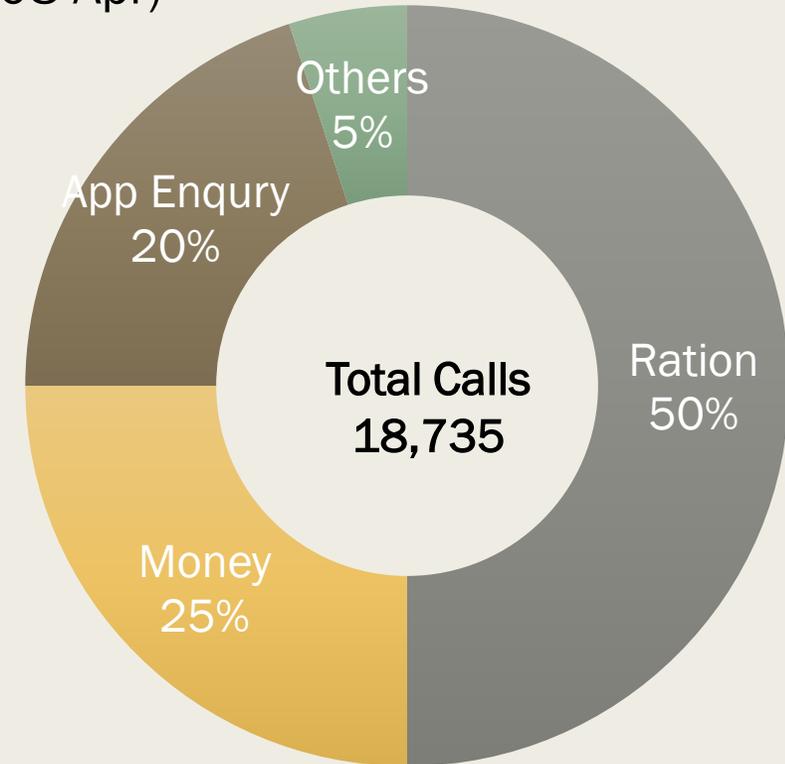
Week-1

(26 Mar- 01 Apr)



Week-2

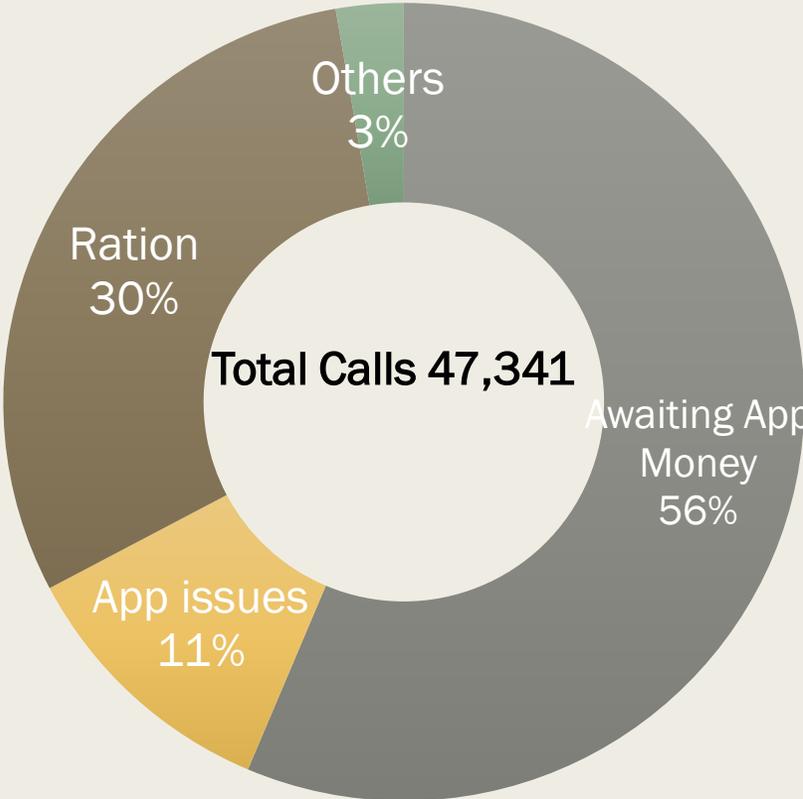
(02-08 Apr)



Continued...

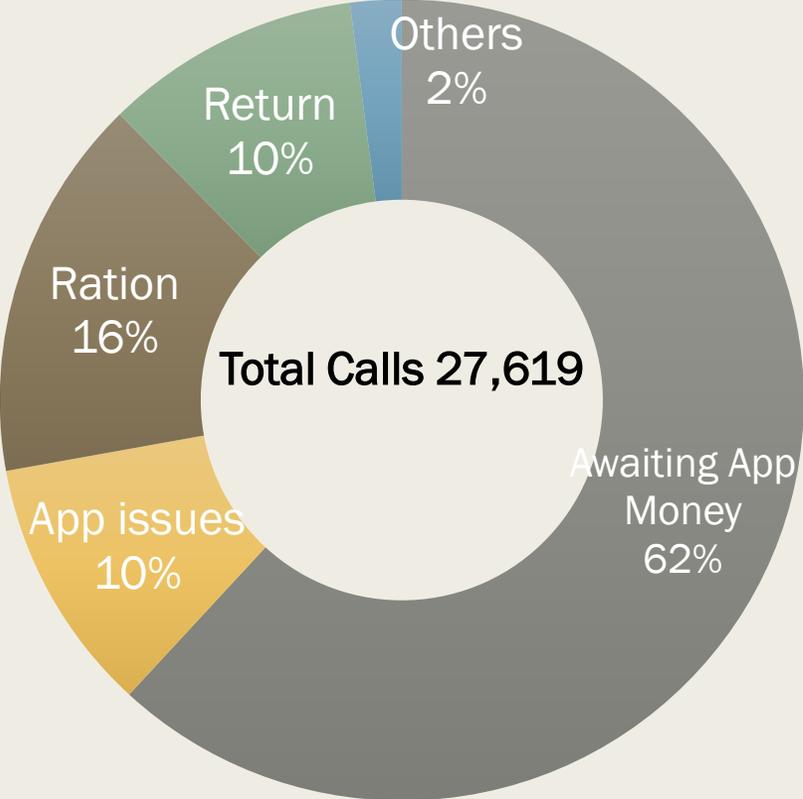
Week-3 to Week-4

(09 - 22 Apr)



Week-5

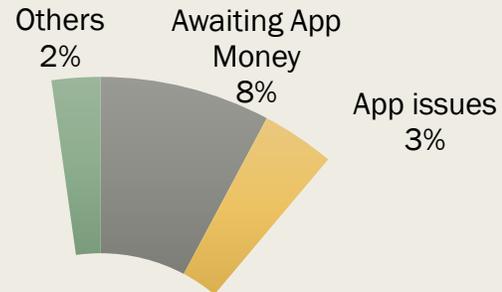
(23 - 29 Apr)



Continued...

Week-6

(30 Apr – 06 May)

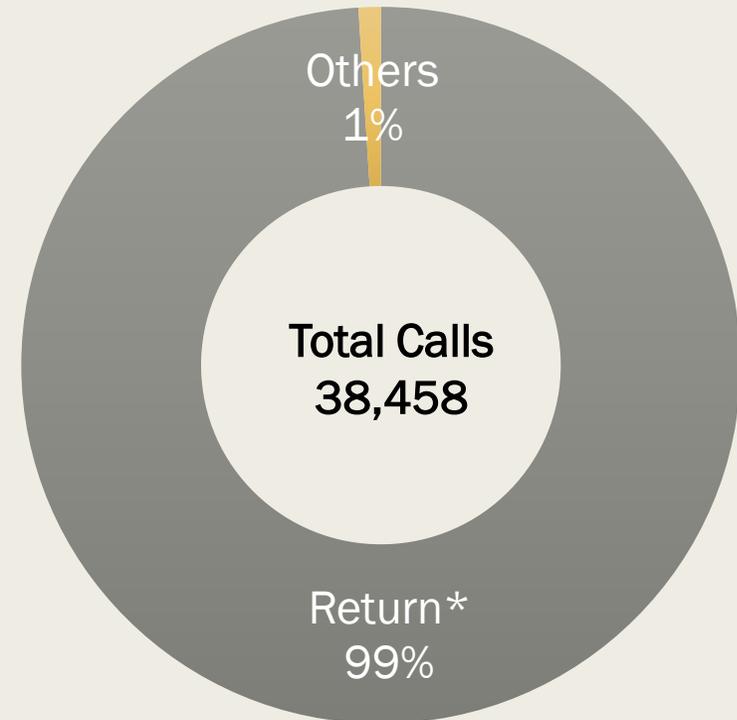


Total Calls
42,380

Return
87%

Week-7

(07- 13 May)



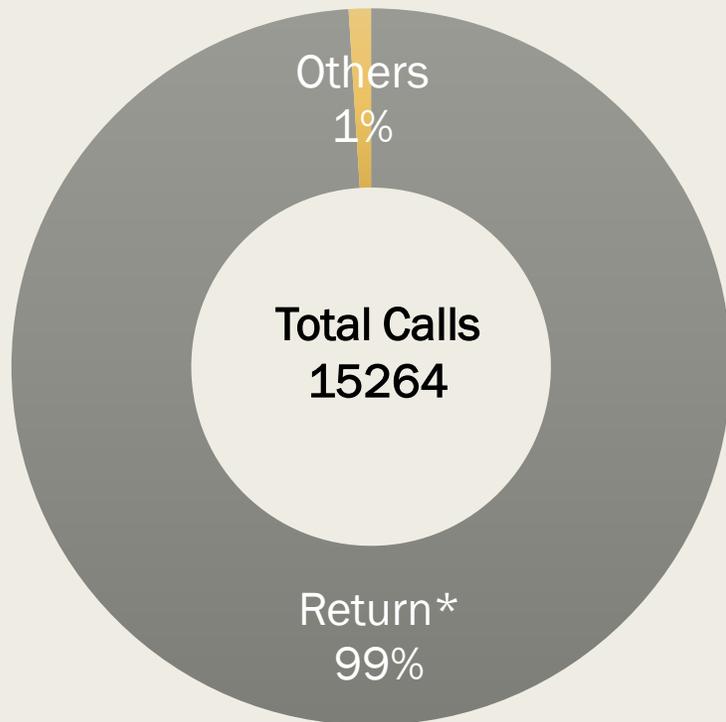
Total Calls
38,458

Return*
99%

*Note: Calls about special trains, enquiry, how to register and board special train, bus and vehicle passes; registration not being honored by authorities.

Week-8

(14- 20 May)



Providing Food and Lending help to the Stranded

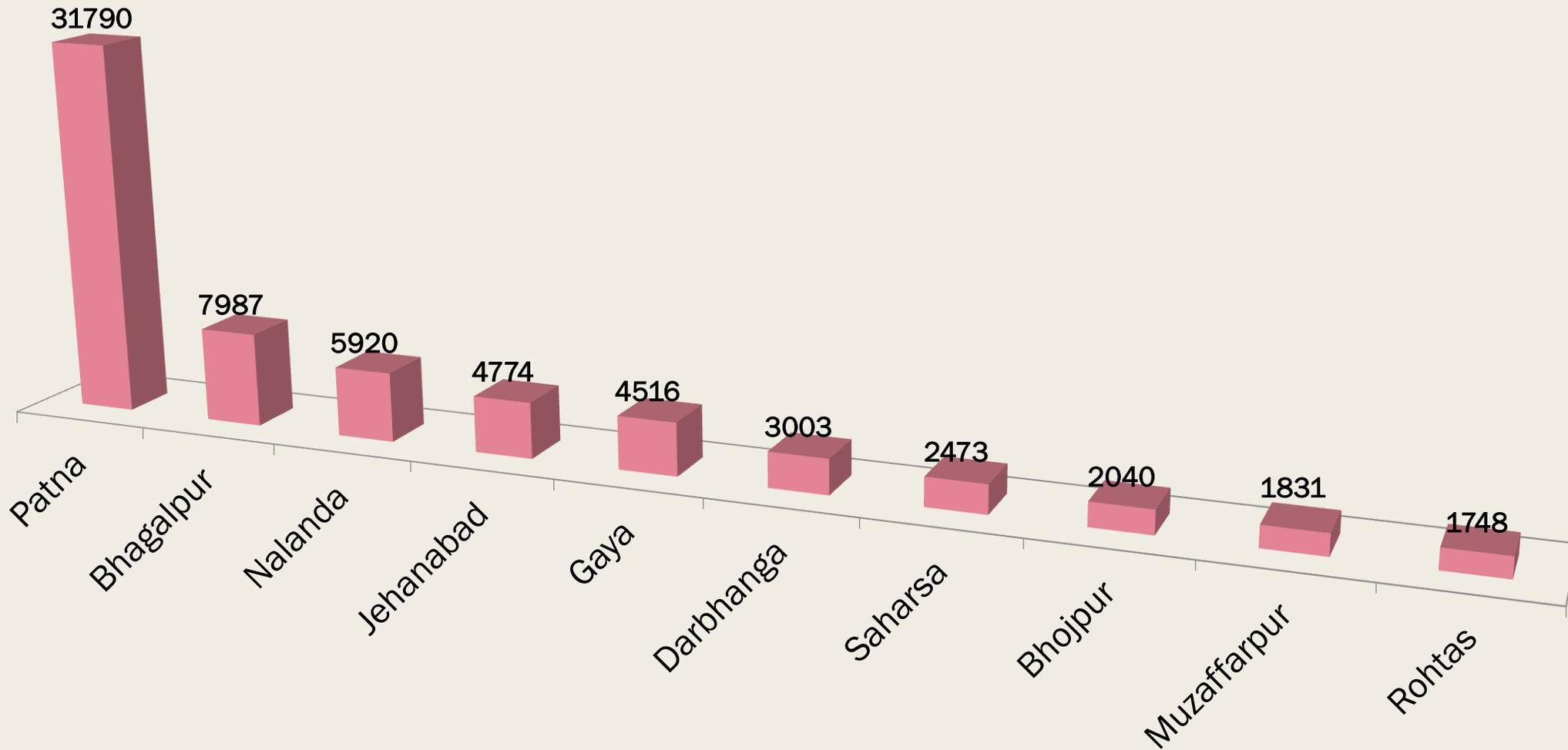
Aapda Rahat Kendra

- Aapda Rahat Kendra (ARK) for poor and needy persons stranded in urban areas since 27 March 2020.

Week	Week – 1 (26 Mar – 1 Apr)	Week – 2 (2-8 Apr)	Week – 3 (9-15 Apr)	Week – 4 (16-22 Apr)	Week – 5 (23-29 Apr)	Week – 6 (30 Apr – 4 May)	Week – 7 (5-11 May)	Week – 8 (12-18 May)
No. of ARK	128	150	153	199	203	201	172	1102
No. of people served meals per day in ARK	9815	17964	24499	63169	72014	63250	68551	507795



No. of People Served Meals per day in ARK



Seema Aapda Rahat Kendra

- Seema Aapda Rahat Kendra (SARK) at borders for medical screening of and providing food to incoming returnees.
- SARK are functional in 17 districts with 89 camps.

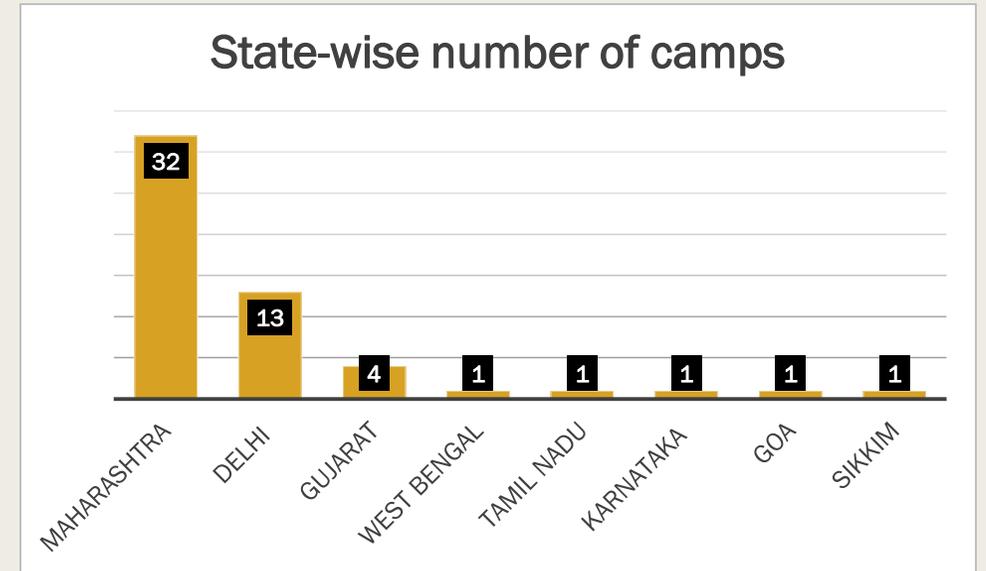
Week	Week – 1 (26 Mar–1 Apr)	Week – 2 (2-8 Apr)	Week – 3 (9-15 Apr)	Week – 4 (16-22 Apr)	Week – 5 (23-29 Apr)	Week – 6 (30 Apr – 4 May)	Week – 7 (5-11 May)	Week – 7 (12-18 May)
No. of SARK	27	12	14	28	27	18	21	149
No. of people served meals/ day in SARK	524	208	457	1074	1032	947	2700	33810



The feeding hand of Bihar;

9 states, 13 cities, 54 centres

- To provide meals and dry ration packets mainly to Biharis stranded outside Bihar.
- **Bihar Foundation** runs centres; fund from **CMRF**
- Mumbai: 25, Delhi: 13, Pune: 6



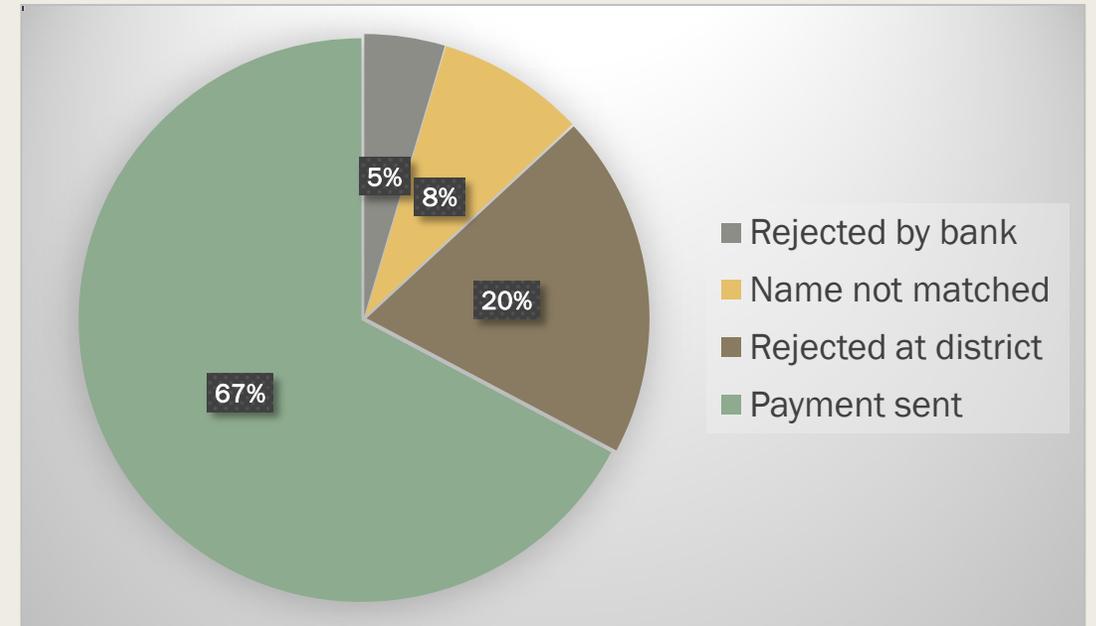
Week	Week – 1	Week – 2	Week – 3	Week – 4	Week – 5	Week – 6
No. of centres	18	37	48	52	55	42
No. of meals provided per day	9910	24347	38147	42654	56105	27640
No. of dry ration packets	726	1729	2732	2315	1315	2121

Bihar Corona Tatkal Sahayata

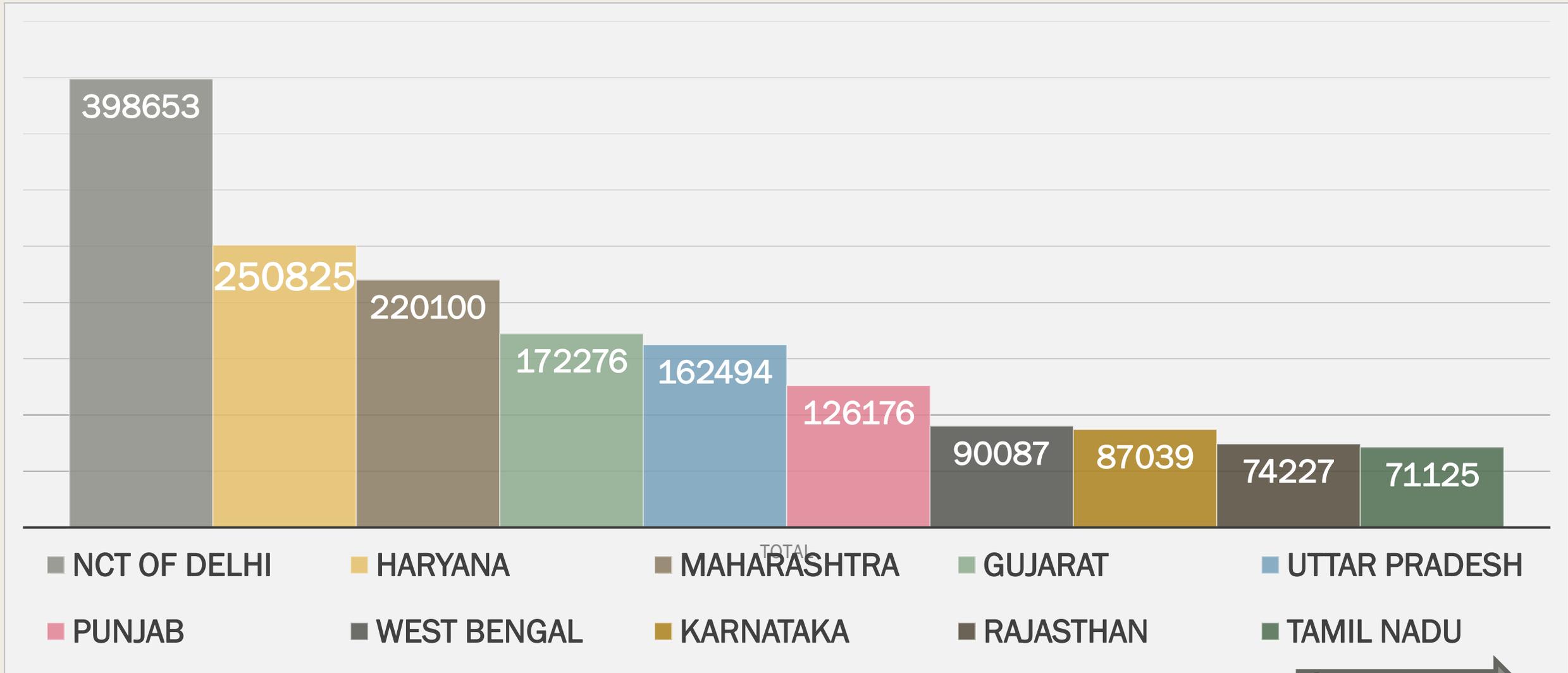
- Bihar became the first state to launch DBT support to stranded Biharis outside the state.
- Rs. 1000/- per family is provided directly to bank accounts.



Total beneficiary registered	29,13,955
Rejected by bank	1,34,096
Name not matched	2,46,857
Rejected at district	5,74,067
Payment sent	19,58,935

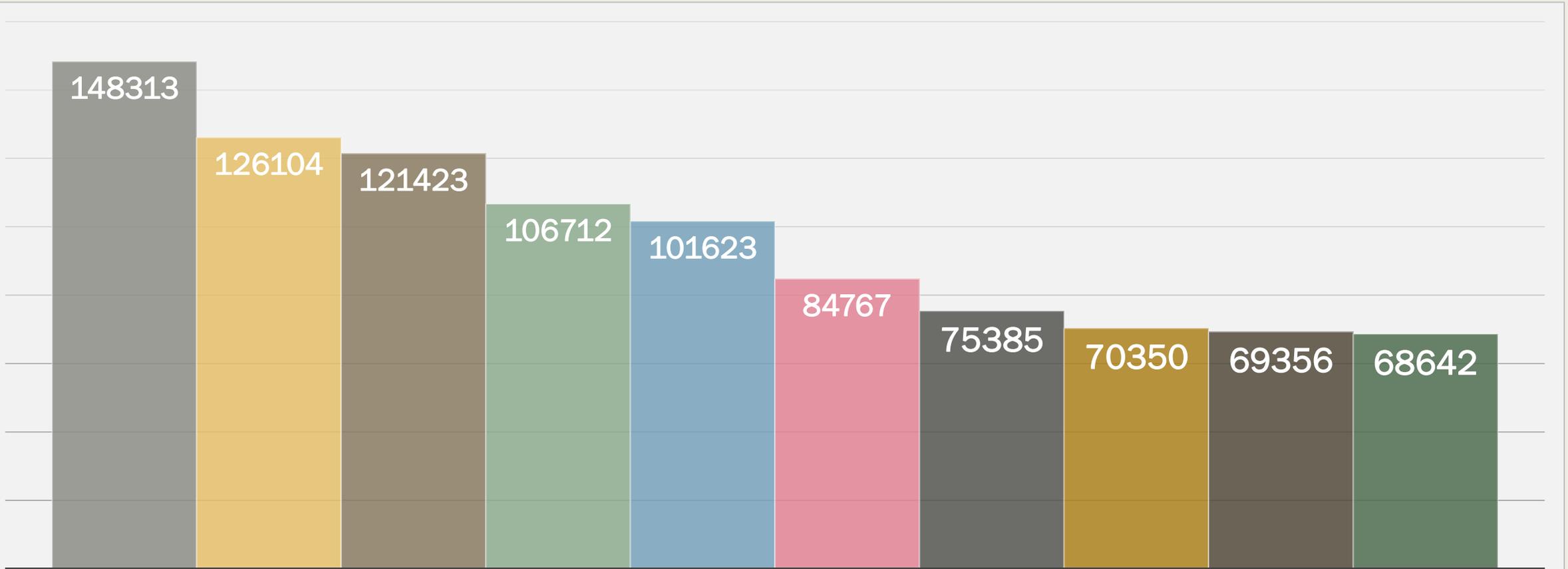


Top 10 States



State-wise [list](#) 

Top 10 Districts



1

■ MADHUBANI

■ SARAN

■ MUZAFFARPUR

■ PURBI CHAMPARAN

■ DARBHANGA

■ SIWAN

■ SITAMARHI

■ SAMASTIPUR

■ GOPALGANJ

■ VAISHALI

District-wise [list](#) 

DBT to Ration Card Holders

- Bihar provided Rs.1000/- per family to all 1.23 Cr. Ration Card Holding families via PFMS; Rs. 1230 Cr. Payment made.
- Special help of Rs.1000 to 25.48 families surveyed by Jeevika and NULM; Rs.250 Cr. Payment made.



PMNS

Coordination at Multiple Points and Multiple Levels

Daily Video-conferencing with districts





Strategic meetings for Operational Planning

Oversight & Coordination

- VC by H'ble CM with DMs, SPs and key departments
- VC by H'ble CM with panchayati raj representatives
- VC by CS with DMs
- Regular CMG meetings
- Based on contacts in and familiarity of different states, AIS officers of Bihar were informally chosen as Nodal Officers for inter-state coordination
- They got food and ration arranged for stranded Biharis by making calls to their designated states; Covid healing touch WhatsApp group
- This set-up of Nodal Officers for States was formalized on 29.04.2020 when inter-state movement was allowed
- Call and messages of migrants entered in database and analyzed to plan trains

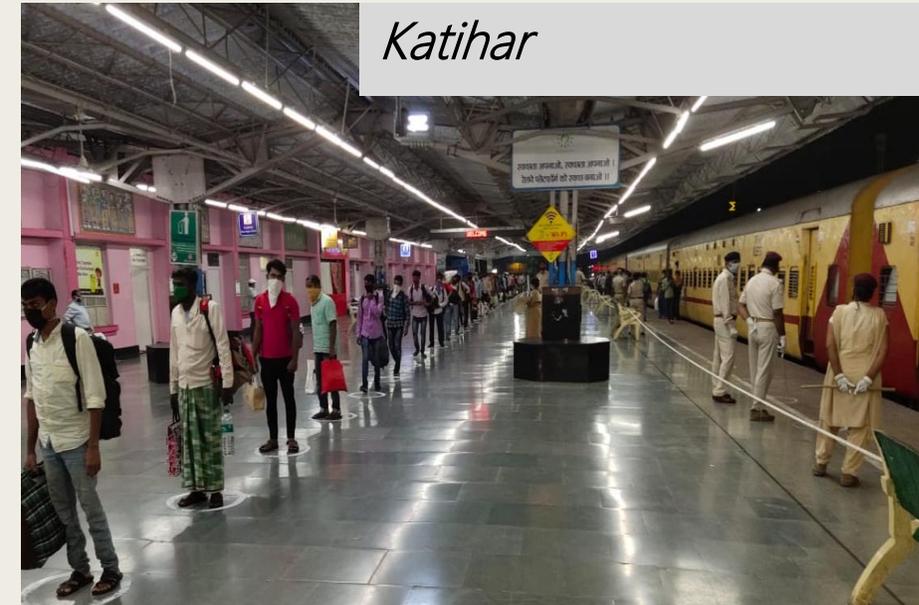
.....Continued

- 10 AM daily Zoom call meeting with DMD, Transport Dept. and State Nodal Officers
- Quick decision on source and destination planning for trains; consents issued at DMD within an hour; no communication gap
- Train details entered on COVID Bihar Portal for overview and planning
- For coordination with districts, senior officer at DMD were allocated divisions
- Districts were contacted to redress issues - - - a) reported in media b) from calls made to Block Quarantine Centers c) flagged by RC office, CM House & others
- Principal Secretary - DMD held VCs with DMs & senior officers of other States to provide succour to the suffering migrants of Bihar
- Quick personal calls preferred over official correspondence

Evacuation – Managing Movement

Evacuation & Home Coming

Katihar



Darbhanga



Khagaria



Buxar



Gaya



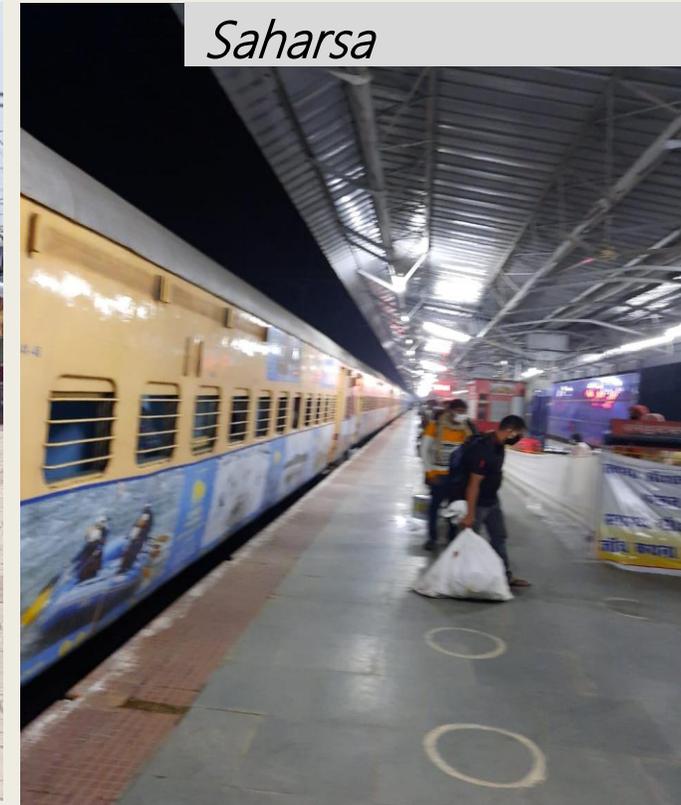
Evacuation & Home Coming



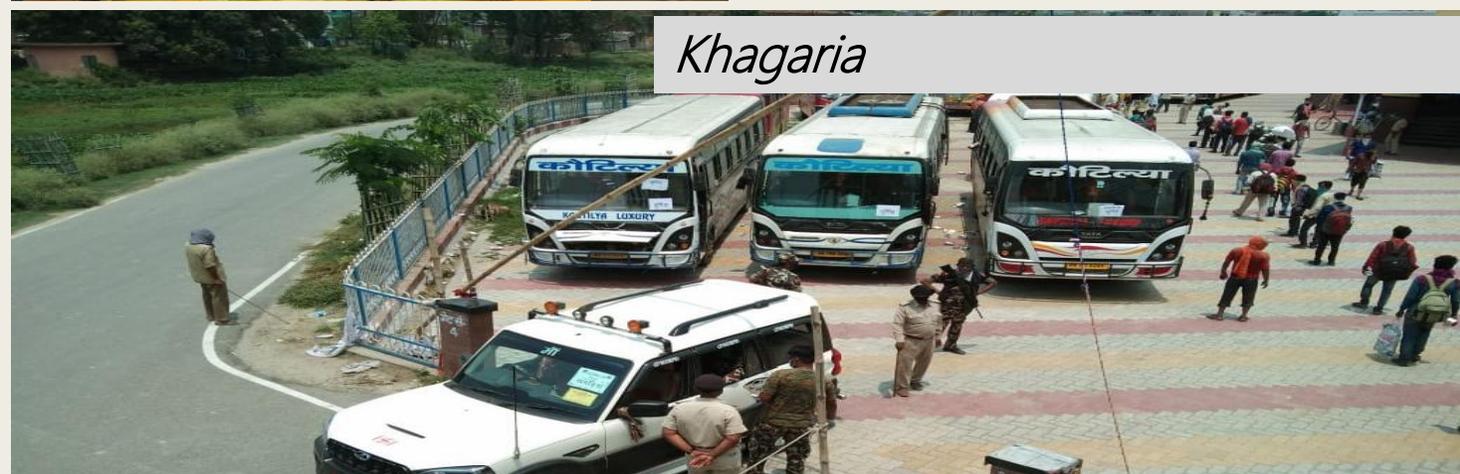
Purnia



Munger



Saharsa



Khagaria



Gaya

Evacuation & Home Coming



Kaimur



Saharsa



Sitamarhi



Muzzafarpur

Other support to returning migrants



Migrant labourers raahat shivirs @ Amas, Dobhi & Bodhgaya on NH 02, NH 83 with water, sattu, litti-chokha, ORS, biscuits, milk powder for children.

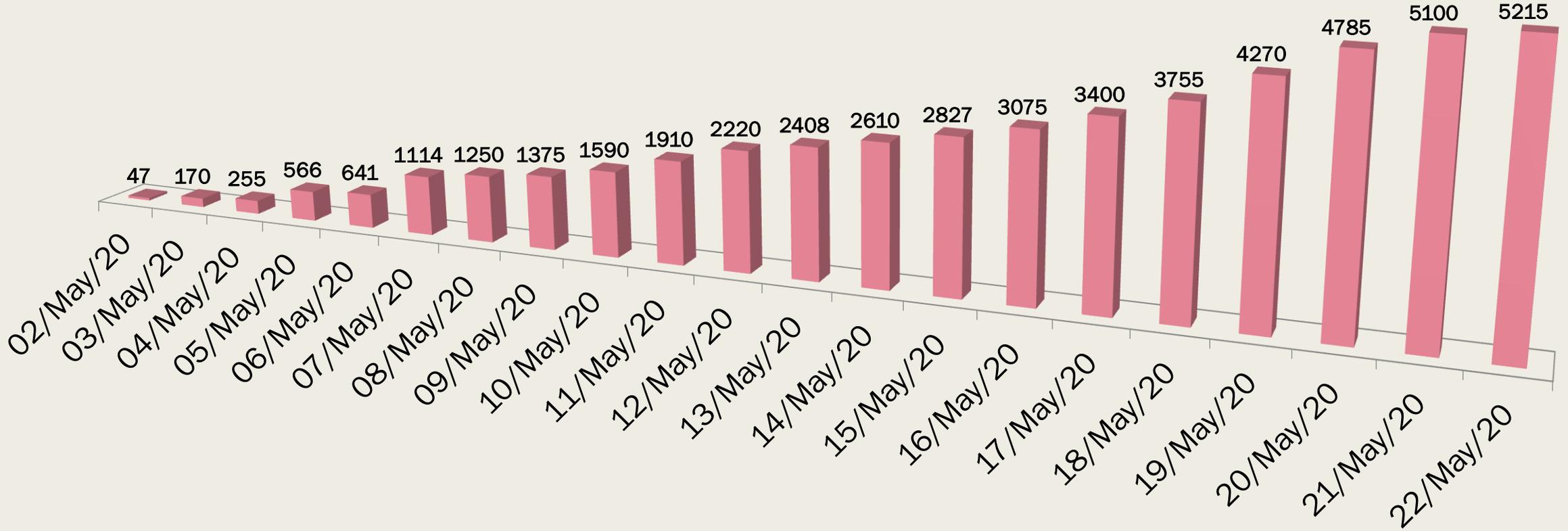


Close Coordination with Other States for Smooth Evacuation

Transportation by Buses

- Influx of returnees began from 01.04.2020 at U.P Bihar border first and then to other bordering districts
- People received and screened at Seema Aapda Rahat Kendra and sent to destination districts by buses. About 400 buses kept in readiness to transport returnees from State border to destination.
- **After 29.04.2020 inter-state movement was officially allowed.**
- Surge of returnees at road borders as well as movement of Shramik special trains started; also transportation from rail heads to destination districts.
- In view of large inter-district relocation 8 nodes - Gaya, Arah, Biharsarif, Hajipur, Musri-gharari, Motihar, Munger and Khagaria
- Vehicle Management Software (VMS) of Elections was adopted by Transport Department

Number of Buses deployed across Bihar



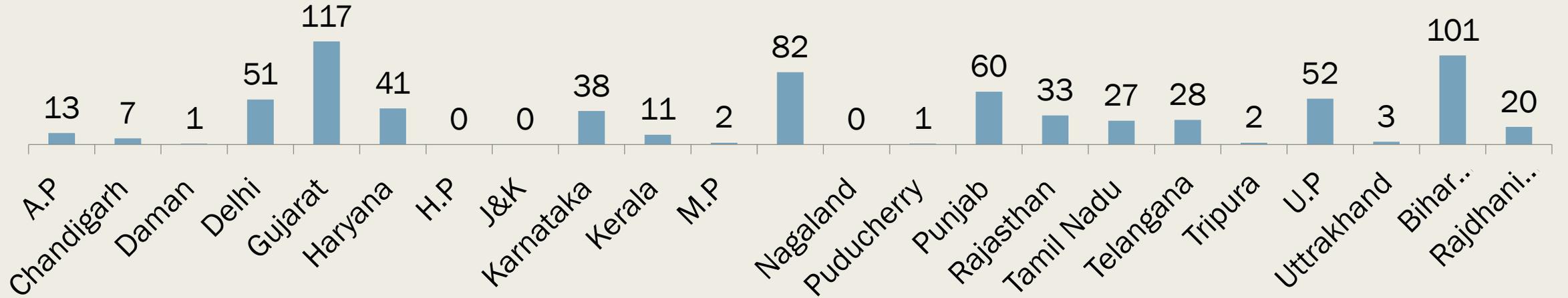
State-wise Train Arrival

- Inter-state movement of people allowed on 29 April 2020
- Train movement was started on special request of Bihar
- First train from Jaipur arrived at Danapur on 2 May 2020

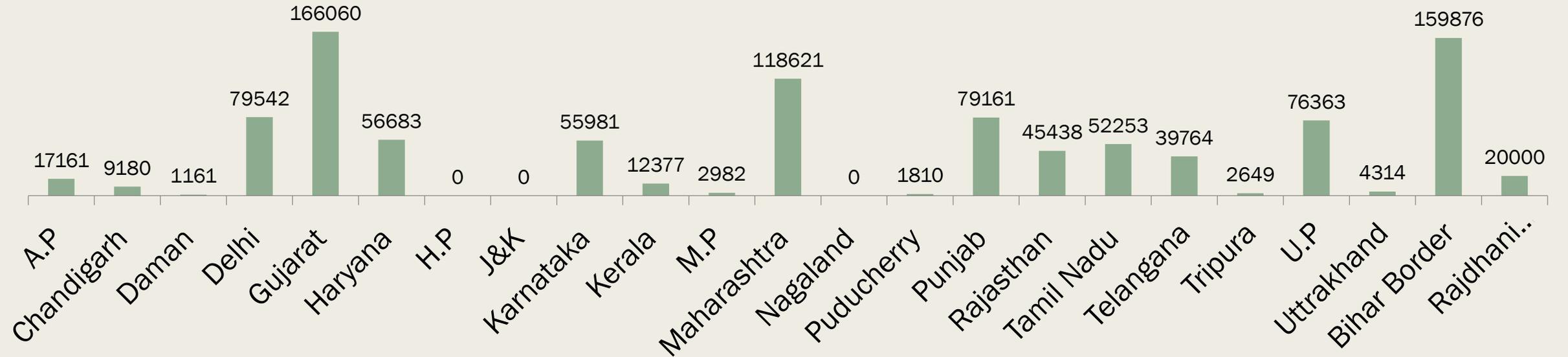


Origin State	Total No. of Trains Arrived	Total No. of Persons Arrived
A.P	13	17161
Chandigarh	7	9180
Daman	1	1161
Delhi	51	79542
Gujarat	117	166060
Haryana	41	56683
H.P	0	0
J&K	0	0
Karnataka	38	55981
Kerala	11	12377
M.P	2	2982
Maharashtra	82	118621
Nagaland	0	0
Puducherry	1	1810
Punjab	60	79161
Rajasthan	33	45438
Tamil Nadu	27	52253
Telangana	28	39764
Tripura	2	2649
U.P	52	76363
Uttrakhand	3	4314
Bihar Border	101	159876
Rajdhani Special	20	20000
Grand Total	690	1001376

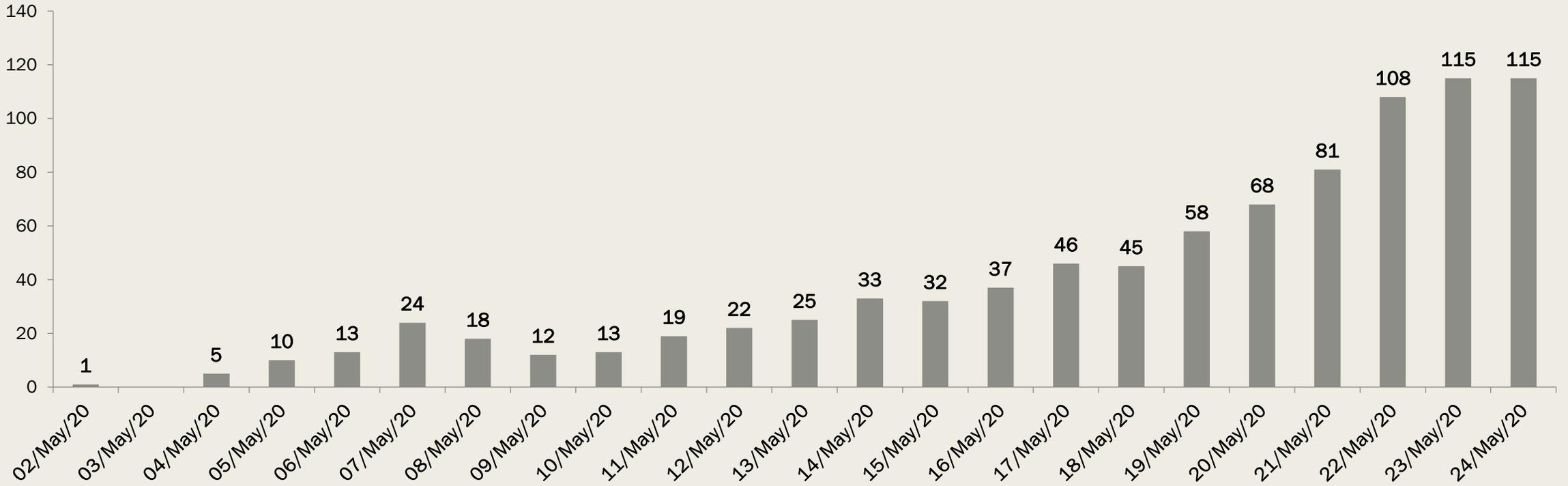
Total No. of Trains Arrived



Total No. of Persons Arrived

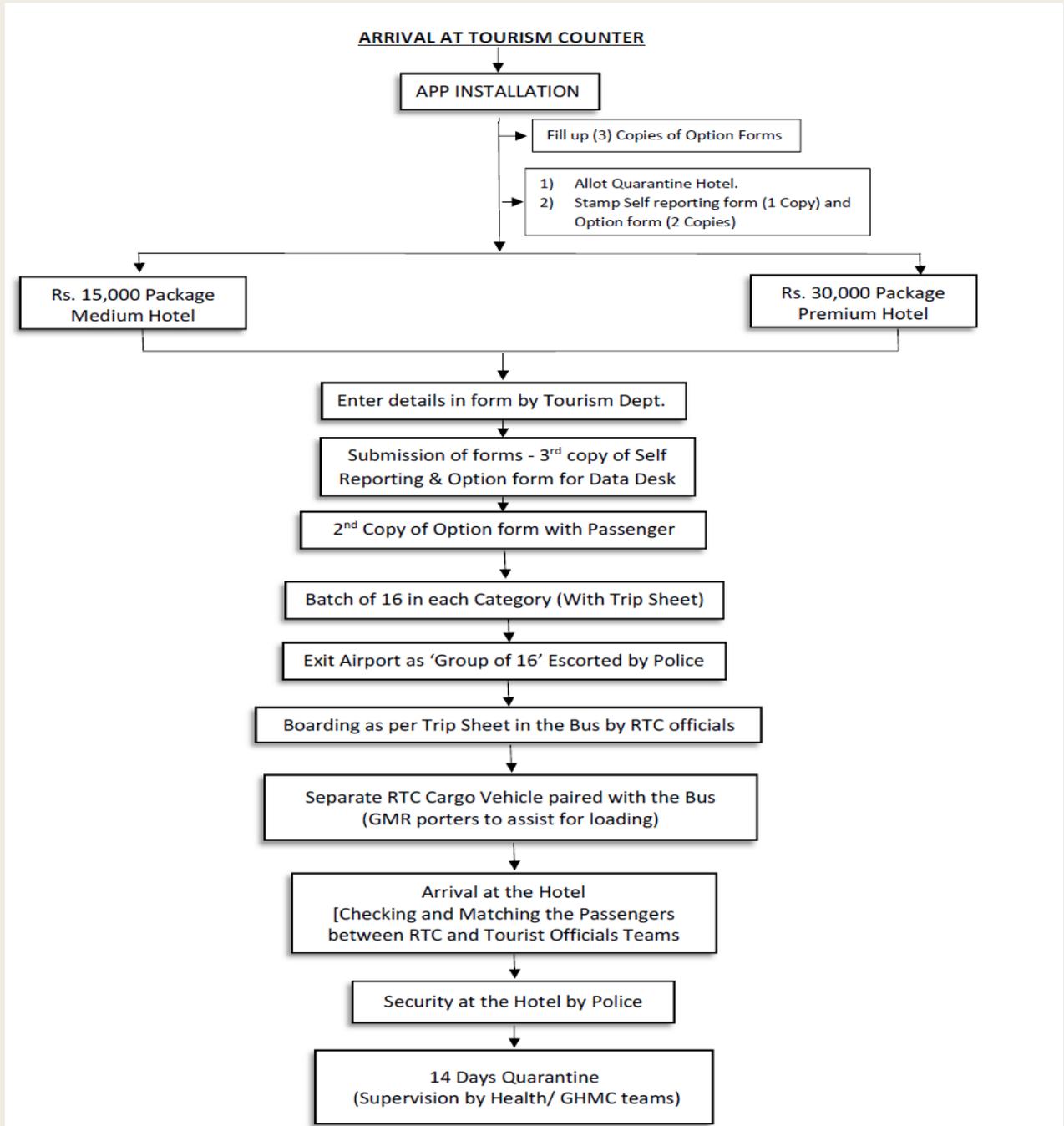


Trains Scheduled Date wise





SOP for Arrival



Flights – Vande Bharat Mission

Evacuation by Flights

- Designated Airport **Gaya**
- Nodal Officer: **Divisional Commissioner, Magadh**
Booking of flights at Indian Missions abroad.
- Booking of rooms for paid quarantine on www.vandebharatgaya.in
- Mock drill exercise conducted on 11-05-2020.

First flight arrived at Gaya airport from London via Varanasi on 18-05-20 May at 03:45 PM. The flight was carrying 41 passengers.



Scheduled Flights

- New flights are scheduled
- From Muscat (Oman) to Gaya on 24-05-20 at 06:30 AM carrying 124 passengers from Bihar and 15 passengers from Jharkhand.
- From Doha (Qatar) to Gaya on 25-05-20
- One Flight is also scheduled from Bishkek (Kyrgyzstan) to Gaya on 26-05-20.

Keeping the People Safe from COVID19

Life at Quarantine Centers



Life at Quarantine Centers



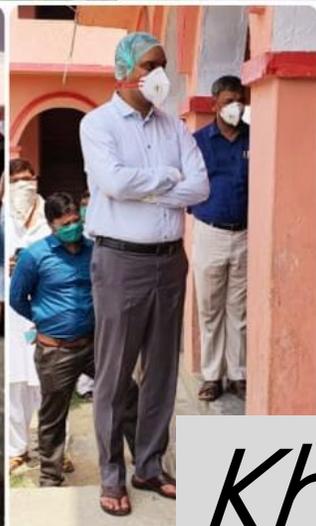
Arwal



Life at Quarantine Centers



Life at Quarantine Centers



Khagaria

Life at Quarantine Centers



Physical activities in Quarantine Centres



Ramadan & Eid Celebrations in Quarantine

Centres



Muzaffarpur

Vaishali



Kishanganj

Ramadan & Eid Celebrations in Quarantine

Centres



Ramadan & Eid Celebrations in Quarantine Centres



Ramadan & Eid Celebrations in Quarantine Centres



Ramadan & Eid Celebrations in Quarantine Centres



Ramadan & Eid Celebrations in Quarantine Centres



Enforcement of Social Distancing



Skill enhancement support



Training on toilet construction and swachhta to migrants in quarantine center

Interaction of Hon'ble Chief Minister with Quarantine Centre occupants for quality monitoring (23-25 May 2020)



Village Quarantine Camps (VQC)

- Returnees began entering Bihar as soon as Delhi & U.P. buses started. People kept trickling in through various means.
- VQCs were opened in schools from 01.04.2020
- 14 days stay; provided with food, utensils, clothes and dignity kit
- Provision for drinking water, sufficient toilets, CCTV, social distancing, medical check-up and a Block Control Room for

Dignity Kit

Bucket & mug

Soap & shampoo pouch

Hair oil

Comb & mirror

Tooth paste & brush

Clothing

Men- Lungi, dhoti, towel & vest

Women – Sari, petticoat & blouse piece

Children – Pant, shirt / Frock, pant

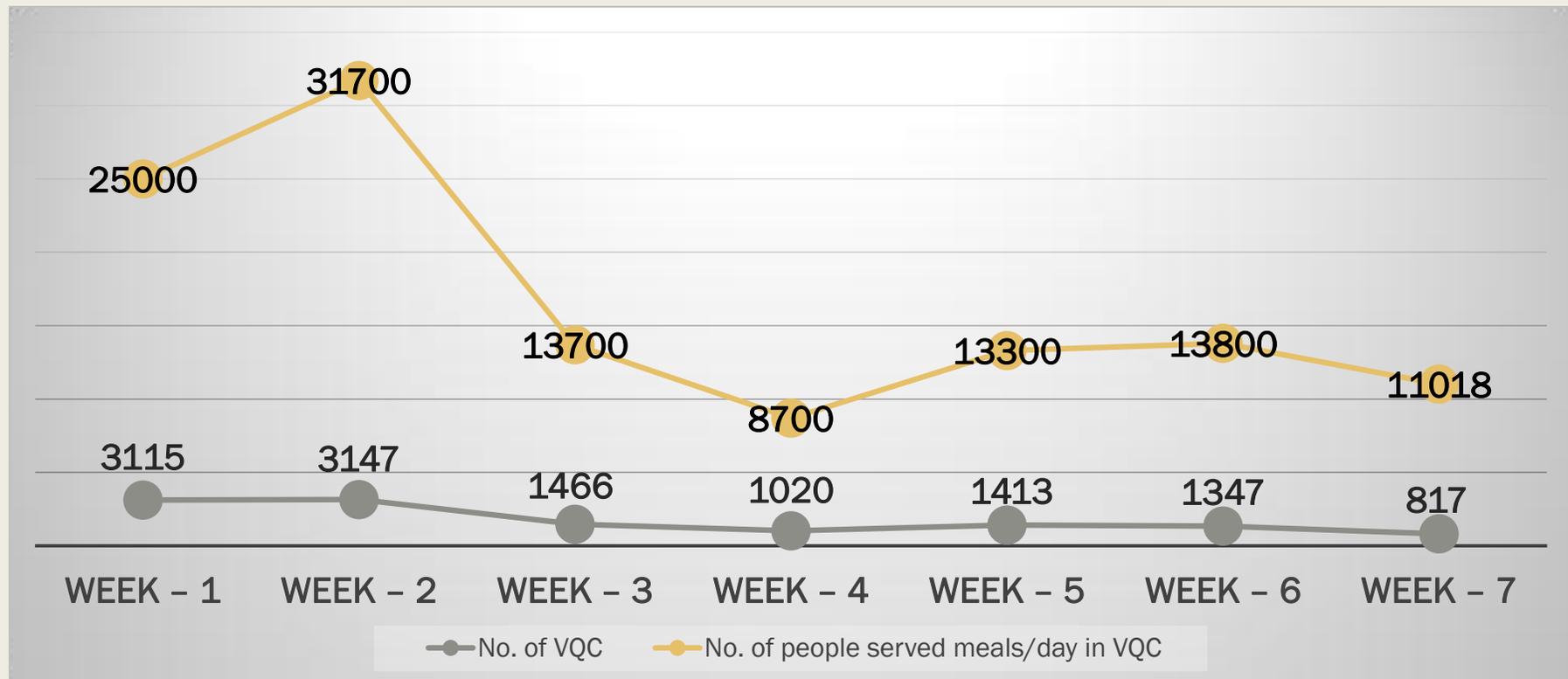
Utensils (stainless steel)

Adult – Plate, bowl, & glass

Children – small plate, bowl & glass

Village Quarantine Camps (VQC)

Week	Week – 1 (26 Mar–1 Apr)	Week – 2 (2-8 Apr)	Week – 3 (9-15 Apr)	Week – 4 (16-22 Apr)	Week – 5 (23-29 Apr)	Week – 6 (30 Apr – 4 May)	Week – 7 (5-11 May)
No. of VQC	3115	3147	1466	1020	1413	1347	817
No. of people served meals/day in VQC	25000	31700	13700	8700	13300	13800	11018



Block Quarantine Camps (BQC)

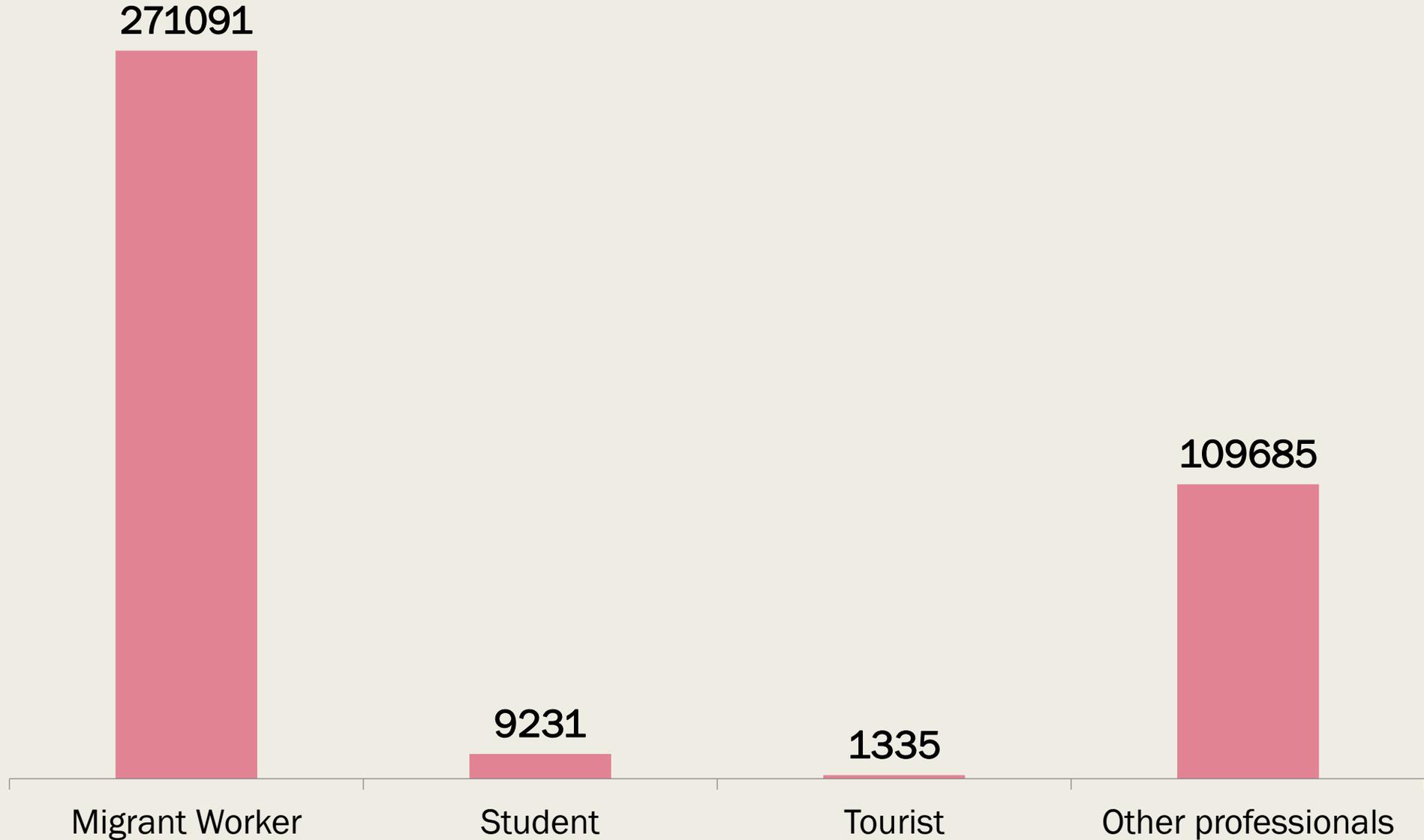
- Inter-state movement allowed by MHA on 29.04.2020
- Shramik special trains started on request of Hon. CM Bihar
- BQCs started from 01.05.2020 for housing the returning labourers; **14 days stay**
- Food, utensils, clothing, rug, mosquito net and dignity kit to all inmates
- Provision for drinking water, sufficient toilets, hand-wash, sanitizer, CCTV, social distancing, medical check-up and a BQC in-charge

BQC: Feedback & Corrections

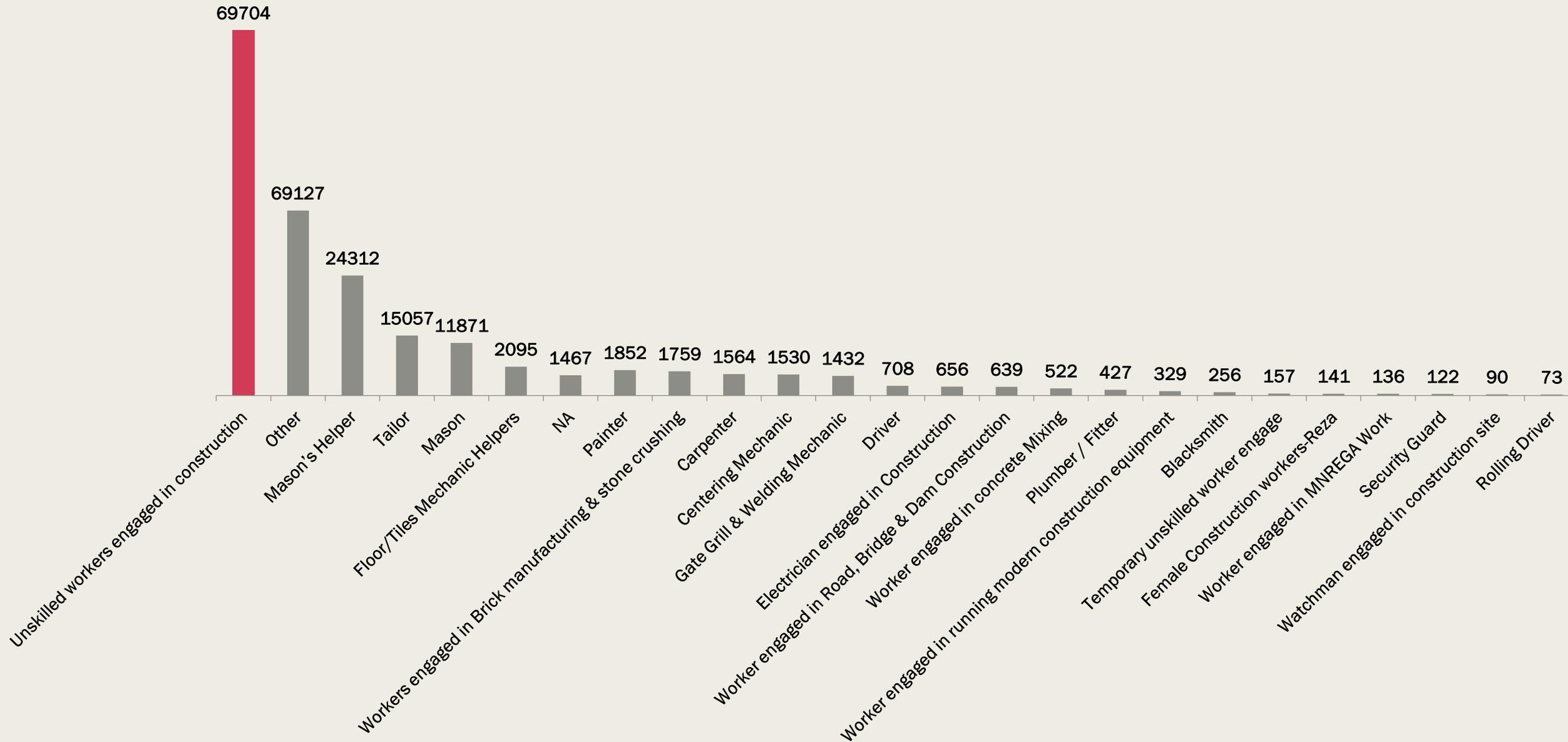
- Contact details, skills and professions of all inmates and BQC in-charge entered on COVID Bihar portal
- Daily calls made to inmates randomly from DMD
- In case of issues, calls made in escalating sequence:
BQC in-charge → BDO → SDO → DM
- Upon completion of quarantine inmates are to be paid Rs.500 or Rs.1000 whichever is higher

Date	No. of BQC	No. of Persons in BQC
04.05.2020	2900	14,000
10.05.2020	3665	1.22 lakh

Profession Wise Migrant Report



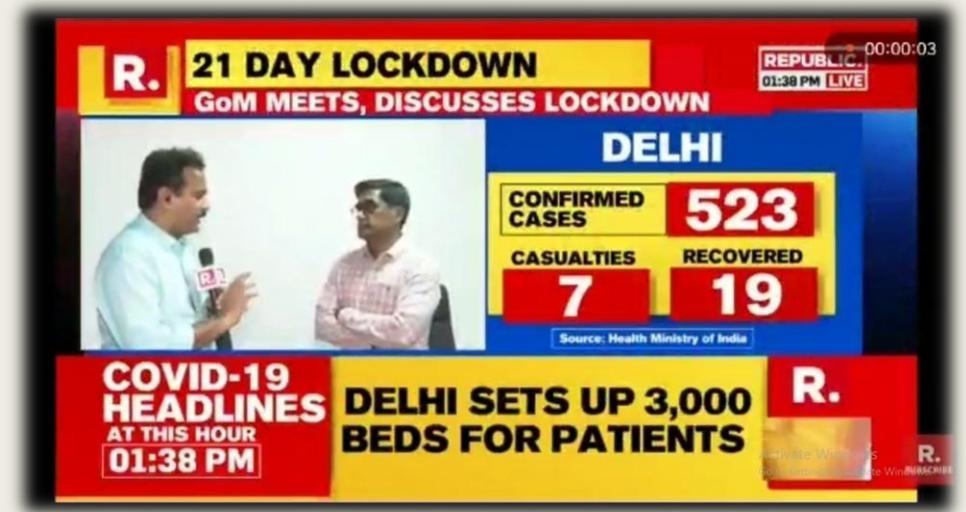
Breakup of Total Migrants Labours



Handling Fake News

Press Release & Media Briefing

- DMD release daily press release on the important issues and development carried out by the department.
- Regular briefing to print & electronic media by Principal Secretary – DMD.

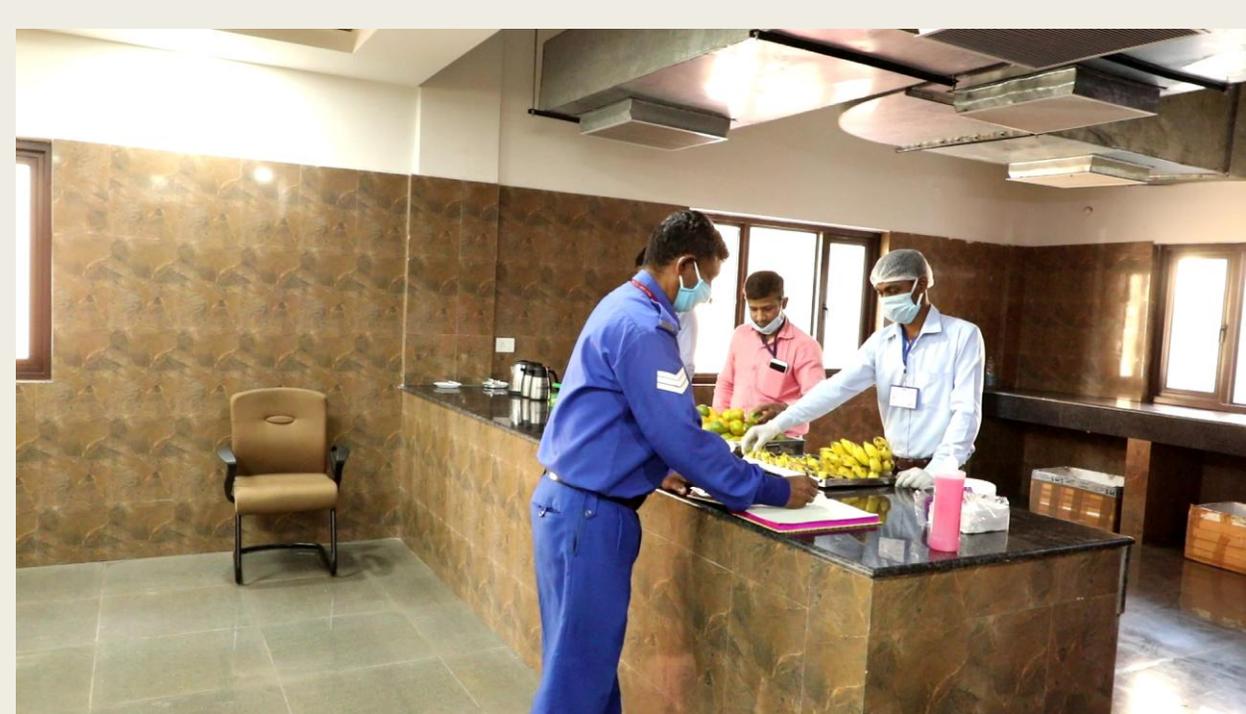


Fear of COVID19 among the working staff

Keeping the Morale High and Fatigue at bay

Regular Yoga Sessions at DMD for Stress Management





Provisioning of Refreshments and *Gamcha* at DMD

NDRF Support

- National Disaster Response Force (NDRF) provided valuable support in conducting training & awareness generation for Quick Medical Response Teams (QMRT) at district level.
- NDRF also provided mask & sanitizer to Police personnel and sanitation workers in districts.
- NDRF distributed food packets to poor and destitute in urban & local areas.



Distribution of Mask & Sanitizer



Distribution of Food



Sanitization Work

- NDRF carried out sanitization work at various places; railway station, bus stop, government offices, other important places in towns & villages.



**PIL – Responding to them
despite hectic responsibilities**

Uncertainty during the Lockdown

Evolving with the challenges.....

.....We shall overcome.

Disaster Management Department
Government of Bihar

Thank you