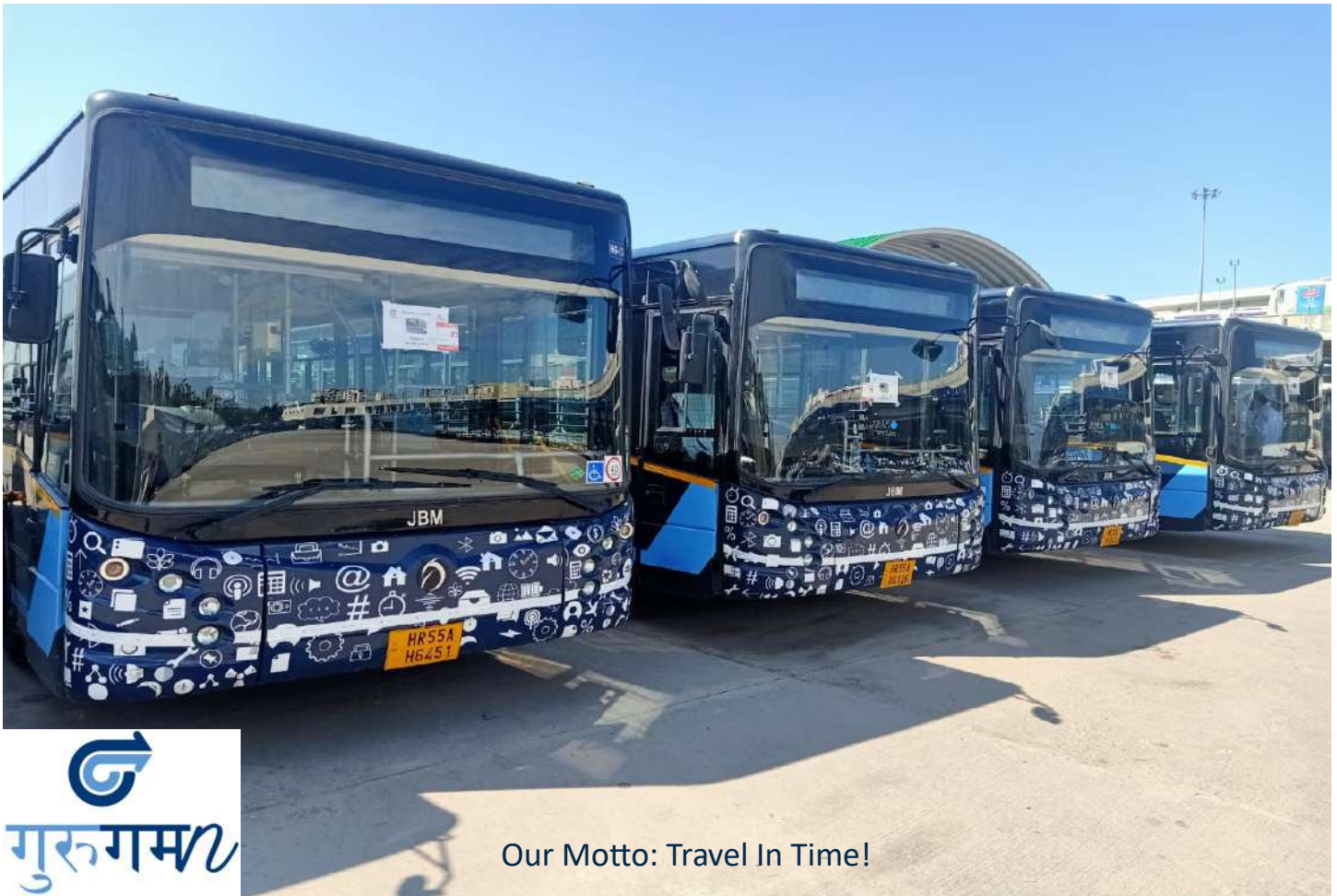


Gurugram Metropolitan City Bus Limited Initiatives During COVID-19 Lockdown



Our Motto: Travel In Time!

Introduction

Gurugram City Bus Service set up as a Special Purpose Vehicle with the joint partnership of GMDA, MCG & HSIIDC commenced service in Gurugram Metropolitan area on September 2, 2018 under the name 'Gurugaman'. Today, GMCBL has a fleet of 154 low floor, CNG run eco-friendly buses managed at two depots that was operating on 18 routes before lockdown. GMCBL is working under the overall leadership & directions of CEO GMDA Sh VS Kundu IAS.

A slew of activities are being carried out by GMCBL in Gurugram under the guidance of CEO GMCBL, Smt. Sonal Goel IAS, following the Novel Coronavirus COVID 19 outbreak and lockdown 21. The CEO, realising great possibilities can happen through public transport, is leading unique initiatives each day to serve the community.

Repurposing its role amid the COVID-19 pandemic, GMCBL has integrated innovation with utility to serve the public. From precautionary measures like disinfecting buses and pasting awareness posters for safeguarding health of commuters, GMCBL through its social media is keeping the residents informed of every step being taken for their 'Stay Home' precautions, reaching out to the needy by distributing personal

Gurugram Metropolitan City Bus Limited Initiatives during COVID-19 Lockdown

hygiene items, dry ration to slum dwellers, serving citizens as new mobile grocery stores by transporting essential food items, meeting the requirements of citizens through home delivery of fruits and vegetables following directions from the District Administration. Expanding its social responsibility role during COVID-19 crisis, Gurugram buses are now also being used for transportation of medical teams to containment zone areas and for transporting COVID-19 patients to and from Civil hospitals after their recovery and discharge after quarantine period, and to their respective destinations. In its latest initiative, one GMCBL bus is being used for Collecting Samples for Covid-19 Testing to facilitate citizens in several areas of Gurugram. Joining hands in the Vande Bharat Mission, buses are picking Indian repatriates arriving at IGI airport and transporting them to respective quarantine locations in Gurugram as per the directions from the District Administration. Thus GMCBL is working as a saviour in many ways, catering to the essential needs of the residents.

GMCBL Initiatives During COVID-19 Lockdown

Disinfection of Buses

Before lockdown, CEO GMCBL Smt. Sonal Goel IAS gave directions for immediate preventive measures to be taken up by GMCBL authorities to provide utmost safety to passengers who were travelling on buses.



Disinfection of entire buses were carried on daily, with extra care being taken to sanitise all touch points on the exterior and interior of buses, including handrails, bars, seats, doors, etc. so that passengers travelled safe. Public Health Awareness posters on Coronavirus disease were displayed inside buses to spread awareness on the dos and don'ts of the disease via pictorial guidelines on how to keep one safe.



Further, use of sanitizers was started in GMCBL office and on buses as a precautionary measure to contain the spread of the virus through touch.

Observing “Janta Curfew” Call by the PM

In observance of the ‘Janta Curfew’ call by the Honourable Prime Minister on March 22, 2020, as a step to fight against the spread of Coronavirus, GMCBL for the first time halted its city bus services at both the depots at Sector 10 and Sector 52/53.



GMCBL Donates to Haryana COVID Relief Fund

Extending solidarity and help to the Govt in this difficult time, CEO GMCBL Smt. Sonal Goel IAS lead by example and pledged to donate her one month’s salary to the Haryana COVID Relief Fund. The Chief Minister Haryana, Shri Manohar Lal, acknowledged and thanked her support in the fight against #COVID-19 on Twitter to say that every contribution is a precious one.



GMCBL collected Rs. Ten Lakh Thirty Three Thousand as donation sum. Contributions go to Haryana COVID Relief Fund set up in the state by the Chief Minister Shri Manohar Lal.

Inspired by the CEO, the entire GMCBL organisation showed commitment to extend all possible efforts towards the #FightAgainstCorona. Team GMCBL resolved on March 24, 2020, to contribute from their salaries for this cause, donating twenty percent of their March 2020 salary to offer relief to those hit by COVID-19. The outsourced staff, CSAs & Drivers contributed one day’s salary to help the Corona victims. On appeal from the CEO, the two Concessionaires Travel Time & TRCPL and GMCBL Project Management Consultant-DIMTS also contributed a sum of Rs. Two Lakh each for this cause.

Integrating Innovation & Utility

GMCBL Buses purposefully engaged as transportation carriers of essential commodities

In an initiative integrating innovation and utility, the CEO led the GMCBL team to rise to the need of the hour in extending its support to the District Administration team in tackling the challenges and priorities of residents by offering its buses to be used purposefully to serve the needs of residents in this lockdown period. Thus GMCBL buses started serving as transportation carriers of essential food commodities as a Mobile Grocery Shop from the wholesalers to the retail points and Resident Welfare Societies/ Public Places to fulfill the needs of the residential communities. As The Better India magazine commented on Twitter to GMCBL CEO, "Important to ensure that citizens have safe access to essentials."



by: District Administration of Gurugram

GURUGAMAN BUSES ARE THE NEW MOBILE ESSENTIAL DELIVERY SHOPS

All demands for groceries, fruits & vegetables to be sent by RWAs to rwa.covid@mcg.gov.in

Contact
Giriraj Singla
+91-9996823014
from HSSMB to request for delivery of ration.



@gurugaman buses functioning as mobile grocery stores

GMCBL buses are thus becoming a saviour in many ways, first as a public transport lifeline and during lockdown as the **new mobile grocery stores** catering to the essential needs of the residents. The buses are reaching out to residents staying in Rajiv Nagar, Sheetla Colony, Rajendra Nagar, SuryaVihar, Ashok Vihar, Sector 9 and 10 areas among others as per the demand from the District Administration and their guidance. With the Municipal Corporation Gurugram starting home delivery service, RWAs send their requirements through mail. And the GMCBL buses are also providing delivery service of fruits and vegetables and connecting with those citizens who are in need.



@Gurugaman buses delivering fruits and vegetables on the doorstep of residential societies in Gurugram as per demand

Promoting Personal Hygiene Amongst Slum Dwellers

Team GMCBL on March 28, 2020 carried out a drive led by the CEO to promote personal hygiene amongst the slum dwellers living nearby Sector 37 in Gurugram. The CEO distributed sanitation items, masks and eatables among the needy and emphasised on using the sanitation products to keep the body and hands clean. The sanitation products included soap for washing clothes, tooth brush and toothpaste for maintaining oral hygiene, shampoo sachets, hair oil, comb and bathing soap to maintain personal hygiene, and eatables like biscuits. This drive was supported by the two Concessionaires who are the partners of #Gurugram City Bus service.



Team led by CEO Smt. Sonal Goel IAS distributing personal hygiene items to slum dwellers of Sector 37, Gurugram.



In continuation of its drive to reach out to the weaker sections, on March 30, 2020, the Team led by CEO Smt. Sonal Goel IAS visited two slum areas in Gurugram near Kadipur Power House in Sector 10 area and at Sector 37 D in Gurugram to distribute sanitation items and eatables amongst the dwellers. The aim was to spread awareness on safe habits and safe hygiene during the Coronavirus threat. More than 1500 sanitation packet kits have been distributed till now. Samosas were also distributed among the poor children. The drive was supported by the Concessionaries of GMCBL. Taking forward the cause of humanity, team GMCBL also distributed ration/ essential food items to people in need residing near Basai Talaab. More than 200 packets of ration comprising dal, rice, sugar, salt and atta were distributed to the slum dwellers.

Extending support to Gurugram Police by providing buses for intra-city transportation of the migrant workers



In another initiative, GMCBL team helped the stranded homeless migrant workers by extending its support to the Gurugram Police by providing buses for transportation of the migrant workers who were left high and dry on the roads due to the lockdown. GMCBL buses helped in the movement of people intra-city by facilitating them in reaching relief camps, shelter homes established by District administration and other destinations.



Inspecting
Home Shelters
& Relief Camps
for the Needy



During this emergency health crisis, the CEO undertook several field trips in various areas of Gurugram inspecting **Relief Centres and Shelter Homes** that the District Administration has set up for the people in need.

On March 30, 2020, the CEO inspected the arrangements made by the Administration and MCG at Sector 15 Part II and Sukhrali centres regarding food, stay and sanitation and also advised the people to maintain social distancing.

Reviewing Market Places/
Obtaining Citizens' Feedback



The CEO has been interacting with citizens and customers buying in market areas. She has visited various Vegetable and Fruit *mandis* in Gurugram and gave suggestions on improving the operations.



Transporting Medical Teams & COVID-19 Patients to & from Hospitals

GMCBL expanding its **social responsibility** during COVID-19 crisis: the Gurugaman buses are being used for transportation of medical teams to containment zone areas and for transporting COVID-19 patients to and from Civil hospitals, after their discharge post their quarantine period and recovery, and ferrying patients to their destinations.



Gurugaman Being Used as Sample Collection Bus for Covid-19 Testing

GMCBL city bus service is adding valuable contribution in the fight against Covid-19. Gurugaman bus has been modified as a **Mobile Sample Collection Bus for Covid-19 testing** in collaboration with Pathkind Diagnostics and are moving in 3 areas in Gurugram at fixed hours to facilitate citizens.



Currently, residents nearby Tau Devilal Stadium, Mata Sheetla Devi Temple & Leisure Valley Sector 29 can avail the facility.



Transporting Passengers/Travellers from Airport to Quarantine Locations

Another initiative to help citizens is through the **Vande Bharat Mission**, the massive repatriation operation planned by the Indian Govt to bring back stranded Indians in different parts of the world in the wake of the Coronavirus crisis.

GMCBL Gurugaman buses are being used for this mission since May 9, 2020, to transport Indian travellers returning back to India. Gurugaman buses are picking passengers from Indira Gandhi International Airport as per the directions of the District Administration and taking them to various

quarantine locations in Gurugram. The travellers have been returning from Dhaka, Uzbekistan, Riyadh, London, Chicago among other places, and being safely transported by following social distancing and COVID-19 protocols to the quarantine locations.



Spreading Awareness on COVID-19 through GMCBL Social Media Platforms

Promoting awareness about fighting COVID-19 through GMCBL social media platforms:

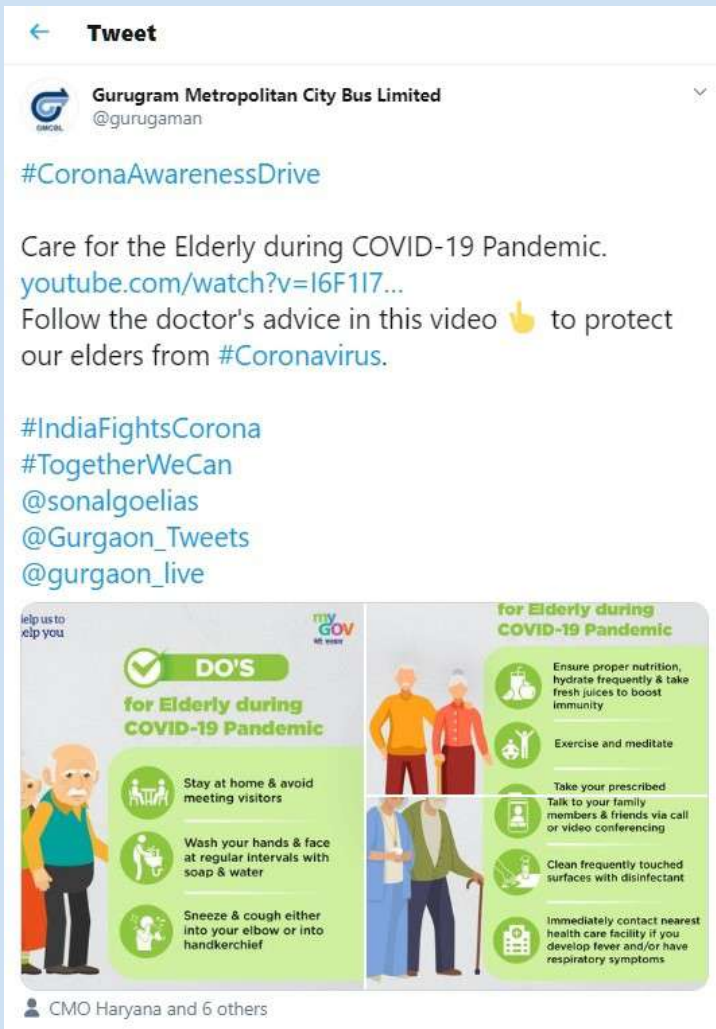
Website: www.gmcbl.in

<https://twitter.com/gurugaman>

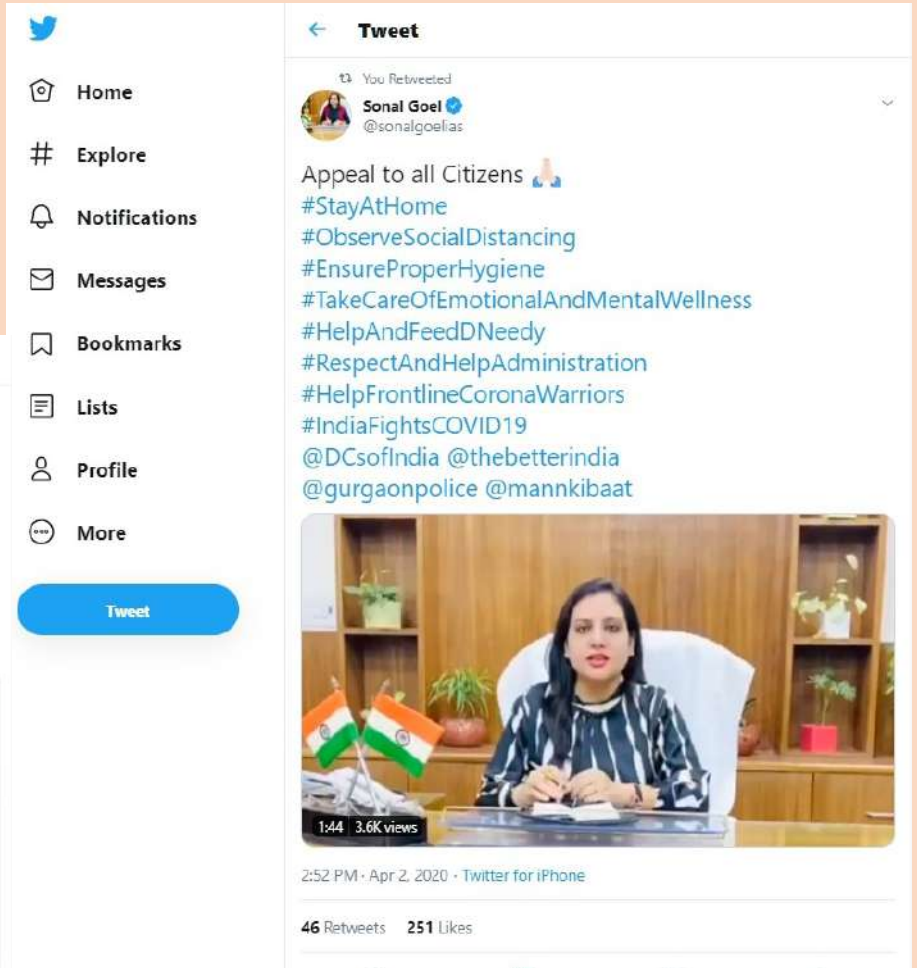
<https://www.facebook.com/GurugamanCityBus/>

<https://www.instagram.com/gurugramtravelling/>

You Tube: <https://bit.ly/3eddnlj>



Appeal by CEO to Citizens to Stay Home!



In another initiative, an appeal was issued by the CEO GMCBL on April 2, 2020 through a special video message posted on social media platforms to all Gurugram residents to Stay Home and to follow the lockdown order for the safety of all.

CEO has also been helping out the people in need through Social media especially Twitter, as they directly write to her for help and through proper coordination, the District administration team ensures in helping the people in need by supply of cooked meals, dry rations, essential food items, etc.

GMCBL featured by 'Nexus of Good' online platform promoting positive actions in society



Gurugram Metropolitan City Bus Limited Acting as Saviour for Gurugram

Vanita Akhaury

16/04/20

Gurugram City Bus Service set up as a Special Purpose Vehicle with the joint partnership of GMDA, MCG & HSIIDC commenced service in Gurugram Metropolitan

SHOW MORE

[https://
www.nexusofgood.org.in/
stories/gurugram-
metropolitan-city-bus-
limited-acting-as-saviour-for
-gurugram](https://www.nexusofgood.org.in/stories/gurugram-metropolitan-city-bus-limited-acting-as-saviour-for-gurugram)



Tweet



Anil Swarup 
@swarup58



A young officer @sonalgoelias leads the charge in Gurgaon to deal with the fallout of COVID 19. Worthy of emulation @nexusofgood
[#nexusofgood nexusofgood.org.in/stories/gurugram...](https://www.nexusofgood.org.in/stories/gurugram)



**Gurugram Metropolitan
City Bus Limited Acting
as Saviour for Gurugram**



Video contributions from the public aimed at spreading greater awareness among people on the service initiatives of GMCBL during Covid-19 crisis.



Video courtesy: Navdeep & Kaeshika (RSOs)

Reaching out through the medium of TV to greater sections of society on the assistance available during Covid-19 Lockdown



GMCBL CEO Smt. Sonal Goel IAS spreading word through India TV News channel on the various kinds of assistance available to citizens provided by the District Administration, Gurugram., in which GMCBL is shouldering its responsibility too.

<https://www.facebook.com/709608099161577/posts/2719513524837681/>

GMCBL's initiatives in response to the impact of the Coronavirus outbreak acknowledged on the International Platform, 'Intelligent Transport' @IntelTransport catering to Public Transport Innovation in the World.



Gurugram: repurposing public transport in times of need

Although the novel coronavirus (COVID-19) has presented new challenges to the transport sector, Indian bus operator Gurugram Metropolitan City Bus Limited (GMCBL) has adapted to offer new services to those in need during India's ongoing lockdown restrictions.



Gurugram City Bus Service commenced service in Gurugram Metropolitan area in September 2018 under the name 'Gurugaman'. Today, it has a fleet of 154 eco-friendly buses managed at two depots, operating on 18 routes (before lockdown).

<https://www.intelligenttransport.com/transport-articles/98392/gurugram-repurposing-public-transport-in-times-of-need/>

Spreading Information through Webinars

Dissemination of information and knowledge sharing through multiple Webinars.

CEO Sonal Goel discusses how Team Gurugram is responding to curb the Covid-19 crisis to alleviate the problems of citizens.



LIVE WEBINAR

29 April, 2020 | 05:30 pm - 06:30 pm

COVID-19 CONTAINMENT IN GURUGRAM

SPEAKER



SONAL GOEL IAS

CEO, Gurugram Metropolitan City Bus Limited (GMCBL) and Additional CEO, Gurugram Metropolitan Development Authority (GMDA)

MODERATOR



DR RAVI GUPTA

Founder, CEO & Editor-in-Chief Elets Technomedia Pvt Ltd

Register Now!

Highlighting the role of GMDA & GMCBL in ensuring citizens' welfare through actions on Covid-19 containment in Gurugram at the webinar by Elets Technomedia, the technology and media research organisation.

Webinar Link: <http://bit.ly/2VOrNaI>

Spreading Awareness through Radio Talk on how buses are being redeployed for Covid-19 relief efforts



Smt. Sonal Goel IAS, CEO GMCBL & Addl. CEO GMDA participating in a live on air interview, 'Udaan during Covid-19' on April 30, 2020 organised by Samudayik Radio channel 'Gurgaon Ki Awaaz' in which she briefs citizens about the help available to them in the crisis.

The infographic provides the following details:

- Call Centre of MCG for handling / redressal of public grievances has been integrated with GMDA's ICC.**
- Citizen can contact the Call Centre using:**
 - Toll Free Number: 18001801817
 - Toll Free Number: 01244753555
 - Send email: services.gmda@gmail.com
- Call Centre can also be accessed using GMDA mobile app available on both google play and Apple Store.**
- GMDA Mobile App Features:**
 - Download from Google Play and Apple Store
 - Services: Complaints, Feedback, Suggestion, Request, etc.
 - Services: Water Supply, Sewerage, Garbage, Street Lighting
 - Services: Bus, Metro, etc.

Promoting Awareness on Covid-19 Relief through the Media

Leading national newspaper, the **New Indian Express** featured CEO Sonal Goel as one among the many Corona fighters across the country.

[#GMCBL](#)'s ongoing inventiveness during Covid-19 crisis led by CEO

[@sonalgoelias](#)

in collaboration with District Admin is highlighted in the article by 'The Sunday Standard Magazine' of

[@NewIndianXpress](#)

featuring people across India who are fighting to combat [#Coronavirus](#) impact.



DRIVING COMFORT
Sonal Goel

CEO, Gurugram Metropolitan City Bus Limited, and Additional CEO, Gurugram Metropolitan Development Authority

She uses the city buses at her disposal to ferry essential commodities and grocery items from wholesalers to RWAs and retail points set up by the administration. Subsequently, the buses become mobile stores for home delivery of groceries, fruits and vegetables. The buses transport official medical teams to containment zones and take patients from home to hospital and back after discharge and recovery. Another important GMCBL initiative, which started on April 21, is the Mobile Sample Collection Bus. The Drive-Thru collection of Covid-19 samples for testing in Gurugram is her idea. One mobile bus, equipped with technicians and phlebotomists, even conducts Covid-19 tests and operates daily at fixed hours. The cost is borne by GMCBL; it is even paying the concessionaires.

SURVIVAL MO

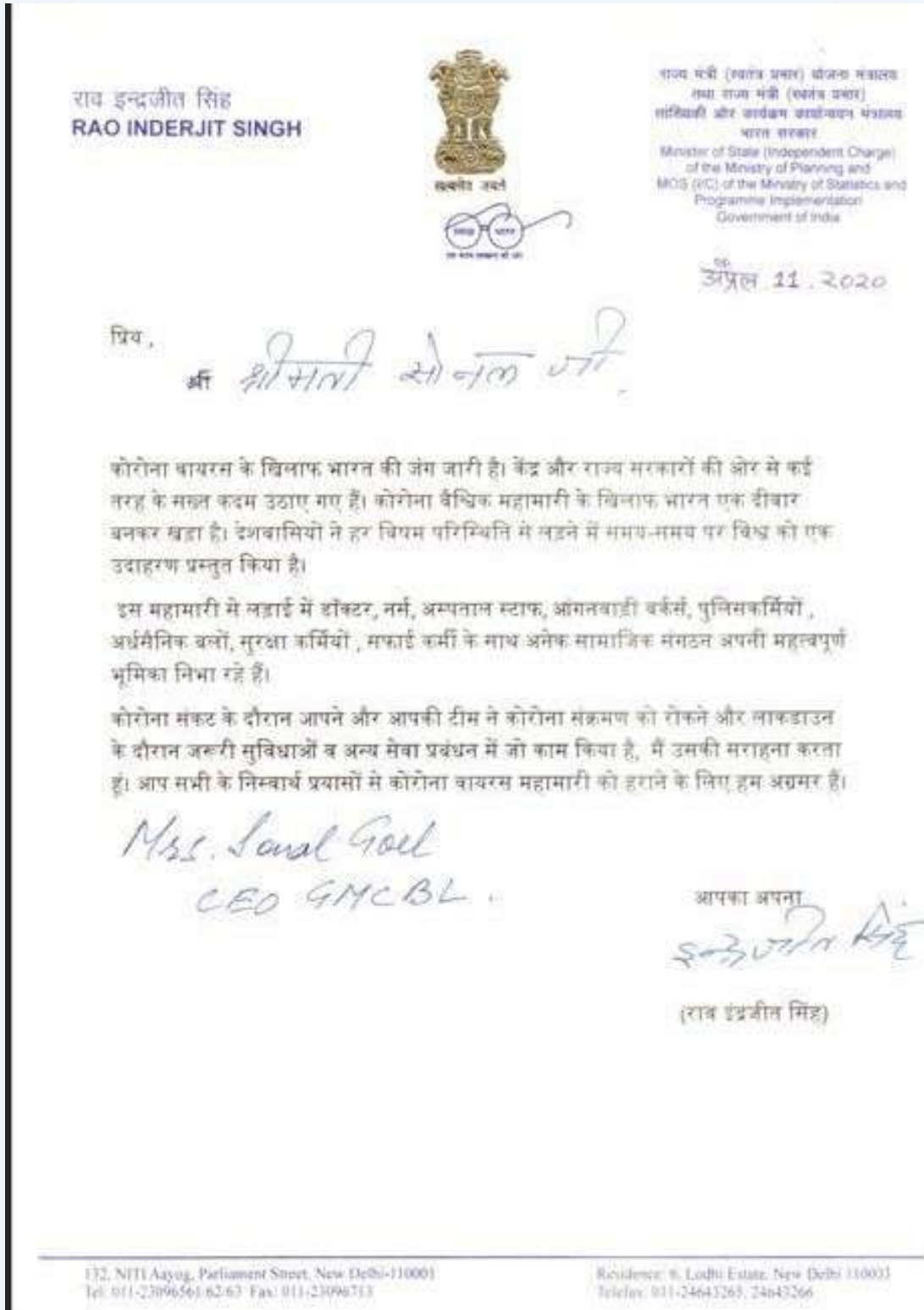


Sun, 03 May 2020
<https://epaper.newindianexpress.com/c/51546873>



<https://epaper.newindianexpress.com/m5/2656603/The-Sunday-Standard-Magazine/03-05-2020#page/3/1>

Team GMCBL gets Appreciation Letter from **Shri Rao Inderjit Singh**, Minister of State (IC), Ministry of Planning and MOS (I/C) of the Ministry of Statistics & Programme Implementation, Govt of India for efforts against [#Corona](#).



In the coming days, more such initiatives will be undertaken by Team GMCBL to stay connected with the people in this time of crisis.



GMCBL working under the overall leadership & directions of CEO GMDA Sh VS Kundu IAS & CEO GMCBL Smt. Sonal Goel IAS, GURUGRAM City Bus service in Gurugram is emerging as more of 'Saviour' and has redefined its relevance in times of National emergency, by not being merely restricted to be the traditional public transport system.