



CARUNA ANNUAL REPORT ENDING 20 APRIL 2020

CIVIL SERVICES ASSOCIATIONS REACH TO SUPPORT IN NATURAL DISASTERS

Executive Summary

CARUNA (an acronym for **C**ivil services **A**ssociations **R**each to **s**Upport in **N**atural dis**A**sters), is a collaborative engagement of civil services officers both from the All India Services (AIS) and Group A Central Services, to assist the Government in combating the COVID 19 pandemic.

It has been started in response to the call of the Prime Minister Shri Narendra Modi, to rise above the vertical and horizontal silos of government functioning in combating the COVID pandemic.

32 Central and AIS associations (as on 21.4.2020) have come together on a common IT enabled permanent solution platform. CARUNA has **121 members** on this platform.

The objective of CARUNA is to support and supplement the efforts made by the Central and State Governments during the time of COVID 19. It will also provide continued support to governments in any future natural disasters through activation of the permanent IT solution platform on which 90% members have onboarded.

The IT enabled permanent solution platform runs on collaborative cloud-based WORK GROUPS called CHANNELS on SLACK, virtual conferencing on ZOOM and group messaging platform on Whatsapp.

There are 8 immediate response work groups / CHANNELS currently working on the SLACK platform and 1 for overall coordination and 1 for suggestion of ideas on Ideas for Action.

Sector	Description
Food	Focuses on all aspects related to cooked food, dry rations in different scenarios and locations. The channel includes PDS as well as food distribution through community kitchen, NGOs, religious groups, philanthropists, business houses etc. The group may also work providing policy recommendation on this subject. This group would work with the Logistics Group on matters pertaining to all logistics issues and arrive at solutions.

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Medical	The Medical group works on medical aspects such as kits, quarantine, testing strategies, PPE, Masks, hospital triage of Covid-19 response, and also focuses attention on care of medical first responders, such as their accommodation, PPE requirement, their treatment in case of exposure to Covid-19 etc. The Medical group would work with the Logistics group for issues pertaining to procurement and movement of any material.
Logistics	The Logistics group looks into tasks pertaining to identifying vender, pricing, procurement and transportation support etc. The Logistics could support to both the Food group and the Medical group. In an addition this Group would provide solutions and inputs to movement of workforce from camps to the villages, from villages form villages to cities etc. The bottom line is the Group will attempt to solve any issues that pertain to movement, distribution etc. As the Group works with both Food and Medical Group it will result in teamwork and synergy.
Operational Support or Operational Coordination	As one of the most important groups or channels of CARUNA. This group ensures that the rubber hits the road. This group would help in taking ideas, solutions, concepts generated by CARUNA to the District Administration and provide the required support to implement the ideas, converge them with what the district is also pursuing, and support the district in organizing to manage effectively.
Technology	The technology is a tool that needs to be used for providing solutions, ease, and optimal use of resources. Different channels have developed various technology products (including the one that supports CARUNA). The Technology group would work with the all groups to mainstream technology into the work of different groups. Towards this if required the Technology group could also undertake simple modifications and customization to ensure the technology platforms are used by the other groups.
Information Communication and Public Awareness	Focuses on IEC
COVID 19 Response and Recovery Strategies for Agriculture	Focuses on Response and Recovery Strategies for Agriculture
iGot CARUNA Augmenting Human Resources and Capacity Building	Adaptation of iGOT Platform for the delivery of training materials to healthcare professionals

Table 1 - Caruna response work groups / CHANNELS

Each CHANNEL is headed by a member of CARUNA called the Lead with around 4-5 core members, all working from home.

These cloud-based WORKGROUPS/CHANNELS have been functioning since 4.4.2020, from home, a day after their constitution on 3.4.2020. These Channels work through their network of Kshtra Sevaks / Kshtra Sevikas (public servants staying at home in state/district/block headquarters) and not engaged in direct relief operation.

These Channels also partner with Industry- CSR and civil societies in synergising resources and assisting government in reaching out to unserved or underserved areas

The Kshetra Sevaks / Kshetra Sevikas use web based app Google Forms to assist in real time data collection for sending to the respective SLACK break out groups formed by the Leads.

CHANNELS mimic the role of virtual control rooms in their response group, and immediate response is taken wherever required. Every evening at 5:30 pm, the Channels in their break out groups, are expected to hold video conferencing and file in their Report to the Centralized Monitoring Repository, on SLACK by 6pm each day, which then auto generates Reports which are given back as feedback for the members on progress made and also for self-assessment of work by the members of the channels.

The Channels also work on making detailed proposals from the Ideas proposed in the IDEAS FOR ACTION CHANNEL, shared by CARUNA members and submit a detailed policy note for consideration of the Government in case so desired. 8 policy papers have been shared with Government Departments namely;

1. Migration-Shelter Issues
2. IFSA - Suggestions for Remote Communities in Forest Areas
3. Restoring Road Logistics
4. Risk Radius Assessment - Geo Spatial Analysis
5. Psychological Support and Mental Health Services
6. Alternative Model for Door-to-Door cargo delivery- Integrated Postal and Railway Parcel Service
7. Lockdown Easing strategies for Central Government Offices Located in Delhi on de-densification of human footprints has been submitted to the Government also for consideration.

8. Information Communication and Public Awareness – Winning Communications Strategies for COVID-19
9. Food-logistics for Migrants: Initiative against COVID 19
10. Issues of Coastal Fishing Communities

As future strategy, it is also proposed to assist the existing Government technology platforms identified by the Technology Support Group /CHANNEL existing in various Ministries organisations like MyGov - the citizen engagement platform of Govt of India , (which has developed a platform for collating District needs and CARUNA in collaboration with DoPT has shared names of Assistant Secretaries/who may be taken up by MyGov for data population of felt needs from districts). Similarly in collaboration with the Centre for Disaster Management (LBSNAA), OMs and Government Instructions State / District wise have been put on the CARUNA web page on a District wise India Map, auto fed by the data collation and updation done by CDM. In future such existing Government platforms are further proposed to be supported so that there is no duplication of efforts and reinvention of wheel.

In a short span of four weeks the strength of collaboration have started showing. Be it in the expeditious/ immediate problem solving /removal of each other's bottlenecks by members in the CARUNA COLLABORATION Whatsapp group (121 as on 21.4.2020 at the time of filing).

Members are **excitedly** collaborating with each other to solve many operational bottlenecks which has resulted in:

- Securing various clearances from customs,
- Creation of various CARUNA AREA BASED HELPLINES (+919403183358 as an example) for meeting the immediate FOOD requirement, In partnership with civil society organisations to help support government efforts in local and underserved areas. All, including NGOs, are onboarded through CARUNA FOOD REQUEST FORM.
- Few other channels especially relating to health masks and ventilators are matching supply and demand needs which are being collated and shared.
- In fact, on request of DoPT a young Caruna volunteer has been placed with ICMR. The Nursing Training Module, of the various Training Modules developed by iGOT, has been developed in collaboration with CARUNA.

- Laboratory tests for medical protocols

These little stories and efforts to supplement and support Government efforts are being compiled and collated as **CARUNA CAHANIA**, an inhouse newsletter for reading by the CARUNA members.

A leadership Self Assessment Test has also been shared with members for members to evaluate and deliberate their current leadership style and the effectiveness of the TEAM PLAYER leadership styles as the most effective style for the organisation over the other leadership styles like Authoritative, Impoverished and Country Club leadership styles , the power of collaboration evident in the story of bundle of 10 sticks and further such mentoring is proposed.

CARUNA has shown the immense adaptability of civil servants, to exponentially enhance their learning curves. It has also shown the availability of an immense talent pool in government , of public spirited officers across services(who have refused to rest at homes during the lockdown for development of personal wellbeing) and connected with each other to assist the government in times of natural disasters.

Annexures:

Sr. No.	Title
1	Concept Note
2	Constitution – Minutes of Meeting
3	CARUNA Members Directory
4	Minutes for the 1st Collaboration Zoom meeting on 3.4.2020
5	CARUNA Technology Presentation
6	CARUNA Progress Monitoring Report Structure
7	CARUNA Progress Monitoring Report
8	CARUNA Consolidated Ideas for Actions
9	CARUNA Stories
10	Photo Gallery
11	CARUNA Next Phase Strategy
12	CARUNA Member Civil Service Associations
13	Migration-Shelter Issues
14	IFSA - Suggestions for remote communities in forest areas
15	Restoring Road Logistics
16	Risk Radius Assessment - Geo Spatial Analysis
17	Psychological Support and Mental Health Services
18	Alternative Model for Door-to-Door cargo delivery- Integrated Postal and Railway Parcel Service
19	Lockdown Easing strategies for Central Government Offices Located in Delhi on de-densification of human footprints has been submitted to the Government also for consideration.
20	Information Communication and Public Awareness – Winning Communications Strategies for COVID-19
21	Food-logistics for Migrants: Initiative against COVID 19
22	Issues of Coastal Fishing Communities