



CARUNA CAHANIA

THE STORIES OF COLLABORATION

Story 01: MASK IT

The ongoing fight against Corona has suddenly created a huge demand for masks and other Personal Protection



Equipment (PPEs). CARUNA platform has been very useful and effective in matching demand and supply gaps through instantaneous information exchange. State Government X was seeking to procure Y crores worth of 2 layered cotton face masks (Reusable/ Washable) with the preferred color of navy blue and if Navy Blue was not available, of sky blue, light green, white, etc. The expected delivery date is 21st April 2020.

The information was shared on the CARUNA COLLABORATION whats app group and lo and behold our MASK CHANNEL shared the details of the procurement process along with specifications with manufacturers and

suppliers as per the commendable mapping work done by this Channel to alleviate knowledge asymmetry between the buyers and suppliers. Another instance related to the supply of N95 masks to Hospital X at Place Y for health workers. The name of the supplier along with contact details popped up almost immediately when shared on CARUNA COLLABORATION whats app group. It was later confirmed that about Q number of masks and sanitizers had been delivered to Hospital X for use by their health workers.

Story 02: REFUND IT

Very often bridging the information gap goes a long way in calming frayed nerves in these turbulent times. Indian students and diaspora residing in Country X raised the issue of being denied refund on tickets booked to travel to India during the lockdown, by a few private airlines. They informed that few private airlines were telling their customers to either book tickets for a prospective journey or forgo their money.

The matter was taken up through CARUNA network with the Ministry X and it was informed that the Ministry has issued an OM dated 16.04.2020 giving directions to airlines for refunds against tickets booked during the lockdown.



Story 03: E- Pass - GET IT

A person aged 81 years was seriously taken ill in Place X in State Y and urgently required a travel pass for a week to travel to a Hospital in Place Z in State Y . His family through a CARUNA member had requested for the assistance through the CARUNA platform. It was later intimated by the member that the pass had been issued in collaboration with the representatives of the Police in CARUNA . However the CARUNA member had also enlisted the help of representatives of Bank Y for follow up with Thana Q. This story has been chosen to underline the synergies that the CARUNA platform has unleashed across services .

Story 04: FOOD where you NEED IT

A group of 25 daily wagers in a village near Place X , along with their families, including infants, had run out of their supply of ration. The information reached a CARUNA member through an NGO, and eventually they were put in touch with the FOOD CHANNEL of CARUNA. The NGO was contacted by CARUNA members, and the group received the ration, delivered to their doorstep, in less than 18 hrs.

Story 05: Speedy Delivery

A premier medical institute of Place X has developed a wrist band to remotely monitor health parameters of corona suspects, placed under home quarantine which can reduce the requirement of

patients to visit hospitals and also reduce exposure of healthcare workers to suspected patients.

This device had been developed in collaboration with a defence PSU in Place



Y and needed to be transported to Place X for trials. The problem being faced was multi-modal logistics to transport the device to District R.

The matter was eventually raised to the Department of Posts, who in collaboration with Director, Postal Services of Place Z made necessary arrangements. The device was delivered to Q Post Office in Place Y and the same was delivered to the destination within 24 hours. Kudos to the yeomen work being done by the Department.

Story 06: Special Needs

Many Indians while returning from foreign countries have undergone quarantine at Place A . Once their quarantine period has been completed and after testing negative for Covid-19 twice, they have been asked by the authorities to make their arrangements for transportation to the native state. Many State Bhawans at Place A have facilitated their journey back home. One such batch of X number people staying at Y Bhawan and were to travel to Place Q from Place A. In this group, there were some girls requiring



special support for restrooms at Place R and Place S. The matter was taken up with DM- R and DM-S to ensure the required support which was provided to these girls.

Story 07: The Fishermen

About 3000 fishermen from Place A were stuck in a district in State B , without a place to stay or proper food. The matter when informed on the caruna platform and was raised with the DM of the district , who informed that the Sub-Divisional Magistrate (SDM) had met their delegation and Assistant Director Fisheries has been made a nodal officer to look after their needs. Contact numbers of officers concerned were also shared through the platform.

Story 08: I am not a Corona Patient!

Attending to the needs of CORONA patients has taken priority over patients suffering from non -corona ailments , and rightly so, to stem the tide of the pandemic. A person from Place Q sought help from the CARUNA platform to enquire about the hospitals which were attending to non-corona patients as her son had fallen sick from food poisoning. The information regarding Hospital A and Hospital B as being non-COVID hospitals, was shared with her , thus calming the frayed nerves of a very concerned mother.

Story 9 : Designer Masks !!!



The Corona crisis is uniting nations and people like never before. A well-known fashion designer offered X sq mts space in his factory in Place Y for manufacturing PP Kits and Safety masks. He even offered his factory premises for stay of the workers involved in manufacturing of PP Kits and Safety masks.

Indeed a designer twist to life protection kits and face masks!!!!

Story 10: Mobile Recharge

Some officers who are dealing with the problem to migrant labourers and their containment due to lockdown shared their experiences on CARUNA. One of the major problems reported was of mobile



recharge which would enable them to remain in touch with their families. It would also help in managing a feeling of unrest and stress in containment camps.



CARUNA flagged this issue to the Department of O requesting special provisions to be made for vulnerable sections of society and for keeping their mobiles buzzing.

The Department of O subsequently informed that All the operators(A, R J, V,B and M) have extended the validity of prepaid SIMs at least till the lockdown period. While A and V have given an extension to feature phone users, other operators have given an extension to all the users. This will enable incoming calls even if the validity period of recharge has expired. Besides, some amount of talk time (at least Rs 10) has also been credited to enable such customers to make urgent outgoing calls.

Story 12: The Roommate

One Ms X, living in a PG accomodation, wrote on behalf of her roommate , who was suffering for the past few days with abdominal pain and headache which reached the caruna whatsapp group. There was a feeling of something hard on the right side of the abdomen. She wasn't aware of who to contact for medical help. As soon as the information reached two CARUNA members almost jumped to help her. While one was ready to send his official car, the other got her whisked faster through the SHO who took the nearest hospital. She was diagnosed with a non-malignant tumour and is undergoing treatment. Her parents have been permitted to take care of her. She cannot stop blessing these two good samaritans and CARUNA. Hail CARUNA!!!!!!!!!!

Story 13: Not Enough Resources?

On CARUNA platform there are frequent requests for arranging PPE kits and N95 masks of the desired quality. This can only be expected in these times but when such suggestions were received by a premier medical institute in the W part of the country and another from a top medical research facility in N, it becomes quite a daunting task.

All such requests however are attended to by CARUNA members with alacrity. N95 Masks and PPE kits were arranged for these Institutes from voluntary and happy donations from private Good Samaritans.

Story 14: In District Folklore

In our fight against COVID 19, our Covid Police Warriors are not only playing a vital role but also going much beyond their normal call of duty , from providing food and medicines to the needy, to handling anxious and frayed nerves.

The local administrative officers and staff, the police, the health and sanitation workers have emerged as the unsung heroes of the nation in this hour of crisis.

They are our real tejpattas with no dhaniya ka garnishing.!!!!

So to cite an e,g of district collaboration, there was a request for help from the Folk Artists living in a faraway desert. The CARUNA member got the local SHO apprised and through him the local DM, who got ration arranged for these folks immediately.



Story 15: Call From Country S

Government officials who are supposed to take on COVID could also be its victim and need help. Spouse of an officer working with our foreign office in Country S needed urgent medical assistance. She was alone at home in India with her ... year old kid. The message was received on CARUNA platform. The matter was taken up with the local DM who rendered prompt assistance to her.

Story 16: Not Just A COVID Patient!

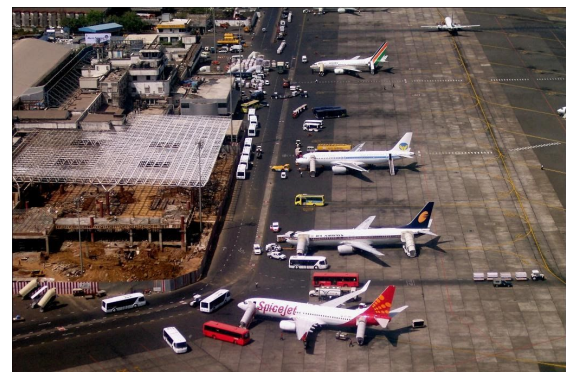
One of our colleague's father was on dialysis patient and also diagnosed for COVID. His rapid test was done which was positive and he therefore was shifted to a nearby hospital in a COVID ward. He was immobile and needed urgent medical attention due to his peculiar condition. The local SHO again came forward to help. Not only he contacted the nodal doctor of the hospital for dialysis but also he arranged for some food and clothes from the patients' homes.

Story 17 : Beyond Policing

One petition for help was shared by a caruna member from the wife of a Driver of Colony X. Her husband, a driver, due to lockdown, was unable to drive so they were facing an acute financial crisis, including money for her medicines. She requested for help and the matter was communicated to the head of Caruna Food Helpline, Mr. Q, aka Mini Gandhi baba for the carunities, who promptly wrote back that succour would be provided immediately.

Behold!!! Alas !!! The Good Samaritan was again spying and like in the case of the Roommate, within few hours of the post on caruna collaboration whatsapp group, the SHO appeared on her doorsteps on directions of the Good Samaritan, who has almost started deriving sadistic pleasure in leaving behind all eager beavers carunaites when it comes to becoming the Guardian Angel of the poor, with a packet of ration and assurance of all help including medicine. The couple cannot stop blessing the Good Samaritans and CARUNA. When the Food helpline boss was humorously and gently berated for falling behind the Good Samaritan, this is what the great Mr. Q, aka Mini Gandhi baba for the carunities, had to say **"The bigger the tribe of Human Angels, spreading relief, the better"**

Story 18 : Lost and found at Air Cargo



An urgent consignment, belonging to a reputed hospital and imported by air for the metro hospital, was inadvertently misplaced by the custodian. The same was found and returned to the rightful owner in a jiffy after being flagged on caruna by the jurisdictional Custom authorities, believe you me, no mean feat as several lives would have been saved.



Story 19 : Sealed Borders

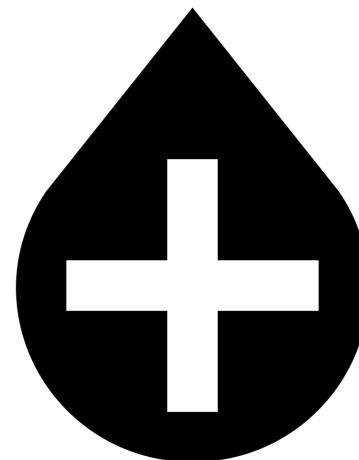
During the initial period of the lockdown, many states had restricted movement across their borders. This resulted in avoidable inconvenience to commuting staff engaged in essential services including medical staff due to local interpretations of official orders. Many such inconveniences were flagged on the CARUNA platform, a few relating to a premier Government Medical College Hospital in state A, which were sorted expeditiously ending in a win-win for everybody including the brave frontline medical warriors.

In this incident the enforcers became the enforced and found themselves at the other end of the enforcement stick in the initial days of the lockdown. It was tragically amusing to note the tehsildars on COVID duty grimly stuck in State B. Lo and behold the enforcers came calling for help on Caruna to facilitate their return. They were much relieved to find their *brother in arms*, the Police coming to their immediate support and the matter got resolved, much to everybody's relief. Indeed a feather in the caruna administrative hat.

Story 20 : Ration Card

A request was received from a lady from a State N regarding unavailability of food due to non availability of ration card, which was pending with concerned authorities due to some technicality. After the matter was flagged by Caruna to the District Magistrate, the lady was ecstatic to receive the lifeline document on the very same day.

Story 22 : Needing Blood



Story 21: Helping the Helpers!



A 17 years old boy in need of an urgent surgery was brought to a premier medical institute from the adjoining state. His hometown did not have the required speciality to treat him and so his family were forced to make the journey to the medical institute.

Blood banks had run dry and there was an urgent need to mobilise 12 people to donate blood at Trauma Centre of the institute. The boy's life was hanging in



balance and he might not have survived without blood being donated urgently. CARUNA members in consultation with the Deputy Director of the medical institute could mobilise 6 donors within hours to save the boy. Hail the admin staff of the hospital and hail caruna!!!

Story 23 : the Internship



Four college students from a southern state came to the western part of the country for a summer internship and got stuck due to lockdown. The local Church provided them shelter for more than 63 days but they were low on food supplies and money. They appealed to the CARUNA platform. Meanwhile, the restless worried mother of one student also contacted the local collectorate in her hometown. It took only a few hours for CARUNA members to coordinate with the local DM office for arranging their transportation back home.

Story 24 : Walking home

A group of nine people, 07 adults and 02 children from a northern state started on a five hundred kilometer journey on foot. Almost midway to their tortuous journey, a CARUNA member appealed on their behalf and the CARUNA community was able to connect them to a Bus homeward bound.

Story 25 : Distress Call

A person in the northern part of the country made a distress call to a CARUNA member seeking help to get food as he had had nothing to eat for days. Food and Shelter channel of CARUNA delivered again within hours.

In another instance, a few out of jobs domestic helps, appealed to CARUNA for ration and the food Channel of CARUNA didn't disappoint. Hail the hunger helpline!!!

Story 26 : Flight Back to Home



Another dimension to travel restrictions is Indians living abroad, who need to urgently fly back home.

In one such case, a person living in a North American country appealed to CARUNA for help on humanitarian



grounds. His father had died suddenly and the body was lying in a mortuary pending cremation. The matter was referred to the concerned High Commissioner who had assured that tickets would be issued immediately on the next available flight.

Story 27 : The Samaritans



Role and support of citizens are critical to a national response to any crisis. And COVID crisis has seen many people volunteering to support government efforts.

An advocate in a northern metro city, while lauding the public-spiritedness and efficiency of the local Police, offered to donate 100 face shields and protective glasses on CARUNA platform. The request was passed on to the concerned CARUNA member and it was accepted by them with gratitude. Dil ki Police !!!

In another case an indian citizen living abroad offered to organize about 25 buses to transport people to a northern state. He was connected to local administration through CARUNA platform for participation in the noble endeavour.

Story 28 : Unified Action

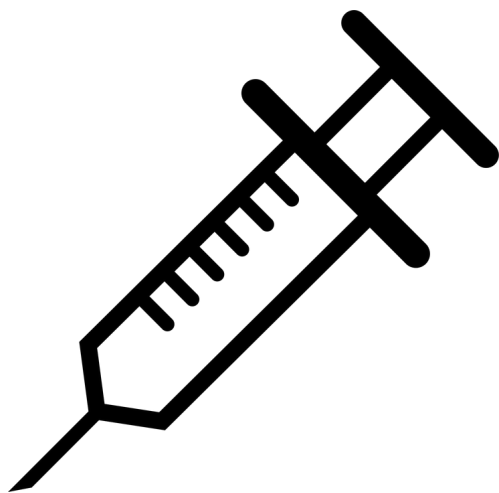
From a media report, on 22nd May at about 3.30 PM, the NGO advisor of CARUNA, read about the plight of Siddheswar Majhi and his family in Tajpur near Digha, badly stranded due to cyclone Amphan. It was reported that Majhi was contemplating suicide if his family was not rescued immediately.

The NGO advisor immediately escalated this information to CARUNA, NGOs and to the National Disaster Response Force (NDRF). What followed was a unified action, with different CARUNA members initiating efforts to trace this person through their vast networks and contacts. The intent was to trace this person and his family and provide some immediate assistance as reassurance. The task was not easy because the routes to Tajpur were blocked and it was getting dark. CARUNA members contacted their nearest colleagues, NGOs, as well as some senior officers in the district and the state. Meanwhile the NGO advisor could contact the Reporter who had filed the story and obtain the contact number of Mr. Majhi. This helped the task. As a result of everyone's efforts the 2 NDRF with the help of local BDMO were able to reach the family with relief materials. Some of the members of CARUNA also spoke to Mr. Majhi directly. The local police station also reached out to them and shifted them to a safer location and provided them with masks and sanitizers. On the morning of 23 May, one of the CARUNA members could mobilise one Mr. Arun from a local NGO in Diga to go and meet this family with more rations. The family was again reassured of support over the telephone. Mr. Arun was also able to collect additional details about the



affected families. One of the CARUNA members was able to transfer some amount to their bank account for immediate help. Many carunites are also in touch with a few Good Samaritans for funding and are in the process of identifying genuine NGOs who could help these devastated families through a suitable project.

Story 29 : The injections



A student in the western part of the country was initially tested COVID negative but subsequently developed symptoms of high fever, low oxygen saturation levels and sore throat. He was admitted to a private hospital and needed approval for further testing for Corona. His family also was not in a position to afford treatment in a private hospital and needed to convert to AMC. And if this was not all, he was in urgent need for an injection Tocilizumab 400 mg which was available with Civil hospital but not with the hospital he was admitted into. The matter was coordinated through CARUNA and required injections were arranged and the bed was assured to be converted to AMC with the help of an NGO if need arose.

Story 30 : CM Medical Relief Fund

A very poor retired teacher in a northern state was afflicted with MDS eb1 which is a pre acute myeloid leukaemia kind of affliction. He had applied for assistance from the Chief Minister's Medical Relief Fund. Being a person of limited resources, he was not in a position to afford his treatment.

His case was posted to a Caruna member requesting for expeditious action as any delay would have been fatal for the patient. The Caruna member immediately coordinated with the CM office of the State Government and due to the proactive role played by the very empathetic Principal Secretary to CM, he not only received Platelets required for his treatment but also grant from the CM Medical Relief Fund.

Story 31 : Help at Land Customs Station



About 500 migrant labourers working in a neighbouring country and returning to



India, got stranded at the border. When the need for succour was reported to Caruna, the Joint Commissioner of Customs of that area, sprung into action and they were immediately provided shelter and food in the local school . 75 workers returning from India were similarly attended by the Good Samaritan of Customs department.

Story 32 : Tragedy at a Railway Platform



The video which sent shock waves across the nation , moving even the most indifferent to tears was the visual of a baby playing with a shroud covering its mother at a station in Bihar who had died moments before. Arbina Khatoon, a single mother and shramik returning home , had died at the Muzaffarpur Railway Station, leaving behind two little boys. The members of Caruna, deeply pained by the visuals, immediately collaborated with the DM of Katihar, who was already taking proactive steps to mitigate the tragedy and provide succor for the poor orphans. The NGO Advisor of Caruna coordinated with ED SOS, Children's Village Begusarai , who agreed to provide

a home to the little kids. However it was later learnt that the kids had a family and the grandmother was not willing to send them to an orphanage. CARUNA members and DM Katihar were constantly in touch with each other to ensure the best possible help to them. The very next day, DM Katihar informed CARUNA member, who was his cadre mate, that he had not only visited their house, but the Government had also granted a slew of welfare package for them like land, monthly assistance under 'Foster Care Scheme', PDS benefits and Anganwadi Care, among many other benefits. Caruna members erupted into joyous rapture when the member posted the picture of the DM visiting the house. This endearing and healing visual of an ADMINISTRATION THAT CARES, restores the faith in our civil servants and their public spirit.

Story 33 : No Pantry On This Train



In the early days of the migrant movement, when the train food policy was not finalised, workers boarded a train returning from the western part of the country and going to their hometown



and on request for food by the migrants, Caruna railway representatives, immediately communicated to the SrDM of place X and Railways arranged food at the Railway station.

needful. The medical institute in coordination with the local administration and Police got the last rites performed.

Story 34: In God's Hand



In these times of Covid, disposal of covid +ve patients or brought dead deceased who are suspected covid +ve or tested +ve post death has posed a challenge for Hospitals or Medical Institutes. Not only is it often traumatic for the family but also at times impossible for them to collect the body of the deceased and perform the last rites.

In one such case a COVID positive 9 months old child died in a premier medical institute of North. Nobody came forward to claim the body. The family of the deceased was reported to belong to a district in a neighbouring state.

CARUNA network connected with the parents through local DM and it was informed that parents left the dead child for last rites to be performed by the hospital as they (family) didn't have the wherewithal for arranging transport and cremating their child. They rather requested the medical institute to do the

Story 35 : Waiting Area



A group of people from a northeastern state were waiting outside Delhi Junction Railway station at Chandni Chowk, unable to board Brahmaputra Mail because their tickets were not confirmed. They reached Delhi from Bangalore where they were working. Now they were sitting on the road hoping that they could secure confirmed tickets when Tatkal opened. This issue was raised on CARUNA platform by concerned DM of the northeastern state district. and the matter was organised through CARUNA with local Police shifting these people to the waiting area. They boarded the train and left the place the same night ever grateful to the good samaritans of Caruna.



Story 36: Both Parents Positive

How to take care of dependent children when both parents got confined to quarantine centres. An unbelievably true story!



In one such case reported in the media, a 23 year old in a southern state, with severe intellectual disability and Down Syndrome was left to fend for himself as both his parents were tested positive and cut off from him. His mother worked in a School for differently-abled children and his father was employed in a Marriage hall and they were a family of very modest means.

Hunger helpline run by a CARUNA member provided Relief in this case but the need of a systemic response remains on the Agenda.

Story 37: Sealed Office

The students and alumni of a National Law University in the north had planned

to transport around 30 people, back to their hometown of Town X in Y state.

These students/alumni were in contact with local SDM, and the permission was to be given. However, due to the detection of Covid-19 positive cases in the offices of the DC / SDM, it got closed and the bus could not leave for the destination.

The matter was coordinated with the DM concerned and permission was granted in hours.

Story 38: Kilkari



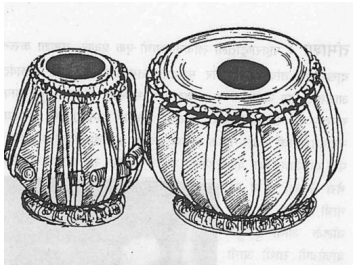
Food channel of CARUNA platform, led by our Gandhi Baba, has distinguished itself in providing yeoman services to the poor and needy.

An NGO working for orphan children in a district of a northern state appealed to CARUNA platform for help in arranging lactose milk on a sustainable basis as it was getting difficult for them in the wake of lockdown conditions. It was taken up by food channel and they were able to make provisions for around one month's supplies of milk powder for the 26 babies; and food, diapers and sanitary napkins for



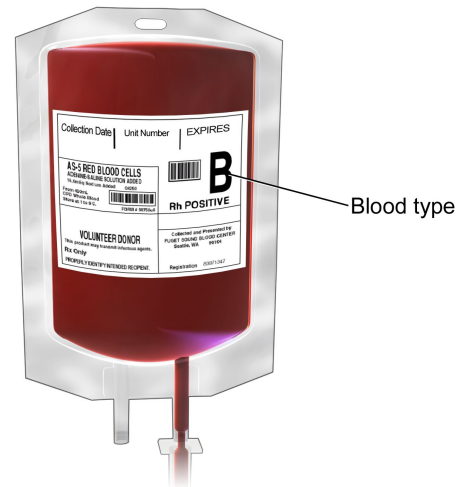
12 young girls at the children's home with the help of one of the local colleagues. The NGO has confirmed that they are also using masks and other safety measures for everyone's health. The NGO was also assured of continued support as long as required.

Story 39 : Gharana Singers



It was heartbreaking when some member of a north based musical Gharana appealed for help with ration. This Gharana is one of the oldest in the country and has deep links with our legacy. It also runs a classical music school known by the name of its founder. Such are the travails of COVID! CARUNA members were able to provide some help with 40 ration kits.

Story 40 : Plasma Therapy



As on date, there is no direct cure for COVID but if messages received in CARUNA are any pointer Plasma Therapy is being tried in an increasing number of serious cases.

An ITO in a northern metro of O- blood group needed plasma therapy. In another case, there was an urgent requirement of plasma of B+, B-, AB+, AB- blood groups. The matter was coordinated on CARUNA platform through the batchmates network and both patients have arranged plasma.

Story 41 : Puri Sabzi





In a recent episode with the railways, the workers were travelling through a train from a northern metro to their hometown and needed food. Due to some miscommunication, there were no items on the train. After some coordinated scrambling on CARUNA, nourishments were provided on the next platform. A senior Railway colleague came back with beaming pride "Puri sabji has been provided to everyone".

Puri sabji for many of us has a childhood association as the staple food our mothers would tie up and bring on train journeys to eat during night time. It was refreshing and amusing to see that this little oddity of customs of Indian families finds itself expressed on a larger scale! It shows in a light-hearted way that in times of crisis, more now than ever, we draw upon our own lives and characters so our solutions become a statement about us.

We are fortunate in having some very fine officers at the scene.

students studying there especially hostellers. Almost all the academic institutions have turned online and shut down hostel leaving students to fend for themselves. The problem is particularly acute for those studying in a foreign country and have limited resources or without any support to continue their stay.

CARUNA platform has received many requests to help to prioritize return to these students through 'Vande Bharat' flights.

In one such case, a student studying abroad appealed to CARUNA to help in his early return. The matter was coordinated with our High Commissioner and student was helped in getting back.

In another similar case, two students stuck in another foreign country appealed for help as their college and hostel were closed. This was flagged to JS concerned in MEA who coordinated with the Ambassador and these boys got their return tickets.

42. Disrupted Studies



Suggested behavioural norms to fight against Corona have created many difficulties for academic institutions and

43. Boys Shelter Home

A noble-hearted citizen requested CARUNA to help him secure permission to visit a Boys Shelter home in a northern metro for distributing personal hygiene kits. Normally this should not pose a problem but these are not normal times. It was coordinated with the office of the Chief Secretary and they were allowed to visit accompanied by the District Child Protection Officer.



44. Inter-State coordination



An Indian student studying in a foreign country was hospitalized and required personal extensive supervision. His father appealed for allowing him transit from one metro city to his hometown in another state without quarantine and be allowed to undergo home quarantine at his home town.

Coordination between two authorities working under different state governments was accomplished in no time and the boy was allowed to proceed for his hometown directly from the first landing airport.

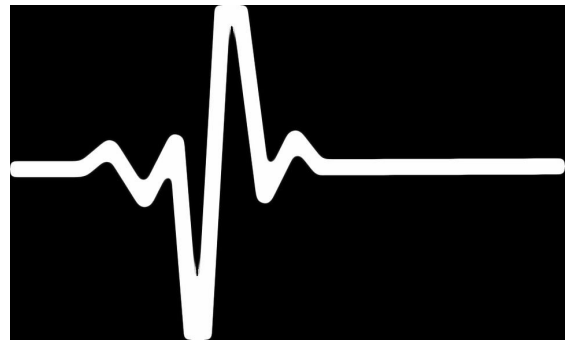
This yet again underscored power to collaboration unleashed on CARUNA.

45. Help in a Foreign Country

An Indian citizen working in the Middle East contacted COVID and was in critical conditions due to compounding of pre-existing conditions. And an appeal on CARUNA was made on his behalf. It was brought to the notice to our mission and they were able to arrange help.

46. Medical Abroad

Emergency



A 3rd year PG in the Department of Emergency Medicine at a premier medical institute appealed for his father, a 53 year Indian, residing abroad. He has been suffering from bleeding inside the brain which is a medical emergency. For his urgent treatment, he needed to be brought back urgently. Due to the COVID situation and long queue, his repatriation was getting delayed. It was brought to the notice of Charge de-Affairs in that country who informed that the Indian Embassy officials were in touch with him and do needful.



47. Blind Singers



CARUNA members took note of a newspaper report about the plight of blind singer couple, known for their soulful music in a northern state, whose livelihood was affected due to suspension of several annual fairs due to Corona induced lockdown.

Their account details were obtained through SBI official and they were called by local SBI officials to the branch office and informed of some help.

48. A story with no ending...



It was informed on CARUNA that the weaver community in southern states is sitting on lakhs of unsold saree stock. A helping soul put together a few photos of the saree stock and arranged their payment gateway and delivery channels to aid them in reaching a wider audience. This was met with keen interest and enthusiastic queries from many CARUNA members, we don't know how far this unsold stock was helped.

We didn't ask... 😊



The roll of honour for each service is so long in caruna collaboration- *dil wali police, food wala taxman, cheetah wala speed post, atma wala customs aur hridye wale adhikari.*