

Covid-19
Diaries

Helping Hands – Serving Souls



Prologue

*“Paropakaraya Phalanti Vrukshaha; Paropakaraya Vahanti Nadyaha,
Paropakaraya Charanti Gaavaha; Paropakarardha Midam Shareeram.”*

Challenges are routine in a Police officer’s life. But a pandemic of this scale and nature is new not only to Police but to all.

Black swan events are unforeseen or unpredictable crises that often have extreme consequences. The outbreak of COVID-19 and its march across the globe has introduced a new kind of uncertainty: With so many dying, so many infected and so many lives being disrupted, there was chaos and confusion all around.

Herein lies the strength of Police – Resilience. Right approach leads not just to bounce back to the status quo but create even more organizational value and positive societal impact in the due course.

COVID 19 policing has engaged the force in enforcing physical distancing, cracking down on the violators, checking entry and exit to jurisdiction, identifying the positive patients, their contacts, setting up containment zones, security at hospitals, quarantine centres, checking home quarantined people, surveillance to enforce curfew, dealing with migrant labour, stranded persons, liaising with other departments, ensuring logistics for carrying out all these and so on.

At such times, emotional intelligence is critical. Everything we do during a crisis should be filled with empathy and compassion for the human side of the upheaval and absorbing the human angst of life-threatening uncertainty. Adopting a calm and methodical approach to the happenings is critical.

Rachakonda Police have gone from strength to strength with their perseverance, dedication, placing service before self and demonstrated why and how Police is not a force but a service.

We see opportunity in crisis; We remain steadfast in times of quandary;

We stand firm in times of toil; We are always ‘with you and for you’.

- Sri Mahesh M. Bhagwat IPS, Commissioner of Police, Rachakonda.

If you can't feed a hundred people, then feed just one.

– Mother Teresa.

Lockdown imposed due to Corona has caused colossal loss and burden on the livelihoods of poor and downtrodden, leaving them at a stroke to despair. The tough, stern paternal show of Police is for the safety of public. However, Police get to see and know the plight of the public first hand. Herein arose the maternal instinct of Police who started feeding the thousands of poor and migrant labours.

In the initial days the efforts have been lone and singular by individual police officers on the field. In no time, the Commissioner of Police has formed a special unit at Commissionerate level to coordinate the efforts of all police officers on ground, to collate their efforts, to act as a single point for all the helping hands approaching and offering their services to the public through the Commissionerate, to guide them and ensure food and dry ration is supplied to the needy.

So far, nearly 600 individuals, 80 companies and 90 NGOs have associated with Rachakonda Police in serving the needy and poor. Around 50 lakh units of meals and ration kits have been served during the lockdown period.

Every police officer ensured that not a single person he comes across and gets to know will sleep with hunger. A call to the Covid Control Room seeking meal even for a single person or family wherever across the Commissionerate was attended.



The true measure of any society can be found in how it treats its most vulnerable members – Mahatma Gandhi

The woes of migrant workers during the Covid lockdown are beyond description. The pictures and videos of thousands of them walking barefooted with infants, with pregnant women, with kids is disheartening.

Moved by their plight, the Government of Telangana has affirmed that not a single migrant worker will have to sleep with hunger and they are their responsibility.

Accordingly, Rachakonda Commissionerate has piped in several donors to feed the migrant workers in their areas. Areas with high concentration of migrant workers have been identified and cooked food during and dry ration have been supplied to them. Singular calls to corona control room have also been taken care of by supplying them with cooked food or dry ration.

A pioneering initiative has been taken up by Rachakonda Police in partnership with Tata Institute of Social Sciences to conduct a socio-economic profiling and need assessment survey of migrant workers in Rachakonda limits.

Nearly 10,669 workers have been interviewed personally and their requirements assessed. Wherever interventions were required, they were attended to. For instance, requirement of dry ration kits, medicines, health check-up specially to sick and pregnant women, water supply, rental issues with owners were addressed. Nearly 60,000 migrants were sent to their native states.



Health check for migrant workers

Rachakonda Police, TISS already conducting socio-economic, need assessment survey

CITY BUREAU
Hyderabad

In yet another proactive measure for migrant workers, Rachakonda Police started medical camps for them and their kin across the Commissionerate.

The Rachakonda Police along with the Tata Institute of Social Sciences (TISS) are already conducting socio-economic and need assessment survey of migrant labourers who are currently stranded here due to the lockdown.

So far nearly 5,500 migrant workers and family members living in Jawahar-nagar, Nerredmet, L. R. Nagar, Vanasthalipuram and Meerpet were surveyed. According to the police, during the survey, the needs for ration and food were addressed either by the police or forwarded to the GHMC and district administration for necessary intervention.

Similarly, it has been felt that there are pregnant women, children, and elderly persons among these



Doctors conducting health check for migrant workers and their families at Meerpet on Sunday.

groups who require medical check-ups," said Mahesh M Bhagwat, Police Commissioner, Rachakonda.

Hence, medical volunteers have taken up health check-ups for migrant workers and families residing in Rachakonda Police jurisdiction. As part of this, on Sunday a team of doctors from Sutrays Hospital with their

teams visited Meerpet and conducted health check-ups for migrant workers. An ambulance has been provided from Rachakonda Police headquarters for the purpose apart from several general medicines required



REDDI NOTE 5 PRO
MI DUAL CAMERA

*These mountains that you were carrying,
you were only supposed to climb.*

During lockdown, loneliness, inability to go out, distanced from near and dear, worry about the state of affairs, stress of employment, marital issue and such cause trauma.

To address the lockdown blues, Rachakonda Police has initiated a psycho-social counselling call centre handled by professionals to offer assistance and counselling.

During the lockdown, the call centre received scores of calls which were attended and followed up as well. But after the lockdown, there was a sudden spurt in the number of calls after the lifting of lockdown and demise of a famous actor. Most of the concerns pertain to violence by family members, domestic violence specifically, fear of employment or business, sleeplessness or loneliness.

All the callers were counselled and where police or specialized intervention was required, the same was also arranged.

The service received accolades from all quarters and is being emulated in other police units.

FEELING LONELY & DEPRESSED IN LOCK DOWN ? 

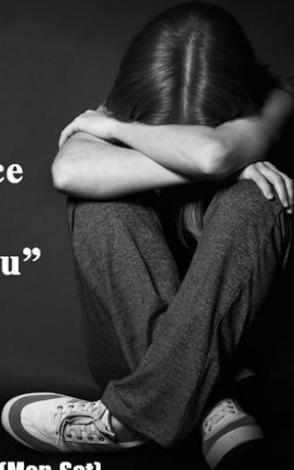


WE ARE WITH YOU
Approach us for **Psycho Social Counselling Services**

Margadarshaks from Rachakonda Security Council and a citizen volunteer have volunteered to offer their services in giving **PSYCHO SOCIAL COUNSELLING** to persons in need.

CONTACT DETAILS
Land line Number : 040- 48214800
Timings : 9.30 am to 9.30 pm (Mon-Sat)

RACHAKONDA POLICE

Don't Struggle in Silence
Speak Up ..!
"We are here to listen you"

Reach us on

 **040- 48214800**

 **09.30 AM to 09.30 PM (Mon-Sat)**

Psycho Social Counselling Services

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Do small things with great love.

Cessation of movement during lock down is like snipping away the freedom of people. Inability to move out even for sun dry requirements causes inconvenience and disturbs peace of mind.

While medical emergencies are attended by ambulances, it has been observed that the public are in requirement of transport for other non-emergency, medical or otherwise but essential purposes like a regular dialysis treatment, a critical injection to be taken periodically, a follow up after a surgery or any procedure, regular dressing, ration for a physically handicapped or elderly couple, etc.

Earlier the Police station staff used to rush to the person requesting such a service. However not all times police resources can be spared considering the other regular and emergency services that have to be attended to.

Hence, Rachakonda Police partnered with Mahindra alyte and Srinivasa Tours and Travels who came forward to place their vehicles at the disposal of the Police for catering to the public requirements as noted above.

Till the last day of the lock down, 1660 calls have been received and attended by the operators and control room requesting for the service. The most rewarding experience is the birth of twins to a lady who sought travel service and she thanked Rachakonda Police on social media.



There is no higher religion than human service.

Homes are abodes on earth where the most loved beings of God live. Orphans, aged, physically and mentally challenged persons are provided food and shelter and a family in these homes by the benevolent people.

Lockdown and Covid-19 times have burdened the managements of these Homes due to paucity of resources in contrast to the fact that they need special attention during the time of pandemic.

In a most thoughtful gesture, Rachakonda Police adopted all such Homes in Rachakonda limits. The requirement of each of the home is assessed by the concerned SHO and furnished to the CP Office.

The Citizen Volunteer Cell of CP Office managing the procurement and distribution of food, ration and other relief material then mapped the donors to the Homes and ensured that all that is necessary is supplied to them.

Throughout the Commissionerate, 77 homes have been identified and all 2876 of them have been supplied with food, dry ration, medicines, etc. till the end of lockdown.



Motherhood – all love begins and ends there.

Once a child always a child for a Mother. What if, would-be mother herself is in need of care. Pregnant women are more prone to the Covid-19 virus infection and they certainly require nutritious food during this period. Financial difficulties and movement restrictions may cause some hindrance to them.

Herein, Rachakonda Police intervened to care for the future mothers and initiated a program to support the pregnant women with a nutrition kit and instill confidence among them.

The beneficiaries are identified through the local PHC. So far PHCs in the limits of 16 police stations with 2700 pregnant women have been served with a kit comprising of ragi malt, dates, dry fruit, milk in tetrapack, a carton of eggs and fruits.

This initiative received instant support from many individuals and organizations and they came forward more than happily to serve the pregnant women.

In another sensible gesture, Rachakonda Police distributed 8000 sanitary packets with the help of NGOs to the women amongst migrant workers and those in slums or makeshift shelters and also distributed groceries to transgenders.



Come what may, Celebrate Life!

Small things make life happy, especially during the hard times of lockdown. More when it comes from near and dear. While many have been stranded and unable to travel, sons and daughters of residents of Rachakonda living in other states or abroad have requested Police to wish their mother or father or kids on their behalf on the occasion of their birthdays.

Rachakonda Police have happily obliged their request and turned to be a cause of a smile on their faces.

Where words fail, Music speaks

Couple of officers have used their passion to address the Covid policing needs. While one has urged the public through his song to be cautious of and take safety measures, the other has composed a song on a positive note to motivate people.



Hyderabad Cops Give Heart-Melting Surprise to 60-Year-Old on Birthday, Sing 'Baar Baar Din Yeh Aaye' Outside Her House

Birthdays in times of corona: Hyderabad cops win citizens' hearts again with their warm gesture, pop-up outside a 60-year-old woman's house with fruits, a mike and sound box to sing 'Baar Baar Din Yeh Aaye' and give a filmy surprise

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Neredmet Inspector A Narasimha Swamy sings for Kutty Hadassa Paul on her birthday (Photo Courtesy: YouTube)

Cop reaches out via 'Oggu Katha'

C ROMEO
Hyderabad

Rachakonda Traffic Inspector Anjapally Nagamallu is turning out to be a jack of different trades. From performing his duties at LB Nagar to composing songs on social causes and crooning them with his own tunes, he is doing it all.

The cop is now seeking to create awareness with 'Oggu Katha' performances on coronavirus pandemic.



Anjapally Nagamallu

Nagamallu became popular with his recent fight against fake news on social media. (SEE PAGE 2)

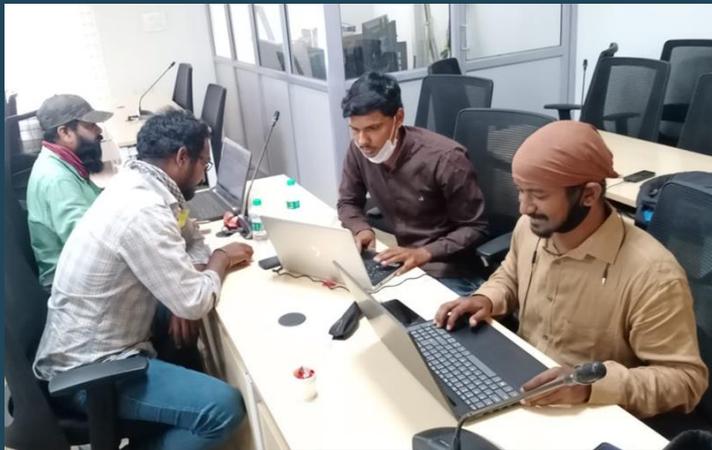
*Only a life lived for others is worth living.
– Albert Einstein.*

A sea of humanity is perceived from the immeasurable response from donors during the pandemic. While few have offered to serve cooked food to police and needy, few have prepared ration kits for the needy, some have donated in kind the essential supplies required for police like the masks, sanitizers, PPE kits, medicines, disinfection services, energy drinks, etc, some have donated in cash, some have volunteered their professional services like Doctors, Psychological counsellors and few others have volunteered their time.

A Volunteer Cell has been formed at Commissionerate Office by enrolling youth who are relatively free during the lockdown. All donors and volunteers are mapped by the Cell depending on the requirement received from police officers directly or through Covid Control Room or through any other source. The Cell worked relentlessly in ensuring that no need which reached the Cell is left unattended.

E- Pass software is also developed by one such company which has volunteered to offer its services. Enabling an e platform to obtain pass for a hassle-free movement has been one of the earliest interventions undertaken by Rachakonda Police and is the first in Telangana State to launch a portal for the benefit of public to obtain e-pass.

Nearly 120 organizations, 700 individuals have been the helping hands of Rachakonda Police and many more have volunteered locally.



nVipani
COVID-19
Essential Services Digital Pass
(Rachakonda Police Commissionerate ONLY)

REQUEST FOR PASS

CHECK AND DOWNLOAD YOUR PASS

FAQs



Glimpses of Few Random Acts of Kindness



स्वस्मै स्वल्पं समाजाय सर्वस्वं।

svasmai svalpaṃ samājāya sarvasvaṃ

Meaning: A little bit for yourself and everything for others!

While this is ideally applicable for all, all Police officers have made this a natural way of living. In times like this, Police emerge even stronger and the services of police officers add sheen to the Police force.

