



#mercymission



# MERCY MISSION INDIA

ACTIVITY & SUMMARY REPORT

for first six months  
21 Mar to 20 Sep 2020

*The city of Bengaluru, with a population of more than 1 crore residents, including a large number of migrants and slum dwellers is a microcosm of our entire country. Realising the enormity of the challenges that lay ahead due to the onslaught of COVID, a group of NGO's operating in Bengaluru across various fields and activities decided to pool in their resources. A handful of NGOs met for the first time on 21-Mar-20 and agreed to create an informal coalition named "Mercy Mission" (MM) and work together to take the COVID fight head-on. In the next few days, many other NGOs also joined the bandwagon.*

*Mercy Mission grew rapidly to become a coalition and collaboration of 20+ NGO's. The work of MM NGOs started immediately on the commencement of the lockdown on 22nd March 2020. Over the last 6 months, Mercy Mission has built many of its activities to large scale and has continued expanding its scope and responded to the emergent needs of the city. The following pages give a gist of the variety of activities undertaken by various groups and individuals of MM.*

*Mercy Mission NGOs acknowledge the stupendous effort of the hundreds of our volunteers and staff of all NGOs, without who this large body of work would not have been possible at all. Heartfelt gratitude is also expressed to the innumerable donors including Azim Premji Philanthropic Initiatives (APPI), organizations like Central Muslim Association (CMA), Crescent Association and others, who strengthened our hands tremendously.*

*We hope to continue our fight against COVID and support those impacted through our various initiatives. We end with prayer to the Almighty to help us all overcome this massive humanitarian crisis.*

*Thank you!*



**Dr. Md. Taha Mateen**

Managing Trustee, HBS Hospital  
Convenor, Mercy Mission



# Mercy Feeding

## MERCY KITS

MM NGOs distributed dry ration kits during the months of April & May 2020. During lockdowns 1& 2 (23 Mar to 31 May), MM NGOs together distributed 73,007 dry ration kits worth approx. **₹7.5 cr** spread across **300+** localities in Bengaluru & **25+** towns across Karnataka. Additionally **10,090** kits donated by Zomato Feeding India, Rotary Mid-Town etc. were distributed. These **83,000+** ration kits helped prepare close to **77.8 lakh** meals.



01



02

## MERCY KITCHEN

During the same lockdown period, MM NGOs & affiliated groups operated **33** Mercy Kitchens across Bengaluru. They cooked & distributed **14.5** lakh food packets with an estd. value of **₹2.6 cr**. MM volunteers additionally facilitated distribution of **12.3** lakh food packets given by donors such as Wipro, Atria, BBMP, Compass, Prestige etc. Ninjacart sent **34+** tons of vegetables to MM worth **₹9.3+** lakhs, which was then distributed to Mercy kitchens & to the needy. **6** Mercy Kitchens have continued cooking & have served more than **27,000** meals since 1-Jun.

## MERCY WAREHOUSES

To facilitate the Mercy Kits & Kitchens activities, **9** warehouses were operated by MM NGOs across the city. Ration was bought, stored, sorted, packed and dispatched from them. The locations were Avalahalli, Bhoopsandra, Basavanagudi, Mysore road, Banaswadi, Govindpura, DJ Halli, Kaggadapura, and Tilaknagar.



03



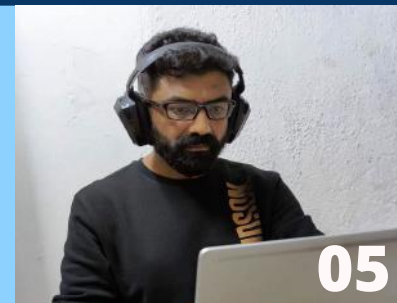
04

## MERCY SHRAMIK SEVA

When the Shramik special trains to carry migrants back to their hometowns operated from **1-May to 6-Jun**, MM got into action. **1.32** lakh passengers in **107** Shramik trains departing from Bengaluru were served with **2.85** lakh meals & essentials kits. This activity was funded the APPI, with in-kind support from Pepsi, thinking forks and me & Unibic.

## MERCY HELPLINE

A public helpline (**080 47185566**) was set-up by MM to reach out to the most needy households & migrants requiring food, ration and medicine. In **53 days** (29-Mar to 20-May) of operation by a team of **12** volunteers, the helpline received **15,666** distress calls directly benefitting **1+** lakh people.



05



06

## MERCY KITCHEN 2.0

Many COVID hospitals did not have kitchen staff or functional pantries. In response to this, MM developed a modern, hygienic kitchen facility in order to prepare a nutritious full meal to the frontline warriors (doctors & hospital staff) and even COVID patients. Mercy Doctors Kitchen has been functioning since 6-Jul and has served **60,000+** meals so far to Victoria, HBS, CV Raman, KC General hospitals, RBANMS and Bowring Hostels.



07

### MERCY OXYGEN CENTRES

Once COVID cases started increasing in the city in July, there was need to provide Oxygen support to rapidly deteriorating patients till they found scarce hospital beds. Addressing this critical need, MM opened & operated **9** oxygen centres across the city. MM has provided 1600+ O2 cylinders free of charge and over 750 patients have been helped. The 24/7 service with **20+** helpline agents & **25+** field volunteers received **6,751** calls. **5** follow-up agents have counselled patients in over **800** calls.



08

### MERCY ONLINE CLINIC

Since 1-July, MM launched a free Mercy Clinic Mobile App to give sound medical advice, right information, guidance & to reduce the fear psychosis among people. **70** doctors have enrolled & been providing online video consultations. Till date, **740** consultations have been done, benefitting **1165** patients.



09

### MERCY PLASMA

In August, with the rise of recovered patients the demand for Plasma therapy increased. In collaboration with BMST, a leading blood bank, MM commenced coordinating plasma donations and recipients in Bengaluru. Till date, nearly **150** patients have been provided plasma through these efforts.



10

### MERCY AMBULANCES

To reduce the burden of exorbitant pricing for ambulance services to poor patients, MM has purchased or coordinated a fleet of **6** ambulances equipped with O2 to transport patients. Totally, 65+ trips have been done free of charge to patients. MM also has vans dedicated to Mercy Angels for hearse services



# Mercy Medical



11

### MERCY MEDICINES & EQUIPMENT

During the lockdown, MM received **500+** calls on its helpline seeking medicines. **628** prescriptions worth ₹3 lakhs were given free. Since July, MM NGOs have also collaborated with other NGOs to fund critical COVID medicines and hospital bills of poor patients across hospitals. Further, critical COVID equipment such as NIVs have been procured and gifted to hospitals. More than ₹15 lakhs has been spent on the above.



12

### MERCY HEALTH CAMPS

During the lockdown, Health camps were held at **5** homeless shelters run by NGOs & **3** police stations by the Mobile Clinic team on request by BBMP & Police resp. **600** staff were checked & medicines of ₹1 lakh was given free. A blood donation campaign organized also collected **20** units benefitting 60 lives.



13

### MERCY PROTECT

MM NGOs donated **600+** protective gear kits to front line workers in **60** fever clinics, **5** taluka CHCs & **3** large govt. hospitals costing ₹2 lakh+

### 14 MERCY ELDER CARE

During the lockdown, MM operated a Free Elder Care Helpline (**97313 15833**) to provide counselling, medicines, groceries to senior citizens. **36** cases served.



15

### MERCY SAHAY

To address the stress and mental health issues which increased during the pandemic, MM joined hands with Sochara and launched a helpline (**080 47113940**). It provided support in English, Kannada and Hindi. Trained counsellors handled the calls and provided support to the aggrieved callers.





# Mercy Critical Services

## MERCY ANGELS

For 3 months (Apr-Jun), MM operated the sole hearse service in Bengaluru named "Mercy Angels" to transport COVID deceased. With a team of 4 helpline agents & **30+** ground volunteers, MM has completed **580** last journeys of COVID deceased till date & **47** non-covid last journeys done during the lockdown. The 24/7 helpline of Mercy Angels is **080 4719 1134**.



16

## MERCY TRANSPORT

This initiative operated from 1-Jun to 2-Jul to help guide & provide free transport more than **1,000** migrant labourers to the right train stations where trains were departing to their home towns. Migrants were congregating at the Majestic bus stand & were being charged exorbitant sums for local transport



17

## COVID HOSPITAL

One of the MM NGOs, HBS Hospital, became a dedicated COVID facility with **56** beds since 4-Jul. In its first 2 months of COVID operations, HBS has served **438** patients & is among the leading COVID hospitals in Bengaluru. It is also providing dialysis to COVID patients. Infrastructure of the hospital was significantly upgraded with support from APPI and other donors.



18

## COVID OXYGEN CENTRE

With the support of APPI, MM facilitated & helped HBS Hospital to open & operate an Oxygen Centre closeby having **32** rooms/ beds. This centre hosts patients recovering from COVID who are discharged from HBS but need to be monitored closely, or admits those with mild symptoms. It helped enhance HBS hospital capacity & free beds for more critical patients at the hospital.



19

## MERCY AWARENESS

In the initial days of lockdown, awareness campaigns on COVID & importance of social distancing were run by MM in the slum areas in tandem with police & govt authorities. **10** Megaphones having brief pre-recorded messages were played in **3** languages (Kannada, Urdu, Tamil) with a focus on slum areas. Street plays are also being rolled out to increase awareness.



20

## MERCY BOOTHS

MM has launched over **39** Field Booths in over **35** vulnerable areas across Bengaluru that will screen body temperature, SPO2 levels, Blood Pressure etc. and provide on ground support and help to remove stigma around COVID, spread awareness, provide support for COVID testing, Hospital admissions, free ambulance & emergency Oxygen Services and connecting to the local UPHC



21



A Coalition of 20+ NGOs across Bengaluru to fight the COVID pandemic together

## Coalition Associates



small**appeal**  
Swabhimaan  
Emmar Trust

For further details, do write to us at [management@mercymission.org.in](mailto:management@mercymission.org.in) or call us 080 4719 1133