State Integrated Disaster Control Centre (SIDCC)

Lucknow, Uttar Pradesh

Standard Operating Procedure (SOP)

for Heat Wave

Relief Commissioner's Office,
Government of Uttar Pradesh

Technical Support: UNICEF, Uttar Pradesh

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Section 1: Introduction

- This SOP
  - Identifies **Heatwave Response**, including related preparedness, actions at district level.
  - Describes **Operating Procedures** for undertaking identified heatwave response actions.
  - Lists **Lead Agency** and **Support Agencies** responsible for heatwave response actions.
  - Provides **References** (Legislation, Standards and Guidelines) for identified actions.

- This SOP does NOT include long-term heatwave risk mitigation measures such as construction of green building, plantation drive for increasing green cover, creation of water bodies for storage, etc. It is important to emphasize that these mitigation measures are extremely important, however scope of this SOP is limited to immediate heat wave response and related to preparedness measures.

- This SOP is closely linked with the Heatwave District Disaster Management Plan and describes operating procedure for response and related actions identified in the plan.

- Duration
  - Pre-heat wave: Before May
  - During heat wave: May-June

- Key considerations
  - Vulnerable groups especially people with chronic disease (especially chronic kidney and cardiovascular conditions), children aged 14 years and below[1], elderly, traffic police, pregnant women, homeless[2], etc. are prone to heat wave and need to be prioritized.
  - Dos and Don'ts in the COVID-19 scenario requires social distancing, face mask and regular washing of hands/sanitization and it should be integral part of all Heatwave response measures.

[1] Jianguo Xiao and et al, Variation in Population Vulnerability to Heat Wave in Western Australia, April 2017
[2] National Disaster Management Authority, *National Guidelines for Preparation of Action Plan- Prevention and Management of Heat Wave,* India, October 2019

- Coordination is key.
- Saving lives is priority.

Section 2: List of Lead Agencies and Response Actions for Heat Wave at District Level

S. No.	Lead Agency	Response Actions
1	DDMA	District Heatwave Risk Assessment to identify hotspots
		Disseminate Heatwave forecast to agencies and public
		EOC/Control Room coordinates heatwave response
		Review Heatwave Preparedness in District
2	Health and Family Welfare	Review Heat wave Medical Preparedness and Response
		Activate Control Room of H&FW Department for Heat Wave
		Medical Response Preparedness for heat stroke cases
3	Urban Local Bodies	Review city and ward Preparedness and Response to Heatwave
		Heatwave alert dissemination
		Create drinking water and bathing facility at public places
		Water tanker facility
		Response measures
4	Panchayati Raj	Review Heat wave Preparedness and Response of Panchayati Raj Department
		Schedule cooking timing for rural areas during summer
		Provision Water tanker facility
		Create drinking water facility at public places
		Heat wave preparedness for animals
5	Animal Husbandry	Medical preparedness for Heatwave for animals
6	Police	Heatwave response plan for traffic police
7	Labor	Heat wave response plan for laborers

Section 3: Operating Procedure for Heat Wave Response

DDMA: Role and Responsibility

Focal Point: Name and Contact Details

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/ Guideline)*
1.	**Conduct District Heatwave Risk Assessment and identify heat wave hotspots**	1. Identify probability of heatwave occurrence and increase in likelihood of heatwave occurrence in district based on past data from IMD and other sources. 2. Vulnerability assessment of district with special reference to socio-economic profile, and population data Housing typology, Vulnerable occupation pattern[3], chronic disease, past cases of heat wave cases. 3. Conduct urban heat wave assessment with special reference to Urban Heat Island (UHI) phenomenon[4]. 4. Identify existing capacity to manage heat wave impact.	1. Revenue Department 2. Health & Family Welfare Department 3. Police 4. IMD 5. Fire Service Department 6. Social Welfare Department 7. Empowerment of Persons with Disabilities Department 8. Labor Department 9. Housing and Urban Development Department 10. University/Academia 11. UN, NGOs, CSR	1. Disaster Management Act: Section 30(2) iii: '*District Authority may ensure that the areas in the district vulnerable to disasters are identified…*' 2. Section 2.3 of NDMA, Guidelines for Preparation of Action Plan- Prevention and Management of Heat Wave, India, 2019

[3] Rickshaw puller, auto driver, bus driver, beggars, coolies, street hawker, security staff, traffic police

[4] Urban Heat Island (UHI) phenomenon is a result of physical and built environment phenomenon including building material, building height and density, population density and green cover.

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/ Guideline)*
2.	**Disseminate Heatwave forecast to agencies and public**	1. Receive daily and 4-day heat wave forecast from IMD or State level. 2. Identify Blocks and Urban Local Bodies falling under the heat wave forecast. 3. Disseminate heatwave forecast to Blocks and Urban Local Bodies (ULBs). 4. Disseminate heatwave forecast[5] to line departments and other institutions[6]at district level. 5. Block to disseminate heat wave forecast and do's and don'ts to Gram Panchayats falling under the heatwave forecast. 6. ULBs to disseminate heatwave forecast and do's and don'ts to wards. 7. Disseminate Heatwave forecast to public through social media, Local Cable TV Network, FM, Community Radio.	1. Block(s) Administration 2. ULB(s) 3. Health and Family Welfare Department 4. Police Department 5. Social Welfare Department 6. Labor Department 7. Animal Husbandry Department 8. Education Department 9. Panchayati Raj Department 10. Jal Shakti Department 11. Transport Department 12. CSOs, Charitable Trust 13. Local Cable TV Network, FM, Community Radio	1. DM Act, 2015 Section 30(2) xiv: *District Authority set up, maintain, review and upgrade the mechanism for early warnings and dissemination of proper information to public* 2. 4-day forecast issued by IMD at 16:00 hours every day
3.	**Operationalize EOC/ Control Room to**	1. Activate EOC/Control Room for coordinating heatwave response: 1.1. **At District level**	1. Block(s) Administration 2. ULB(s)	1. Annex 7/Format A of NDMA, Guidelines for Preparation of Action Plan-

[5] The heatwave forecast shall include dos and don'ts related to heatwave.

[6] Health and Family Welfare, Police, Social Welfare, Labor, Animal Husbandry, Education, Panchayati Raj, Jal Shakti, CSOs, Transport, Local Cable TV Network, FM, Community Radio and Charitable Trust

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/ Guideline)*
	coordinate heatwave response	1.1.1.Line Departments 1.1.2.Ensure following at Control Room - least one staff with back up in each Control Room at least one dedicated contact number, 1.2. **At Block(s)/ULB(s) falling under heatwave hotspots** 1.2.1.List of focal points of blocks and line departments for heatwave, facility for registering grievance/requests for public, daily heatwave forecast details, etc. Prepare daily status report on heatwave case 3. Coordinate with Health and Family Welfare and Fire Services in fire cases for preparation of report. 3.1. Include specifics7 in Case compilation 3.2. Include response measures undertaken 4. Send status report to State EOC.	3. Health and Family Welfare Department 4. Fire service Department 5. Police Department	Prevention and Management of Heat Wave, India, 2019

[7] Gram Panchayat/Ward/Block wise; Time and Date; Age, Gender; symptoms, profession of affected, Economic status of affected (APL/BPL) data

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/ Guideline)*
4.	**Review Heatwave preparedness in district**	1. Organize meeting of DDMA in pre-Heatwave season, preferably in the month of March, for heatwave preparedness of district. 2. Invite line departments[8], ULBs and Blocks administration. 3. Review early warning, preparedness and mitigation actions related to Heat Wave as per the District Heatwave Plan. 4. Update/identify focal point for heatwave response of line departments, block, ULB. 5. Review stock and repositioning of relief items for heatwave response. 6. Review preparedness of Health and Family Welfare, Jal Shakti, Animal Husbandry, Fire Services, Power, Labour, Education, ULBs, Block Administration for heatwave response. 7. Review and update District Heatwave Response Plan. 8. Prepare a report on status of Heatwave preparedness in the district and identified actions.	1. Health and Family Welfare Department 2. Panchayati Raj 3. Jal Shakti Department 4. Fire service Department 5. Animal Husbandry Department 6. Labour Department 7. Power Department 8. Education Department 9. Other Line departments 10. Block(s) Administration 11. ULB(s)	1. DM Act, 2015 Section 30(2) vii: *Monitor the implementation of Disaster Management Plan prepared by the departments of Government at the district level*

[8] Health, Panchayati Raj, Jal Shakti, Animal Husbandry, Power, Labour, Education

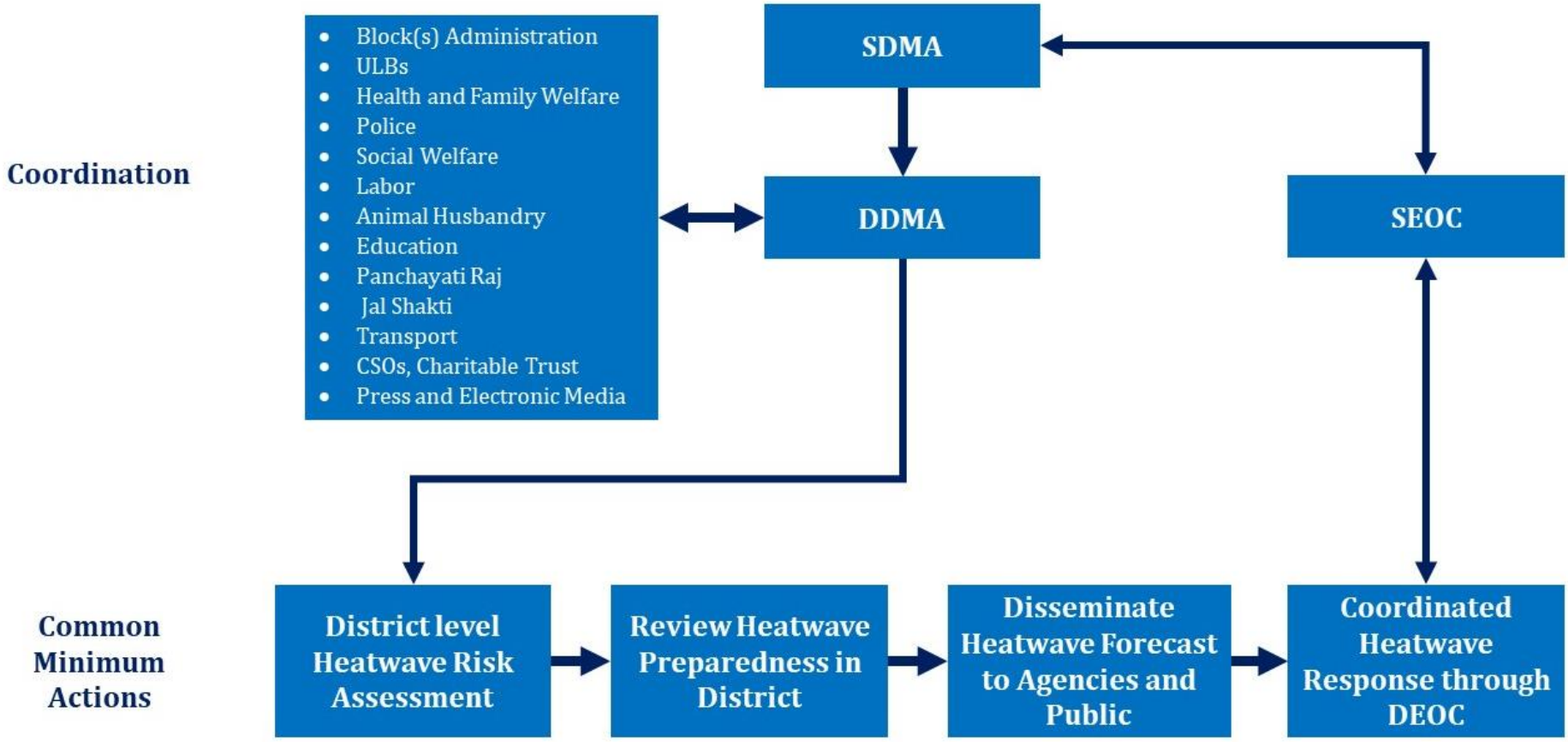

Figure 1: Common minimum actions and coordination for heatwave management by DDMA

Health and Family Welfare (HFW) Department: Role and Responsibility

Focal Point: Name and Contact Details

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard /Guideline)*
1.	**Review Heatwave Medical Preparedness and Response**	1. Organize District Health & Family Welfare meeting to review medical preparedness and response for Heat wave, preferably in March. 1.1. Review following: 1.1.1. Heatwave response focal points in each block and ULB(s) 1.1.2. Mapping health facility capacity for heatwave response cases: Heat stroke treatment ward, Cooling room, etc. 1.1.3. Power backup at health facilities 1.1.4. Ambulances 1.1.5. Control Room of HFW 1.1.6. Stock and pre-positioning of medicines 1.1.7. Case reporting to DDMA 1.1.8. Coordination with private health facilities, in case of surge in cases of heat stroke cases 2. Prepare status report on district health sector preparedness for Heatwave response. 3. Review/update Medical Response Plan for Heatwave.	1. Block(s) Administration 2. ULB(s) 3. Social Welfare Department 4. Empowerment of Persons with Disabilities Department 5. Panchayati Raj Department 6. Association of Private Health Care Providers	1. DM Act 2005 Section 41 (1) a (ii): *Each department of the State Government, in conformity with the guideline laid down by the State Authority shall plan - integration of strategies for prevention of disaster or the mitigation of its effects or both with the development plans and programmes by the department*

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard /Guideline)*
2.	**Management of HFW helpline for Heatwave**	1. Activate District HFW Control Room for Heat Wave from May. 2. Ensure following in the Control Room: 2.1. Create a database on health facilities along with heatwave treatment facilities and status, which is updated daily, based on cases. 2.2. Prepare well-defined procedure for responding to a distress call on heat stroke. 2.3. Compile heatwave cases and deaths with details[9] and share with District EOC. 2.4. Analyze heat stroke cases and trends.	1. CHC/PHC/DH 2. ULBs 3. Panchayati Raj 4. Association of Private Health Care Providers	
3.	**Provide Medical Response to heat illness cases**	1. Draft well-defined protocol from receiving heat stroke case to treatment 2. Ensure following at Health facility: 2.1. ORS, IV fluids, life-saving medicines, ice packs are pre-positioned. 2.2. Heat stroke ward/beds have cooling facility (A.C./Coolers). 3. Draft protocol on referring patients from PHC to higher health facility and should do only after adequate stabilization and basic definite care (cooling and hydration).	1. CHC/PHC/DH 2. Health facilities under ULB 3. Private Health Care Providers	1. Section 4.2 of NDMA, Guidelines for Preparation of Action Plan- Prevention and Management of Heat Wave, India, 2019

[9] Gram Panchayat/Ward/Block wise; Time and Date; Age, Gender; symptoms, profession of affected, Economic status of affected (APL/BPL) data

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard /Guideline)*
		4. Create/Identify Rapid Response Team to attend calls outside hospital. 5. Report Daily heat stroke cases and deaths to Control Room of HFW.		

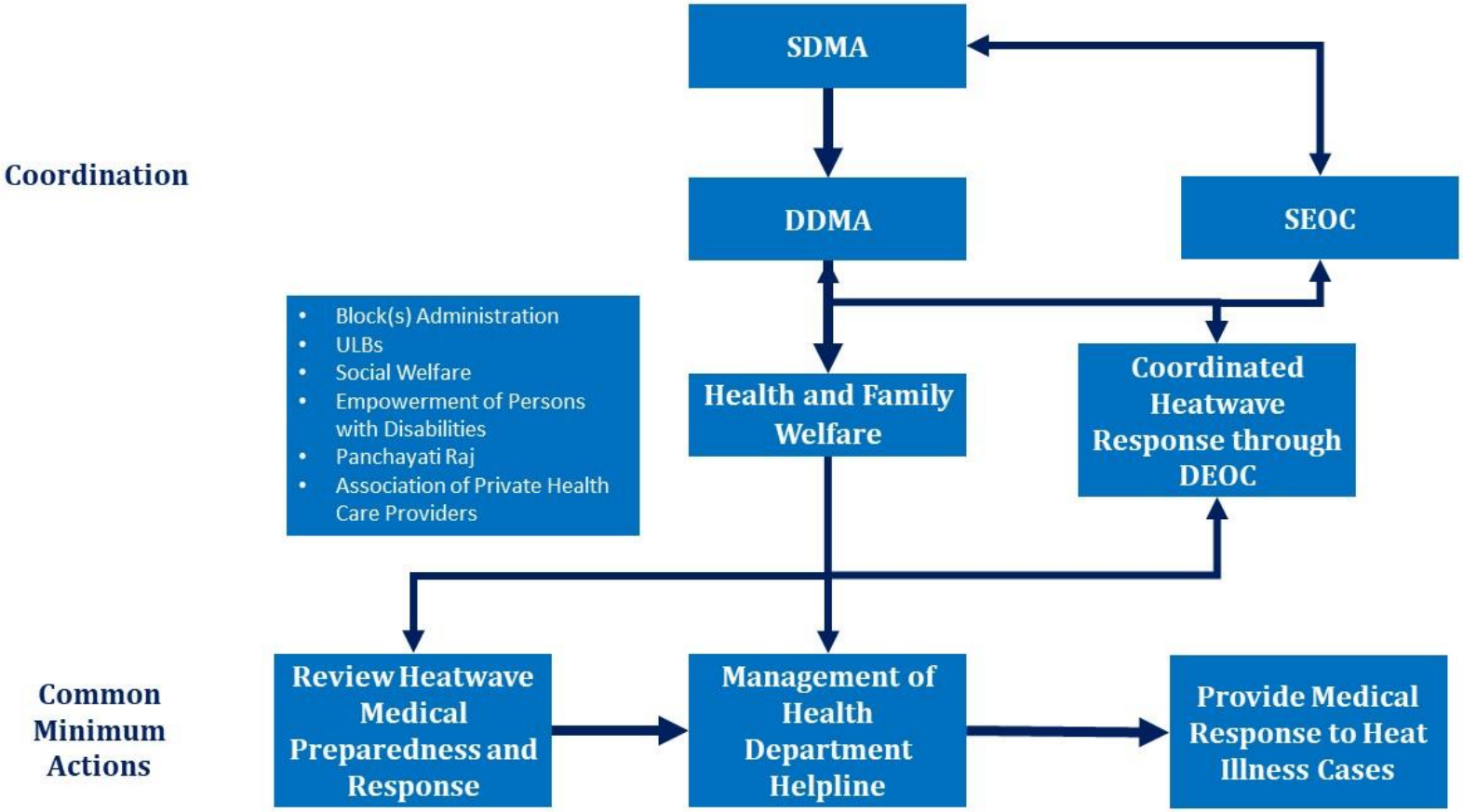

Figure 2: Common minimum actions and coordination for heatwave management by Health and Family welfare Department

Urban Local Bodies: Role and Responsibility

Focal Point: Name and Contact Details

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard /Guideline)*
1.	**Review city/town and ward Preparedness and Response to Heatwave**	1. Organize meeting of ULB to review city/town and ward level heatwave preparedness, preferably in March. 1.1. Review following: 1.1.1. Heatwave response focal points for emergency functions: Health, Power, Water supply, etc. 1.1.2. Ward level focal points 1.1.3. Volunteers for heatwave response at ward level 1.1.4. Mapping health facilities' capacity for heatwave response in each ward: Heat stroke treatment ward, Cooling room, etc. 1.1.5. Power backup at health facilities 1.1.6. Ambulances 1.1.7. Control Room of ULB 1.1.8. Stock and pre-positioning of medicines 1.1.9. Heatwave alert dissemination 1.1.10. Case reporting to DDMA 1.1.11. Rescheduling of working hours due to heatwave	1. Fire Service Department 2. Police Department 3. ULB Health Section 4. ULB Water Supply 5. ULB Power Distribution 6. Wards office bearers 7. Private Health Service Providers 8. NGOs, Charity Trusts	1. DM Act 2005 Section 41 (2): *The local authority may take such measures as may be necessary for disaster management.*

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard /Guideline)*
		1.1.12. Coordination with private health facilities, in case of surge in cases of heat stroke cases 2. Prepare status report on ULB preparedness for Heatwave response.		
2.	**Disseminate Heatwave alert to departments and public by ULB Control Room**	1. Disseminate heat alert to concerned wards and response functionaries[10]. 2. Disseminate heat alert to: 2.1. Public through local cable operator, social media, FM and local newspaper 2.2. Real Estate contractor association with instructions to avoid work in open areas from 11 am to 3 pm. 2.3. City public transport 2.4. Pre-identified volunteers in heat spots and vulnerable groups. 3. Train Volunteers on dos and don'ts of heatwave and providing basic care to heat stroke symptomatic persons.	1. Ward office bearers 2. Ward level volunteers 3. Public Transport 4. Real Estate Association 5. Local Cable TV operators, FM Radio and local newspaper	
3.	**Create drinking water and bathing facility at public places**	1. Coordinate with Jal Shakti, ULB's water supply wing, NGOs and charitable trust on creating drinking water facility at public place[11].	1. Jal Shakti Department 2. ULB Water Supply 3. NGOs, Charity Trusts 4. Real Estate Association	

[10] Health, Power, Water Supply, Labour, Education, Public Transport

[11] bus stand, construction site, marketplace, APMC, pilgrimage site, tourist place, industrial areas

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard /Guideline)*
		2. Ensure drinking water facility at construction site is responsibility of contractors. 3. Ensure water points are maintained and hygienic. 4. Create bathing facility at shelter for homeless.		
4.	**Organize Water tanker facility**	1. Create database of water tankers available for water supply. 2. Enlist private water tankers. 3. Direct water tanker for water supply by ULB Control Room on request made by public. 4. Ensure coordination with police in case of sensitivity due to high demand and limited supply (Police needs to be informed to ensure security). 5. Close case by Control Room on completion of water delivery.	1. ULB Water Supply 2. Police Department 3. Jal Shakti Department 4. Private water tankers	
5.	**Implement Response measures**	1. Open public parks and garden for public during peak heat duration. 2. Sprinkle water on roads.	1. Ward office bearers	1. Section 4.3 of NDMA, Guidelines for Preparation of Action Plan- Prevention and Management of Heat Wave, India, 2019

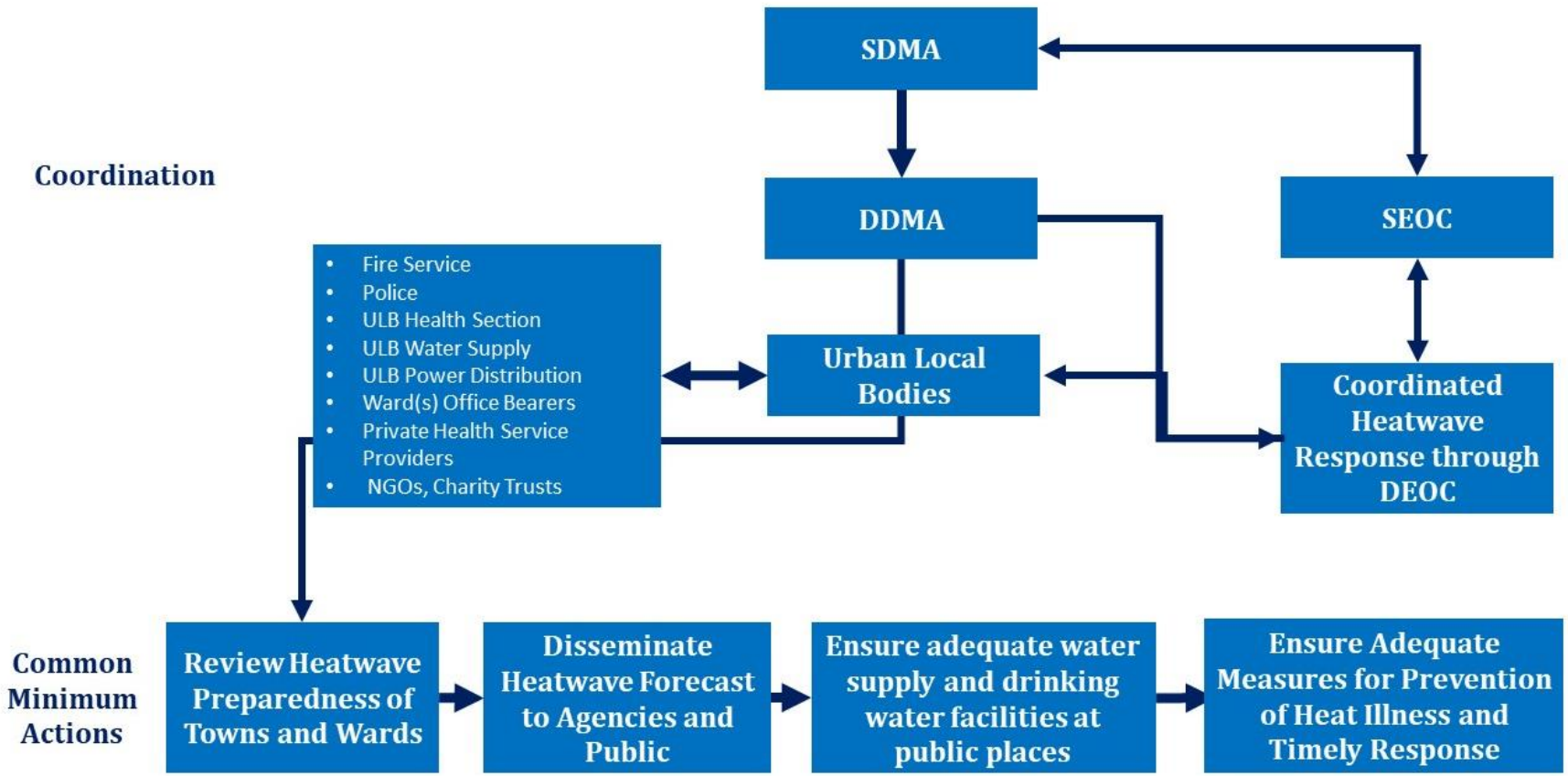

Figure 3: Common minimum actions and coordination for heatwave management by Urban Local Bodies

Panchayati Raj Department: Role and Responsibility

Focal Point: Name and Contact Details

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/Guideline)*
1.	**Review Heatwave Preparedness and Response of Panchayati Raj Department**	1. Organize meeting to review preparedness and response for Heatwave, preferably in March. Following aspects should be reviewed in the meeting: 1.1. Heatwave response focal points in each village 1.2. Health facilities' capacity for heatwave response cases: Heat stroke treatment ward, Cooling room, etc. 1.3. Power backup at health facilities 1.4. Number of functional ambulances 1.5. Coordination arrangements for Heatwave response 1.6. Stock and pre-positioning of medicines 1.7. Protocol for shifting case requiring super specialty in city 1.8. Fodder management	1. Block level officers of Panchayati Raj Department 2. Social Welfare Department 3. Empowerment of Persons with Disabilities Department 4. NGOs, Charity Trusts 5. Health and Family Welfare Department 6. Animal Husbandry Department	1. DM Act 2005 Section 41 (1) a (ii): *Each department of the State Government, in conformity with the guideline laid down by the State Authority shall plan - integration of strategies for prevention of disaster or the mitigation of its effects or both with the development plans and programmes by the department*

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/Guideline)*
		1.9. Animal husbandry 1.10. Village volunteer for heatwave response 2.Prepare status report on Panchayati Raj Department preparedness for Heat Wave response.		
2.	**Schedule cooking timing for rural areas during summer**	1. Issue instructions to Gram Panchayats for monitoring coking schedule in rural areas to reduce fire hazard. 2. Gram Panchayat organizes Gram Sabha before May and pass resolution for specific cooking time. 3. Gram Panchayat shall share Dos and Don'ts related to heatwave in the Gram Sabha. 4. Gram Panchayat shall strictly monitor adherence to the cooking time.	1. Gram Panchayat	
3.	**Water tanker facility**	1. Create database of water tankers available for water supply in different blocks of the district. 2. Panchayati Raj Department shall enlist private water tankers.	1. Jal Shakti Department 2. Police Department 3. Private water tankers	

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/Guideline)*
		3. Panchayati Raj Department Control Room shall direct water tanker(s) for water supply on request made by villager(s). 4. In case of sensitivity due to high demand for water and limited supply, Police needs to be informed to ensure security. 5. On completion of water delivery, the Control Room should close the request.		
4.	**Create drinking water facility at public places**	1. Conduct meeting with Jal Shakti department, NGOs and charitable trust(s) on creating drinking water facility at public places including bus stand, marketplace, APMC, pilgrimage site(s), MGNREGS sites. 2. Ensure that water points are maintained and hygiene is kept.	1. Jal Shakti Department 2. NGOs, Charity Trusts	1. Section 4.3 of NDMA, Guidelines for Preparation of Action Plan- Prevention and Management of Heat Wave, India, 2019
5.	**Heat wave preparedness for animals**	1. In case of drought/heatwave, identify blocks and villages in need of fodder and water.	1. Revenue Department 2. Jal Shakti Department 3. NGOs, Charity Trusts	

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/Guideline)*
		2. Conduct Gram Panchayat-wise assessment of fodder and water needs for livestock. 3. Organize fodder camp in drought situation. 4. Ensure supply of water for livestock. 5. Create shade for stray animals for protection from heat wave	4. Animal Husbandry Department	

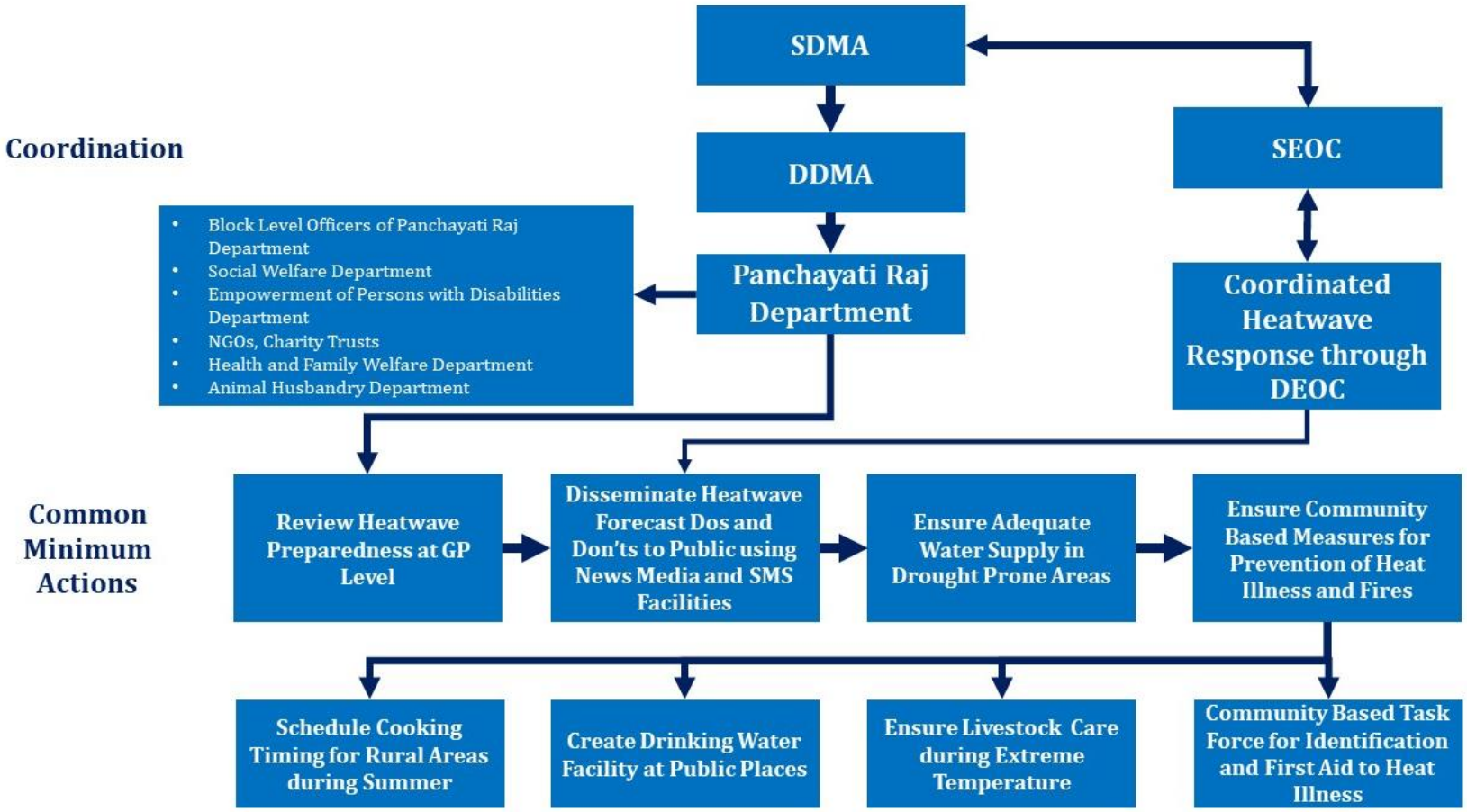

Figure 4: Common minimum actions and coordination for heatwave management by Panchayati Raj Department

Animal Husbandry Department: Role and Responsibility

Focal Point: Name and Contact Details

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/Guideline)*
1.	**Preparedness for Heatwave for animals**	1. Create database of veterinary hospitals in district. 2. Pre-position veterinary medicines and equipment. 3. Create shed(s) for animals for protection from heatwave. 4. Organize fodder camp in drought situation. 5. Ensure adequate supply of water for animals. 6. Analyze heatwave related cases in animals and use findings for updating response plan for next year. 7. Inform District EOC on heatwave impact on livestock.	1. Revenue Department 2. Panchayati Raj Department 3. Insurance companies	1. DM Act 2005 Section 41 (1) a (ii): *Each department of the State Government, in conformity with the guideline laid down by the State Authority shall plan - integration of strategies for prevention of disaster or the mitigation of its effects or both with the development plans and programmes by the department* 2. Section 4.3 of NDMA, Guidelines for Preparation of Action Plan- Prevention and Management of Heat Wave, India, 2019

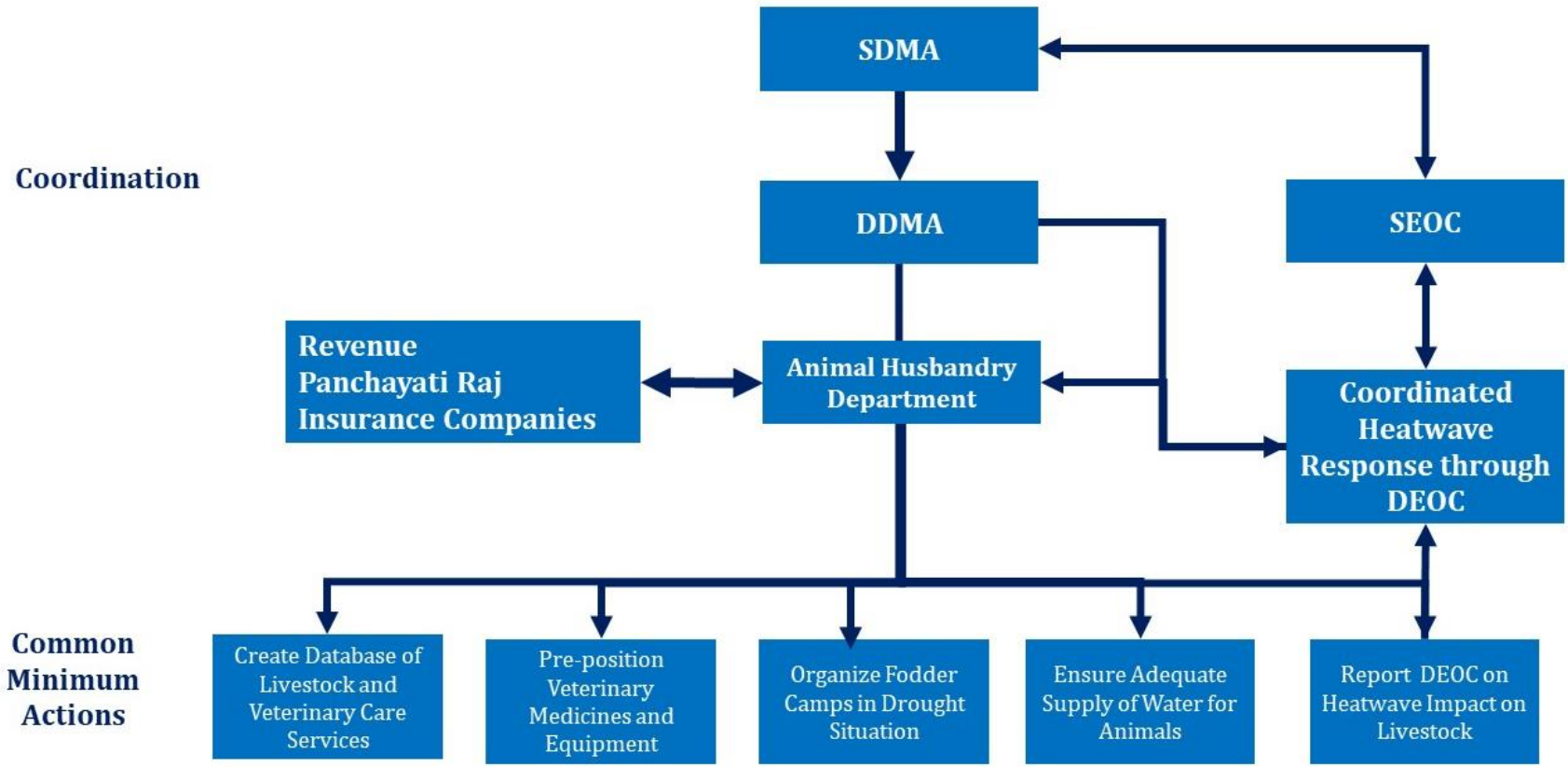

Figure 5: Common minimum actions and coordination for heatwave management by Animal Husbandry Department

Police Department: Role and Responsibility

Focal Point: **Name and Contact Details**

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/Guideline)*
1.	**Heat wave response plan for traffic police**	1. Procure cool jacket, lightweight shoes and quality goggles for traffic police as it can reduce body temperature by 6-12 degree for 3 to 4 hours. 2. Allocate above-mentioned items to traffic police. 3. Create proper shed facility or umbrella for shed for traffic police. 4. Sensitize traffic police on heat precautions and care.	1. ULB 2. Public Works Department 3. NGO, Charity Trusts	1. DM Act 2005 Section 41 (1) a (ii): *Each department of the State Government, in conformity with the guideline laid down by the State Authority shall plan - integration of strategies for prevention of disaster or the mitigation of its effects or both with the development plans and programmes by the department*

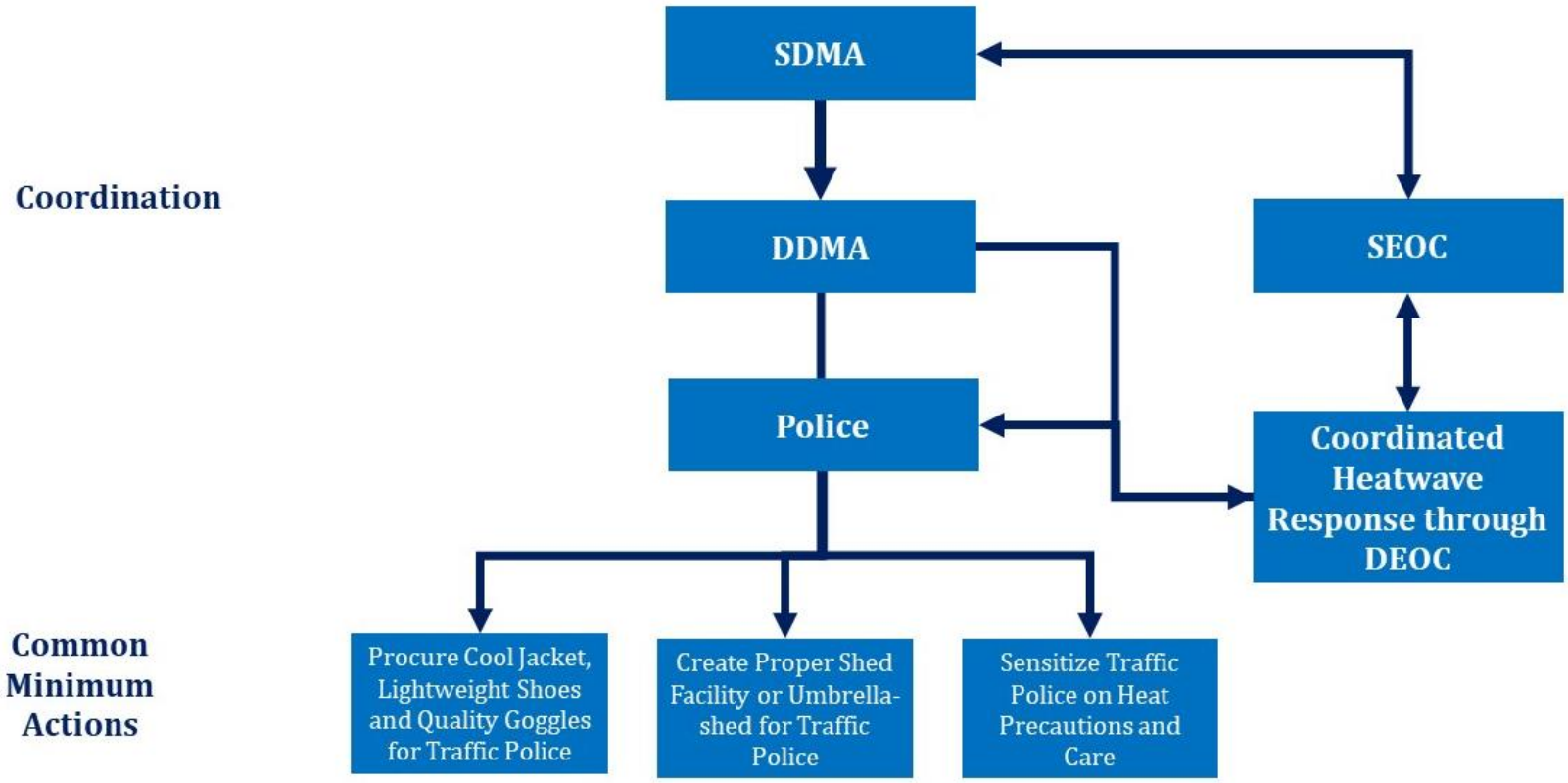

Figure 6: Common minimum actions and coordination for heatwave management by Police Department

Labour Department: Role and Responsibility

Focal Point: Name and Contact Details

S. No.	Action	Operating Procedure	Coordinating Agencies	Reference *(Legislation/Standard/Guideline)*
1.	**Heatwave response plan for laborers**	1. Create database of construction companies and industries, which include workforces engaged in outdoor activities and area of work. 2. Issue instruction to reschedule working hours/flexible working hours for workers during heatwave, especially workers engaged in outdoor manual work. 3. Issue instructions for workers to keep their body covered with long-sleeved shirt, cap and cloth for protection of ears and neck. 4. Issue instructions for creation of rest area in the shade for workers by their employers.	1. ULB 2. Real Estate Association 3. Health and Family Welfare Department 4. Private Health Service Providers 5. NGO, Charity Trusts	1. DM Act 2005 Section 41 (1) a (ii): *Each department of the State Government, in conformity with the guideline laid down by the State Authority shall plan - integration of strategies for prevention of disaster or the mitigation of its effects or both with the development plans and programmes by the department*

		5. Ensure provisioning of first-aid kit, ice packs, drinking water at construction/work site by the employers. 6. Instruct management of the construction site(s) to display contact details of nearest health facility and ambulance. 7. Instruct management of the construction site(s) to provisions transportation facility for shifting labor to health facility, in case of emergency. 8. Inform District EOC in case of heat stroke case.		

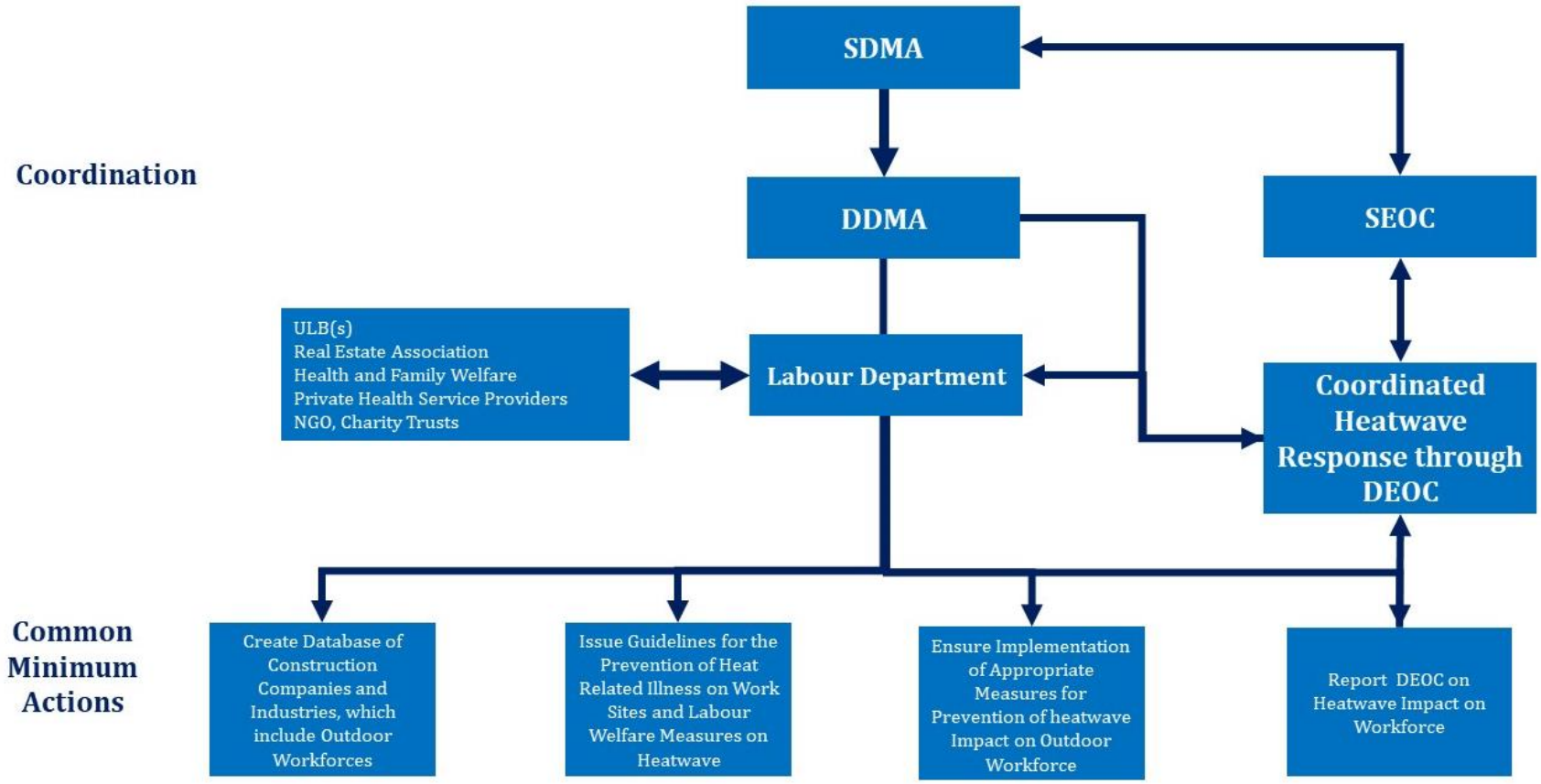

Figure 7: Common minimum actions and coordination for heatwave management by Labour Welfare Department

Section 4: Annexures

Annexure A: Do's and Don'ts related to Heat wave (NDMA)

Dos

Must for All

1. Listen to Radio; watch TV; read Newspaper for local weather news.
2. Drink sufficient water - even if not thirsty.
3. Use ORS (Oral Rehydration Solution), homemade drinks like lassi, torani (rice water), lemon water, buttermilk, etc. to keep yourself hydrated.
4. Wear lightweight, light-coloured, loose, cotton clothes.
5. Cover your head: Use a cloth, hat or umbrella.

Employers and Workers

1. Provide cool drinking water near work place.
2. Caution workers to avoid direct sunlight.
3. Schedule strenuous jobs to cooler times of the day.
4. Increasing the frequency and length of rest breaks for outdoor activities.
5. Pregnant workers and workers with a medical condition should be given additional attention.

Other Precautions

1. Stay indoors as much as possible.
2. Keep your home cool, use curtains, shutters or sunshade and open windows at night.
3. Try to remain on lower floors.
4. Use fans, damp clothing and take bath in cold water frequently.
5. If you feel faint or ill, see a doctor immediately.
6. Keep animals in shade and give them plenty of water to drink.

Don’ts

1. Avoid going out in the sun, especially between 12.00 noon and 3.00 p.m.
2. Avoid strenuous activities when outside in the afternoon.
3. Do not go out barefoot.
4. Avoid cooking during peak hours. Open doors and windows to ventilate cooking area adequately.
5. Avoid alcohol, tea, coffee and carbonated soft drinks, which dehydrates the body.
6. Avoid high-protein food and do not eat stale food.
7. Do not leave children or pets in parked vehicles - as they may get affected by Heat.

Annexure B: Reporting Format (NDMA)

Format A

DAILY REPORT OF HEAT STROKE CASES AND DEATHS (District report to State government)

S. No.	Village	PHC	Block/City	Name & Son/ Daughter/Wife of	Urban U Rural R	BPL Y/N	Age/Sex	Date of attack of Heat Stroke	Any Antecedent illness	Cause of death	Death confirmed by MOs and MROs

For further information, please contact:

The Relief Commissioner
Relief Commissioner's Office
Government of Uttar Pradesh
Secretariat, Annex, Lucknow, 226001
Uttar Pradesh
Ph. No: 0522-2238200,
email:rahat@nic.in