

प्रेषक,

संजय गोयल,  
सचिव राजस्व एवं राहत आयुक्त,  
उ०प्र०।

सेवा में,

समस्त जिलाधिकारी,  
उ०प्र०।

संख्या— ९२९/रा०आ०का०/२०१९-२०

लखनऊ : दिनांक ३१ मार्च, २०२०

विषय— आपदा की स्थिति में बेहतर समन्वित रिस्पांस करने के लिए राज्य स्तरीय/जनपदों के आपदा नियन्त्रण केन्द्र के संचालन के सम्बन्ध में।

महोदय,

कृपया शासन के पत्र संख्या ११६/एक-१०-२०२०, दिनांक ०६ मार्च, २०२० तथा पत्र संख्या ९००/रा०आ०का०/२०१९-२०, दिनांक २६ मार्च, २०२० का सन्दर्भ ग्रहण करने का कष्ट करें।

२— इस सम्बन्ध में मुझे यह कहने का निदेश हुआ है कि शासन के उपरोक्त पत्र दिनांक ०६ मार्च, २०२० द्वारा रू० ५०.०० हजार आपको उपलब्ध कराते हुए जिला स्तर पर इमरजेंसी आपरेशन सेन्टर्स / आपदा नियन्त्रण कक्ष स्थापित करने के निर्देश दिये गये थे तथा शासन के पत्र दिनांक २६ मार्च, २०२० द्वारा इन कन्द्रों की स्थापना की विशिष्टियों के सम्बन्ध में आपको अवगत कराया गया था। आशा है कि कोविड-१९ की राष्ट्रीय आपदा के दृष्टिगत शासन के उक्त निर्देशों के क्रम में अब तक आप द्वारा इनकी स्थापना कर ली गयी होगी एवं वहां पर आवश्यक सुविधायें उपलब्ध करा दी गयी होंगी।

३— अतः इस सम्बन्ध में कृपया जिला स्तर पर स्थापित आपदा नियन्त्रण केन्द्रों के संचालन हेतु S.O.P. (Standard Operation Procedure)/गाईडलाइन की प्रति संलग्न करते हुए आपसे अनुरोध है कि कृपया इन केन्द्रों का संलग्न S.O.P./गाईडलाइन में उल्लिखित दिशा-निर्देशों के अनुसार संचालन कराना सुनिश्चित करें।

संलग्नक—यथोक्त।

भवदीय,



( संजय गोयल )

सचिव, राजस्व एवं राहत आयुक्त

# *District Disaster Control Center*

## Introduction

The state of Uttar Pradesh in its attempt to ensure adequate ability to identify, assess, control and suppress the impact of man-made, natural and biological disasters has envisioned the establishment of an **Integrated Disaster Control Centre**.

The IDCC is to be the nervous center that works in tandem with various other agencies operating within the state to ensure that the impact of any incident is minimal and timely corrective/remedial measures are undertaken to suppress the damage caused. The IDCC would be pivotal in ensuring the readiness of the state in Disaster Management. Correspondingly, the state has warranted that District Disaster Control Centres are to be setup in a similar fashion to further strengthen the inter departmental coordination at all levels of the state.

The envisioned structure comprises of a Statewide Integrated Disaster Control Centre that coordinates with District Disaster Control Centers deployed at each of the 75 districts in the State.

## Operations Procedure

The current set of operational requirements that have been identified for the District Disaster Control Center are mentioned below:

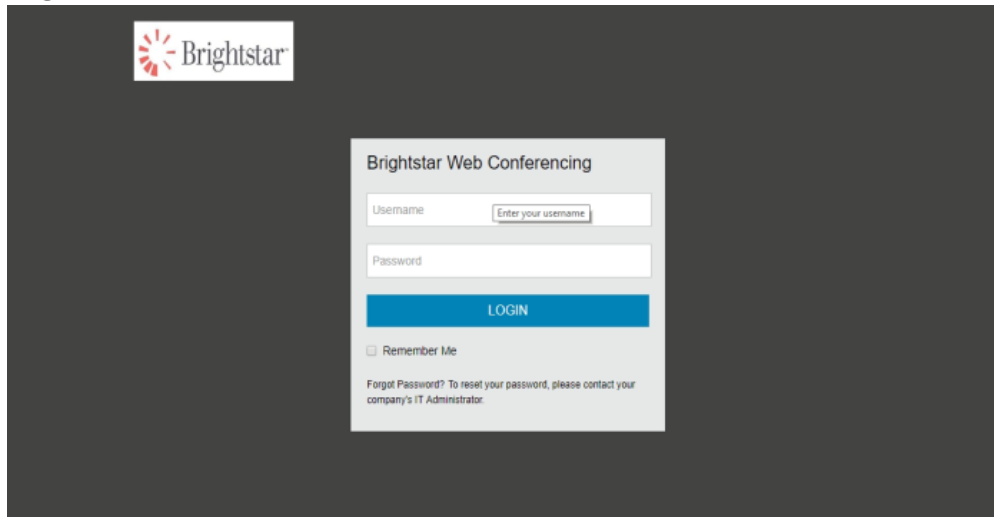
- 1. Video Conference/Virtual Meeting:** The District Disaster Control Center is to conduct video meetings to ensure all concerned officials are apprised of the ground level situation as well as any developments that are taking place with respect to the situation being addressed.

The login credentials, URL and link to application download for the video conferencing/virtual meeting application shall be shared separately.

The detailed procedure for scheduling these video conferences is given below.

Sending invitations is a simple way to let others know how to join a Video Conference. Each invitation will include all the information needed for participants to join in from a traditional Video Conference System, a Desktop / Laptop or a phone. Invitations for meeting are sent via email to join the video conference.

a. Log into VC Scheduler



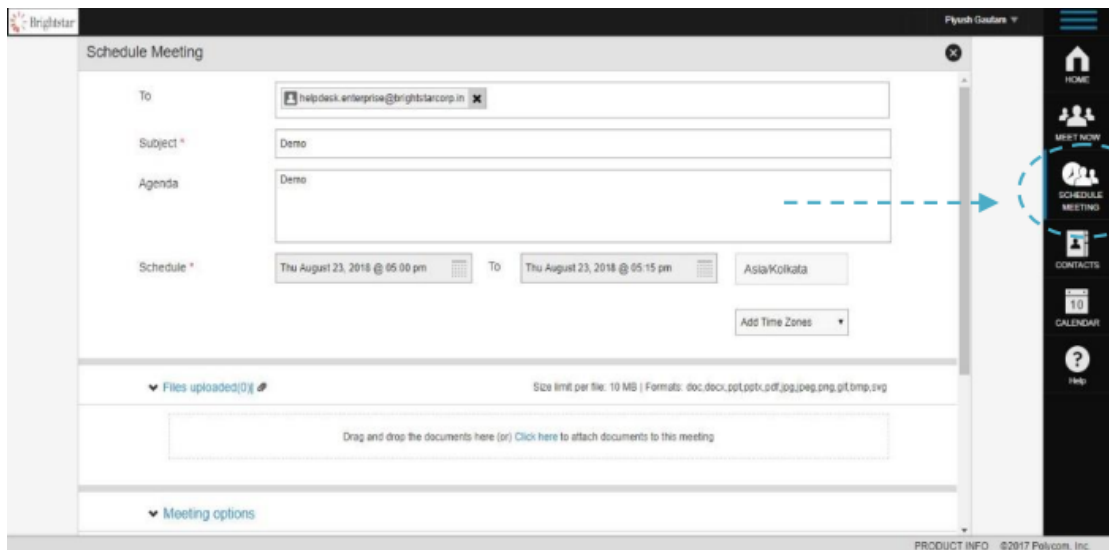
b. Click on Schedule meeting to share the invitation via email –

**To-** (enter participants email address)

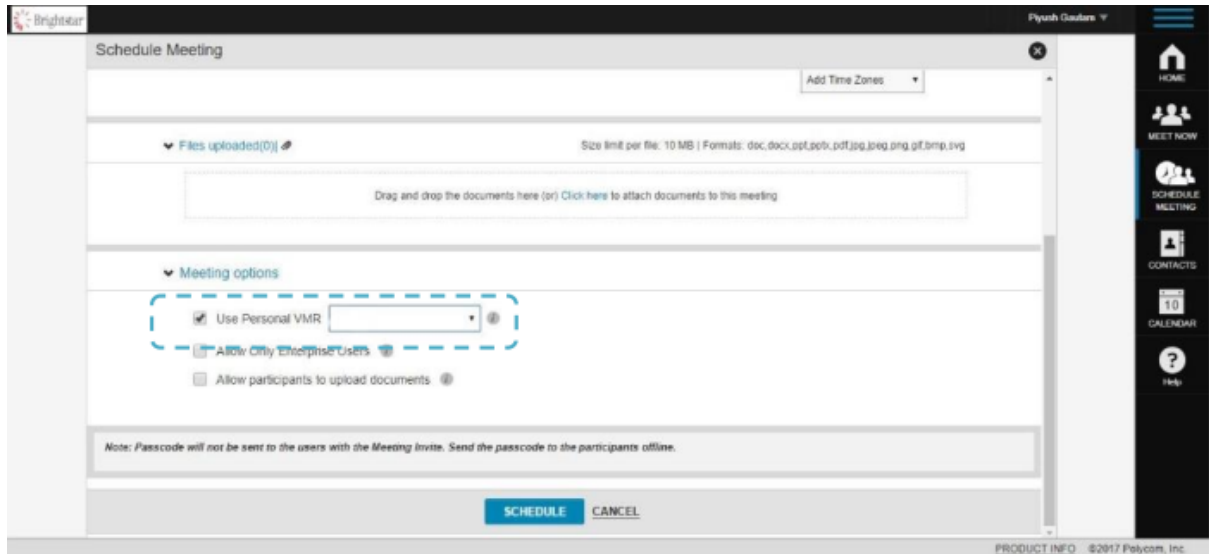
**Subject-** (Subject of meeting)

**Agenda-** (Purpose of the meeting)

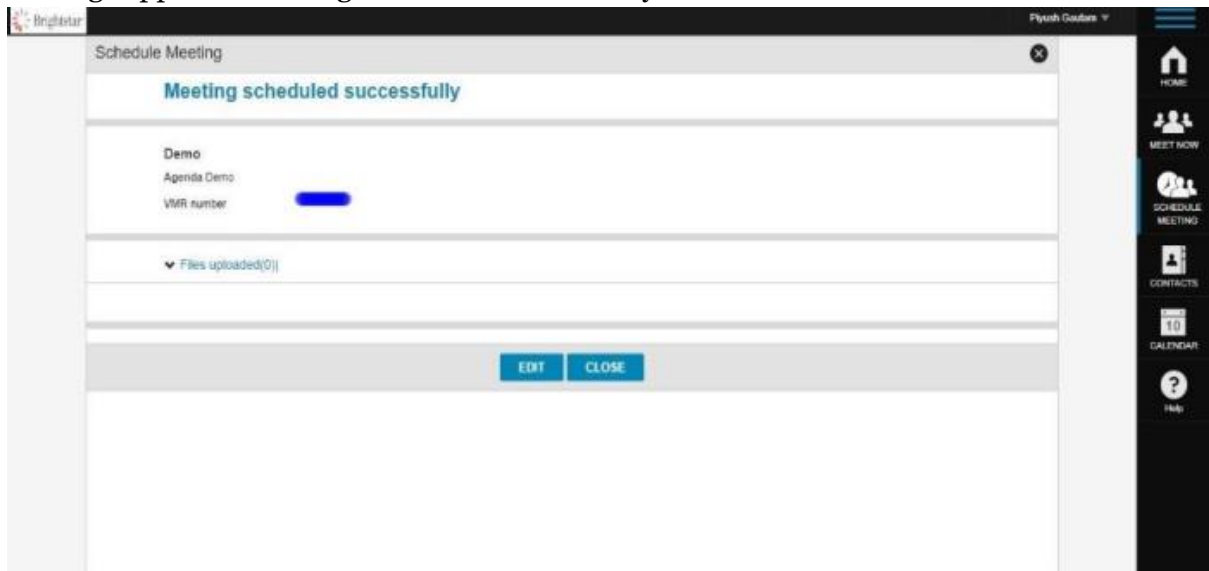
**Schedule-** (Schedule meeting date & time)



- c. Check in on **Use personal VMR** to schedule meeting for personal meeting room (allotted to Command Centre)



- d. Message appears “Meeting Scheduled Successfully”





- 3. Operationalization of the District Disaster Control Center:** The District Disaster Control Center shall ensure its readiness to handle the large volume of traffic in the form of both inbound and outbound calls. For this it should make available PRI (Primary Read Interface) lines and place adequate hardware and software to log all such calls.

Additionally, adequate physical infrastructure should be made available to ensure its operational readiness to deal with any unforeseen situation.

- 4. Ensure Redressal and Minimize Turnaround Time (TAT):** The District Disaster Control Center should record and log all calls received (i.e. calls routed from CM helpline and direct calls) as well as any outbound call made. The grievance/concern should be logged, and the concerned department should be immediately communicated regarding the same. Service levels are to be fixed to ensure that all such grievances/concerns are addressed within the specified turnaround time.

- 5. Categorization of Grievances/Concerns:** In addition to logging all calls received and made, the district CCC shall categorize the above according to the nature of the grievance. ***In case of COVID 19, some of the identified categories are as follows:***

- a. Migrants wanting to return home: The District Disaster Control Center shall provide counselling and apprise migrants of the ramifications of their movement given the situation at hand
- b. Issues being faced with respect to obtaining essential services/water/ration: The District Disaster Control Center shall coordinate with concerned department personnel to ensure adequate arrangements are made for obtaining water/ration and other essential services.
- c. Grievances of farmers with respect to harvest/supplying produce to cold storage: The District Disaster Control Center shall coordinate with concerned department personnel to ensure adequate arrangements are made and the issue is resolved in a time-bound manner.
- d. Issues with respect to unavailability of medicine/medical supplies: The District Disaster Control Center shall coordinate with concerned department personnel to ensure adequate arrangements are made and medicines/medical supplies are made available immediately.
- e. Issues with price inflation/hoarding of essentials: The District Disaster Control Center should log all relevant details and coordinate with the concerned department to investigate whether the grievance received is genuine. Due procedure should be followed and necessary action should be taken to prevent hoarding and ensure essentials/goods are made available at MRP.
- f. Temporary arrangement for sanitation, food and shelter: The District Disaster Control Center shall coordinate with concerned department personnel to ensure adequate arrangement for sanitation, food and shelter is provided to the concerned individuals

- g. Health related: The District Disaster Control Center shall ensure that health protocols issued by the Department are implemented and followed
- h. System to be created for supply of essential services: The District Disaster Control Center shall coordinate with concerned department to ensure adequate supply of essential goods such as milk, food grain, etc.
- i. Law and Order Issues: The District Disaster Control Center shall apprise the concerned authorities regarding any law and order issues that are arising within the district. These issues are to be handled by police departments and SDM.
- j. Miscellaneous Issues: The District Disaster Control Center shall log the specific grievance/concern being expressed and shall coordinate with the relevant authority to address the same.

All of the grievances/concerns received are to be logged and relevant details of the caller are to be captured as per the prescribed format. These details are to be communicated with the concerned department via email.

**The categories of concerns for all other types of disasters would be intimated from time to time.**

- 6. Report Generation & Analytics:** As mentioned earlier, the District Disaster Control Center is the nervous center of the district working in tandem with various other department agencies in the district in case of a Disaster. It will be responsible for consolidating information received from various sources and generate insightful reports reporting metrics which are Key Points of Interest (KPI's). Some of the KPI's identified are:
- a. Number of Calls received
  - b. Number of issues closed
  - c. Number of issues pending
  - d. Average turn-around time
- 7. Other Reports:** All other reports required by the State Govt., Government of India and the State Level Integrated Disaster Control Centre should be prepared by the Nodal Officer and In-Charge of the District Disaster Control Center and sent as per time frame.

**The reports mentioned above are to be generated on a daily basis. A responsible officer appointed by the DM is to determine the functioning of the call center and apprise the DM in case there are any issues being faced.**