

Standard Operating Procedure of “Department of Revenue”, Govt. of Uttar Pradesh for Relief Supplies

Standard Operating Procedure has been prepared with the objective of making the concerned persons understand their duties and responsibilities for Relief Supplies regarding disaster management at State level and District level.

Primary agency: Department of Revenue/ State Relief Commissioner Organization

Support agencies:

- District Administration
- Transport Department
- Food and Civil Supplies Department
- NGOs

The Department of Revenue, Govt. of Uttar Pradesh will ensure coordination of the supporting departments & agencies during disaster in the State.

The State Relief Commissioner under Department of Revenue, Govt. of Uttar Pradesh maintain the relief supply in case of disaster in the State with the help of supporting agencies such as, District Administration, Transport Department, and Food & Civil Supplies Department etc.

Primary agency:

State Relief Commissioner Organization is responsible for ensuring that all the support agencies will co-ordinate for their responsibilities in relief coordination, with the primary agency at State level.

Support agencies:

District Administration: is responsible for ensuring that all the support agencies will co-ordinate for their responsibilities in relief coordination, with the primary agency at district level.

Transport Department: is responsible for coordination of transportation support in relief supply.

Food and Civil Supplies Department: is responsible to maintain supply of food and essential materials.

NOGOs: play important role in distribution of relief items.

Support agencies will also develop and maintain their own Standard Operating Procedures and checklist for response to request for relief support.

Planning Assumptions for developing SOP

- There is no alternate arrangement for maintaining standards of services and regular maintenance during normal situation. This would affect the response of the department to any disaster situation.
- For effective preparedness, the department must have a disaster response plan or disaster response procedures clearly defined in order to avoid confusion, improve efficiency in cost and time.
- The Revenue Department, through the offices of the State Relief Commissioner and the District Magistrates along with relevant Government departments will implement emergency relief measures and relief after a disaster.
- Ensure that every supporting department viz. Transport Department, Food & Civil Supplies Department etc. should specifically develop our separate plan for the facilities, equipment and staff for relief supplies.
- Orientation and training for disaster response plan and procedures accompanied by simulated exercises, will keep the department prepared for such eventualities. Special skills required during emergency operations need to be imparted to the officials and the staff.
- To the extent possible, preventive measures as recommended in the preparedness and mitigation document of DMP should be undertaken to improve departmental capacity to respond to a disaster.

Objective of SOP

- Providing financial assistance in case of disaster.
- Preparing of disaster management planning.
- Providing relief to the community of disaster prone area;
- To prevent or combat disruption

The Standard operating procedure for relief supply is categories in to following three stages:

- 1. During normal times (Preparedness stage),**
- 2. At the time of warning or disaster (Response stage) and**
- 3. Post disaster (Recovery & Mitigation stage)**

SOP during normal times (Preparedness stage)

- Maintain a list of disaster prone areas in the districts of the State with the help of District Magistrate, which should include Natural Disasters and Manmade Disasters.
- Review of Calamity Relief Fund annually and after each disaster, and send outcomes of the review to the central government.
- Prepare and monitor the progress of the preparation, revision and updation of District Disaster Management Plans (which contains the action plans of different service organizations of the district administration) and coordinate the implementation of such plans.
- Compilation of information on day to day disaster situation and damage, and provide necessary instructions.
- District Magistrate will ensure the identification of safe storage areas in the district where relief material can be stored during disaster which comes from outside the district. Each relief center will work as nodal centre for distribution of relief supplies to relief camps situated in the disaster affected area.
- In case of those disasters where entry route of the district gets affected, District administration must identify an alternate route and will also inform the State Relief Commissioner for smooth supply of relief material outside the district.
- Nomination of an officer by District magistrate to maintain the incoming and outgoing inventory at the relief material storage sites and also inform the status of inventory to the District Magistrate.
- On the basis of the status of inventory of relief items at relief material storage sites District Magistrate will send timely requirement request to SRC.
- Before sending relief supply to the affected area, a briefing meeting will be conducted by the SRC with the relief supply team members for do's & don'ts related to the disaster.

- Formation of a State level relief supply team consisting of a State coordinator, who is nominated by SRC and members of this team are from the supporting departments.
- Formation of a district relief supply team consisting of a district coordinator, who is nominated by DM and members of this team are from the supporting departments.
- Ensure each relief camp should have a disaster relief team consisting of a Camp coordinator, who may be a SDM/Tehsildar/ suitable trained official and other officials will assist. Associate local voluntary organization will also support.
- SRC will ensure the reservoir/arrangement of the following relief related items at State level through the Principal Secretary of different departments such as:
 - Food material and Kerosene through the Principal Secretary of Food & Civil Supply Department.
 - Fodder and essential medicines, specific medicines and anti-dotes for specific disasters like incase of chemical disaster, for animals through the Principal Secretary of Animal Husbandry Department.
 - Essential medicine, specific medicines and anti-dotes for specific disasters incase of chemical disaster through the Principal Secretary of Department of Medical & Health.
 - Arrangement of vehicles for the transportation of relief material through Principal Secretary of Department of Transport.
 - Arrangement of the Drinking Water Supply though the Managing Director of Jal Nigam.
- For reviewing the status of the reservoir/arrangement of relief related items in the State, a State level meeting will be held by SRC at every three months period. The record of the meeting would be maintained by the SRC's organization.
- DM/ADM (F&R) will ensure the reservoir/arrangement of the following relief related items at District level through the Nodal Officers of different departments such as:
 - Food material & Kerosene through the District Supply Officer of Food & Civil Supply Department.
 - Fodder and essential medicines, specific medicines and anti-dotes for specific disasters for animals through the Chief Veterinary Officer of Animal Husbandry Department.
 - Essential medicine, specific medicines and anti-dotes for specific disasters through the Chief Medical Officer of Department of Medical & Health.

- Arrangement of vehicle for the transportation of relief material through RTO/ARTO of Department of Transport.
 - Arrangement of the Drinking Water Supply through the Executive Engineer of Jal Nigam.
 - Arrangement of the other relief related items such as Blankets, candles, matches, lanterns etc. by the SDM/Tahsildar.
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- For reviewing the status of the reservoir/arrangement of relief related items in the District, a District level meeting will be organized by DM at every three months interval. The record of the meeting will be maintained by the ADM (F&R).
 - Whenever periodic mock drill of State Disaster Management Plan, and District Disaster Management Plan conducted, short comes of the mock drills regarding relief supply should be monitored and improvement to be incorporated in the SOP by the SRC organization at State level and by DM at District level.
 - India Disaster Resource Network (<http://www.idrn.gov.in>) website is very useful in terms of information available on resource supply from the neighbouring district/State or within district in the disaster affected area. SRC at State level and District Magistrate at District level to ensure the inclusion of details at IDRN.
 - SRC or nominated officer by the SRC will be a “NODAL OFFICER – Relief Supply” at the State level.
 - ADM (F &R) or same cadre officer will be a “Officer-in-Charge - Relief Supply” at the district level.
 - Ensure that advance arrangement for army assistance has been made for relief supply.
 - A separate Contingency plan should be developed for providing food and shelters for local staff and for auxiliary staff who will be sent to the affected area.

SOP at the time of warning or disaster (Response stage)

- Within the affected district, ensure that all personnel will be made available to the District Disaster Management Authority/District Magistrate. If more personnel are required, then out of station officers or those on leave may be called and provide staff from the non affected district.
- Ensure that all agencies required for disaster management will work under the overall supervision and guidance of District Magistrate.
- Ensure that District Magistrate to provide “Officer-in-Charge – Relief Supply” or the field staff as the need may be, with all needed authorizations with respect to:
 - Recruiting casual labourers.
 - Procuring locally needed emergency tools and equipment and needed materials.
 - Funds for emergency needs
- Demand for allocation of funds as per the guideline proposed in CRF in the event of disaster will be realistically prepared by the concerned departments and submitted to District magistrate.
- District magistrate before sending the demand of fund to SRC will verify it with revenue officer.
- SRC must release the required fund immediately.
- Establish radio communications system at Relief Supply Centers of affected area.
- Ensure concerned department make arrangements for standby generators in the following public service offices from the time of receipt of alert warning.
 - Hospitals
 - Water supply local bodies
 - Collectorate
 - Police stations
 - Telecommunications buildings
 - Meteorological stations

- Register and maintain the record of disaster affected people in the relief camp to assess the relief demand.
- Asses the estimate needs of relief materials and mobilize the supplies of essential items such as food, kerosene, fodder, drinking water, tent, medicine etc. in the disaster affected area.
- Mobilize the other relief material such as rope, bamboos, tarpaulin etc. to the identified safe shelter.
- Arrange motor vehicle, motor boat, fuel and workers in the disaster affected deficient areas.
- Distribution of immediate relief package through District Magistrate to all the disaster affected families without any discrimination of caste, creed, religion, community or sex whatsoever.
- Prior information will be given by ADM (F&R) to the concerned bank for arrangement of sufficient currency in the bank for distribution to the disaster affect people under CRF.
- ADF (F&R) provide security arrangement for bank staff during the distribution of relief funds.
- Large relief distribution programme will be video recorded for maintaining transparency in relief supply.
- Incase of disaster impact is on more than one district in the State, the State Relief Commissioner will lead the relief efforts using the appropriate action plan. The Sate Relief Commissioner, either directly or through the respective District Magistrate/District Disaster Management Authority, will co-ordinate and monitor the relief efforts using all the resources available with the State Government.
- Ensure availability of cooked food and dry food to all affected people at the relief centre.
- NGO to be encouraged to run kitchen at relief centres. Dry ration to be provided by the administration.
- Ensure arrangement for the air dropping of food packets in the marooned area through helicopters has been made.
- Review and update precautionary measures and procedures, review the staff and the precautions that have been taken for relief supply.

SOP for Post disaster (Recovery & Mitigation stage)

- SRC will coordinate at the State level & DM at District level to ensure that the various Government departments are effectively carrying out the rehabilitation and reconstruction activities in the affected district or a part of the district.
- Building mechanism to accept the complaints of affected peoples from disaster and provide helps to them.
- Consider relaxation in tax/loan & other govt. dues when there is a case of disaster in the district.
- Utilize the resources and expertise of relevant Government departments, district administration, local authorities, non-governmental organizations ('NGOs'), the public sector, the private sector, international development agencies, donors and the community for the relief & rehabilitation of disaster affected people.
- Once the State Government announces the compensation schemes for various kinds of individual losses, a compressive survey to be conducted. The survey team should not consist of members belonging to that area .
- Ensure that supply of food, fodder and safe drinking water is maintained where they may be required.

Preparedness Checklist for SRC Organization

(to be filled in by an Officer nominated by SRC as “Nodal Officer” Submitted to the State Relief Commissioner)

Preparedness measures taken	Details/Remarks
List of disaster prone area of the State is maintained and updated for each disaster.	
DDMP of each district are prepared and action plan for relief supply is incorporated in DDMP.	
Day to day compilation of disasters information system is established.	
Safe areas in each district are identified for storage of relief items come from out side district.	
Do's and don'ts are prepared for each disaster.	
Disaster relief team at State level, districts level is formed.	
Status of the reservoir/arrangement of relief related items in the State are sufficient.	
Short comes of the mock drill regarding relief supply are incorporated in the SOP for improvement of relief supply function.	
“Nodal Officer- Relief Supply” at State level and “Officer in-charge-Relief Supply” at district level are nominated.	
Sources of materials required for response operations have been identified.	
Special skills required during emergency operations imparted to the officials and the staff.	
Advanced arrangement for army assistance had been made for relief supply.	
Arrangement for the air dropping of food packets in the marooned area through helicopters had been made.	

Reported By:

Designation:

Signature:

Date:

Preparedness Checklist for District Administration

(to be filled by ADM (F&R) or same cadre officer as OFFICER-IN-CHARGE- Relief Supply and submitted to SRC through District Magistrate).

Action Taken	Y/N	Details /Remarks
Provision of radio communication system at relief centers is established.		
“OFFICER-IN-CHARGE - Relief Supply” at district level are nominated.		
<p>Status of the reservoir/arrangement of relief related items in the district are sufficient.</p> <ul style="list-style-type: none"> - Food - Fodder - Drinking water supply facility - Essential & specialized medicines - Light provide facility - Vehicles for transportation of relief items - Reserve fuel for vehicles 		
Medical and veterinary department are fully equipped with required drugs and vaccines for taking preventive steps after the disaster and to arrest the spread of epidemics.		
<p>List of generators available with in the district is maintained by the officials of concerning department and advance action to immediately procure them when necessary arises for electric supply to the:</p> <ul style="list-style-type: none"> - Hospitals - Water department - Collectorate - Police Stations - Telecommunication buildings - Transit camps - Relief camps - Warehouses for storing relief materials - Meteorological station 		
Procedure for procurement of other relief items such as Blankets, wax candles, matches, lanterns, kerosene stoves, tarpaulin, bleaching powder, lime, phenyl, soap, washing powder, cloths, towel, mats, bed sheets, bucket, mugs, plastic pots, plates, naphthalene balls, large cooking utensils in relief camps etc. are made.		

Inspected By:

Designation:

Signature:

Date: