

SOP for Help Line for ESF

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FORMULATION OF STANDARD OPERATING PROCEDURES FOR HELPLINE FOR EMERGENCY SUPPORT FUNCTIONS

CHAPTER-I **AN OVERVIEW**

Disaster being the least understood phenomenon has remained mysterious acts of God and thus a neglected subject in the curriculum. We are however familiar that, Disasters have always happened and will continue to happen. Generally it is felt that as the population increases the number of disasters also increase, the fact is not so. Actually, as we go back in times we will see that, large areas of mother earth were unoccupied due to scanty population. If a disaster happened over an uninhabited area of land, it went unnoticed, but it was only when the disaster happened over a populated area that it came to notice. Currently, with increase in world population, larger areas of the land are occupied and thus we are able to experience the vagaries of almost all disastrous occurrences. Moreover, with advancement of technology and with increased usage of scientific equipment and instruments like the seismographs and remote sensing through satellites etc., any occurrence on any part of the earth is noticed, recorded and is reported.

Floods, Droughts, Fires and Earthquakes. Loss of life and property from these disasters, especially the former three, are in terms of hundreds of crores of rupees annually. Considerable efforts are made every year on National basis, both by the government and the public, to mitigate the losses encountered during a disaster. But recurring floods, droughts and fires have been pointers to the manifestation of increased vulnerabilities and inadequacy of the various sporadic mitigation measures attempted. The emerging context is an increase in frequency of disasters, their escalating cost, rising levels of vulnerability, narrowing differences between natural & manmade disasters amidst an increasingly fragile environment. This underscores the dire need for a holistic approach to dovetail mitigation efforts with development programmes, moreso in the State of Uttar Pradesh. Emergency / Disaster Preparedness is crucial for recovery from such situations with minimal loss of life and property.

With education and increased knowledge data bank, it has become even more significant to know and anticipate any natural or man-made disaster occurrence, so as to be able to take preventive actions in good times and be able to save more of life, property and livestock, or in case of sudden occurrence, atleast take adequate preventive action from lessons learnt of the past. As in the case of a cyclone, with the scientific equipment available, a close watch of its life-cycle and step-by-step critical analysis from its initial stages of build-up till the final with-drawl will enable us to anticipate with fair accuracy, the direction of travel, rate of building up, on-set in an area, severity and expected duration of existence. This will enable us to reduce the

vulnerability of the community by warning the coastal areas and its neighboring areas of its likely effects, which will be able to take move to safer areas and if possible arrange sufficient stock-piling of relief material and take adequate preventive actions in good time to prevent loss of life and property. We thus succeed in reducing the overall damage to mankind. Same way, with awareness and knowledge, some people who were able to identify the rise of Tsunami, not only saved themselves, they also saved many more lives.

With present awareness and technological advancement in every field, we must therefore make ourselves adequately aware of Disaster(s) and its effective management, and take steps to develop methods and systems to observe and counteract any disastrous happening or probability, in time to reduce a likely loss. Our present objective is to develop and prepare Standard Operating Procedure (SOP) for Help Line for State Level Emergency Support Function (ESF).

CHAPTER - II

INTRODUCTION TO DISASTER MANAGEMENT

"Disaster Preparedness is first step to Disaster Management"

- Krishan Mitroo.

In the gambit of Disaster Management, first the basics of the game called "DISASTER" must be understood. Brief explanation of terms can be understood are as under :-

- ☞ What is a Disaster;
- ☞ What is Disaster Management;
- ☞ What is Disaster Preparedness;

DISASTER - Disaster is a serious disruption of the functioning of a society, causing widespread human, material, or environmental losses, caused by hazards, which exceed the ability of affected society (community) to cope using only its own resources.

DISASTER MANAGEMENT – Disaster Management is skillful methods of controlling a calamity or disaster. It involves techniques or methods based on the economic status of the society or a country and hence it varies from society-to-society or country-to-country. Primarily, there are three stages to a Disaster Management Cycle –

- ✓ Impact,
- ✓ Crisis Management,
- ✓ Risk Reduction.

IMPACT STAGE – When Disaster actually strikes;

CRISIS MANAGEMENT STAGE – Involves – Response & Recovery, Relief, Rehabilitation & Reconstruction; from here onwards, commences the Development and Preparedness Stages.

RISK REDUCTION – Achieved through Mitigation, Preparedness & Prevention.

Though all the stages of Disaster Management are equally important and none can be overlooked, still, it is strongly felt that, the better we prepare ourselves before the disaster strikes, the better we will be able to survive a Disaster, with minimum losses; therefore, we understand that -

**DISASTER PREPAREDNESS IS THE
FIRST STEP TO DISASTER MANAGEMENT**

In the Development stages, we actually prepare to face the eventual situation – A Disaster; which may strike at an unknown time, place or person. Implying that, if we are able to contain a Risk, it will assist us to reduce the effects of any Hazard. In order to clear our concept of interrelation between Risk & Hazard, we need to understand as to how they differ from each other?

Disaster Situation? Risk can be measured as the level of exposure to any Hazard. In modern times, exposure to nuclear radiation is both, a boon and a hazard to civilization. In cancer treatment, radiation is used as life saving treatment at the same time, an over exposure of the same radiation can be fatal. However, exposure to nuclear radiation is life-threatening, but in controlled dosage can be a life savior. Similarly – air travel, domestic LPG (Gas) or electrification can become life threatening, if unsafe usage practices are adopted.

HAZARD – Are always present in nature but when unsafe practices are adopted in our daily life, man-made Hazards are created. Thus, Hazards are:-

- (a) Any dangerous situations,
- (b) Always present.

They can cause injury &/or damage to life or property. In worst case, total loss may occur.

RISK – Risk is a threat, which can cause damage or loss. High, Medium or Low Risks are its quantifications. It is only when you are Vulnerable to any hazard, that you are exposed to a Risk. A combination of - Hazard, Risk & Vulnerability, determines our Capacity to meet with a Disaster Situation, thus –

$$\text{Risk} = (\text{Hazard} \times \text{Vulnerability}) \div \text{Capacity}$$

Or

$$\text{Capacity} = \text{Risk} \div (\text{Hazard} \times \text{Vulnerability})$$

As a derivative, to increase our Capacity to meet with a Hazard which is always present, we must reduce the level of exposure i.e., reduce the quantum of Risk (High, Medium or Low). Conversely, if we allow the Risk to increase, our Vulnerability to a Disaster increases and thus our Capacity to meet with any Hazard will automatically reduce; making it prudent to -

"PREPARE"
BEFORE A DISASTER STRIKES

DISASTER PREPAREDNESS:

"PREVENTION IS BETTER THAN CURE"

A phrase known to all! Preparation made to reduce the effects of a Disaster has also been defined by the United Nations Disaster Relief Office (UNDRO) as –

'... (a series of) measures designed to organize and facilitate timely and effective rescue, relief and rehabilitation operations in case of disaster... Measures of preparedness include among others, setting up disaster relief machinery, formulation of emergency relief plans, training of specific groups (and valuable committees) to undertake rescue and relief, stockpiling supplies and earmarking funds for relief operations'.

There are three stages of activity in disaster management –

1. Pre-disaster or Risk Reduction stage;
2. During-disaster; (Disaster Response)
3. Post Disaster.

To be best prepared for an eventuality of a Disaster, the following steps of preparedness are recommended -

1. Community awareness – To educate a community to be prepared for an eventuality of a disaster so as to reduce the adverse effects on life, property and environment;
2. Disaster plans,
3. Warning systems – For timely forecasting the onset of a disaster ,
4. Training/test exercises,
5. Resource inventories,
6. Mutual aid,
7. Emergency communications,
8. Provision of special resources,
9. Evacuation & Rehabilitation plans.

Disaster Preparedness in a Community Situation – In a Disaster situation, a part of the community always becomes the Voluntary Force. This Voluntary Force when actively prepared to play its functional role, the role becomes vital in Disaster Management. Therefore, a Volunteer's role in Disaster Preparedness is very important. Though the Government is committed to provide aid and relief yet, it has been experienced that, Govt. agencies are the last to arrive in aid of the effected community. The reason for their late reaction is because, the relief and recovery components of the Govt. agencies are not always present or located at the site where disaster strikes; instead they have to take some time to regroup and reach the location of disaster, this is a time consuming part of the operation which shows an apparent delay on part of the response agency, though there is no delay as such in the reaction time. Thus, it becomes of paramount importance to develop a -

- ☞ well-trained,
- ☞ well-rehearsed,
- ☞ well in time;

Voluntary force from within each community in order to,

- ☞ be the first responder in case of a disaster,
- ☞ be of assistance to the relief agency, once they have arrived;

Experience shows that, the best first responder is the Voluntary Group developed out of the younger generation locally, within each community.

These are essential steps towards making communities resilient to disasters.

COMMUNITY RESILIENCE

The next step to Disaster Preparedness is to raise the level of Community Resilience. Resilience is the capacity to withstand an unexpected emergency or disaster and to revert to normal or near normal conditions as was before the emergency or disaster.

**DISASTER PREPAREDNESS MAKES
RESILIENT COMMUNITIES**

Resilient Communities are compared to bamboo plants. This means that, communities that are hit by a hazard (which then becomes a disaster) are able to spring back, resume their original form, readily recover, and adjust easily. They are able to cope. This is a result of communities' disaster preparedness plan.
- Zenaida Delica-Willison

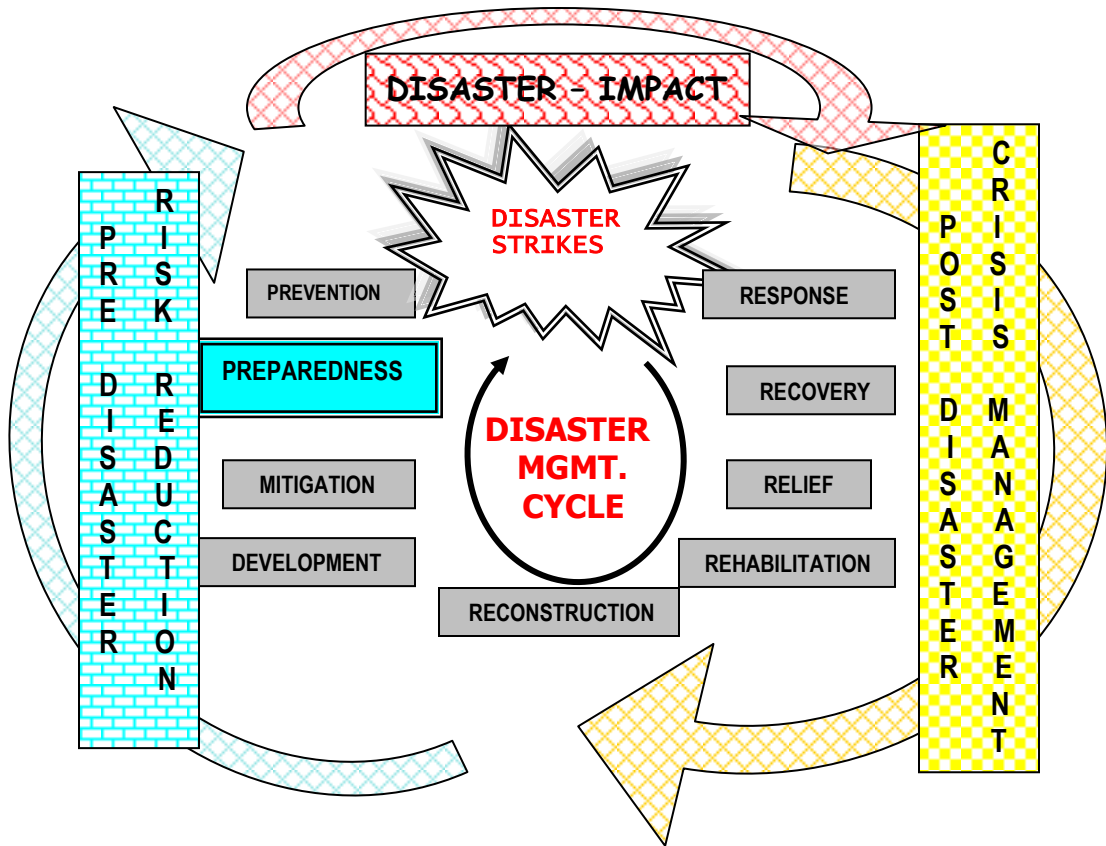


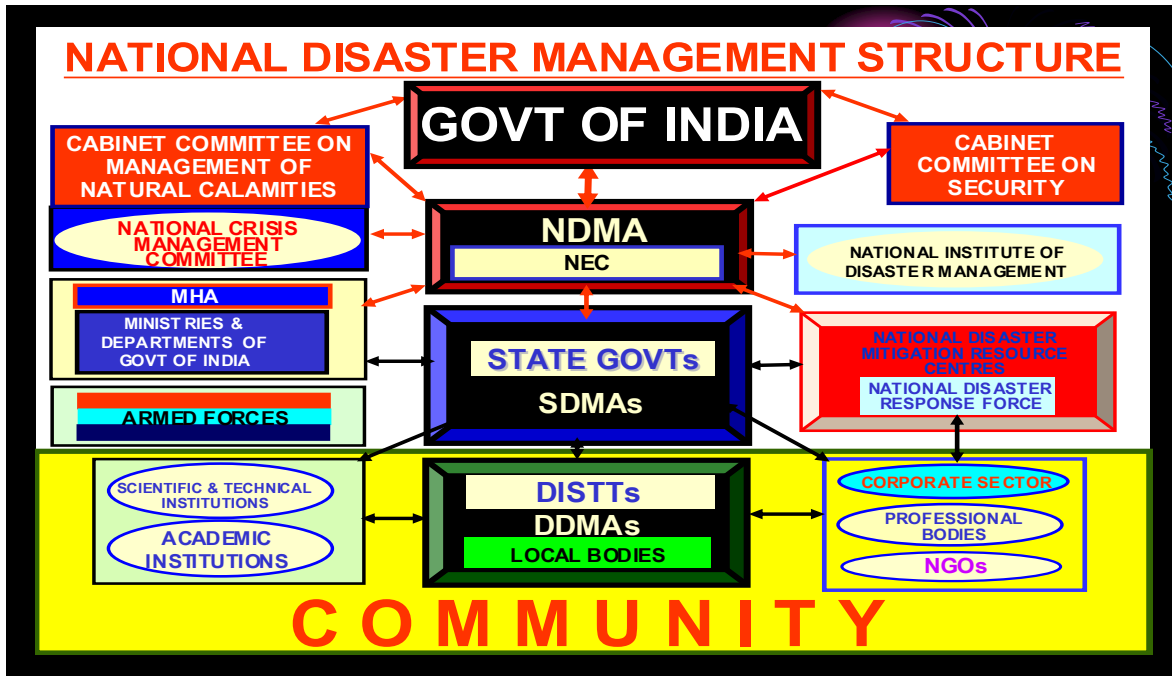
Fig. 1 – Disaster Management Cycle

Having understood the basic steps of Disaster Management, the Disaster Management Cycle will be easily understood. The occurrence of Disasters is however not new to the mankind, with the advent of modern electronic, techniques and methods, knowledge database has also expanded exponentially and is now easily available to all. It must also be understood that, it is most important to manage any Disaster efficiently, for which we must first prepare ourselves well.

PLANNING & PREPAREDNESS FOR DISASTER -

Section 23 of the DM Act 2005 provides that, there shall be a DM plan for every state. It outlines the broad coverage of the plan as well as the requirements of consultation in the preparation of the state plans. It also provides for annual review and updating of the state plan, and enjoins upon the state governments to make provisions for financing the activities to be carried out under the State plans. Disaster or Emergency planning in any State must be realistic and based upon principal that, the level of response and preparedness required, depends upon the extent of vulnerability of the State, as a whole. It provides for the Departments of the State Govt., to draw up their own plans in accordance with the State Plan. The state plans shall be prepared by the SEC in conformity with the guidelines to be issued on related matters by the SDMA having regard to the guidelines laid down in this regard by the NDMA, and after such consultation with local and district authorities and the people 's representatives as the SEC may deem fit. The state plan prepared by SEC must be approved by the SDMA.

So far with the limited resources available, the State of Uttar Pradesh has though managed disasters fairly efficiently, the loss of life and property has been unavoidable. The reason for large scale of losses in the past can be attributed to regular strikes by most disaster emergencies situations like drought, floods, fires, vast spread population in underdeveloped & difficult rural terrains or heavy concentration in Urban areas.



In order to be better prepared and wider exposure to Disasters and consequent upon the Report of High Powered Committee on Disaster Management, submitted by Shri J.C. Pant, Former Secretary, Govt. of India & Chairman, High Powered Committee (Disaster Management Plan) Dept of Agriculture & Coordination, Govt. of India; on October 08, 2001. Further, under the aegis of the Hon'ble Prime Minister as the Chairman and four Hon'ble Members, NDMA was set-up on July 16, 2005. The National Disaster Management Structure is as above.

Disasters have Four Grades and Three Stages.

Three stages of Disaster:

1. Pre-disaster,
2. During-disaster, &
3. Post-disaster;

All activities of the above functions will be reported and confirmed to the State's Helpline Centre or Emergency Operations Center, as designated. The Disaster Helpline then shall activate each department who will be directed accordingly (Ref: ANNEXURE – "A" & "B").

A Disaster has Four Grades:

- L-0: A 'No disaster' situation. This is the level at which surveillance, preparedness and mitigation activities must be focused upon;
- L-1: A District Level Disaster, within the capabilities of the Distt. Administration to deal with;
- L-2: A State Level Disaster, within the capabilities of the State Govt., to deal with;
- L-3: A National Level Disaster, requiring direct intervention of the Central Govt.

LINE DEPARTMENTS

In order to coordinate and have effective disaster management in the State of UP, the Line Departments are placed at the disposal of State Relief Commissioner who heads the Primary Department. The Line Departments are designated as Support Departments. The function of these Line depts. is to form the pillars of administration in any adverse situation or natural or man-made calamity arising in the State. In such cases, all Support Departments will form as essential components of the Emergency Operation Center in the State. These Nodal Departments shall be headed by a designated Officer called The Nodal Officer. The function of all Nodal Officers belonging to respective Nodal Depts. Will be in addition to their normal function of their parent department and will carry duties as assigned by the SRC.

The Departments are as under:

Primary Department : DEPT OF REVENUE – (Secretary Revenue);

Support Departments / Agencies :

- Health & Family Welfare Deptt;
- Agriculture Deptt;
- Police;
- Electronic Media;
- Print Media.

CHAPTER – III

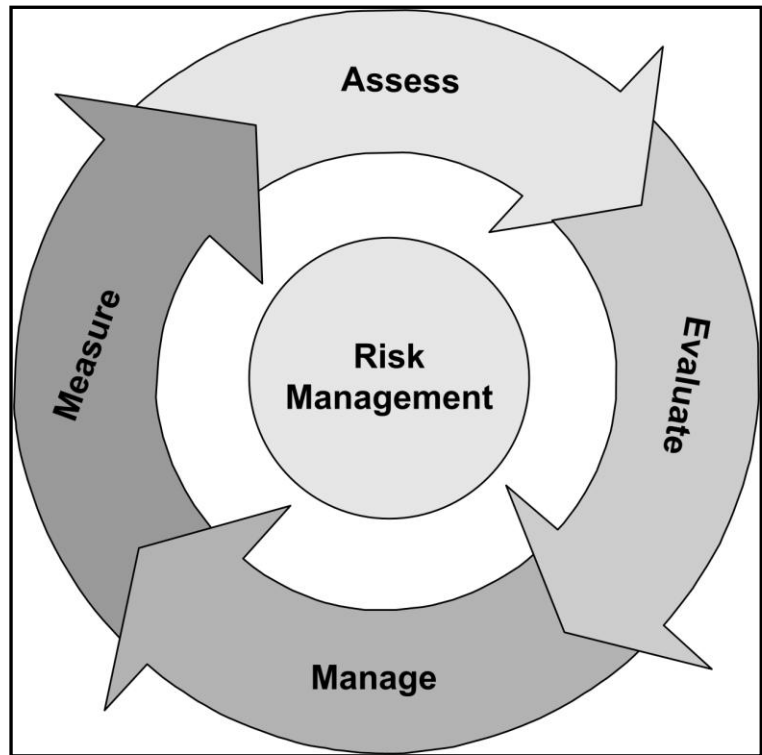
PROFILE OF THE STATE OF UTTAR PRADESH:



The State of Uttar Pradesh is bounded by Nepal on the North, Himachal Pradesh on the North-West, Haryana on the West, Rajasthan on the South-West, Madhya Pradesh on the South and South-West and Bihar on the East. Situated between $23^{\circ} 52'N$ and $31^{\circ} 28' N$ latitudes and $77^{\circ} 3'$ and $84^{\circ} 39'E$ longitudes. UP is the fourth largest state in the country. The state of Uttar Pradesh has an area of 240,928 sq. km. and a population of 166.20 million. There are 71 districts, 813 blocks and 107452 villages. The State has population density of 689 per sq. km. (as against the national average of 312). The population of the state continues to grow at a much faster rate than the national rate. The districts have been grouped into Revenue Divisions each headed by a Revenue Divisional Commissioner (RDC). The Panchayat System is functioning most successfully in the state. Being the most politically active state of the country, Uttar Pradesh has remained fairly backward in respect of overall development, as compared to other states.

The state has a tropical climate except in the Himalayas which has a temperate climate. The average annual rainfall and mean temperature ranges between 1,000 to 1,200 mm and 22.5°C to 25°C respectively. The state generally experiences floods, earthquake, drought, heat & cold wave effects besides other man-made disasters. An overall damage due to disasters in the state of Uttar Pradesh is estimated around Rs.2.8 billion. As many as 2.2 million people living across UP's 71 districts face the fury of floods with almost every major rivers running through the state in spate; these include the Ganga, Yamuna, Ghaghra, Rapti, Sharda and Gomti.

In the light of synergistic effect of hazards and vulnerability and importance of disaster management plan and risk assessment, U.P. academy of Administration & Management (UPAAM) has taken initiative to develop Disaster Management Plans at State, District & Micro level. Disaster Management Cell (DMC) of UPAAM has employed professional support / consultants for the following activities:



- a) Development of Disaster Management Plans at State/District/Micro level;
- b) Development of Standard Operating Procedures for line departments;
- c) Documentation process;

The state is perpetually vulnerable to natural disastrous occurrences e.g., floods, drought, heat/cold wave, earthquake, fire; however, the state is also vulnerable to man-made disasters like, Industrial accidents, Stampede, River Pollution, Jungle fire, Terror attacks, Nuclear &/or Chemical attack &/or spillage & Rail / Road / Air disasters.

Need has now been felt to develop a Standard Operating Procedure that needs to be followed so as to reduce the losses being caused to life, property and livestock. In this direction, a pattern of actions is advised to be followed and be formed as State's Standard Operating Procedure (SOP) for Emergency Support System (ESF). Exceptional circumstances can not be ruled out, howsoever. Under such exceptional circumstances, the application of ones own prudence, wisdom and experience must be applied to the situation, keeping in mind the ultimate goal of saving and safeguarding lives, property, live-stocks and ecology on the whole.

CHAPTER - IV

STANDARD OPERATING PROCEDURE (SOP)

INTRODUCTION:

Whenever a disaster has or will impact the State of Uttar Pradesh, there are a multitude of jobs that need to be accomplished. First responders have a clear roles in the aftermath of a disaster; however, the assignment of other tasks is not always clearly defined. Relying solely on community volunteers to accomplish these tasks is not prudent. To address this problem, the State Administration has designated the State Relief Commissioner (SRC) responsible for all Disaster Management related activities in the State. The State Govt. also recognized that its most valuable asset is its employees, by organizing, training and mobilizing employees for disaster roles, the State Govt. gives its employees a defined task in the community's disaster preparedness and recovery operations and fulfills the Govt.'s mission of meeting the community's needs. All the Central or State govt. employees form the team of essential Disaster Management components. All employees will report for their regular work assignments to assist with their department's role in the response and recovery efforts. Employees designated to EOC will form a part of the core team of Disaster Management and they are obliged to assist in the State's disaster response efforts. Roles may be pre-assigned or assigned as the situation demands. It shall be the responsibility of each individual to acquaint him/herself with the details of the task assigned to him/her. Work assignments, contact information and training history shall be maintained in the Employee Service Record and a copy maintained at the EOC for ready reference as database; all such information is extremely important and sensitive and will be up-dated every 3/6/12 months or as and when there is any change of profile of an individual. It shall be the ultimate responsibility of the Personnel Section of each Department to up-date the information with information forwarded to all concerned, on priority basis.

Empowering the Relief Commissioners/Disaster Management Departments

to effectively Discharge Disaster Related Responsibilities:

- a. The State Disaster Management organisations need to be strengthened for dealing with crises. This could be achieved in the following manner:
 - (i) A framework should be in readiness to be put in place immediately during crisis or on fulfillment of some pre-arranged scenarios - the 'trigger mechanism' needs to be well defined to ensure that the 'framework' is put in active operation instantaneously.

- (ii) The 'framework' may consist of officers (designated by name) drawn from Revenue, Police, Agriculture, Animal Husbandry, Public Health Engineering, Water Resources, Women & Child Development, Welfare, Public Works, Highways, Irrigation, Health, and Treasury & Accounts Departments. The designated officers must undergo a week's orientation every year, though they may continue to discharge their normal departmental responsibilities except when seconded to the nodal point in the manner suggested above.
- (iii) The designated officers will work as a cohesive integrated team under one roof on whole-time basis during crisis situations, under the leadership of the nodal officer and be responsible entirely for the functioning of their department insofar as it relates to drought / disaster management.
- (iv) The role and responsibility of each department needs to be specifically identified and defined on the lines the Ministry of Agriculture has specified the responsibilities of various Union Government agencies during severe droughts.
- (v) The designated departmental officer should be delegated powers and responsibilities defined in advance and will deal with other departmental functionaries directly.

SCOPE

Departments to be activated in relation to the disaster that is encountered. The extent to which the activities in these standard operating procedures (SOP) are utilized will depend largely on the event itself and the impact of the disaster.

STATE DISASTER MANAGEMENT AUTHORITY

The State Disaster Management Authority shall draw its authority and powers of function from Section 18 of the National Disaster Management Act, 2005 and Section 6 of the UP Disaster Management Act 2005 and other related provisions of the respective Acts, Rules, Orders and instructions issued from time to time hereinafter.

SEVERITY OF DISASTER

- (i) As soon as the disaster has occurred, the State Government shall make a report of the Central Government giving out the essential details which would include among other things, the extent of damage to and destruction of properties and loss of life, etc.
- (ii) Whenever the situation so warrants the State Government may seek assistance from the Central Government in such form and to such extent as may be deemed necessary.
- (iii) On receipt of such request from the State Government, the Central Government may make appropriate arrangements for relief and rescue operations and if considered necessary, depute a team of the Disaster and extent of damage and destruction.
- (iv) The Central Government may with due regard to the nature and gravity of the Disaster, including the extent of damage and destruction, release such funds as may be deemed appropriate.
- (v) On receipt of financial assistance from the Central Government, the State government shall be accountable to the Central Government for proper utilization of funds and for submitting full accounts thereof.

TRAINING

Key functionaries belong to Defence, Police force, Fire Service, Civil Defence, Home Guard organisation and selected members of the public shall be trained regularly and in case of necessity, their services may be requisitioned at short notice.

OBLIGATION TO ASSIST RELIEF OFFICIALS

- (i) Every citizen shall be bound to assist the State and/or District Relief Commissioner or such other public servant entrusted with or engaged in Disaster Management work as may be authorised by him in this behalf reasonably demanding his aid for the purpose of disaster management which includes among other things:

- (a) Prevention
 - (b) Reduction
 - (c) Preparedness
 - (d) Mitigation
 - (e) Response
 - (f) Warning
 - (g) Emergency Operations
 - (h) Rescue
 - (i) Evacuation
 - (j) Relief
 - (k) Recovery
 - (l) Rehabilitation
- (ii) Any person, who without reasonable cause, refuses or neglects to perform such public duty, when called upon to do so by an order in writing delivered or tendered to him, shall be deemed to have committed an offence punishable under section 187 of the Indian Penal Code.

NON DISCRIMINATION IN DISASTER MANAGEMENT

All principal authorities shall ensure that the distribution of supplies, the process of application and other relief and assistance activities are accomplished in an equitable and impartial manner without discrimination on the grounds of race, colour, religion, caste, sex, age, region, language, economic status or political affiliation.

PERSONAL PREPAREDNESS

The SOP provides an outline of the job descriptions that have been pre-identified to assist with the preparation and recovery effort. It is also the responsibility of each Department of the State Govt., to ensure that, they have a personal preparedness plan for each carder and level of personnel, with which each personnel is aware and

acquainted with. The same is also to be well rehearsed periodically and duly endorsed on the personal documents of record.

What & Why OF AN SOP? In order to implement any working procedure, drill or exercise with reasonable efficiency and consistency, moreso in an emergency situation, it is always desirable to standardize step-by-step plan-of-action. In this direction, development of Standard Operating Procedures (SOPs) for a "24X7 HELPLINE" for Emergency Support Agencies is evolved to deal with most situations, at the State level. Helpline Services are a part of the endeavor to facilitate Tele-Helpline-Service where infrastructure and resources are put to work in order to help the citizens obtain the information on 'no delay' basis, during pre-disaster (preparation stage), in-disaster (response & reaction stage) and post-disaster (recovery & mitigation) state. The data bank of knowledge is shared by respective operators and passed on to a caller. Helpline Services must be able to provide all information relating to any disaster(s) or any forecasted Emergency situation, to the callers.

Present operating procedure guidelines developed for the Utter Pradesh Revenue Department, explains such activities in normal and response phases of disaster. These procedures are based on several assumptions (listed below) with an aim of disaster management in the state of UP, however, specifics of each situation may differ from time-to-time or place-to-place, in such cases basic intelligence and human considerations must apply and instructions modified accordingly, on the spot. Apart from the preparedness activities in L0 (no-disaster) phase, Revenue department is precisely responsible for activating Emergency Operations Centre, providing relief materials to the victims and assisting in evacuating vulnerable places during a disaster.

THE HELPLINE:

The purpose of any Help-Line is to assist, alert and guide any caller. In order to be effective, Help Line must be set-up on round-the-clock basis. The recommended schedule of work must be worked on three shift basis of eight hours each for 365 days of the year i.e., 24 X 7 X 365 with capabilities to store and disseminate information, after quick retrieval from their electronic data-bank. Help Line can be effectively useful only if well equipped with trained and efficient operators who must necessarily be equipped with the following:-

INFRASTRUCTURE – Must be set-up to contain the following:

- A comfortable and secured work space with an 'On Demand' Office Assistance;
- Dedicated Desktop Connection(s), loaded with necessary Hardware & Software support having 24 X 7 X 365 high speed Internet Connection;
- Dedicated Landline Telephone Connection(s), with Helpline number(s), preferably with hunting lines for a 'NO-HOLD' communication;

TELE-COUNSELORS – Undisputedly, 'what matters is the man behind the machine or the system'. To up-hold this axiom, it is important that, only trained Tele-counselors be employed at any Help Line, who must bear the following abilities -

- Qualified and soft spoken;
- Proficient in local language and English;
- Having good communication skills;
- Patient approach to handle calls and answer queries;
- Attitude to extend help.
- Should be able to work long hours, especially during emergency (24 X 7 X 365). Hours of operation are to be on 8 hrs. X 3 shift basis, providing 24 x 7 x 365 service; Under the direct supervision of experienced Helpdesk operators.
- A dedicated service may be out-sourced.

SOPs must necessarily involve and cater to the following aspects;

1. Emergency Support Functions;
2. Communication;
3. Law & order;
4. Search and Rescue Operation;
5. Food
6. Medical Response & Trauma Counseling
7. PWD / Equipment Support – Debris & Road Clearance
8. Shelter
9. Water
10. Electricity, &
11. Transportation

1. STATE RELIEF COMMISSIONER (SRC):

An Officer of the State Government not below the rank of Secretary shall be appointed to be the State Relief Commissioner (SRC) and he/she shall be placed in-charge of all the relief operations in the state. He/she shall perform all duties for and on behalf of the State Govt. in relation to all Disaster Management Activities and make available the following Functional Provisions within his area of jurisdiction.

- a) PRIMARY DEPARTMENT : Department of Revenue
- b) NODAL OFFICER : Secretary Revenue
- c) DESIGNATION: STATE RELIEF COMMISSIONER

1st Person Contact Details: Mr/Ms _____
DEPT OF REVENUE – (Secretary Revenue)
Ph: (Off)_____, (Res)_____

2nd Person Contact Details: (Name & Designation)_____
(Ph. No. Off /Mob/Res) _____

Responsibilities of SRC:

- a) Set-up a Central Control Room;
- b) Develop Management Information System to network with concerned Central ministries/departments and State Government, NGOs and the Corporate Sector;
- c) Operational component of 'Trained and Equipped First Responders' for rescue of disaster victims be created;
- d) Creation of Immediate and Temporary Shelter Service having adequate food, sanitation and medical facilities;
- e) Ensuring an over-all orderly conduct of Preparation, Search & Rescue, Relief, Rehabilitation and Mitigation process in disaster struck areas of the State.

SOP - PRE-DISASTER STAGE (PREPAREDNESS STAGE)

Establish Disaster Management Cell within SRC's Office to operate as Emergency / Disaster Control Room during peace time. The desk is to maintain vigil & monitor development, mitigation & preparedness activities at State Level and, be in readiness to up grade to a Full-fledged 'L2' Emergency Control Center / Room, at short notice (specify time – from '0' hrs of declaration of Disaster / Emergency), and be in readiness to assist neighbouring States facing .

Simultaneously set-up:-

1. Remote Sensing facilities within the State;
2. GIS Mapping and Microzonation of State – Prepare Information database to earmark vulnerable Zones, Areas, Sections & Communities of State;
3. Determine
 - (i) assets available nearest to Vulnerable Zones / Areas by each Emergency Support Functions (ESF) Support Agency and,
 - (ii) time frame for deployment of such assets;
4. Integration of efforts by State Govt and UNDP, in Disaster Management;

5. Constitute and appoint, by Name &/or Designation, members of –
 - a) Standing Technical Committee (STC);
 - b) Incident Command Team (ICT);
 - c) Nodal Deptt. / Officers;
 - d) Quick Reaction Team (QRT);
 - e) Team Leaders (TL);
 - f) Members of Emergency Operation Center Team (EOC);
6. Assign Duties & Responsibilities of all members of –
 - a) Standing Technical Committee (STC),
 - b) Incident Command Team (ICT),
 - c) Nodal Officers (NOs),
 - d) Quick Reaction Teams (QRTs),
 - e) Team Leaders (TLs),
 - f) Emergency Operations Center (EOC);
7. Appoint & Assign Duties & Responsibilities of following Department Heads -
 - a) Central & State Govt. Officials – Additional to All Nodal Departments;
 - b) Police;
 - c) Fire Services;
 - d) Civil Defence;
 - e) Home Guards;
 - f) Jal Nigam;
 - g) State Electricity Board;
 - h) Para Military Forces;
 - i) Armed forces (Army / Navy / Air Force as applicable);
 - j) Medical Teams;
 - k) Search & Rescue Teams;
 - l) Public & Private Sector Cos.;
 - m) Rescue & Relief Teams from Youth Movements & Volunteers;
 - n) NGOs;

8. Set-up Channels of communication for –
 - a) Inter connectivity between Central & State Govt. / EOC / TLs / QRTs / First Responders Support Departments, etc.;
 - b) Weather Forecasting & Warning;
 - c) Emergency Alerting and Function Systems;
 - d) Activation of Relief & Rescue Operations;
9. Plan & Rehearse – TRIGGER ACTION FOR EMERGENCY / DISASTER MANAGEMENT; twice in an interval of SIX MONTHS, later atleast once in a year;
10. Conduct & Record critical Briefing & De-briefing for each demonstration / Mock Drill / Dummy Exercise with an independent observer(s);
11. Record - "Lessons Learnt" & implement steps for improvements;
12. Suggest to all participants - Methods of improvements for next exercise.

Regular Updating, Rehearsals, Mock drills, Simulations

"An ounce of Practice is far better than tons of precepts and a forest of instructions." It is recommended by the HPC that an annual updating is carried out in the last week of April and rehearsal of the plans during first week of May. Drills should be a primary training ground for emergency management. This is with reference to Mock drills that are to be carried out involving all agencies to maintain the efficacy of contingency exercise in times of actual requirement. A 'Continuing Scenario building' initiative needs to be taken up, wherein at the level of each district, an exercise to build a worst scenario is taken up before the annual updating of the disaster management plan, so as to keep the plans realistically equipped to address all possible contingencies.

Ensure Regular Updates in respect of -

1. Structural Measures;
2. Human Resource Development (SOP);
3. REGULAR Rehearsals, Mock Drills, Simulations &, Updates of Procedures & SOPs;
4. Media – News papers & TV;
5. Civic Awareness Programmes with Public Participation;
6. NGOs & Corporate Sector for CSR for their role and commitment;

NOTES:

1. *Co-ordinate the actions of all Nodal officers and other State Govt. Officers, Authorities, NGOs, under the Act or Rules made thereunder or under any other law for the time being in force which is relatable to the object of this act;*
2. *Planning and execution of a Statewide programme for prevention, management and mitigation of disaster;*
3. *Constitute a Standing Technical Committee for the purpose of facilitating procurement related to disaster management and ensuring the quality of materials, equipments and services to be procured in connection therewith;*
4. *Laying down procedures and safeguards for the prevention of disasters;*
5. *Collection and dissemination of information in respect of matters relating to disasters including suo-motto propagation of vital information affecting the public;*
6. *Preparation of manuals, codes, or guidelines relating to prevention, management and mitigation of disaster;*
7. *Notify disaster prone areas for the general information of the public and also for the purpose of implementation of the provisions of the Act or Rules made thereunder. Such notification shall be issued once in three years or at such shorter interval whenever the circumstances so warrant;*
8. *The State Government shall draw up a plan for relief in advance and ensure that the concerned officials and local inhabitants are given adequate training for the successful execution of the plan;*
9. *The State Government shall declare an area where disaster has occurred to be a “disaster affected” area as early as possible and shall de-notify the same as soon as disaster ceases, both within a period of time prescribed in this behalf;*

Adopted from:
HPC ON DISASTER MNGEMENT:
REPORT, 2001

SOP DURING DISASTER – (REACTION STAGE):

1. SRC will alert IC & TL of Primary Agency to activate respective ESFs/ESAs;
2. Determine - What assets are available nearest to the affected area(s) through each ESF and the time frame for deploying those assets;
3. TL of primary agency will alert Nodal Officers of ESF agencies of the area;
4. TL will activate all QRT within the State;
5. QRTs will be deployed at the affected site;
6. QRTs will report situation & progress of activities to respective EOC(s);
7. Identify the actual and planned actions of govt. & Commercial Telecom. Co(s) to restore services;
8. Coordinate the acquisition and deployment of communications, equipment, personnel and resources to establish temporary communication capacities within the affected area;
9. Compile 'Damage Information' from assessment teams, media industry, local DC's Office, EOC, and other city/country/state agencies and report that information through ESF.
10. Prioritize deployment of services based on av. resources & critical needs.
11. Coordinate communications availability and support for all Govt., NGOs & Volunteer Agencies as required;
12. Arrange for latest Situation Updates on regular basis, Donation requirements for disaster area all over the state;
13. Assist EOCs in periodic transmission of 'Updated Flash News' to National & State Agencies;
14. Ensure Setting up of toll free numbers for emergency information assistance.

SOP - POST DISASTER – (DEMOBILISATION, MITIGATION, REHABILITATION & RISK REDUCTION):

Information elements needed for Demobilisation Planning:

Important elements of information needed for demobilisation planning are summarised as under:

1. Planning Section: Has basic information on resources (Check-in Lists and Incident Form – 201; Briefing Form are important to this effort).
2. Liaison Officer: Knows terms of agreements involving use and release of other Agency's resources;
3. Safety Officer: Considers physical condition of personnel, their personnel needs and adequacy of transportation;
4. Logistics Section: Handles transportation availability, communications, maintenance and continuing support;
5. Operations Section: Knows continuing needs of various kinds of tactical resources;
6. Finance / Administration Section: Processes any claims, time records, and costs of individual resources which are a factor in determining release;
7. Dispatch Centers: give High priority to timely return of resources.

Section involved in Demobilisation Planning

1. General Information – (Discussion of demo procedures);
2. Responsibilities;
3. Release priorities
4. Priorities will vary and must be determined at the time. Examples of release priorities related to tactical resources could be :

- i. Priority – 1; Type 1 Resource;
 - ii. Priority – 2; Resources traveling the farthest;
5. Release Procedures;
 6. Directory (maps, telephone listings etc.);

Finally, Demobilisation planning can be quite complex, especially on a large multi-agency incident. Thus importance must be given to Demobilisation equally as much for activation of any Incident.

SOP FOR STANDING TECHNICAL COMMITTEE (STC)

Duties and functions:

1. The Standing Technical Committee shall:
 - a) Identify such materials, equipments and services as are essential for Disaster Management for any or more of the purposes specified in sub Clauses a – 1, of Clauses (i) of Section 16 of ?? ;
 - b) Ensure the quality and standard of such materials, equipments and services by appropriate certifications;
 - c) For the purpose of facilitating purchase and avoiding delay, select suitable suppliers and enter into rate contracts with them, the facility of which may be availed by State Relief Commissioner, or any other agency so authorized;

2. In special circumstances, to be prescribed in this behalf, it shall be lawful for the Standing Technical Committee to relax or to waive, by general or special orders, to dispense with the ordinary procedures and routine formalities for the purpose of speedy and justified procurement of such materials, equipments and services.

SOP FOR NODAL AGENCIES
SUPPORT DEPARTMENTS / AGENCIES

PRE DISASTER – (Preparation Stage)

It is the responsibility of all Nodal Officers of the State, as designated at Annexure – A above, to update themselves and their subordinate agencies / departments / branches with relevant Standing / Periodic / Specific Orders as may be received / issued / obtained from SRC / IC and ensure dissemination of the same to their subordinate agencies / departments / branches under them, through fastest means and thereafter, obtain feed back of confirmation of receipt of the same.

All Nodal Officers will comply and ensure compliance at their subordinate agencies / departments / branches under them, of all standing / periodic &/or specific orders as issued / received / obtained from time-to-time, from the RC / IC or any such higher Authority as may be designated from time-to-time, in respect of Disaster Management within the State of UP.

It shall be the duty of All Nodal Officers to attend personally or through their designated responsible Officer only in case of extreme emergency of inability to attend, all actual happenings of disaster / emergency situation(s) in L0 to L3 stages, meetings, briefings, de-briefings, demonstrations, exercises, mock drills etc., within their State of jurisdiction, as ordered by RC / IC or any such higher Authority placed above him / her, for the time being. The Nodal Officers shall follow and implement all such orders / instructions implicitly and with dedication all such orders / instructions at all times. It shall be incumbent upon all such Nodal Officers to disseminate all such orders / information as received by him / her from time-to-time, to their respective subordinate agencies / departments / branches placed under them for the time being, through fastest means and obtain a confirmation of receipt of the same.

SOP FOR NODAL AGENCIES: SUPPORT DEPARTMENTS / AGENCIES

A. HEALTH & FAMILY WELFARE Deptt.:

During Disaster (Reaction Stage)

1. IC/ District EOC (upon information of Alert from SRC or any authentic source) would contact the team leader of S&R Operations to activate the ESF response plan;
2. TL of Nodal Agency would report to the QRT for immediate operation and inform supporting agencies to coordinate in the situation, depending upon the scale of the disaster;
3. QRTs (of both nodal and supporting agencies) would perform a physical damage assessment and report to the leaders of Central and Nodal Agency, about the number or percentage of damage, casualties and expected &/or possible requirement of equipments, manpower at rescue sites;
4. Medical and Trauma Counseling Response Team of State and District Level to be activated by ESF-TL, and report to the Incident Manager of the On-site EOC who will further coordinate their activities;
5. Coordinate deployment of Response Teams in the field communication with the ESF-TL of the District EOC, through the Incident Manager;
6. Major hospitals given warning to activate their contingency plan, if required.
7. ESF-TL to inform IC at District EOC if activation of the State EOC will be needed.
8. Following up a systematic approach of transferring resources, manpower equipments, vehicles at the Disaster affected areas.
9. Determine the release of QRTs and facilities at effected site may be considered on a priority basis.
10. Contacting health services to instruct them to send first-aid and trauma counseling team to the affected site, so the patients can be treated before transporting to the hospital for the advance treatment (if needed).

11. Contacting damage assessment teams and send them to the site so that assessment reports can be prepared and situation analysis can be done properly.
12. Establishing a failsafe communication system with QRTs members so that current reports on situation analysis can be gathered and accordingly help can be provided to the site.
13. Declaration of further help required at state and national level in case of damage is at large scale and situation is unmanageable with the available resources.
14. At the site, QRTs should contact the local volunteers and local people to gather information about vulnerable areas so that search and rescue operation can be take place through a proper channel in heavily dense areas, large buildings, community centers, hotels, hospitals, public building and any other area having large gathering.
15. Special care to women and children groups should be given as they are expected to be more affected and helpless incase of any emergency situation
16. Further request to the health department to deploy mobile hospitals in case the casualties are severe and transportation of patients may take much more time.
17. Provide regular updates to the IC at the District/State EOC based on reports from the field and the hospitals.
18. Coordinate with the Transportation ESF if a large number of medical professionals need to be sent to the affected sites and/ or a large number of victims need to be transported to health facilities.
19. Ensure the provision and continuous supply of medical facilities (medicines, equipments, ambulances, doctors and manpower etc) required at the disaster affected site and the hospital health centres catering to disaster victims.
20. Coordinate with the ESFs on Law & Order, Evacuation, and Debris and road Clearance, to facilitate and setting up of field medical posts, transportation of victims, and setting up of mobile hospitals.

SOP FOR NODAL AGENCY

B. QUICK REACTION TEAM (HEALTH & FW Deptt.):

1. QRTs will reach on the spot and take a damage assessment including type of injuries, number of people affected and possible medical assistance need.
2. QRTs will provide situation and progress reports on the action taken by the team to the ESF-TL.
3. QRTs will ensure timely response to the needs of the affected victims by establishing field medical posts at disaster sites, as needed.
4. QRTs should maintain coordination with the local people so the S&R operation may take place at more vulnerable locations having dense population, multi-storied buildings and community gatherings as more people are expected to be trapped in such areas.
5. QRTs will report to nodal agency in case of shortage of vehicles, manpower, resources and relief materials.
6. QRT will also work effectively with other teams conducting first aid, trauma counseling, law and order, debris clearance, damage assessment and water and sanitations so the effective rehabilitation may take place accordingly;
7. Determine needs of the affected population, location and food preparation facilities for congregate feeding;
8. Secure food, transportation, equipment, storage and distribution facilities;
9. Evaluate available resources relative to need and location;
10. Initiate procurement of essential food and supplies not available from existing inventories;
11. Respond immediately to requests for Expedited and/or Emergency Food Stamps and access commercial food resources;
12. Establish linkages with private agencies/organizations involved in congregate meal services;
13. Replace products transferred from existing inventories;

14. Phase down feeding operations as victims return home;
15. Refer victims needing operations as victims return home;
16. Coordinate public information and provide updates;
17. Maintain financial records on personnel, supplies and resources utilized and expenditures;
18. Resume day-to-day operation.
 - a) establish communications with Support Agencies representatives and staff to monitor the situation and assess damages food sectors and their requirements, including human resources;
 - b) maintain a data base of provincial food stock and distribution systems and other vital requirements;
 - c) establish contact with other provincial ministries and private industry, including processors, distributors and retailers, to obtain their cooperation;
 - d) secure food/water sources and maintain food/water stockpiles, and work with Support Agencies to distribute food/water to relocation centres for the affected population;
 - e) secure and allocate feed stuffs for commercial farm animals and arrange for distribution as necessary;

SOP FOR NODAL AGENCIES: SUPPORT DEPARTMENTS / AGENCIES

B. DEPARTMENT of AGRICULTURE (DoA):

In the face of Disaster Management, Department of Agriculture has two roles to play;

- a) During Floods;
- b) During Drought;
- c) Storms (*typhoons, hurricanes, tropical storms or tornadoes*)

Preparing for Floods – (Preparedness Stage)

Prior to preparing for an anticipated disaster situation, it is essential to acquire knowledge of the impending threat of flood disaster. In doing so, the forewarning is most accurately gathered from the well set-up Meteorological department.

Flood reduction aims at decrease the amount of runoff, usually by altering the watershed, and is most effective when employed over most of the drainage basin. Typical treatments include reforestation or reseeding; contour plowing or terracing; and protection of vegetation from fire, overgrazing and clear-cutting. Other approaches involve clearing sediment and debris from streams, deepening and widening the riverbed and constructing or preserving farm ponds and other water holding areas. In urban areas, water holding areas can be created in parks and ponds.

Flood-proofing helps reduce the risk of damage. Temporary measures include blocking or sealing entrances or windows and the use of sandbags to keep flood waters away. Permanent measures include the use of hazard resistant designs such as raising living or working spaces high above the possible flood level. Houses may be elevated by structural means (stilts) or by raising the land using landfill. Buildings should be set back from water bodies. Land surrounding buildings and infrastructure should be protected against erosion. Streambeds should be stabilised with stone masonry or vegetation, especially near bridges.

Communities can reduce the risk of personal harm by preparing flood evacuation plans which include the identification of evacuation routes and availability of boats or other appropriate transport and rescue equipment. Monitoring and warning systems at the local (and regional) level are also important components of a risk reduction strategy. Inhabitants of flood prone areas usually have a number of traditional methods for coping with floods. Some aspects of flood planning and response can be managed at the village level and upgraded with outside assistance. These are:

1. Issuing warnings at the local level
2. Participating in Flood-Fighting by Organising work parties to repair embankments or clear debris from drainage areas, pile sandbags and stockpile needed materials.
3. Facilitating agricultural recovery
4. Planning emergency supplies of food and clean drinking water
5. Identifying traditional mitigation and preparedness measures and determining
6. their effectiveness

Programmes to promote public awareness of flood hazards may contain the following components:

1. Explanations of the function of flood plains, location of local flood plains and
2. drainage patterns;
3. Identification of flood hazard and warning signs;
4. Advice on how to flood-proof possessions and, develop personal escape plans;
5. Explanation of local evacuation plans and warning systems, and appropriate
6. post-disaster activities;
7. Emphasis on personal responsibility for flood prevention/mitigation in day-to-day living practices. This includes the use of proper farming practices, prevention of deforestation and maintenance of drainage systems;
8. Provision of escape routes – neighborhoods should have clear escape routes
9. and designated areas of refuge on higher ground;
10. Evacuation procedures should be practiced on a regular bases and ways to disseminate warnings via radio, television, warning sirens or bells should be devised;

FLOOD PREPERAION: In addition to the above tips, the SRC must ensure through his EOC / Help Line the following:-

1. Maintain a continuous liaison with meteorological department and obtain regularly, the weather forecasts with reference to any build-up of unusual or threatening weather conditions;
2. Modification of susceptibility to flood damage through flood forecasting and disaster preparedness through GIS microzonation. And the improvement of river channel to increase their discharge carrying capacity by straightening, widening and regular de-silting;
3. Regular programmes for drainage improvements, building reservoirs detention basins, a forestation and Construction of embankments as required, etc.;
4. The construction of by pass and diversion channels to carry some of the excess floodwater away from the protected areas;
5. Establishment of "Flood Control Centres", essentially in important flood prone districts and at the Headquarters in Sinchai Bhawan, at Lucknow, for the purposes of information gathering and immediate remedial measures, such as repair of embankment etc.

STORMS (*typhoons, hurricanes, tropical storms and tornadoes*)

General risk reduction strategies -

The main mitigation strategies for hazards due to storms include a public that is well informed regarding the hazard and an effective warning system. Engineering structures to withstand wind forces, developing wind load requirements in building codes and wind safety requirements for non-structural elements are also important. In addition, siting key facilities in less vulnerable areas (such as in the lee of hillsides), planting windbreaks, and planning forestry areas upwind of towns can also reduce the risks associated with storms. Strong, wind-safe public buildings which can be used for community shelter in vulnerable settlements can also reduce the risk to community

exposure and provide its members safe homes in storms. Crops can be protected by introducing safety practices for agricultural and crops which are more resistant to high winds.

Community-based risk reduction measures -

Communities can help reduce their risk of damage from storms by preparing evacuation plans and warning systems to be implemented in the event of a storm;

1. by constructing wind-resistant or easily rebuild-able houses;
2. by securing and fastening down those elements that could blow away and cause damage or injury elsewhere, such as metal sheeting, fences, and signs;
3. by taking shelter in strong, wind-resistant buildings;
4. by taking protective measures for boats, building contents or other possessions at risk; and,
5. by protecting food storage facilities from storms.

DROUGHT AND DESERTIFICATION

General risk reduction strategies -

Although rain shortfall is uncontrollable, drought and desertification can be reduced by improved land and water management practices, such as water conservation practices, infiltration dams, irrigation, forest management, and range management (control of land use and animal grazing patterns).

The main risk reduction strategies for drought and desertification include rationing water; conserving or replacing failing water supplies through watershed management and construction of dams, pipelines or aqueducts; conserving soil and reducing erosion rates by using check dams, leveling, planting, and managing herds; reducing firewood cutting by using improved fuel stoves; introducing flexible farming and cropping patterns; raising awareness about the benefits of population control; and developing education and training programmes.

Community-based risk reduction measures -

Communities can construct check dams, reservoirs, wells and water tanks as well as develop planting and re-forestation efforts to reduce the risks of drought and desertification. They can also change cropping patterns and livestock management practices, introduce water conservation policies, build sturdier wells, start dry-season well-irrigated gardens and develop alternative non-agricultural industries.

CHEMICAL AND INDUSTRIAL ACCIDENTS:

General risk reduction strategies -

Technological hazards can be reduced by improving safety standards in plant and equipment design, by anticipating possible hazards in plant design, by developing safe design and operating procedures, by safe and regulated disposal of hazardous materials, and through proper preparedness planning. In addition risk reduction strategies include using fire-resistant materials, building fire barriers or installing devices to extract smoke, improving detectors and warning systems, engaging in preparedness planning by improving fire fighting and pollution dispersal capabilities, and emergency relief and evacuation planning for plant employees and nearby settlements (crew and passengers in the case of vehicles). In addition, on-site safety plans should be initiated and drills should be conducted in conjunction with local fire departments and other civil authorities.

The effects of a technological disaster may be reduced by providing accurate inventories and maps of storage, locations of toxic/hazardous substances and their characteristics to those responding to technological disasters. An important feature of hazard mapping is the determination of possible zones and intensity of contamination. This requires knowledge of the nature of the chemicals and may include a review of historical accident records. In addition, steps taken to limit or reduce the storage capacity of dangerous or flammable chemicals will reduce the probability of occurrence of a technological disaster.

Community-based risk reduction measures -

Communities should participate in actions to monitor pollution levels, ensure inspection and enforcement of existing safety standards, and improve safety legislation. They should also develop evacuation plans to be followed in the event of a technological disaster as well as regulate hazardous-materials transport routes away from schools and residential areas. Local leaders and officials also have a role to play with regard to chemical and industrial accidents.

They represent the concerns or views of their constituents. Their responsibilities include:

1. Communicating with local authorities and industry leaders regarding issues of concern to the local population;
2. Communicating within their constituency on programmes related to protecting public health and the environment;
3. Encouraging locally based organisations to participate in and conduct safety and preparedness training exercises.

Preparing for Drought in preparedness stage, the objective of CWWG set-up by the State of UP are as under:-

1. Assessment of region-wise and crop wise area sown in the state;
2. Assessment of status of cropped received by DoA from its field staff and corroboration with crop area and status information from remote sensing data;
3. Assessment of status of rainfall and medium range weather forecast received from The National Centre for Medium Range Weather Forecasting (NCMRWF) is the premier institution in India to provide Medium Range Weather Forecasts through deterministic methods and to render Agro Advisory Services (AAS) to the farmers. The centre offers challenging research opportunities in Numerical Weather Prediction, Diagnostic studies, Crop Weather Modeling and Computer Science;

4. Preparation of contingency plan for farmers indicating steps to be taken by them if the rainfall is received in the next week, next fortnight or next month. The contingency plan consisted of advisories on alternate, low moisture requiring crops and management practices to be adopted by the farmers in different districts/ divisions of the state keeping in view the current and future rainfall condition.

WHEN WEATHER WARNING IS RECEIVED (REACTION STAGE) -

Whenever there is any weather warning for a heavy rain fall or a cyclonic build-up in the adjoining Bay of Bengal, or during severe monsoon rains, river embankment breaches or a collapse of leaking of dam from water reservoir etc., it is time for anticipating floods. The DoA must then place all their river / canal works on "High Alert" and rush reinforcements of manpower and embankment materials to the area of concern and raise "High Alert" message to the District Administration for a general public alert / warning systems to be spread for a general alert of the area.

SOP FOR NODAL AGENCIES: SUPPORT DEPARTMENTS / AGENCIES

C. STATE POLICE DEPARTMENT:

Roll of Police in disaster management

- (ii) Under the overall supervision of the SRC, the Police of the State shall be geared effectively and adequately to reach the site of disaster immediately with a view to carrying out relief and rescue operations.
- (iii) Under the overall supervision of DRC, it shall be the responsibility of the Superintendent of Police in-charge of the District to ensure that the police personnel of adequate strength reach the site of Disaster immediately with a view to carrying out rescue and relief operations. Each of them may be utilized during the disaster period for giving warnings, supervising relief operations, providing relief and rehabilitating people.
- (iv) The Police communication system, for instance, wireless etc. Shall be made available, free of charge, for being used for transmission and receipt of messages in connection with disaster.
- (v) The Director General of Police shall make suitable provisions for the following:
 - a) Police wireless system/communication system must be always in good working condition.
 - b) Police personnel should be identified, and given adequate training for the purposes of disaster management so that at times of crisis their service may be readily and properly utilised.
 - c) Essential elements of disaster management should be incorporated in the training at entry point of services to all police personnel.
 - d) A code of conduct shall be prescribed for the Police personnel to be observed strictly by them in and Disaster situation and the contents thereof shall be notified for general information of the public.
 - e) It shall be the duty of every police personnel to rush to the aid of any person in need of help in a disaster situation.

- f) It shall be the duty and responsibility of the police personnel deployed for such relief operations to prevent commission of cognizable offences including all offences against property human body and public tranquility.

D. FIRE SERVICE, HOME GUARD & CIVIL DEFENCE

Role of fire service, home guard and civil Defence personnel in disaster management

Under overall supervision of the SRC/DRC,

- (i) It shall be the responsibility of the Chief of each of the aforesaid organisation to ensure that their personnel of adequate strength reach the site of Disaster immediately with a view to carrying out rescue and relief operations. Each of them may be utilised during the disaster period for giving warnings, supervising relief operations, providing relief and rehabilitating people.
- (ii) The aforesaid organisations shall be geared effectively and adequately so that its personnel may reach the site of disaster immediately with a view to carrying out relief and rescue operations.
- (iii) The communication system of the above said organisations, for instance wireless etc. shall be made available, free of charge, for being used for transmission and receipt of messages in connection with disaster.
- (iv) The Chief of the Organisations shall make suitable provisions for the following:
 - a) Wireless system/communication system must be always in good working condition.
 - b) Personnel should be identified, and given adequate training for the purposes of disaster management so that at times of crisis their services may be readily and properly utilised.
 - c) Essential elements of disaster management should be incorporated in the training at entry point of service to all personnel.

- d) It shall be the duty of every person to rush to the aid of any person in need of help in a disaster situation.
 - e) A code of conduct shall be prescribed for the personnel to be observed strictly by them in any Disaster situation and the contents thereof shall be notified for the general information of the public.
 - f) Areas; for example the coastal belts, the flood prone areas near the nuclear, chemical and hazardous industries, large congregations as may be specified under the rules.
- (v) It shall be lawful for the State Government to use Panchayats for carrying out the insurance contracts with the insurance companies. Further, local inhabitants, including landless / shelter less, who are living below the poverty line shall be identified and their insurance premium shall be paid by the State.
- (vi) Every property owner in the disaster prone areas prescribed shall be under a legal obligation to get his property insured as per the local standards, expeditiously, failing which no claim for compensation shall be entertained.

E. ELECTRONIC & PRINT MEDIA

It shall be lawful for any of the principle authorities namely, State Government, State Relief Commissioner and District Relief Commissioner to use or cause to be used all Electronic & Print media like Doordarshan, Cable TVs, All India Radio, FM Radios, Internet, Cinema halls and similar communication channels for broadcasting news including Local and National News Papers, magazines and periodicals for disseminating information regarding disasters.

Standard operating procedures for the Nodal Agency

- b. Identify the actual and planned actions of commercial telecommunication companies to restore services.

- c. Determine what assets are available and nearest to the affected area (s) by each emergency support functions support agency and the time frame in deploying those assets.
- d. Coordinate the acquisition and deployment of communications, equipment, personnel and resources to establish temporary communication capacities within the affected area.
- e. Accumulate damage information obtained from assessment teams, the media industry, the local Deputy Commissioners Office EOC, and other city/country/state agencies and report that information through Emergency Support Function.
- f. Prioritize the deployment of services based on available resources and critical needs.
- g. Coordinate communications support to all governmental, non-governmental & volunteer agencies as required.
- h. IC will call the TL of Primary Agency and get the ESF activated.
- i. TI of primary agency will call nodal officers of supporting agencies.
- j. TI would activate the State Quick response Team.
- k. The QRTs will be deployed at the affected site.
- l. QRTs will report the situation and the progress in response activities to the respective EOCs.
- m. Sending flash news of latest updates/donation requirements for disaster area all over the state.
- n. Assisting the EOC in providing updated information to national as well as at the state level.
- o. Setting up of toll free numbers for emergency information assistance.

SOPs for Quick Response Team on Help Lines, Warning Dissemination

- The QRT members will reach to the nodal office as soon as they will get instructions.
- QRT teams would reach to the site immediately after receiving instructions from the nodal officer.

- On the site QRT members will take stock of the situation from the IC at the site and their counter parts.
- The QRTs will coordinate, collect, process, report and display essential elements of information and facilitate support for planning efforts in response operations.

SOPs for Nodal Agency

- IC will call the TI of Primary Agency and get the ESF activated.
- TI of primary agency will call nodal officers of supporting agencies.
- TL would activate the State Quick Response Team.
- The QRTs will be deployed at the affected site.
- Cordoning of area to restrict movement of onlookers, vehicular and pedestrian traffic should be done.
- Any additional requirements at site to be taken care of.

SOP for Quick Response Team on Law and order

- Quick assessment of law and order situation in affected areas
- Support and coordinate with Local Administration
- Prepare updates on the law and order situation every 4-6 hours and brief the authorities
- Controlling situations like rioting and looting and cordon of sensitive areas
- QRTs will guide property and valuables in affected areas.
- Control and monitor traffic movement.
- QRTs will provide diversion of traffic on alternate routes as and when it is necessary.
- The QRTs will also provide information about traffic flow along various corridors, especially heavy traffic or congested roads.
- QRTs will communication to police control rooms, details on the field activities including deployment and reinforcement of staff and resources and communicate nature of additional requirements.

SOP of the ESF Nodal Agency

- IC/ District EOC (on orders from IC) would contact the team leader of S&R Operations to activate the ESF response plan.
- Team leader of Nodal agency would report to the Quick response teams for immediate operation and Inform supporting agencies to coordinate in the situation depending upon the scale of the disaster.
- QRTs (of both nodal and supporting agencies) would perform a physical damage assessment and report to the leaders of central and nodal agency, about the percentage of damage, percentage of casualties expected and possible requirement of equipments, manpower and rescue sites.
- Medical and Trauma Counseling Response Team of District and State Level to be activated by ESF-TI needed, and report to the Incident Manager of the On-site EOC who will coordinate their activities.
- Response Teams in the field communication with the ESF-TL of the District EOC, through the Incident Manager.
- Major hospitals given warning to activate their contingency plan, if required.
- ESF-TL to inform IC at District EOC if activation of the State EOC will be needed.
- Following up a systematic approach of transferring resources, manpower equipments, vehicles at the Disaster affected areas.
- Determine the release of QRTs and facilities at effected site may be considered on a priority basis.
- Contacting health services to instruct them to send first-aid and trauma counseling team to the affected site, so the patients can be treated before transporting to the hospital for the advance treatment (if needed).
- Contacting damage assessment teams and send them to the site so that assessment reports can be prepared and situation analysis can be done properly.
- Establishing a failsafe communication system with QRTs members so that current reports on situation analysis can be gathered and accordingly help can be provided to the site.

- Declaration of further help required at state and national level in case of damage is at large scale and situation is unmanageable with the available resources.
- At the site, QRTs should contact the local volunteers and local people to gather information about vulnerable areas so that search and rescue operation can be take place through a proper channel in heavily dense areas, large buildings, community centers, hotels, hospitals, public building and any other area having large gathering.
- Special care to women and children groups should be given as they are expected to be more affected and helpless incase of any emergency situation
- Further request to the health department to deploy mobile hospitals in case the casualties are severe and transportation of patients may take much more time.
- Provide regular updates to the IC at the District/State EOC based on reports from the field and the hospitals.
- Coordinate with the Transportation ESF if a large number of medical professionals need to be sent to the affected sites and/ or a large number of victims need to be transported to health facilities.
- Ensure the provision and continuous supply of medical facilities (medicines, equipments, ambulances, doctors and manpower etc) required at the disaster affected site and the hospital health centres catering to disaster victims.
- Coordinate with the ESFs on Law & Order, Evacuation, and Debris and road Clearance, for setting up of field medical posts, transports of victims, and setting up of mobile hospitals.

SOP OF QUICK RESPONSE TEAM (QRT)

- QRTs will reach on the spot and take a damage assessment including type of injuries, number of people affected and possible medical assistance need.
- QRTs will provide situation and progress reports on the action taken by the team to the ESF-TL.

- QRTs will ensure timely response to the needs of the affected victims by establishing field medical posts at disaster sites, as needed.
- QRTs should maintain coordination with the local people so the S&R operation may take place at more vulnerable locations having dense population, multi-storied buildings and community gatherings as more people are expected to be trapped in such areas.
- QRTs will report to nodal agency in case of shortage of vehicles, manpower, resources and relief materials.
- QRT will also work effectively with other teams conducting first aid, trauma counseling, law and order, debris clearance, damage assessment and water and sanitations so the effective rehabilitation may take place accordingly.

SOP OF NODAL AGENCY

- a. Determine needs of the affected population, location and food preparation facilities for congregate feeding.
- b. Secure food, transportation, equipment, storage and distribution facilities;
- c. Evaluate available resources relative to need and location;
- d. Initiate procurement of essential food and supplies not available from existing inventories;
- e. Respond immediately to requests for Expedited and/or Emergency Food Stamps and access commercial food resources;
- f. Establish linkages with private agencies/organizations involved in congregate meal services;
- g. Replace products transferred from existing inventories;
- h. Phase down feeding operations as victims return home;
- i. Refer victims needing operations as victims return home;
- j. Coordinate public information and provide updates;
- k. Maintain financial records on personnel, supplies and resources utilized and expenditures;

- I. Resume day-to-day operation.
 - a) establish communications with Support Agencies representatives and staff to monitor the situation and assess damages food sectors and their requirements, including human resources;
 - b) maintain a data base of provincial food stock and distribution systems and other vital requirements;
 - c) establish contact with other provincial ministries and private industry, including processors, distributors and retailers, to obtain their cooperation;
 - d) secure food/water sources and maintain food/water stockpiles, and work with Support Agencies to distribute food/water to relocation centres for the affected population;
 - e) secure and allocate feed stuffs for commercial farm animals and arrange for distribution as necessary;

INCIDENT COMMAND SYSTEM
OF THE GOVERNMENT OF INDIA, MINISTRY OF HOME AFFAIRS,
NATIONAL DIASTER MANAGEMENT DIVISION

INTEGRATING ICS INTO OUR SYSTEMS:

Based into these considerations, it is proposed to professionalise the emergency / Disaster Response Management System in the country by the adoption of the ICS modeled along the lines of the ICS presently being used in the USA. The system was discussed in the meeting of the relief Commissioners and has been modified to suit the Indian Systems.

THE ICS

The ICS is an on-scene, all risk, flexible modular system adaptable to any scale of natural & man-made emergency / incident. The ICS seeks to strengthen the existing disaster response mechanism system by ensuring that the designated controlling / responsible authorities at different levels are backed by trained incident command teams (ICTs) whose members have been trained in the different facets of emergency / Disaster Response Management. The ICS will not put in place any new hierarchy or supplant the existing system, but will only reinforce it. The members of the ICT will be jointly trained for deployment as a team. When an ICT is deployed for an incident, all concerned agencies of the Govt. will respond as per the assessment of the team. This system, therefore enables proper coordination amongst the different agencies of the Govt. The five command functions in the ICS are as follows:

1. **Incident Command** – Has overall responsibility of the incident. Determines objectives and establishes priorities base don the nature of the incident, available resources and agency policy.

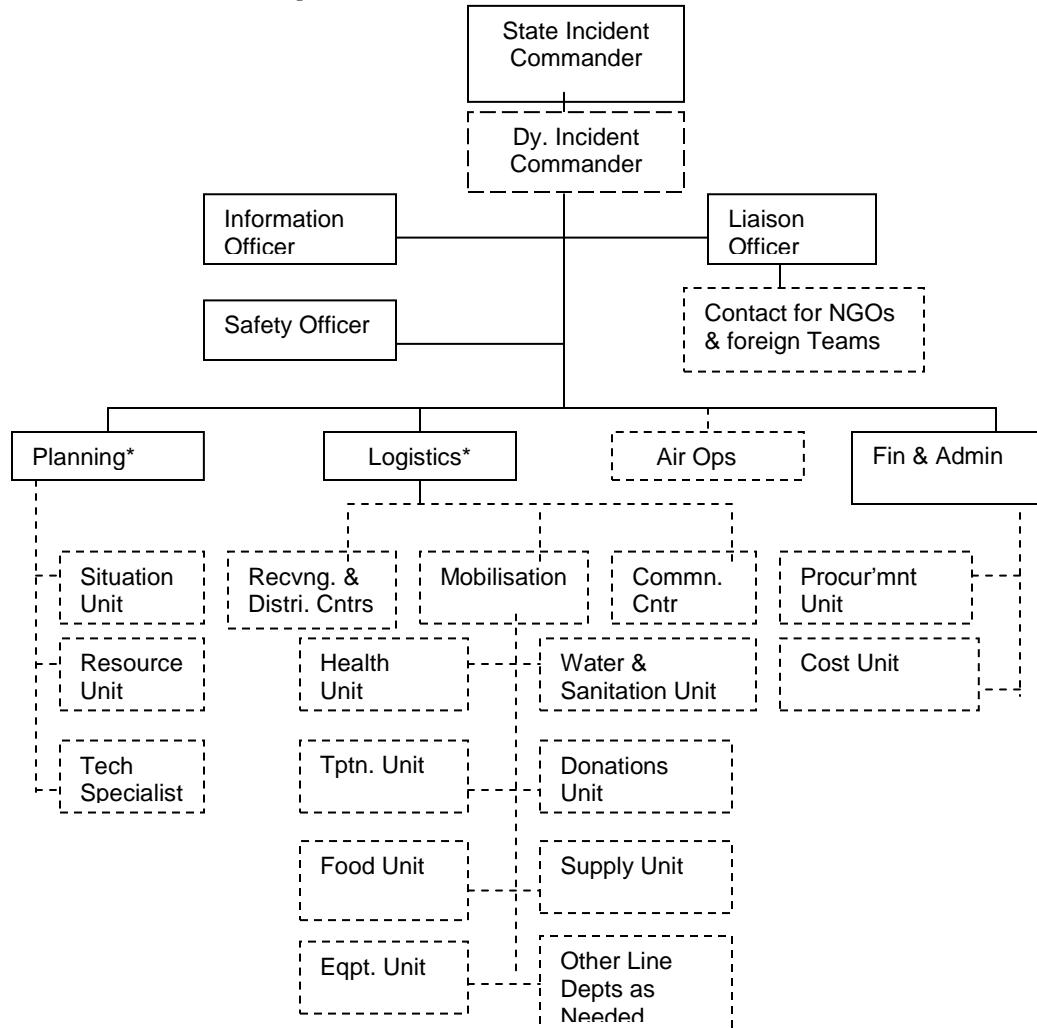
2. **Operations** – develops tactical organisation and directs all resources to carry out the incident action plan;
3. **Planning** – Develops the Incident Action Plan to accomplish the objectives. Collects and evaluates information, and maintains status of assigned resources;
4. **Logistics** – Provides resources and all other services needed to support the organisation;
5. **Finance / Administration** – Monitors costs related to the incident, provides accounting, procurement, time recording, cost analysis and overall fiscal guidance.

STATE LEVEL INCIDENT RESPONSE :

At the state level, it is proposed to train One State Headquarters Team, which will support the Relief Commissioner / Secy., Disaster Management in the event of a disaster. The members of the State HQs team will be Officers of the rank of Joint / Deputy Secy. to the State Govt. They will be trained in functions such as planning, logistics, air operations, mobilisation, finance & administration. The **State HQs**

Team Core Management Structure is show under:

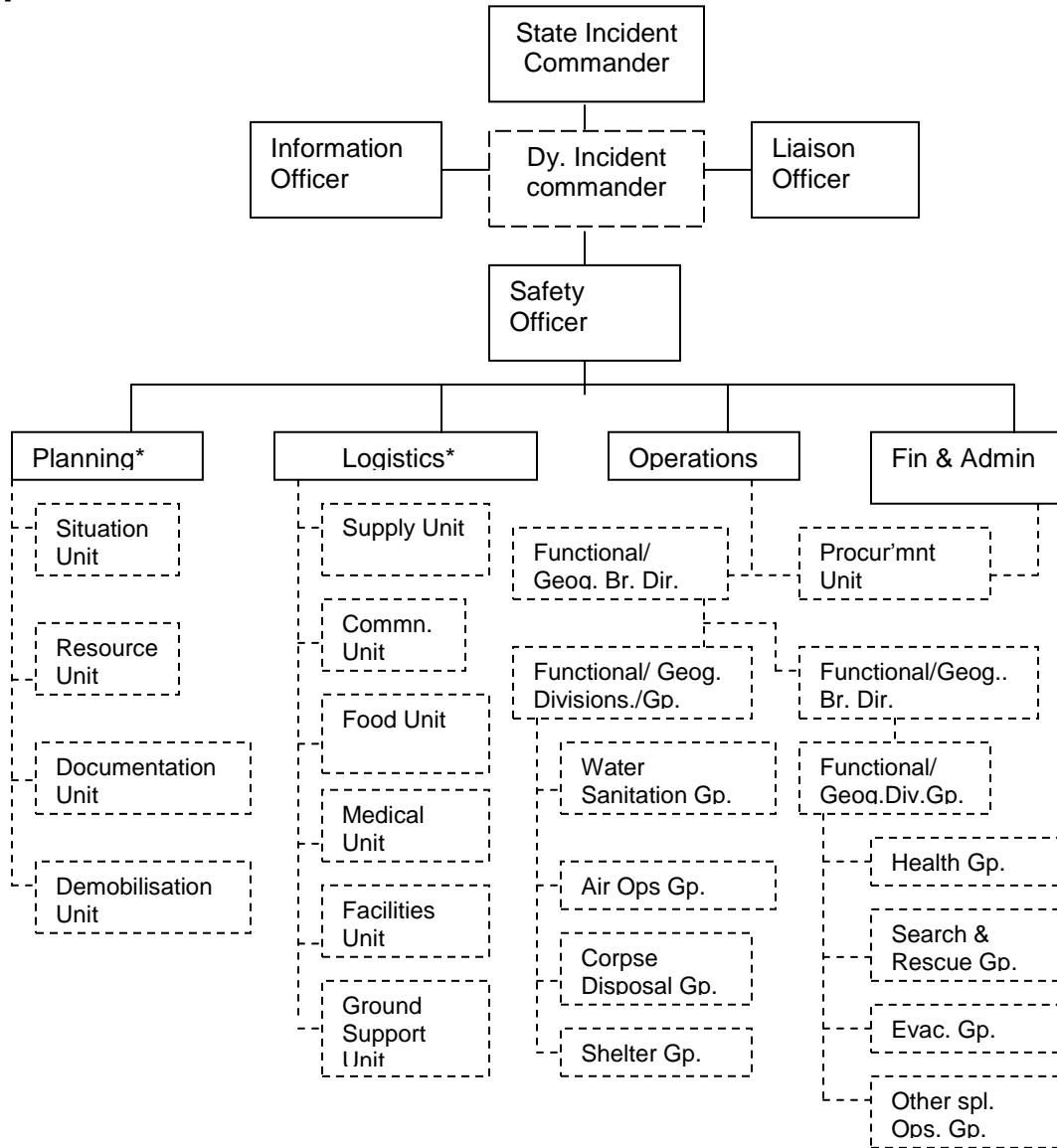
Expanded State Headquarters Team



In each state there will be atleast two specialized on-scene State-level Incident Command Teams (SICTs) which will be deployed at any part of the State to handle complex emergencies. The teams will be headed by an Officer who has work experience as District Collector. The team members will be of the rank of Dy. Dev. Commissioners and Addl. Distt. Magistrate. These teams will be on call and ready to move within a two hours notice. The teams will be given mobile telephones so that they can be contacted at all times. The decision to deploy these teams will be taken by the state chief secretary.

The structure of the State Incident Command Team is given below:

Expanded State Incident Command Team



SOP FOR STATE LEVEL ICT :

1. The state level incident command teams (SICT) will be managed under the auspices of the state govt. Each state will host atleast two SICTs, out of which atleast one SICT will be available at all times in the state for immediate response.
2. An on-call team rotation cycle will be established and maintained by the state Govt with a recommended two-hour call back for a one week period.

3. In order to maintain currency, the SICTs will be required to participate as a team in disaster simulation exercises at twice every year if their has been no actual disaster response situation during this period. The state Govt. will sponsor a two day annual meeting for all members of the SICTs to discuss the emerging technologies in disaster management, review case studies, conduct team building and esprit-de-corps activities and explore other topics of interest.
4. All members of SICTs will be given mobile telephones. The composition of the SICTs will be reviewed annually by the state govt. and the vacant positions filled as required. Officers assigned to the SICTs will serve for a minimum period of three years. The option of continued service will remain with the Officer.
5. Procedures for the mobilisation of SICTs will be developed by the State Govt. the teams may be also deployed outside their home state. Appropriate standing orders will be issued to provide over-site for the team, establish a team rotation system and develop a national accessible database for the SICTs.

REQUIRED STAFFING AT THE OFFICE OF THE STATE RELIEF COMMISSIONER:

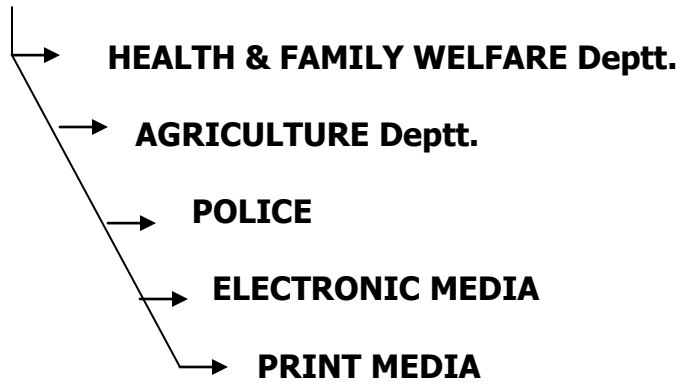
In many States the office of the Relief Commissioner / Secy., Disaster Management is understaffed. This leads to constraints in emergency response. For the ICS to become operational, the designated officers for the positions of Operations Section Chief, Logistics Section Chief an Planning Section Chief in the HQs team are required to be posted full time in the office of the State Relief Commissioner. These Officers of the assigned rank will be posted in the office of the State Relief Commissioner / Secy. Disaster Management.

Annexure – A

INSTITUTIONAL FRAMEWORK

Primary Department : **DEPT OF REVENUE** -Secretary Revenue
Mr Satyendra Kumar Singh
Ph: (Off)_____, (Res)_____

SUPPORT DEPARTMENTS / AGENCIES



Annexure – B

DIRECTORY FOR EMERGENCY CONTACTS

State Relief Commissioner (Nodal Officer)

Sl No.	Name	Designation & Deptt.	Res. Address & Ph Nos.	Remarks
1.		Secy. Revenue		
2.		PS to Secy. Revenue		

Nodal Officers: Are those responsible Officers from the designated department, not below the rank of Principal Secretary or Additional Commissioner; and are responsible to the Relief Commissioner in respect of all operations of his department.

Contact details of Nodal Officers:

Sl No.	Department	Name of Nodal Officer	Designation	Phone Nos. (Off.) & (Res.)
1.	Medical & Health		Principal Secy.	
2.	Transport		Dy. Transport Commissioner	
3.	Finance		Principal Secy.	
4.	Rural Dev.		Addl. Commr.	
5.	Information & Communication		Principal Secy.	
6.	Food & Civil Supplies		Principal Secy.	
7.	Energy (Power)		Secy.	
8.	Revenue		Jt. Secy	
9.	Nagar Vikas		Director Local Bodies	
10.	Home		Spl. Secy.	
11.	Animal Husbandry		Dy. Director Epidemiology	
12.	Jal Nigam		Ch. Enggr & Secretary(Est.)	
13.	Agriculture		1. Spl. Secy 2.Jt. Agriculture Dir	
14.	Irrigation		Spl. Secy.	
15.	Planning		Spl. Secy.	
16.	PWD		Spl. Secy.	

BIBLIOGRAPHY

1. Extracts from High Powered Committee on Disaster Management Report – 2001;
2. Notes from National Disaster Management Authority;
3. Notes from National Institute of Disaster Management;
4. Notes from Incident Command System.