

CHAPTER-7
THE EMERGENCY RESPONSE PLAN

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7.1 Introduction

The need for an effective disaster management strategy is to lessen disaster impact which can be achieved through strengthening and reorienting existing organizational and administrative structure from district . state to national level. The emergency response plan is a first attempt to follow a multi-hazard approach to bring out all the disasters on a single platform and incorporates the '*culture of quick response*'. Under the plan, common elements responsible for quick response have been identified and a set of responsible activities has been articulated. It provides a framework to the primary and secondary agencies and departments which can outline their own activities for disaster response. The plan will also include specific disaster action plans alongwith modal scenarios in detail to conduct practice drills at district administration level.

7.2 Methodology of Response Plan

- Identification of disasters in the district depending on:
 1. Past records
 2. Micro-zonation according to the geological settings
 3. Vulnerability associated in context to the disaster
 4. Risk assessment according to the socio-economic conditions
- Identification of emergency response functions in consultation to the guidelines provided by state nodal agency
- Identification of responsible government and non-government agencies according to the response functions
- Identification of responsible officers, manpower and resources according to the activities of the identified agencies
- Identification of primary and secondary agencies and demarcation of roles and responsibilities according to their functions
- Conducting regular trainings, meetings and mock drills

7.3 Various Response Levels

Most of the disasters are to be managed at the state and district level. The centre plays a supporting role in providing resources and assistance. It will mobilize support in terms of various emergency teams, support personnel, specialized equipments and operating facilities depending upon the scale of the disaster. Active assistance would be provided only after the declaration of national emergency level. (National Disaster Response Plan, 2001)

In case disaster may be managed at the district level, district emergency operation system would be activated where state and national level authorities would be on guard in case of assistance needed. Incident Commander (IC) of the district would activate the Emergency Support Functions and Incident Response System and similarly according to the guidance disaster management teams and quick response teams would respond.

If disaster may not be managed with district level and required active participation of state resources, State EOC would activate and Divisional Commissioner would take over the IC system.

7.4 Important Terminologies Used in the Plan

7.4.1 Response Plan

The Response plan establishes an organized setup to conduct ESF operations for any of the Natural and Manmade Disasters. It outlines an implementing framework of sharing resources as per the requirement during an emergency situation. The Response Plan has structured the response of concerned departments i.e. primary and supporting departments

to be organized and function together with grouping capabilities, skills, resources, and authorities across the State and district Government with the ESF plan. The plan unifies the efforts of State Departments and supporting agencies to be involved in emergency management for a comprehensive effort to reduce the effects of any emergency or disaster within the state.

7.4.2 Incident Command System (ICS)

The ICS was first established in 1970 after a wild fire outbreak of California. It is widely accepted by Americans and now many other parts of world too. It is assumed that ICS can also be adapted by the Indian system of disaster response. ICS is a modal tool to command, coordinate and use of resources at the site of the incident. It is based on the management and direction tools that experts and managers are already aware too. It is a very flexible, cost effective and efficient management system. Incident Command System has been modified to suit the Indian administrative system and named as Incident Response System and Guidelines on IRS issued by NDMA in 2010.

7.4.3 Emergency Support Functions (ESFs)

The ESF activates under the guidance of Incident Commander (District Magistrate) who is also a head of Incident Response System (IRS). Under the IRS, a team of 11 ESFs nodal officers works together also called as Disaster Management Team (DMT). DMT would also be constituted at District level with district level nodal officers. The members of Disaster Management team would also heads primary agency and simultaneously coordinate with the secondary agencies. Each of the primary and secondary agencies would also comprise of quick response team trained to carry out their functions at the response site. The success of ESF will be of critical importance and would reflect in the lives saved in the first few hours.

7.4.4 Primary and Secondary Agencies

The designated primary agency action as a central agency would be assisted by one or more supporting agencies (secondary agencies) and will be responsible to manage activities of the ESFs and ensuring the mission accomplished. The primary and secondary agencies have the authority to execute response operations to directly support the state needs.

7.4.5 Situation Reports

Situation reports provide an update of relief operation at regular intervals. These reports are crucial for planning out response actions to be undertaken in affected areas. The situation reports provide information about the disaster status, casualties, status of flow of relief materials, arrival/departure of teams etc.

7.4.6 Quick Response Teams (QRTs)

The QRTs at district level should leave for the affected site within 3 to 6 hours of the event after the declaration of emergency. They have to be adequately briefed by their respective departments. Team should be self-sufficient in terms of resources, equipments, survival kits and response work. A Quick Response Team has been created at the District level to respond in case of any Disaster in Central District.

7.4.7 Emergency Operation Centre (EOC)

EOC is a nodal point for the overall coordination and control of relief work in case of any disaster situation. In case of any disaster district level EOC has to be activated. The primary function of EOC is to facilitate smooth inflow and outflow of relief and other disaster related activities. These EOCs act as bridges between State and Centre government.

7.5 Operational –Coordination Structure

Each organization generally has a framework for direction of its operation and coordination in between its different units. Disaster Management generally requires partnership between organizations and stakeholders. An effective and early response requires mobilization of manpower, equipments and materials belonging to different organizations which may not be working together during normal times. Therefore, a framework needs to be prescribed as a part of emergency planning for operational directions and coordination during response phase. This plan recognizes role of District Magistrate in providing overall operational direction and coordination for all the response functions with the help of District Disaster Management Committee and District Emergency Operation Centre. District Magistrate has formulated following coordination structure for response plan.

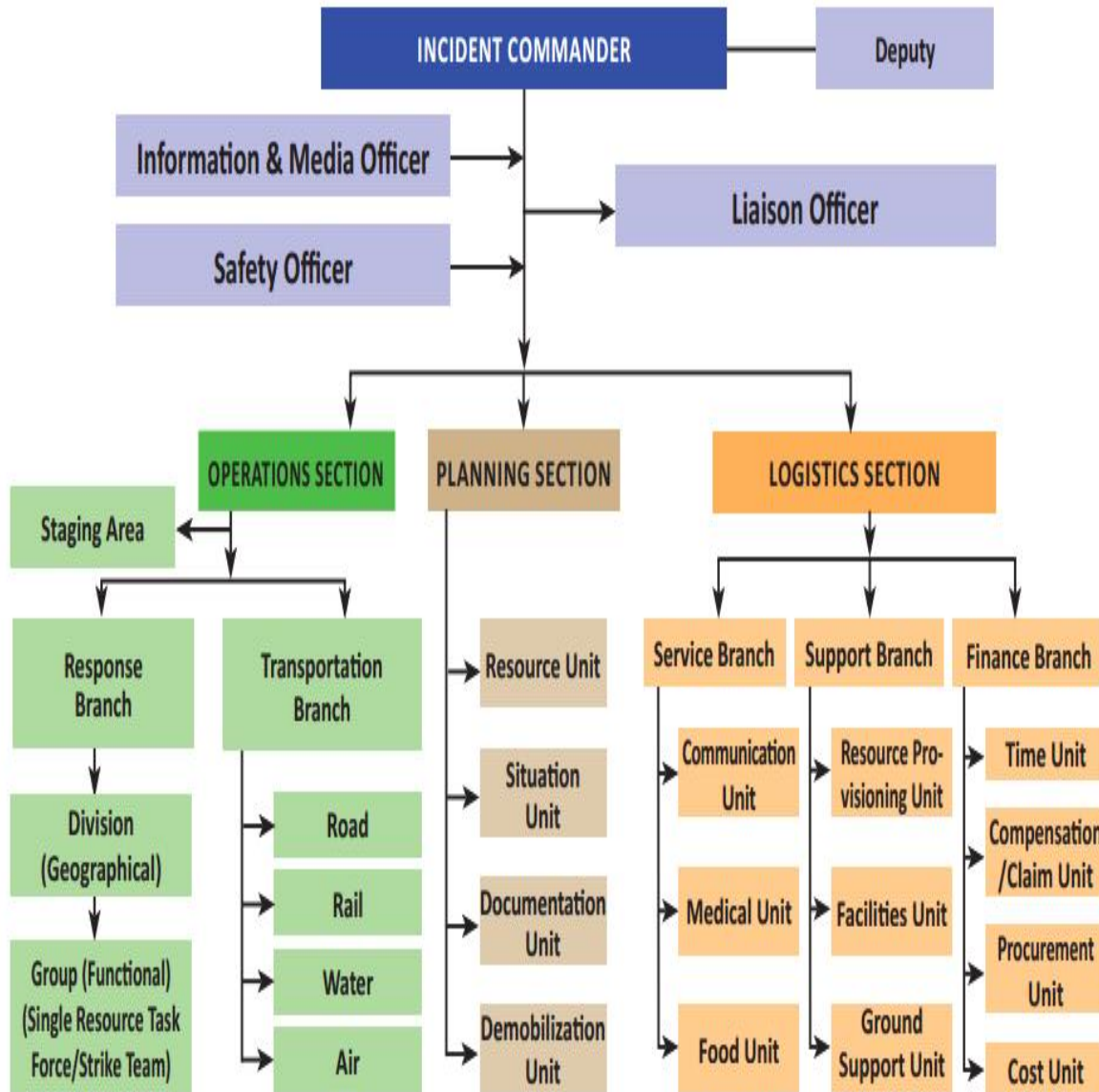
7.5.1 Trigger Mechanism

As soon as Emergency Operation centre would get the information about any emergency, the staff on duty in EOC will pass the information the DC-W and seek for his instruction for further actions. If the information pertains to the occurrence of a disaster in any part of the district, the staff on duty will also try to inform DDMA members, Emergency Support Functions-team leaders, major hospitals and State Disaster Management Authority etc. The staff on duty will also be responsible to reclaim information related to type, magnitude and location of the disaster and also inform it to responsible authorities. The EOC in-charge will also inform all the details to Divisional Commissioner and State EOC. All the desk officers/team leaders and Incident Response Team members will also be informed to immediately report at District EOC. Incident Response team and Desk officials would respond as per their standard operating procedures and directions of Incident Commander (IC).

7.5.2 Activation of Incident Response System

The emphasis in Disaster Management has shifted from relief centric approach to proactive regime and as such a well coordinated response with clockwork precision becomes one of the most important goals. Incident Response System has been developed in this regard.

Fig. 7.1 Structure of Incident Response Team



- IC will designate IRS members according to the rank requirement and assign responsibilities under four sections of logistics, planning, finance and administration.
- IC will also direct to the EOC in-charge to inform all the DDMA members about the incident and ICP (Incident Command Post).
- IC will direct ADM (Central) to coordinate with the team leader of Emergency Support Functions (ESFs)
- EOC/PCR will also pass the information to the DDMA members about the location of ICP.
- Direct EOC in-charge to pass the information to the State apex body/Unified commander.

Table 7.1: Rank for District level Incident Response Team

S.No.	IRS Position	Suggested rank and position for District level IRS
1.	Responsible Officer	District Magistrate (Central)

2.	Incident Commander	Additional District Magistrate (Central)
3.	Liaison Officer	District Information Officer
4.	Information and Media Officer	District Information Officer
5.	Safety Officer	Specialist from DDMA/NDMA
6.	Operations Section Chief	Additional District Magistrate (Central)
7.	Staging Area Manager	Area Tehsildar
8.	Response Branch Director	Divisional Fire Officer
9.	Transportation Branch Director	Motor Licensing Officer (Central)
10.	Planning Section Chief	Divisional Fire Officer (Central)
11.	Situation Unit Leader	Respective Tehsildar and SHO of Police Station concerned
12.	Resource Unit Leader	Area Tehsildar
13.	Documentation Unit Leader	DPO (Central)
14.	Coordination Unit Leader	PC (Central)
15.	Demobilisation Unit Leader	Area Tehsildar
16.	Technical Specialist	Specialist from NDMA/DDMA
17.	Logistic Section Chief	Area SDM
18.	Service Branch Director	SDM (Kotwali)
19.	Support Branch Director	Tehsildar (Kotwali)
20.	Communication Unit Leader	SDM (HQ)
21.	Food Unit Leader	Tehsildar (karol Bagh)
22.	Facilities Unit Leader	Tehsildar (Kotwali)
23.	Ground Support Unit Leader	Tehsildar (Civil Line)
24.	Medical Unit Leader	CDMO, Distt. Central
25.	Finance Branch Director	Account Officer (Central)
26.	Time Unit Leader	SDM (Kotwali)
27.	Cost Unit Leader	Accounts Officer, O/o District Magistrate (Central)

7.4.3 Responsibilities under Incident Response System

(i) Incident Commander: DM (Central)

- Incident Commander (IC) shall rush to the Emergency Operation Center (EOC) where technical experts and section chiefs shall join him. He shall remain in the contact of EOC to know the updated status of incident.
- In consultation to technical experts Incident Command Post (ICP) shall be selected near incident site. Site selection shall be on the basis of the wind prevailing directions and probability of secondary hazards etc.
- Obtain updates of the incident situation from ICP and establish a link for continuous communication through dedicated telephone lines with speaker phones, set of walkie-talkies, computer link etc. with the help of coordinator
- Supervise the overall management of each function through respective members of DDMA and expediting response whenever required
- Identify the hazardous and threatened areas based on map and information received ICP
- Take a decisions on requirement and priorities of evacuation and organize the resources to execute the same
- Based on the inputs from the first responders and experts available at ICP, identify the additional resources requirement and initiate mobilization with the help of section chiefs.
- Coordinate with the other district authorities and state authority
- After making required arrangement, IC shall visit incident site to supervise the situation
- He shall also take decisions in demobilizing the resources after the incident

Following three officers will support Incident Commander alongwith Operation, logistic, planning and finance section chiefs.

Safety Officer:-

- Recommend measures for assuring safety of responders and to assess or anticipate hazardous and unsafe situations and review it regularly;
- Ask for assistance and assign responsibilities as required;
- Participate in planning meetings for preparation of IAP (Incident Action Plan);
- Review the IAP for safety implications;
- Obtain details of accidents that have occurred within the incident area if required or as directed by IC and inform the appropriate authorities;
- Review and approve the Site Safety Plan, as and when required;

Liaison Officer:-

- Maintain a list of concerned line departments, agencies (CBOs, NGOs) and their representatives at various locations.
- Carry liaison with all concerned agencies including NDRF and Armed forces and line department of Government.
- Monitor Operations to identify current and potential inter-agency problems.
- Participate in planning meetings and provide information on response by participating agencies.
- Ask for personnel support, if required.
- Keep IC informed about arrival of all Government and Non . government agencies and their resources.
- Help in organizing briefing sessions of all Government and Non-governmental agencies with IC.

Information Officer:-

- Prepare and release information about the incident to the media agencies and others with the approval of IC.
- Note down decision taken and directions issued in case of sudden when Incident Response Team has not been fully activated.
- Ask for additional personal support depending on the scale of incident and workload.
- Monitor and review various media reports regarding the incident that may be useful for incident planning.
- Organise Incident Action Plan meeting as directed by the Incident Commander.
- Coordinate with IMD to collect weather information and disseminate it to all concerned.

12 Operation Chief: Additional District Magistrate (Central)

Most preferred rank for the operation chief is Additional District Magistrate. Following are the duties assigned for Operation Chief:

- Responsible for the management of all operations directly applicable to the primary mission. He will activate the Emergency Support Functions and will coordinate with the team leaders of ESFs.
- Activates and supervises organization elements in accordance with the Incident Action Plan (IAP) and directs its execution
- Determine need and request additional resources
- Review suggested list of resources to be rebased and initiate recommendation for release of resources
- Make expedient changes to IAP as necessary
- Report Information about special activities, events or occurrences to Incident Commander
- Maintain Unit / Activity details

(d) Emergency Support Functions

ESFs shall be activated under Operation Chief. On the receipt of information, Team Leaders (TLs) would take up following actions

- On the receipt of information about the off-site emergency Team Leaders (TLs) will activate their own Emergency Support Functions (ESFs)
- TLs will join IC and Operation Chief (ADM-CENTRAL) in EOC to ensure coordination and to provide assistance
- TLs would also move to the site for better operational control
- TLs will call the nodal officers of supporting agencies and immediately deploy the quick response teams (QRTs) from the location of nearest to the incident site
- They further reinforce their teams by deploying additional resources from surrounding areas so the effective first respond can be rendered at site
- A high alert would be notified to move additional resources and manpower to the incident site
- According to the feedback report additional TLs will take decision of movement of more team and manpower. In some of cases TLs may need to mobilize resources from nearby districts or states. In such cases chiefs will organize this through respective head quarters

13 Planning Section Chief

Planning section chief shall be responsible for performing following duties:

- Collection, evaluation, dissemination and use of information about the development of incident and status of resources. Information is required to understand the current situation and to prepare alternative strategies and control operations
- Supervise preparation of Incident Action Plan (IAP)
- Provide input to Incident Commander and Operation Chief in preparation of IAP
- Reassign out of service personnel already on site to other positions as appropriate
- Determine need for any specialized resources in support of the incident
- Establish information requirements and reporting schedules for Planning Section Unit (e.g. Resources, Situation Unit).
- Compile and display incident status information
- Facilitate the preparation and implementation of Incident Demobilization Plan.
- Incorporate Plans (e.g. Traffic, Medical, Site Safety, Communication) into IAP.
- Maintain Unit / Activity details.

14 Resource Unit Leader

Responsible for maintaining the status of assigned resources (Primary and support) at an incident. This is achieved by overseeing the check-in of all resources, maintaining a status keeping system indicating current location and status of all resources and maintenance of a master list of all resources e.g. by key supervisory personnel, primary land support resources etc.

- Establish check-in function at incident locations.
- Prepare Organization Assignment List & Organization chart.
- Maintain & post the current status and location of all resources
- Maintain master list of all resources checked in at the incident.

(b)Check-in/Status Recorder:

Needed at each check-in location to ensure that all resources assigned to an incident are accounted for:

- Prepare check-in form, resource status boards and status display board.
- Establish communications with the communications Centre and Ground Support unit.
- Post signs so that arriving resources can easily find the check in locations
- Record check-in information on check-in lists
- Transmit check-in information to Resources Unit on regular pre-arranged schedule/ as per need.
- Receive, record and maintain status information for single resources, strike teams, task forces, overhead personnel
- Maintain file of check-in lists.

I Situation Unit Leader

- Begin collection and analysis of incident data as soon as possible.
- Prepare post or disseminate resource and situation status information as required, including special requests.
- Prepare incident status summary
- Provide photographic services and maps, if required.

(d) Display Processor (*Draftsman-Computer trained*):

Responsible for display of incident status information obtained for field observers, resource status reports, aerial photographs, etc.

- Determine:-
 - Location of work assignment

- Numbers, types and locations of displays required
- Priorities
- Map requirements for incident
- Time limits for completion
- Field observer assignments & communication means
- Obtain necessary equipment and supplies
- Obtain copy of LIAP for each period
- Assist SITL in analyzing and evaluating field report
- Develop required displays in accordance with time limits for completion.

(e) Field Observers

Responsible to collect situation information from personal observations at the incident & give it to situation team leader.

- Determine:-
 - Location of assignment
 - Type of information required
 - Priorities
 - Time limit for completion
 - Method of communication
 - Method of transportation
- Obtain copy of IAP for the operation period
- Obtain necessary equipment & supplies for his use.
- Collect data like
 - Parameter of location of hot spots etc.
 - Be prepared to identify all facilities location (e.g. division boundaries)
 - Report information to SITL

(f) Demobilization Leader

- Responsible for developing incident DMOB Plan
- Review incident resource records to determine the likely size and extent of DMOB effort addl. Personnel, work space and supplies needed
- Coordination DMOB with agency representatives
- Monitor ongoing operation section resource needs
- Identify surplus resources and probable release time
- Develop incident check out for all units

(g) Documentation Leader:

Dy. Chief Inspector of factories and Tehsildar

- Arranging for complete documentation of proceedings at the incident site
- Maintaining record of what happened and what actions were taken
 - Recovering response costs and damages
 - Setting the record straight where there are charges of negligence or mismanagement resulting from the incident
 - Reviewing the efficiency and effectiveness of response actions
 - Preparing for future incident response
 - Videotaping of the entire combat the rescue operations

(h) Technical Coordinators

Two to Four experts in Geo-Sciences, Fire Safety, Industrial Safety and Health shall be nominated as technical experts. Major issues shall be addressed by them are:

a. *Formulation of response objectives and strategy*

TC shall assess the incident before taking actions and formulate realistic response objectives. The assessment shall be based upon following points:

- Pre-incident plans
- Information related to material involved, container involved, vehicle and structure involved and atmospheric conditions affecting the incident
- Environmental monitoring and sampling data (if available)
- Public protective actions to be initiated
- Resource requirements (trained manpower, specialized protective gear and other equipments)
- Hazards posed to the nearby areas

On the bases of above-mentioned points, they will formulate a defensive strategy to protect the public and environment from the immediate spill or discharge area.

15 *Identification of Hazard Zone*

Technical experts shall be able to determine real time contaminant concentrations at various distances downwind. They shall be responsible to estimate downwind concentrations and feeding the information to the Team leaders of various ESFs for further response. To estimate the hazard zone in a particular emergency scenario, the technical coordinator shall place the transparency of the vulnerability template with its x-axis along the prevalent wind direction and start point on the source of release on the scaled map.

16 *Establishment of Hazard Control Zones at Incident Site*

Technical expert should determine the zones varying according to the severity of hazard. For example Hot Zone, Warm Zone and Cold Zone. According to the zones local commandant post and rescue operations should take place.

d. *Suppression of Hazardous Gas or Vapour Releases*

Technical experts should also identify response measures to any other probability of outburst due hazardous gas and vapour release directly in the atmosphere from the ruptured and punctured containers or from the evaporating and boiling pools of liquid that have been formed due to chemical spill.

e. *Selection of Personal Protective Equipments (PPEs)*

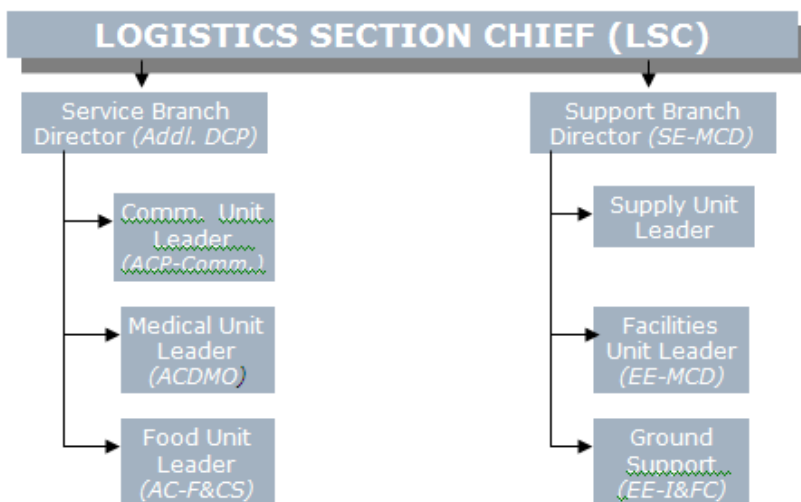
Technical persons should be able to guide the QRTs entering the hot zone on the correct type of PPEs as it is necessary to ensure that the materials from which clothing is fabricated will not be penetrating by the spill substance.

(iv) Logistic Section Chief

Responsible to provide facilities, services and materials for effective management of disaster. Participates in development and implementation of Incident Action Plan (IAP) and activates & supervise Logistic section.

- Assign work locations & tasks to section personnel
- Participate in preparation of IAP
- Identify service and support requirements for planned and expected operations
- Coordinate and process requests for additional resources
- Provide input to review communication plan, Traffic plan, medical plan etc
- Prepare service and support elements of IAP
- Recommend release of unit resources as per DMOD plan
- Maintain Unit / Activity details

Fig. 7.2 Logistic Section Chief



Following are the team members who will assist him in the process under service and support branch.

17 Communication Unit Leader:

- Prepare & implement incident wireless communication plan
- Ensure that incident communication centre & message centre are established
- Establish appropriate communication distribution/ maintenance locations within base/ camps
- Ensure communication systems are installed and tested
- Ensure equipment accountability system is established
- Ensure personal portable wireless sets from cache is distributed as for incident wireless communication plan
- Provide technical information required on
 - Adequacy of communication system currently in operation
 - Geographic limitation on communication system
 - Equipment capabilities / limitations
 - Number and types of equipments available
 - Anticipated problems in the use of communication equipments
 - Ensure equipments are tested and repaired
 - Recover equipments from released units.
- Responsible to receive and transmit wireless and telephone messages among personnel to provide dispatch services at the incident
- Set up message centre location as required
- Receive and transmit messages within and external incident
- Maintain files of general messages
- Maintain a record of unusual incident occurrences.

(b) Medical Unit Leader:

Responsible for

- Development of medical response plan
- Respond to requests for medical side and transportation for injured & ill incident personnel medical supplies.

I Food Unit Leader:

Responsible for supply needs for the entire incident including camps, staging areas.

- Determine food & water requirements

- Determine method of providing the best food facility as per situation demands
- Obtain necessary equipment & supplies and establish working facilities
- Order sufficient food & potable water from the supply unit
- Maintain an inventory of food, water
- Maintain food service areas & ensure that all appropriate health & safety measures are being followed.
- Supervise caterers, cooks and other food unit personnel.

(d) Supply Unit Leader:

Primarily responsible for ordering personnel, equipment & supplies receiving and storing all supplies for the incident maintaining an inventory of supplies servicing non-expendable supplies to equipment.

- Determine the type & amount of supplies en route
- Order, receive, distribute and store supplies & equipment
- Receive and respond to requests for personnel, supplies and equipment
- Maintain inventory of supplies & equipment.
- Service reusable equipment

(e) Ordering Manager:

- Obtain necessary order forms
- Establish ordering procedure
- Establish name and telephone number of personnel receiving orders
- Get names of incident personnel who leave without the approval of ordering authority
- Check on what has been already ordered
- Orders when possible
- Place orders in a timely manner
- Keep time and location for delivery of supplies
- Keep receiving and distribution manager informed of orders placed

(f) Receiving & Distribution Manager:

- Organize physical layout of supply area
- Establish procedures for operating supply area
- Set up a system for receiving and distribution of supplies and equipment
- Develop security requirement of supply area

(g) Facilities unit leader:

- Primarily responsible for the layout and activation of incident facilities e.g. base, camps, ICP.
- Provides rest and sanitation facilities for incident personnel
- Manage base and camp operations (to provide security and general maintenance)

(h) Ground support unit leader:

- Support out of service resources.
- Transportation of personnel, supplies, food & equipment.
- Fueling, service, maintenance and repair of vehicles and other ground support equipment.
- Implementing traffic plan for the incident

(v) Finance and Administration Section Chief

Responsible to take decisions related to financial and cost related matters under given time frame. (Fig. 7.3)

Following positions would be helping him in conducting his duties:

(a) Time Unit Leader: Responsible for status recording and equipments time taken recording

(b) Procurement Leader: Responsible for administering all financial matters pertaining to vendor contracts

I Cost Unit Leader: Responsible for collecting all cost data, performing cost effectiveness analysis & providing cost estimates & cost saving recommendations for the incident

Desk Arrangements

District EOC will expand to include desk arrangements with responsibilities for specific tasks. The desk arrangement may continue to operate from EOC till the time long term plan for rehabilitation are finalized. The desk arrangements provide for divisions of tasks, information gathering and record keeping and accountability of the Desk Officer to the District Commissioner. The Team leaders of emergency support functions shall be the Desk Officer and work under the coordination of Operation Chief. The desk officers shall be responsible to prepare, update and process reports according to the formats. Below Emergency Support Functions of each desk officer/team leader has been discussed in detail.

7.5.5 Emergency Support Functions

Emergency Support Functions (ESFs) are the essentials of Emergency Management comprising of various coordinating agencies, which manage and coordinate specific kinds of assistance common to all disasters types. The plan establishes an 14rganizat set-up to conduct ESF operations for any of the Natural and Manmade Disasters. It outlines an implementing framework of sharing resources and co-coordinating, preparedness, Mitigation, response and recovery as per the requirement. The Plan has structured the activities of concerned agencies i.e. primary/nodal and support agencies into an 14rganizat manner according to their capabilities, skills, resources and authorities across the state and district government. It also attempts to unify efforts of state departments so that they are involved in emergency management comprehensively to reduce the effects of any emergency or disaster within the state. Refer table 6.2 for the list of ESFs and primary and secondary agencies involved.

18 Organisation setup of the ESF at District Level

The Revenue Department of the district, which may be renamed as Department of Revenue and Disaster Managementq as directed by the Ministry of Home Affairs, is the prime co-ordinating agency for disaster risk management efforts. However there will be other agencies involved in-charge of different ESFs. Each ESF is headed by a lead organization and assisted by supporting organizations for coordinating the delivery of resources and services to the disaster-affected area.

Fig 7.6: Emergency Support Functions in Response Mechanism

These ESFs form an integral part of the EOC and each ESF should coordinate its activities from the allocated EOC. Extension teams and quick response teams (QRTs) would be required to follow their response procedures at the affected site. Nodal officers of all the ESFs would constitute Incident Management Team. Nodal officer would also nominate names for the QRT members who will accomplish disaster management related work at the field level. Similarly supporting agencies would also nominate their nodal officers and QRT members who will assist to the primary officers during response phase. Additional names should also be proposed to backstop the requisite positions.

Nodal and Supporting agencies comprising of QRTs shall be trained to carry out their functions at the response site. The success of ESF will be of critical importance and would reflect in the lives saved in the golden hour. All ESFs have to assist the Incident Commander i.e. District Magistrate at State level as per their assigned duties described in the SOPs and to be followed during emergency within the District/State.

A detailed organizational setup of all ESFs and team leaders has been given below:

In any case of any disaster Police, Fire, Medical and Revenue Department have been identified as First Responder.

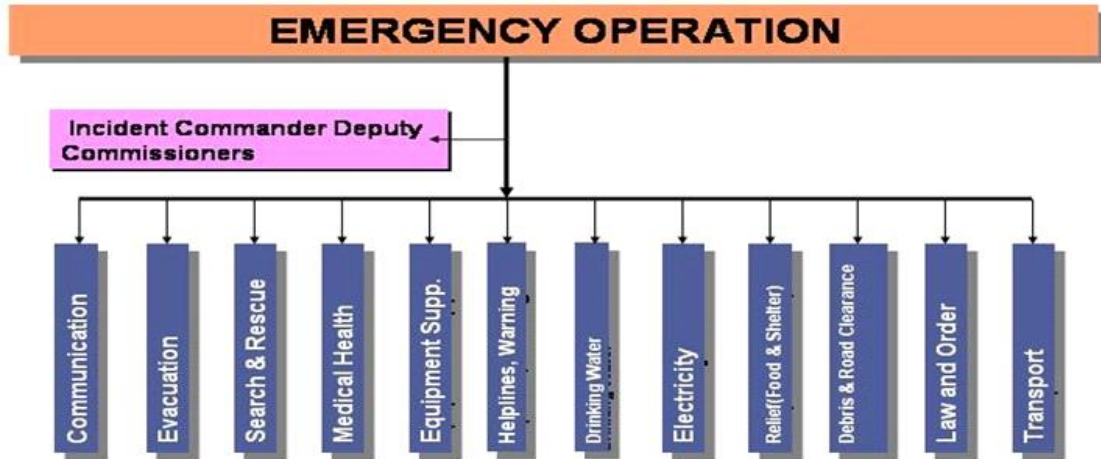


Fig. 7.3 Emergency Support Functions

A set of clearly defined responsibilities for all the ESFs have been mentioned below:

Table 7.2 ESFs Teams

ESF	Function	Coordinator	Members
ESF1	Communication	MTNL	NIC, Police, Revenue Wireless, Private Telecom
ESF2	Evacuation	Police Department	Army, Health Dept, Civil Defence, Delhi fire Service, NCC
ESF3	Search and Rescue	Secy. Home	Fire Deptt, Police, Civil Defence, Army
ESF4	Medical Health/Trauma	Secy. Health	Major Hospitals, CATS, St. John Ambulance, Civil Defence
ESF5	Equipment Support	Secy. Urban Development	MUNICIPAL CORPORATION, PWD, NDMC, Cantt.Board, DDA, JAL Board
ESF6	Helplines, Warning Dissemination & coordination Media coverage	Pr. Secretary (Revenue/Disaster Management)	All Emergency Support Functionaries (ESFs), Media Agencies
ESF7	Drinking Water	CEO, Jal Board	DJB
ESF8	Electricity	Secy. Power	Transco, Power Companies (TPDDL/BSES)
ESF9	Relief (Food and Shelter)	Pr. Secretary (Revenue/Disaster Management)	Civil Supplies Corporation, Civil Defence, Volunteer Organisations
ESF10	Debris and Road Clearance	Commissioner, MUNICIPAL CORPORATION	PWD, NDMC, Cantt. Board, DDA, MES, CPWD
ESF11	Law and Order	Commissioner, Police	Civil Defence, Home Guards
ESF12	Transport	Secy. Transport	DTC, DMRC

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7.5.6 Action plan for Emergency Support Function

1. Communication

Situation Assumption:

Due to extreme fire explosions or a high intensity earthquake telephone wires might get damaged and communication from the site is not possible. There is a need to inform to various departments and to establish a temporary communication system.

Primary Agencies : Mahanagar Telephone Nigam Limited (MTNL)

Supporting Agencies : NIC, Private telecommunication and Mobile phone operators

Immediate Actions :

- Team Leader (TL) will activate ESF immediately and intimate to his supporting officers
 - He will establish a contact with district EOC for First Information Report
 - He will decide upon the extent of damage to telecom services and network and will provide possible arrangements to establish reliable networks
 - In such kind of large explosion, the communication systems of the affected installation may get severely damaged and be rendered useless. In such case communication coordinator would be responsible to provide emergency communication system to the incident site. It shall comprise through wireless (available within the Delhi Administration), mobile phones and land lines available with the industries
 - Coordinator will establish an all call system on telephonic network for notification of emergency in the areas likely to be affected
 - Prepare a standard message format (in Hindi and English) for use in radio/television broadcast or outdoor notification through megaphone to facilitate and reduce time necessary to alert the public of a problem and inform them of the protective actions to be taken
 - Establish a warning system for different levels of emergency
 - TL should send Quick Response Team (QRT) at the incident site with required equipments and resources
 - TL will inform to IC about the restoration of telecom services and will communicate new phone numbers
 - HAM radio operators would be informed about the current requirement and coordination mechanism
 - TL monitors the situation and arranges staff required to operate established systems
- Action to be undertaken by Quick Response Teams (QRTs)
- QRT members will reach to the incident site as soon as they get instructions
 - QRT will take stock of the situation from the IC and also from the members of the other QRTs
 - QRT will assess the ground situation and send reports to state ESF agencies. The report would contain assessment of overall damage listing, overhead route damage (mts/kms), cable damaged (in yards/mts) and specific equipment damage
 - Establish a temporary communication facility for the use of public
 - Identify requirement of manpower, resources and equipments
 - Begin restoration by removing and salvaging wires and poles
 - Reporting to the head office

Coordinating ESFs: Help lines, Relief, Medical response, Law and order, Search and rescue, etc

19 Evacuation

Situation Assumption:

People who are residing in vulnerable location may get affected due to the chemical explosions/fire/earthquake. These areas may be near by installation, industries, railways and

other institutions. Under such circumstances TL should take up decision either to evacuate the places or not.

Primary Agency : **Police department**

Supporting Agencies : Police department, Fire department, SDMC & NDMC-Central Zone, Karol Bagh Zone, Civil Line Zone & Kotwali Zone and Civil Defence and Home Guard department, NCC, NSS, NYKS, NGOs

Task Involved :

The Team Leader (TL) with the Help of QRTs shall perform following duties:

20 Identification of people to be evacuated

The decision of the area under dangerous location will largely depend upon the wind speed, direction and rate of explosion.

21 Evacuation of general public

- On the directions of Incident Commander (IC), the ESF Team Leader will perform evacuation. He will instruct the team to initiate evacuation of the areas expected to be exposed and threatened by the explosions
- The QRT shall move alongwith adequate material and resources to carry out evacuation. People will be directed to move towards safer areas identified by technical experts
- The team leader will designate in-charge of relief centers and keep in touch with them for regular head count and care of evacuees
- Police, Fire, Civil Defence & Home Guard (CD & HG) and other government employees may have to go door to door to ensure that residents have been alerted about the emergency

22 Evacuation routes and assembly points

- In planning process routes shall be defined well in advance. These routes should be clearly spelt out in warning signals as also the location of the shelters to where people with automobiles should proceed and people without automobile should assemble
- Designated evacuation routes should be major roads preferably but according to the wind speed and directions
- As evacuation would be declared police and fire should be prepared to control roads and traffic on evacuation route
- Apart from above mentioned duties TL should also dispatch following notifications:-
- The Team Leader will ensure that notification has been communicated to the nearby institutions such as schools, hospitals, residential colonies and similar facilities having large group of people
- The team leader will also ensure that near by water users (industries, farm irrigations, drinking supplies) and water treatment plants are informed to get water at the incident sites
- On getting instructions from the Incident Commander (IC), the team leader of the ESF will ensure notification to the general population for evacuation immediately and rush to safer sites
- It is important to note that next kin are promptly notified of fatalities or severe injuries carefully in a supportive fashion. This activity can be discussed with Police, Red Cross society, voluntary organizations and NGOs

Coordinating ESFs : Law and Order, Search and Rescue, Food and Shelter

23 Search and Rescue, Fire Fighting

Situation Assumption:

There may be a massive destruction, aggressive fire explosions, there may be a need of repairing leakages to reduce fire explosions, situation can aggravate due to mishandling or carelessness

Primary Agency : **Delhi Fire Service**

Supporting Agencies :

Trained fire fighting/search and rescue team of incident site and near by installations (IOCL, BPCL, HPCL), Civil Defence and Home Guard, Police department

Immediate Tasks :

- TL will activate the ESF and give instructions to the QRTs to reach at incident site to person rescue operations
- TL will coordinate with LCP and EOC to judge the situation
- TL will coordinate in deputing rescue team to enter in hazardous areas
- TL will coordinate with technical experts, safety coordinators and material coordinator for quick response in case of any requirement in conducting rescue operations

Immediate Tasks of QRTs:

Fire fighting teams will undertake these services in case of extreme fire explosions and chemical disaster

On-scene Assessment

First fire vehicle to reach at incident site will contact the site controller and collect the necessary information regarding chemical leak, action taken, current status and type of equipment required

- Driver will park their vehicle in a manner to prevent exposure to air-borne chemical contaminants and fire explosions
- Each crew-member will wear the necessary PPEs (Personnel Protective Equipments) before entering in the hot zone. They will work in pairs and coordination
- The situation will be communicated to the FCR to provide the update of additional resource and manpower requirement

Plugging/Stopping of Leaks

Few crew-members having good knowledge of basic tools and knowledge to limit the losses from punctured or leaking tanks will work for plugging holes. Plugs of varying sizes and shapes (conical, cylindrical, square or wedge shaped wood pieces, rubber or metal sheets) can be jammed in the wholes to reduce the leaking.

Suppression of Hazardous Gas or Vapour Releases

Based on the guidance of technical coordinators, the response team shall take rapid measures to reduce the rate of amount of hazardous vapors or gases entering in the atmosphere using one or combination of the following measures

- Physical restriction of liquid pool surface areas, transfer to an alternate or standby container, if available.
- Use of fire-fighting or specialized hazardous material foams, dilute or coverage of liquid pools with water or other compatible liquids.
- Use of water sprays or fogs, neutralization of spilled liquids, cooling of spilled liquids or venting tanks

Search and Rescue Operations

- According to the instructions of rescue coordinators QRTs should enter into the hazardous areas and rescue injured and trapped people
- For common safety practice, QRTs should work in pairs
- QRT should initiate search and rescue operations of trapped people under the guidance of technical experts
- QRT of rescue operations should carry a self-contained breathing apparatus (SCBA) to carry out their mission without falling victim. They should also carry a spare SCBA unit which will help them to escape people trapped in the hazardous areas and also sometimes rescue workers require extra air supplies to accomplish prolonged rescue.

Coordinating ESFs : Law and Order, Relief, Evacuation, Water Supply

24 Law and Order

Situation Assumption:

There may be a chaos in the affected area. People may rush without proper following proper instructions which may increase the expected loss. Traffic may become out of control and lead to jams.

Primary Agency : **Police Department (Police and Traffic Police)**

Supporting Agencies : Civil Defence and Home Guard

Immediate Actions of Police:

- Deploying quick response teams (QRTs) to maintain law and order at the incident site
- QRTs deployed at the site will be equipped and will coordinate with following activities
- Quick Assessment of law and order situation in affected areas
- Cordon off the site to restrict movement of curious onlookers, vehicles and pedestrians
- Control and monitor traffic movements
- Support and coordinate with local administration
- Prepare updates on the law and order situation in every 2 hours and brief the authorities
- Ensure law and order at assembly points and evacuation points
- Control situation of rioting and looting and cordon off affected areas
- Provide traffic diversions so as to ease movement of response vehicles to incident site
- Gather and disseminate information about the traffic flow on alternate routes for decongestion
- Ensuring law and order in rehabilitation centers
- Communicate with PCR on regular basis regarding field activities including deployment of manpower and resources
- To advise home-guards and civil defence to remain alert for responding to call from Police
- To contact nearby hospitals for making emergency arrangements for receiving injured persons

Immediate actions of Traffic Police:

- To coordinate and communicate with concerned functionaries
- To detail traffic staff to reach the place of occurrence
- To give directions whenever necessary to ensure free passage for fire brigade ambulance, police vehicles and vehicles of other respondents
- DCP (traffic) to coordinate with the DTC and other private transporters for additional vehicles

Coordinating ESFs :

Communication, Search and Rescue, Transport, Help lines and Warning dissemination and Relief Supply etc.

25 Medical Response and Trauma Counseling

Situation Assumption:

Expect large number of casualties. There may be a requirement of more trained professionals and specialists in various fields. There may be a requirement to maintain a close contact with the other major hospitals in case of more severe conditions

Primary Agency : Directorate of Health Service

Secondary Agencies: CATS, DDU Hospital, GGS Hospital, SDMC-Health Department (WZ, NGZ, KBZ), CGHS, Indian Red Cross Society, St. John Ambulance, Installations (IOCL, BPCL, HPCL), CD & HG, IMA representatives, NCC, NSS, NYKS and NGOs

Immediate Actions :

- Ensure the adequate number of medical professional to reach at the site including specialist in chemical exposure handling
- DDHS in consultation with the respective medical superintendents of major hospitals should also responsible to prepare a mass casualty plan
- Ensure high sanitation standards at resettlement site to reduce epidemic outbreak
- Providing adequate treatments to the victims of explosions
- Trained professionals should be mobilized by psychological support
- Ensure setting up of temporary information center at hospitals with the help of communication ESF
- Send vehicle and additional equipments

Immediate Actions of QRTs:

Establishment of Triage Station

- Mass casualty situation will require establishment of field hospitals to take care for the injured and to identify stabilise and transport more serious cases to the hospitals
- Codes should be used to recognize serious and stable cases such as red . critical, yellow-stable and green-wounded
- Treatment should be provided according to the casualty of the victims
- Medical coordinators should propose rehabilitation centers as per the type of casualties
- Field hospitals shall maintain a record of all the patients so as to enable accounting of personnel and their destinations after triage

Medical Support for Response Personnel

Properly equipped medical personnel and ambulances should be made available to check and treat injured or contaminated response personnel

Medical support at temporary shelters

- A team will take care of the people who become ill during evacuation or later.
- Team should be aware of the signs and symptoms of exposure to toxic materials so that they can easily identify victims and provide them treatment and care
- Contaminated individuals should be segregated from the unexposed people until they are adequately decontaminated
- Special facility should be given for care of the handicapped and elderly

Coordinating ESFs: Search and Rescue, Evacuation, Communication

26 Water Supply

Situation Assumptions:

There may be a need of supplying water for fighting operation. There may also be a need of water for drinking purpose. Rehabilitation site might be requiring temporary/mobile toilets, there may be need to ensure clean environment

Primary Agency : Delhi Jal Board (DJB)

Supporting Agencies: Irrigation and Flood Control Department, SDMC, Railways

Immediate Tasks :

- The team leader will ensure that Quick Response Teams are on the site alongwith the required resources
 - He shall be ensuring uninterrupted supply of water for fire-fighting to all the brigades in operation
 - He shall coordinate with the transport coordinator for replenishing the depleted stock of fire water at the incident site through water tanks
 - Carry out the task of repairing all damages to water supply system
 - Arranging alternate storage of potable water at temporary shelters
 - Ensure restoration of potable water as per standards and procedures laid down under Standards for Potable Water
 - Plan for emergency accommodation of water supply in or near temporary shelters
 - Establish temporary sanitation facilities at the shelters
 - Ensure cleanliness of sanitation facilities, relief shelters and local commandant post
- Coordinating ESFs: Shelter, Relief, Evacuation, Medical, Search and Rescue

7. Relief (Food and Shelter) Supply

A. Food Supply

Situation assumption:

There may be a need to distribute food packets and drinking water to the victims

Action to be taken by: Food and Civil Supplies Department

Supporting Agencies:

Indian Red Cross Society, NGOs, NYKS, NCC, NSS and Education department

Immediate Tasks :

- The team leader (TL) will activate ESF on receiving the information about the incident and will also inform to the supporting agencies
- Food coordinator would gather information about the locations of shelters and number of persons housed in each of these shelters
- The TL will guide QRTs to reach at rehabilitation centers to provide food packages
- The TL will keep on coordinating about the distribution of food items to the evacuees and will give appraisal to the IC
- In case of shortage of food items the TL will arrange more food packages and will ensure continuous supply

Tasks for QRTs :

- Management and distribution of relief items to affected victims
- Report the progress on action to the TL
- Inform the TL about more requirements of staff members, additional materials and food packages
- Initiate procurement of food items available at near by markets
- Prepare take-home food packets for the families
- Ensuring equal distribution of relief material including children, aged groups, women and poor people

Coordinating ESFs: Evacuation, Shelter, Water and Sanitation and Medical response

B. Shelter Arrangements

Situation Assumption:

There may be a situation of transferring victims to the safer temporary shelter, there may also be a need to establish triage station for medical treatments

Primary Agency : Revenue Department

Supporting Agencies: Nehru Yuva Kendra Sangthan, ARADHYA-NGO, Education Dept, NSS, NCC

• Immediate Actions :

- The team leader (TL) would be the in-charge of rehabilitation centers who will ensure number of people evacuated , care of evacuees and availability of essential supplies
- Those who will reach to the relief centers would also like to know about their missing members. TL will response to their queries and also pass on the message to the evacuation and rescue related coordinators
- The Quick Response Team (QRT) will help them in arranging temporary shelters, food and sanitary facilities
- Medical facilities will also be provided to the victims and injured people

Coordinating ESFs: Search and Rescue, Evacuation, Medical Response, Law and Order, Relief Supply and Water and Sanitation

8. Equipment Support, Debris and Road Clearance, Sanitation

Situation Assumptions:

There may be a requirement of arranging equipments to perform fire fighting and search and rescue. Roads may get blocked due to debris

Primary Agency : SDMC (Central Zone, Najafgarh Zone, Karol Bagh Zone)

Supporting Agencies : PWD, DJB, DMRC, DDA, Installations (BPCL, IOCL, HPCL),

Task Involved :

- The team leader (TL) will inform Quick Response Teams(QRTs) and Supporting agencies about the incident
- Coordinate with supporting agencies to mobilize equipment form warehouse
- Assessing road blockage and building damage through QRTs

In addition to the above, coordinator would also coordinate with following activities

a. Availability of respiratory protective devices

In case of large scale explosion, sometimes there may be a shortage of protective devices. Therefore, coordinator would judge the requirement of personal protective equipments and clothing for members of emergency teams.

b. Availability of Special Protective Clothing

In the crises situation sometimes there may be requirement of more complete protection of the body by clothing that is resistant to the damaging effects of the spilled substance. Such situation may require clothing such as boots, gloves and disposable suits, air-tight fully encapsulating astronautqsuits made of chemical resistant materials.

c. Ensuring availability of support services for response teams

Field response teams would be working day and night at incident site. These personnel will require rest areas, food and sanitation facilities etc. Therefore, material coordinator alongwith the NGOs and coordinators of food and shelter will arrange rest areas, food, shelter and other facilities.

d. Maintenance of Apparatus and Equipments

There would be few equipments requiring refueling and minor maintenance for uninterrupted operation. Therefore, on-scene services should be arranged so that operation can be continued without any problem.

Tasks for Quick Response Teams :

- Conduct damage assessment including location, number of structure damaged and severity of damage
- Enlisting type of equipments required for conducting debris clearance
- Report the situation and progress report to EOC and TL
- Undertake construction of temporary roads to serve as access to the site by other response agencies

Coordinating ESFs: Search and Rescue, Medical, Evacuation, Helplines and warning dissemination, Food and Shelter

9. Help Lines

Situation Assumptions:

A large number of reporters are arriving at the scene to get the correct information. There is a need to spread cautions to the local people about their movement towards safer areas. There may be rumors about the information.

Primary Agency : Revenue Department

Supporting Agencies: NIC, MTNL, Publicity and Information department, Press trust of India, Important Media channels and newspapers, AIR, Doordarshan and Press Information Bureau

Tasks Involved :

- Coordinator will transfer an adequate information to the large number of reporters arriving on scene and attempting to interview response teams and officers so that unwanted rumors can be reduced
- Designate one specific individual and an alternate press officer to join the team of press officers
- Coordinator should try to communicate the timely and right information so that confusions and rumors can be reduced
- Compile the list of telephone numbers of local radio, televisions and other related personnel who can help in air announcements
- Provide the desired support to the press officers with secretariat support, photocopy machines, and means of communications with overall command of the response operations
- Establish a firm policy among all local officials and response personnel as to who should speak or should not speak to media personnel
- Ensure that key emergency response personnel understand the need to relay up-to-date status report to press on a regular basis

Coordinating ESFs: Search and Rescue, Evacuation, Relief and Shelter, Transport, law and Order and Medical Response etc.

10. Electricity

Situation Assumptions:

Expect electric short circuits in the affected area which may further aggravate the fire explosions. Electric fitting of the affected areas may get damaged and may need to be repaired, there may be a requirement of temporary lightening arrangements in the relief shelters and local commandant post.

Primary Agency : BSES-Rajdhani Limited/Reliance Energy

Supporting Agencies: TPDDL, SDMC (WZ, KBZ, NGZ), TRANSCO

Task Involved :

- Team leader will activate the Emergency Support Function (ESF) by informing his headquarter team and field team
- Informing nodal and supporting agencies about the incident

a. Notification and shutdown of electricity utilities

Major explosions may be caused by breaking of power supply line and electrocution hazard to those who might contact with any downed lines. To avoid such cases, it is desired to shutdown electric power system rapidly in the area and near by areas. As per the instruction given by IC, coordinator should instruct the concerned officers of BSES/TPDDL to shut down the power supply immediately.

- **Provisioning Backup Power during Emergency**

Once power system is closed down, but power would still be required for response teams, LCP, EOC, water supply stations, temporary houses and temporary hospitals. Therefore, electricity coordinator will be responsible for providing back-up or alternate source of uninterrupted power supply for smooth operations

In addition to the above, QRTs should also undertake following responsibilities:

- Take stock of situation immediately on reaching the incident site
- Coordinate with other team leaders and provide essential help expected from the electricity department
- Conduct repairing work of dismantled connections
- Provide temporary electricity supply to EOC, LCP and relief centers
- Report to the team leader about the situation appraisal

Coordinating ESFs: Road and Debris Clearance, Incident Command Post, Relief and Shelter, Medical response etc

11. Transport

Situation Assumptions: There may be a need of diverting transport immediately or there may be a need to transport affected population to the safer places

Primary Agency : **Department of Transport**

Supporting Agencies : Delhi Transport Corporation, SDMC (WZ, KBZ, NGZ)

Immediate Tasks :

- Direct the local transport coordinator to direct the fleet (drivers) and coordinate the following transport activities during emergency
- Closely liaison with the communication and evacuation coordinators
- On the basis of instructions delivers by IC, he will effect the warning/ Instructions/ notification /operation
- Arrange for the fleet of vehicles at a pre-designated location so that they can transport the affected population of safer areas (relief centre)
- Transporting people from vulnerable areas to safer areas
- Also transporting required equipments, materials and personnel etc.

Coordinating ESFs: Medical Response, Law and Order, Debris and Clearance, Evacuation, Search and Rescue.

7.5.7 Incident Command Post

In case of emergency IC should propose an incident command post as a complimentary unit to EOC, which will operate close to the disaster site and shall be linked directly with the District Emergency Operations Centre. Concerned SDM shall be the Nodal Officer from district administration responsible of coordinating with Emergency Response Teams at field level. The Incident Commander shall also appoint an Administrative Officer to monitor and co-ordinate the activities of Incident Command Post. All information shall be conveyed to the Collector from the SDM and Administrative Officer appointed at SOC. The QRT unit of the respective vital departments would be responsible to execute activities at disaster site, however the tasks would be controlled and coordinated from EOC through nodal desk officers/ESF team leaders.

7.7 Overall Role of District Magistrate (Central District)

The District Magistrate (C) will be the focal point at the district level for directing, supervising and monitoring relief measures for disasters and for preparation of district level plans. He will exercise coordinating and supervisory powers over functionaries of all the departments at the district level. During actual operations for disaster mitigation or relief, the powers of all DMs are considerably enhanced, generally, by standing instructions or orders on the subject, or by specific Governments order, if so required. Sometimes, the administrative culture of the concerned state permits, although informally, the DM to exercise higher powers in emergency situations and the decisions are later ratified by the competent authority.

The District Magistrate (C) will maintain the close liaison with the central government authorities in the districts namely Army, Air Force and Ministry of Water Resources etc, who supplement the effort of the district administration in the rescue and the relief operations. The District Magistrate (C) will also coordinate all voluntary efforts by mobilizing the non-government organizations capable of working in such situations.

In the event of a serious disaster, the District Magistrate (C) will have sole ril to appoint senior officers of any State Government Department, posted in the district as '*Field Relief Managers*' for monitoring and coordinating the relief operations in the affected area.

7.7.1 Duties at the time of disaster

- Maintenance of law and order; prevention of trespassing, looting, keeping roads clear from sightseeing persons so that free movement of rescue vehicles is assured, etc.
- Evacuation of people
- Recovery of dead bodies and their disposal
- Medical care for the injured
- Supply of food and water and restoration of water supply lines
- Temporary shelters like tents, metal sheds
- Restoring lines of communications and information
- Restoring transport routes
- Quick assessment of damage and demarcation of damaged areas according to grade of damage
- Cordoning off of severely damaged structures that are liable to collapse during aftershocks
- Temporary shoring of certain precariously standing building to avoid collapse and damage to other adjoining buildings.

7.7.2 Duties at post-disaster scenario

- Particular attention is paid to women's views in the assessment stage.
- Women's actual responsibility in domestic (in terms of household subsistence, health, and child care) and production and economic activity beyond the subsistence level are taken into account in determining the consultation process.

- Women representatives are included at all level of planning, decision-making, implementation and evaluation.
- The particular constraints faced by households maintained by women are taken explicitly into account in designing and implementing relief programmes.
- Special attention is provided to unaccompanied women, lone parents and widows. Issue of legal, sexual and physical protection are properly identified and addressed.

7.8 Overall Role of the Police Department

The primary areas of Police responsibility have been summarized as follows:

- The saving of life in conjunction with other emergency services
- Co-ordination of the emergency services and other organizations
- Traffic and crowd control
- The investigation of the incident in conjunction with other investigative bodies where applicable.
- The collation and dissemination of causality information.
- Identification of victims
- The restoration of normality at the earliest opportunity

7.8.1. Access and Crowd Control

Whenever a disaster takes place, the police should immediately cordon off the area and prevent people from thronging the scene. The experience has shown that a large number of people try to reach the scene of occurrence out of sheer curiosity or with the intention of extending their assistance to affected persons. It becomes then necessary that police establish an outer cordon around the site of the disaster to control access to the whole of the disaster site, if practical. Stricter access control shall be enforced by the police and it should be ensured that no unwarranted person gains entry to the scene of disaster. An easily located Rendezvous point, away from, but within easy reach of the incident, should be immediately selected and manned by Police to receive and direct emergency service vehicles and personnel.

Immediate traffic arrangements shall be made to divert the traffic away from the scene of disaster. The motorists shall be suitably notified about the traffic diversion through the P.A. system, Radio, TV as well as by the traffic policemen present at the spot. The area should also be kept clear of all the traffic so as to ensure that the vehicles of emergency services face no hindrance/obstruction to reach the site. The obstruction of way to site of disaster may delay the arrival of fire brigades, ambulances and other vehicles as well as the staff and is likely to affect the rescue and relief operations.

Adequate arrangements are to be made by the police to prevent the crowd to reach that site of disaster. Those who have already reached there should be asked to move away. Sometimes the public also gets agitated and displays their annoyance against the government which soon turns into a law and order problem. The police should deal with them effectively but tactfully. They should be properly equipped to deal with such a situation.

7.8.2. Search, Rescue and evacuation

During the disaster, normally the police is first to reach the spot. Till the arrival of other emergency service personnel, it should reach the area and remove the casualties from the site. It should also extend full co-operation to other services and the local authority in the rescue and evacuation operations.

It is normally the police who recommend whether or not to evacuate and define the area to be evacuated. Their recommendation should, however, take into account the advice from the fire service on risks associated with fire, contamination and other hazards, from the ambulance and local authorities. The police can only recommend evacuation and have no power to require people to leave their homes.

7.8. 3. Scene Control and Legal Action

It is vital that the scene and surrounding area of any major incident should be protected for:

- Safety of victims and
- Protection and preservation of evidence
- Protection of properties of the affected persons against theft, looting, etc. during the disaster and its post impact period

It must be accepted that large numbers of police officers will be required to achieve this aim and therefore, the In-Charge of the district or Incident Commander should take early action for the reinforcements.

Unless a disaster has been caused by severe weather or other natural phenomena, the police would be required to treat the scene at and around a disaster as a scene of crime and preserve it accordingly. It has to initiate necessary legal action regarding registration of a criminal case and investigation of the crime. Police has also to facilitate inquiries carried out by the responsible accident investigation body such as Railway, Civil Aviation, Medical and other departmental investigating agencies. The police process casualty information and have responsibility for identifying and arranging for the removal of the dead. Wherever appropriate, the police have to identify the culprits, arrest and subsequently prosecute them.

7.8.4. VVIP/VIP Visits

Visits by VVIP/VIPs can lift the morale of those affected by the disaster as well as those who are involved with the response. It has been seen that the Ministers, members of Parliament and State legislatures, local councilors, leaders of various political parties, etc. visit the scene of a disaster and the injured to mark public concern and see the disaster response. It may be possible that the scale of a disaster may in addition prompt visits of the Prime Minister, Governor, Chief Minister, etc. Sometimes their visit to the disaster site is likely to adversely affect the rescue operations, particularly if casualties are still trapped. It should be ensured that their visits do not interrupt rescue and life saving work and the police, as co-ordinators of the disaster response, should explain the ground situation to them and try to avoid their visit, if possible. However, in case the visit becomes inevitable, it should fix up the timings of visits. The additional need for their security would also cause a problem. The police and the local services are, however, experienced at handling VVIP/VIP visits and many of the usual considerations will apply to their visit to a disaster site.

It would be desirable to restrict media coverage of such visits, in which case the police should liaise with the government press officer to keep their number to minimum. It may also be necessary for the police to brief the VVIP/VIP beforehand about the details of casualties, damage and the nature of the disaster. It should, therefore, a brief note for such briefings be prepared and submitted to the competent authority.

7.8.5. Establishing reception Centre

During disasters many people come to see and check their relatives and friends at incident site. Therefore reception centre for friends and relatives shall be established by the police in consultation with the local authority and commercial, industrial or other organizations concerned and staffed by the police, local authority and suitably prepared voluntary organizations. The fullest possible information should be given to enquirers seeking news of those involved in a disaster. It helps to ensure consistent and non-contradictory information being given out. Friends and relatives who may be feeling intense anxiety, shock or grief, need to be treated with sympathy and understanding. Access to the reception centre should be controlled to prevent those inside being disturbed by uninvited media representatives or onlookers.

7.8.6. Intimation regarding foreigners

If foreign nationals have been involved in the disaster, the police will in accordance with the Vienna Convention on Consular relations, inform the Consular authorities of the death or injury to any of their nationals by quickest possible means as early as possible.

