

CHAPTER- 12
STANDARD OPERATING PROCEDURES

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12.1 Introduction:

Standard Operation Procedures (SOPs) provides a basic concept of the operations and responsibilities of Disaster Management Team, Nodal and Secondary agencies. Incident commander will activate the response plan. Standard Operation Procedures (SOPs) provides a basic concept of the operations and responsibilities of Disaster Management Team, Nodal and Secondary agencies.

12.2 Standard Operating Procedure for Building Collapse:

Immediate actions to be taken by major Emergency Support Functionaries (ESFs) during building collapse

Table 12.1: Actions to be taken by major Emergency Support Functionaries (ESFs)

ESFs	Function	Nodal Agency	Support Agency	Immediate actions to be taken by ESFs
ESF 1	Law & Order	Delhi Police	Delhi Civil Defence and Home Guards, Volunteers	<ul style="list-style-type: none"> • Cordon off the affected area to facilitate the Search and Rescue Operations. • Mob management. • Traffic management for facilitating the free movement of vehicles to the affected area. (Especially Emergency Vehicles). • Maintenance of law and order in the site. • Important warning dissemination. • The Volunteers will also assist the Delhi Police in maintenance of law and order at the site.
ESF 2	Search & Rescue	Delhi Fire Services	Police, Civil Defence, NCC, NDRF, local representative,	<ul style="list-style-type: none"> • Evacuate the persons from the debris. • The Civil Defence Volunteers will assist the Delhi Fire Service Personnel in Search and Rescue Operations.

ESF 3	Medical Response/ Trauma	Delhi Health Services	NDMC, SDMC, CATS, Civil Defence, St. John Ambulance Brigade, Hospitals, NGO representatives	<ul style="list-style-type: none"> • Set up a emergency first aid & triage centre on the site • Transport the casualties to the hospitals. • Hospital management as per the SOP of hospital. • Medical support to Response Personnel. • Medical Support at temporary shelters • C.D. assist the Medical team in providing first aid and transportation of casualties
ESF 4	Equipment Support & Debris Clearance	SDMC	PWD, DJB, DDA, NDMC, DMRC, Private builders	<ul style="list-style-type: none"> • Provide immediate equipments support for debris Clearances • Manpower for debris Clearance. • Coordinate with supporting agencies for required Machineries.
ESF 5	Electricity	BSES	TPDDL, DERC	<ul style="list-style-type: none"> • Disconnect the power supply from the local station. • Restore supply after complete operation/ necessary instruction. • Will establish temporary power supply to the incident site.
ESF 6	Relief & Rehabilitation, Help Lines, Information Dissemination	Revenue Department	NGO Representatives, Community representatives	<ul style="list-style-type: none"> • The incident command post will be set up at the incident site. • Accommodation arrangements will be made for the various ESF functions. • If required temporary shelter arrangements will be made. • Damage assessment will be conducted alongwith the officials & local representative. • Coordination of food relief activities as per need. • Overall coordination with all the ESF and update report to state level officers. • Media management

All ESFs have to assist the Incident Commander i.e. District Magistrate (Revenue) as per their assigned duties described in the detailed SOPs and to be followed during emergency within the District/State. A detailed disaster management SOPs of all ESFs and team leaders has been given earlier in Chapter 7.

12.3 Standard Operating Procedure for Earthquake

Immediate actions by major ESFs during Earthquake:

1. Communication

Primary Agencies : Mahanagar Telephone Nigam Limited (MTNL)

Supporting Agencies : NIC, Private telecommunication and Mobile phone operators, HAM Radio

Immediate Actions :

1. The Team Leader (TL) will activate ESF immediately and intimate to his supporting officers
2. He will establish a contact with EOC for First Information Report
3. He will decide upon the extent of damage to telecom services and network and will provide possible arrangements to establish reliable networks
4. In a high intensity Earthquake, 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 of wireless (available within the Delhi Administration), mobile phones and land lines available with the industries.
5. Coordinator will establish an all call system on telephonic network for notification of emergency in the areas likely to be affected
6. 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.
7. Establish a warning system for different levels of emergency
8. Team Leader should send Quick Response Team (QRT) at the incident site with required equipments and resources
9. The Team Leader will inform to IC about the restoration of telecom services and will communicate new phone numbers
10. HAM radio operators would be informed about the current requirement and coordination mechanism
11. The Team Leader monitors the situation and arranges staff required to operate established systems

2. Evacuation

Primary Agency : Delhi Police

Supporting Agencies : Revenue, Fire department, SDMC, Civil Defence and Home Guard Department, NCC, NSS, NYKS, NGOs

a. Identification of people to be evacuated

Team Leader will take decision based on the prevailing conditions about which areas requires immediate evacuation

b. 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 to more threat in future
- 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

c. Evacuation routes and assembly points

- In the 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 proceed and gather
- Designated evacuation routes should be major roads preferably
- Police and fire dept. should be prepared to control roads and traffic on evacuation routes.

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

3. Search and Rescue, Fire Fighting

Primary Agency : **Delhi Fire Service, Army (20 Fire tenders are available in Central District)**

Supporting Agencies : Civil Defence and Home Guard, Police department

Immediate Tasks:

The Team Leader will activate the ESF and give instructions to the QRTs to reach at incident site to person rescue operations

1. The team leader will coordinate with Incident Commander to judge the situation
2. The team leader will coordinate in deputing rescue team to enter in worst affected areas.
3. The team leader will coordinate with technical experts, safety coordinators and material coordinator for quick response in case of any requirement in conducting rescue operations

Coordinating ESFs : Law and Order, Relief, Evacuation

4. Law and Order

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

Supporting Agencies : Civil Defence and Home Guard

Immediate Actions of Police:

Deploying a quick response teams (QRTs) to maintain law and order at the incident site

1. The QRTs deployed at the site will be equipped and will coordinate with following activities
2. Quick Assessment of law and order situation in affected areas
3. Cordon off the site to restrict movement of curious onlookers, vehicles and pedestrians

4. Control and monitor traffic movements
5. Support and coordinate with local administration
6. Prepare updates on the law and order situation in every 2 hours and brief the authorities
7. Ensure law and order at assembly points and evacuation points
8. Control situation of looting and cordon off affected areas
9. Provide traffic diversions to ease movement of response vehicles to incident site
10. Gather and disseminate information about the traffic flow on alternate routes for decongestion
11. Ensuring law and order in relief camps and rehabilitation centers
12. Communicate with PCR on regular basis regarding field activities including deployment of manpower and resources
13. To advice home-guards and civil defence to remain alert for responding to call from Police
14. To contact nearby hospitals for making emergency arrangements for receiving injured persons

Immediate actions of Traffic Police:

1. To coordinate and communicate with concerned functionaries
2. To detail traffic staff to reach the place of occurrence
3. To give directions whenever necessary to ensure free passage for fire brigade ambulance, police vehicles and vehicles of other respondents
4. 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.

5. Medical Response and Trauma Counseling

Primary Agency : Directorate of Health Services

Secondary Agencies:

All major hospitals, SDMC-Health department, CGHS, St. John Ambulance, CD & HG, IMA representatives, NCC, NSS, NYKS and NGOs

Immediate Actions :

1. Ensure the adequate number of medical professional to reach at the site including specialist in handling fractures etc.
2. Team Leader with the respective medical superintendents of major hospitals should also responsible to prepare a mass casualty plan before hand for accommodating the expected demand
3. Ensure high sanitation standards at resettlement site to reduce epidemic outbreak
4. Providing adequate treatments to the victims of explosions
5. Trained profession should be mobilized by psychological support
6. Ensure setting up of temporary information center at hospitals with the help of communication ESF
7. Send vehicle and additional equipments

Coordinating ESFs: Search and Rescue, Evacuation, Communication

6. Water Supply

Primary Agency : Delhi Jal Board (DJB)

Supporting Agencies: *Irrigation and Flood Control Department, SDMC, Railways, Private companies*

Immediate Tasks :

1. The team leader will ensure that Quick Response Teams are on the site alongwith the required resources
2. He shall be ensuring uninterrupted supply of water for meeting arising requirements
3. He shall coordinate with the transport coordinator for replenishing the water supply
4. Carry out the task of repairing all damages to water supply system
5. Arranging alternate storage of potable water at temporary shelters
6. Ensure restoration of potable water as per standards and procedures laid down under ~~±~~ Standards for Potable Water ±
7. Plan for emergency accommodation of water supply in or near temporary shelters
8. Establish temporary sanitation facilities at the shelters
9. 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

Primary Agency: Food and Civil Supplies Department

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

Immediate Tasks:

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

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

B Shelter Arrangements

Primary Agency : **Revenue Department**

Supporting Agencies : Nehru Yuva Kendra Sangthan, NGOs, Education Deptt, NSS, NCC

Immediate Actions :

1. 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
2. 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
3. The Quick Response Team (QRT) will help them in arranging temporary shelters, food and sanitary facilities
4. 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

Primary Agency : **South Delhi Municipal Corporation**

Supporting Agencies : **Other Municipal Corporations, Public Works Department (PWD), Central Public Works Department (CPWD), Delhi Cantonment Board (DCB), Military Engineering Services (MES), Delhi Jal Board (DJB) and other private construction agencies**

Task Involved :

1. Team leader (TL) will activate the ESF on receiving the information of the disaster from State EOC.
2. TL would inform Nodal Officers of support agencies about the event and ESF activation.
3. TL will coordinate with the supporting agency to mobilize equipments from the ware houses through IDRN database
4. The respective supporting agencies will contact their respective personal to move the equipments to central warehouse
5. The equipments like JCB, concrete cutters identified as per the need will be transported to the site.
6. As per the information the nodal officer of Debris road clearance will make an assessment on of the damages of roads and built structures at the site and surrounding areas
7. The nodal officers of Supporting Agencies will immediately start debris clearance operation to enable movement to the affected site.
8. Review of the current situation is taken up by the nodal agency to update the support agencies and to delegate their respective personnel to take precautionary measure to plan de-routes for the transportation ESFs to be operational
9. All supporting agencies will inspect the road and rail network and structures within the disaster site and surrounding.
10. TL will also ensure proper corpse disposal and post mortem by coordinating with ESF on medical response.

11. 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.

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

10. Help Lines, Information Dissemination

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 :

1. 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
2. Designate one specific individual and an alternate press officer to join the team of press officers
3. Coordinator should try to communicate the timely and right information so that confusions and rumors can be reduced
4. Compile the list of telephone numbers of local radio, televisions and other related personnel who can help in air announcements
5. Provide the desired support to the press officers with secretariat support, photocopy machines, and means of communications with overall command of the response operations
6. Establish a firm policy among all local officials and response personnel as to who should speak or should not speak to media personnel
7. 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

Primary Agency : **BSES-Yamuna Limited**

Supporting Agencies: TPDDL, SDMC, TRANSCO, Revenue

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

Earthquake or terrorist attacks may cause breaking of power supply line and electrocution hazard to those who might get contacted with any downed lines. To avoid such cases, it is desired to shutdown electric power system rapidly in the area and nearby areas. As per the instruction given by IC, coordinator should instruct to 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, 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

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

11. Transport

Primary Agency : Department of Transport
Supporting Agencies : Delhi Transport Corporation, SDMC

Immediate Tasks :

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

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

12.4 Standard Operating Procedure for Fire

Stopping fire:

This will be primarily done by Fire department and most important for fire management.

Search and rescue:

Primary agency: Delhi Fire Services
Nodal Officer: Police, Civil Defence, NCC, NDRF, local representative

Role:

- Evacuate the persons from the debris.
- The Civil Defence Volunteers will assist the Delhi Fire Service Personnel in Search and Rescue Operations.

Evacuation:

Primary agency: Police Department
Nodal Officer: Police, Fire Services, Civil Defence, NCC, Army

Role:

1. 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 to more threat in future
2. 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
3. The team leader will designate in-charge of relief centers and keep in touch with them for regular head count and care of evacuees

4. 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

Medical Response/Trauma:

Primary agency: Delhi Health Service

Supporting Agency: NDMC, SDMC, CATS, Civil Defence, St. John Ambulance Brigade, Hospitals, NGO representatives

Role:

1. Set up a emergency first aid & triage centre on the site
2. Transport the casualties to the hospitals.
3. Hospital management as per the SOP of hospital.
4. Medical support to Response Personnel.
5. Medical Support at temporary shelters
6. C.D. assist the Medical team in providing first aid and transportation of casualties

Electricity:

Primary Agency: BSES

Supporting agency: TPDDL, DERC

Role:

1. Disconnect the power supply from the local station.
2. Restore supply after complete operation/ necessary instruction.
3. Will establish temporary power supply to the incident site.
4. Assessing the causes of fire if that found to be related to electrical.

Media Watch:

The role of media is very important in case of Disaster management. These people should not be allowed to misquote the situation by exaggerating the figure of loss of life and property .It should be the duty of local administration to issue a press briefing on daily bases mentioning facts and figures. In the absence of such briefing the media persons will give the figure on its own or from unauthorized means which may create the confusion throughout the outside world.

12.5. Standard Operating Procedure for CBRN contamination of Water Supply

1. Incident Reporting

Any breach of security or suspected event of accidental or intentional contamination should be communicated to the officer in charge of the water facility through quickest possible means. Subsequently, he will inform the same to local police, law enforcement and intelligence agencies, Disaster Management Authority and request for physical quarantine of the contamination site. The incident should also be reported to all pre-identified nodal agencies with request to remain at stand by.

2. Site Characterization

Water facility in charge alongwith law enforcement agencies would visit the site and make on site inspection for identification of physical evidences to confirm the incident. Police & Law enforcement agencies would collect and preserve physical evidences for further investigation and necessary action. Water facility in charge will

also make an initial hazard assessment based on available evidences for determining potential need for specialized men, material, techniques or equipment. Based on the findings of initial site evaluation, both to and fro water supply should be stopped immediately.

3. Preliminary Screening

Trained personnel would be deployed for sample collection and spot testing as described in this document. Sample should be collected from the nearest point. Sample collected should be divided into two, one for spot testing and another for laboratory testing. First set should be subjected to spot testing by prescribed methods. Once the incident and nature of contamination is established the same should be communicated to district administration in precise and clear language for activating their crisis management plan. Following positive screening, second half of the sample should be immediately sent to pre identified reference laboratories.

4. Risk Communication

District administration in association with disaster management authority will make public pronouncement of contamination event in clear and precise language alongwith requisite precautions to be taken. All care to be taken to avoid undue panic situation.

5. Alternate Supply

Water facility manager in association with district administration would make alternate supply arrangements. In absence of alternate supply, water should be decontaminated through the technique of Reverse Osmosis. The mobile water purification

12 Van developed by DRDO could be utilized for same.

6. Decontamination

Supply lines and storage facilities should be decontaminated using appropriate and available technology. Do not try to decontaminate water that has been exposed to chemical agents by using chemicals; rather it should be purified through the systems based on Reverse Osmosis and Carbon Columns. Such a system has been developed by Defence Laboratory, Jodhpur and is named as Water Purification System (WPS) and it is suitable for purification of water including that contaminated by CBRN agents.

7. Restoration of supply

Following repair and decontamination of facility, a fresh water sample should be retested and certified for public consumption. Following certification, water supply should be restored. [Source: NDMA (2010), Plan to counter threats to Municipal Water Supply]

12.6. Standard Operating Procedure for Crisis Management of Railways: (Source: Crisis Management Plan, 2012, Ministry of Railways)

Railway Strike:

Local Civil administration and the police will actively associate in the deployment plan to be prepared by the railway protection Force to guard the critical operational installations like signalling rooms, ASM12rganizatffices, running rooms, etc;

vulnerable locations like tunnels, bridges, etc.; manning and escorting of selected strategic trains, etc.

On contacting by the Railway Administration in the event of the strike, local police and Civil Administration will extend assistance to maintain law & order to facilitate working of the railway, Local Police Agencies will also act as per the deployment plan to extend help in guarding the critical railway installations and for escorting of trains.

Local civil administration will ensure and assist railway in mustering the assistance from non-railway agencies like Public Works Departments, Irrigation departments, Private agencies in having the specialized equipment available with them to facilitate smooth operations. Local fire services will be on the alert for their movement at the short notice in the event of fire/arson as reported by railways. Government owned hospitals, private hospitals and other rescue resources will be on alert to take care of any medical related contingency that may occur during this period.

Terrorism/Security Related Crisis:

Local Police is responsible for the maintenance of law and order in that region. It will cordon off the affected area to facilitate the rescue, relief and restoration work. Civil administration will alert government and private hospitals and rescue resources to reach the site to take care of the victims. Trauma centers, if any, in the region should be alerted to receive the victims for their expeditious treatment. Local civil administration will organize surveillance of the terrorism prone area after the event to preclude another happening.

Natural factor Related Crisis:

Local civil authorities and police will assist railways in ensuring security of passengers in the stranded trains and at the stations. They will also assist in reaching water and food to the stranded passengers with help of defence/para military personnel, if so needed. Local civil administration will assist railways in harnessing resources from non-govt, agencies also e.g. divers, earthmoving equipment, etc.

12.7. Procedure for Requisitioning of Defence Forces (Source: Draft National Response Plan, 2012, MHA)

Defence Forces can be called upon to assist the civil administration for responding to disaster situations under Aid to Civil Authority Manual. The requisition of Defence Forces shall be guided by the following conditions:

- (i) District Magistrate may requisition the deployment of Defence Forces for disaster response under the Aid to Civil Authority Manual by a written communication to the Regional or Local Army/Air Force/Naval Commander as the case may be. For the assistance of the Indian Army the District Magistrate may contact the Army Sub-area command.
- (ii) Defence Forces may be requisitioned only as a last resort and be called upon only when the situation is beyond the coping capacity of Civil Administration.
- (iii) Requisitioning of the Defence Forces should normally have prior concurrence of the Central Government. However, when requisitioned by the District Magistrate, the Regional/Local Area Army/ Air Force/Naval Commander shall deploy the Forces without seeking prior approval of higher authorities. Such approvals of HQ, Intergraded Defence Staff in the Defence Staff in the Ministry of Defence will be obtained subsequently.
- (iv) Defence Forces may be requisitioned to take on specific tasks such as set up or restore communication, carry out search and rescue operation, provide health and medical facilities, and air transportation, heli-lift intervention etc.

- (v) The District Magistrate may seek the medical assistance of the army doctors if it is required. The army doctors can set up health camps in disaster-affected areas.
- (vi) Whenever requisitioned the Defence Forces will provide immediate response to the district administration; however, the military chain in command will remain in force.
- (vii) The district administration will provide maps of the disaster affected areas to the Armed Forces, showing cities, towns, villages, roads, rivers, canals, nalas and Bundhs, etc.
- (viii) A suitable officer will be deputed to coordinate with the Army officers, leading the rescue team.
- (ix) The district administration will provide coordinates to the Army and the Air Force for landing of helicopters.
- (x) An officer familiar with the local geography and disaster situation will be deputed as liaison officer by the district administration for the purpose of maintaining liaison and coordination with the Army and the Air Force.
- (xi) The district administration will provide space for the accommodation of the armed forces pressed into service. Local schools or colleges may be considered for providing accommodation.
- (xii) The district administration will provide a STD phone at the place where the armed forces camp.
- (xiii) The Armed Forces will be released from the support mission as soon as the district administration is in a position to handle the situation itself.
- (xiv) Defence Forces when deployed for disaster response must be de-requisitioned at the earliest.

Air Support by Defence Forces:

The Ministry of Defence shall provide support to the State Governments by providing aircrafts/helicopters for the following purpose:

- (ii) Airdropping of food and essential commodities in the inaccessible areas. Whenever Indian Air Force is assigned the task of air-dropping, the coordinates of all the marooned/flood-affected villages will be given to the Air Force to facilitate air-dropping.
- (iii) Evacuation of stranded people in a disaster affected area.
- (iv) Transportation of essential and critical items from different parts of the country to the disaster affected Districts/States.

When the State Governments concern feel that air support is required for response and relief efforts, they shall follow the following process:

- The District Magistrate will send request to the Regional Air Command/Local Indian Air Force Authorities.
- Submit request to the Joint Secretary (DM)/Ministry of Home Affairs, Government of India for requisitioning aircrafts/helicopters.

12.8. Procedure for Requisitioning of Central Para Military Forces (Source: Draft National Response Plan, 2012, MHA)

Central Para Military Forces (CPMFs) like Defence Forces have vast presence across the country and have huge resource base and manpower at their disposal. CPMs like BSF have aviation resources capability while ITBP has in built capacity for high altitude rescue. CISF has resources for Fire Fighting and Industrial disasters etc. Battalions/units of CPMFs located in; the State /District or in the vicinity can be requisitioned to assist the civil administration for responding to disaster situations. This shall be guided by the following conditions:

- (i) District Magistrate may requisition the deployment of CPMFs for disaster response by a written communication to the local CPMF Commander.
- (ii) CPMFs can be requisitioned for providing assistance in specific tasks such as Evacuation, search and rescue operations, Law and Order etc. The task expected from them should be clearly specified.
- (iii) Requisitioning of the CPMFs should have prior concurrence of the Central Government. However in crisis situations, on request of District Authorities, Local CPMFs Commander shall deploy the Forces without waiting for approval of respective Directorate and the MHA. Such approval should be obtained subsequently.
- (iv) CPMFs when deployed for disaster response must be de-requisitioned quickly on completion of assigned tasks.
- (v) Deployment of CPMFs at the national level, shall coordinated by the concerned Directorate General of CPMFs, joint Secretary (DM) and Joint Secretary (Police-1) in the Ministry of Home Affairs.

12.9. Procedure for Requisitioning of National Disaster Response Force (NDRF)

(Source: Draft National Response Plan, 2012, MHA)

Each NDRF battalion has 18 self-contained specialist search and rescue teams of 45 personnel each including engineers, technicians, electricians, dog squads and paramedics. The total strength of each battalion is 1,149.

NDRF Team:

NDRF has developed specialized Search & Rescue capabilities for various operations as under:

- (I) Collapsed Structure Search and Rescue.
- (II) Medical First Response
- (III) Mountain Rescue
- (IV) Flood Rescue
- (V) Deep Water Rescue
- (VI) Rope Rescue
- (VII) Confined space Rescue
- (VIII) Detection, protection and decontamination for Chemical, Biological, Radiological Nuclear (CBRN) Emergencies:

When there is an imminent threat of a disaster, NDRF can be deployed in advance in the likely to be affected areas in consultation with the State Government/District concerned may make a requisition to Director General, NDRF to preposition a specific number of NDRF team/personnel with requisite equipments at a particular district/city.

While requisitioning NDRF, maximum details to the extent possible should be passed on to the identified NDRF Battalion to facilitate planning and execution of search & rescue and operations. The requisition should be sent to MHA, NDMA, HQ DG NDRF and NDRF BNs.

Transportation of NDRF Teams:

NDRF Battalions have their own transportation and communication facilities. NDRF Teams are also self-sustaining for at least 72 hours. The State Governments/District Administration should make arrangements for local transportation of NDRF teams.

12.10. Operating Procedures for Donation Management

1. EOC will activate the donation management Cell and toll free numbers. These toll free numbers will help people/donors to know what donation they would like to make.
2. Team leader activates the secondary agencies and quick response teams and will direct them to reach at donation management cell for finalizing the plan of action
3. Identify the minimum standards on guidelines on specific types of items, emergency tool kits, developing a donation needs lists for volunteer agencies, equipment damage assessment, onsite operations check lists, planning check lists, deactivation checklists, list of public and private agencies etc for donation management purpose which will help in reducing collecting unnecessary goods and services.
4. Team leader will identify collection and sorting points and depute necessary number of field teams for collecting funds, services and goods
5. Quick Response Teams in direction to their field team leader collect information about the agencies willing to assist. Response team will also prepare inventory indicating the type of services and assistance they may provide and send regular reports to the disaster management cell.
6. Separate points would be identified to collect the goods from local communities and other donors. Field team also sorts the goods details and will send regular reports to the donation management cell.
7. Team leader- Headquarter will compile the inventory and revise the plan of action. He may conduct meetings with the volunteer organisations to helps in providing goods and services to the affected site.