

Standard operating Procedures (SOPs) and Checklist

The following SOPs are designed to guide and initiate immediate action. The DDMA and the district administration will initiate action and build and expand the scope of these actions based on unfolding situation.

1.1. Early Warning Management

| Actions | Responsibility |
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| Obtain early warning inputs from IMD, CWC, MHA / NDMA / SDMA control rooms, GSI, Snow and Avalanche study centre | In charge – DEOC |
| Notify the early warning to Chairman and the members of the DDMA, Nodal officers of the line departments, ADMs, SDM, Dy SPs | In charge - DEOC |
| Disseminate early warning to sub divisions, blocks and Panchayats | ADM/SDM. Superintendent of Police |
| Flash warning signals on all television and radio networks | District Information Officer/DPRO |
| Establish disaster dash board on the official district website | District Information Officer |
| Inform communities / public / villagers about the disaster warning using vehicles mounted with loudspeakers | Tehsildars / Naib Tehsildars / Patwari/ APRO |
| Use PA systems facilities at Temples, Mosques, Gurdwaras and Churches to announce about the impending disasters | Tehsildars / Naib Tehsildars / Patwari/ APRO |
| Share early warning information with educational institutions and instruct closure of institutions if required | Tehsildars / Naib Tehsildars / Patwari/ APRO |

1.2. Evacuation when there is early warning

| Actions | Responsibility |
|---|-----------------------|
| Obtain early warning inputs from IMD, CWC, MHA / NDMA / SDMA control rooms, GSI, Snow and Avalanche study centre | In charge – DEOC |
| Notify the early warning to Chairman and the members of the DDMA, Nodal officers of the line departments, ADMs, SDM, Dy SPs | In charge - DEOC |
| Hold meeting to assess situation and make a decision whether to evacuate specific communities / population | Chairman DDMA |

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| Communicate decision regarding evacuation to concerned Revenue and Police officers | Chairman DDMA |
| Evacuating people to safer places | Concerned SDMs and Tehsildars |
| Deploy teams for law and order maintenance, traffic management as wells as cordoning specific areas | District Superintendent of Police |
| Establish routes, shelters and other logistics arrangements | Revenue department |
| Establish information desk, | Revenue department |
| Establish helpline numbers | BSNL |

1.3. Evacuation when there no early warning

| Actions | Responsibility |
|---|-----------------------------------|
| Activation of the DEOC | In charge DEOC |
| Notify about the disaster event to Chairman and the members of the DDMA,, Nodal officers of the line departments, ADMs, SDM, Dy SPs | In charge - DEOC |
| Hold a meeting to assess situation and make a decision whether to evacuate specific communities / population | Chairman DDMA |
| Communicate decision regarding evacuation to concerned Revenue and Police officers | Chairman DDMA |
| Evacuating people to safer places | Concerned SDMs and Tehsildars |
| Deploy teams for law and order maintenance, traffic management as wells as cordoning specific areas | District Superintendent of Police |
| Establish routes, shelters and other logistics arrangements | Revenue department |
| Establish information desk, helpline etc. | Revenue department |

1.4. Search and Rescue

| Actions | Responsibility |
|---|-----------------------|
| Activation of the DEOC | In charge DEOC |
| DDMA to review disaster situation and make a decision to deploy search and rescue teams in anticipation of a disaster | Chairman DDMA |
| Deploy district level search and rescue teams in identified locations | Chairman DDMA |

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| Deploy Fire & Emergency Service teams for search and rescue | District Fire Officer |
| Deploy Home Guards rescue teams | District Commandant – Home Guards |
| Requisition of NDRF | Chairman DDMA |
| Establish on site coordination mechanism | ADM / SDM |
| Assign area of search and rescue responsibility for different teams deployed on site | ADM/ SDMA |
| Establish Staging Area for search and rescue resources | ADM/SDM |
| Establish Camps for the responders with adequate food, water, sanitation facilities | ADM/SDM |
| Deploy teams for law and order maintenance, traffic management as wells as cordoning specific areas | District Superintendent of Police |
| Identify nearest helipad and ensure it is in operating condition | ADM/SDM |
| Establish triage | CMO/MO |
| Transport critically injured | CMO/MO/108 Ambulance service/ Red Cross |
| Establish onsite medical camps or mobile camps for first aid | CMO/MO |
| Establish information desk and dead body identification | ADM/SDM |
| Evacuating people to safer places | Concerned SDMs and Tehsildars |
| Deploy volunteers for supporting auxiliary functions such as crowd management, route management, first aid, information management | ADM/SDM |
| Rescue animals in confined spaces | Assistant Director – Animal Husbandry |

1.5. Relief Operations

| Actions | Responsibility |
|---|-----------------------|
| Undertake sub division wise / block wise / tehsil wise relief needs assessment in terms of food, water, shelter, sanitation, clothing, utensils, medical and other critical items | ADM/SDM |
| Identify suitable and safe facilities and establish relief camps | ADM/SDM/Tehsildar |
| Establish adequate lighting arrangement at the relief camps | HPSEB |

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| Ensure adequate security arrangement at the relief camps and for the affected communities | District Superintendent of Police |
| Ensure adequate water and sanitation facilities in relief camps and other affected communities | SE – IPH |
| Set up RO plants / water purification plants or other suitable facilities for immediate water supply | SE-IPH |
| Supply, procure and provide food to the affected communities | District Supply Officer |
| Airdrop dry and un-perishable food to inaccessible location safe drinking water | DM/ADM/SDM |
| Provide essential items lost due to disasters such as utensils | ADM/SDM |
| Supply, procure and provide water to the affected communities | SE, IPH |
| Make required shelter arrangements including temporary camps | ADM/SDM/Tehsildar |
| Establish medical facilities at relief camps and at communities | CMO/MO / Red Cross / 108 Ambulance |
| Ensure suitable vaccination to prevent disease outbreak | CMO/MO |
| Arrange for psychosocial support for victims at the camps | CMO/MO |
| Ensure child friendly food for the children in the camps | DSO |
| Ensure nutritious food for pregnant and lactating mothers in the camps | DSO |
| Ensure medical care facility for pregnant women for safe delivery | CMO/MO |
| Involve and coordinate NGO participation | SDM / Tehsildar |
| Put in place grievance handling mechanism to prevent discrimination | SDM/ADM/Tehsildar |
| Ensure adequate availability of daily need items such as food, medicine, consumables etc to ensure their access to affected communities | ADM/SDM/DSO |
| Provide adequate and weather, gender, culture appropriate clothing to the affected communities and especially address the needs of women, children, aged and physically challenged | ADM/SDM/DSO |
| Ensure adequate transportation facility to transport relief items | District RTO |
| Maintain proper records of and documents of beneficiaries and relief distribution | ADM/SDM/Tehsildar |

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| Ensure adequate and appropriate heating facilities depending on the weather situation | DFO |
| Supply fire wood, cooking gas, POL for the kitchen | DSO / DFO |
| Record and maintain documents of ex-gratia payments | ADM/SDM/Tehsildar |
| Provide first aid and medical treatment to the injured animals | Veterinary Officer |
| Establish animal shelters wherever required | Director – Animal Husbandry |
| Arrange fodder for animals | Director – Animal Husbandry |
| Wherever required involve Animal Welfare Board and the Civil Society Organizations | Director – Animal Husbandry |
| Establish banking facilities for people to withdraw cash | District Lead Bank |

1.6 Guidelines for setting and running the Relief Camps:

- On receipt of report from Revenue officials, the DC/SDM(C) will order to set up a relief camp at pre-decided location as per District/ Sub-divisional disaster management plan.
- In case new location is to be selected for the camp due to unavoidable circumstances, following points should be considered for arriving at a decision.
 - Camp should preferably be set up in an existing built up accommodation like a community hall.
 - It should be located at a safe place which are not vulnerable to landslides, flood etc.
 - It should be accessible by motor vehicles, if possible.
 - Adequate space for roads, parking's, drainage, should also be there.
 - The area should not be prone to endemic disease like malaria.
- Wide publicity should be given about the location of the camp and affected people should be evacuated and brought to the camp directly.
- Emergency relief materials which include drinking water, food, bedding (mattress, sheets & blankets), baby food, mosquito repellents etc. should be arranged as early as possible.
- Control room/ help desk should be setup in the relief camp immediately.

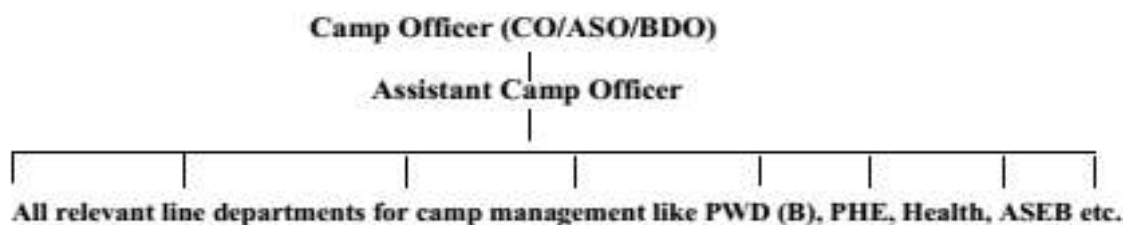
1.6.1 Shelter

- The shelter should be such that people have sufficient space for protection from adverse effects of the climate.
- Ensure sufficient warmth, fresh air, security and privacy for their health and wellbeing.

- Tents should not be constructed too closely together and reasonable distance should be kept between the camps to provide some form of privacy.
- Priority should be given to widows and women headed households, disabled and elderly people in tent/room distribution.

1.6.2 General Administration of the Camp

- One responsible officer preferably CO/ASO should be designated as Camp Officer by the DC/SDM(C) who will ultimately be responsible for general management of the Relief Camp. He/ She will co-ordinate & supervise the works of other officers in the camp. Administrative structure of the camp should be as follows:



- One help desk/ control room/ officer room should be designated where inhabitants can register their complaints

1.6.3 Basic Facilities

1.6.3.1 Lighting Arrangement and Generator Set

- A technical person, preferably from electricity or PWD (E) department should be detailed to supervise the proper lighting arrangement in and around the camp and operation and maintenance of the generator set.
- One big candle and one match box should be provided in every room/tent.
- Petromax or emergency light should be arranged in sufficient numbers in the camp.
- Approach to toilet and water source should properly be illuminated

1.6.3.2 Water Facilities

- Total requirement of drinking water, water for toilets, bath & washing of clothes and Utensils should be assessed and proper arrangement should be made accordingly.
- One Sr. Officer of IPH Deptt. Should be detailed for maintaining water supply in the camp.
- Separate bathing units must be constructed for male & female

1.6.3.3 Sanitation, Food- Storage & Distribution, Clothing

- Toilet should be minimum 10 mtrs and maximum 50 mtrs away from shelter/tent/room Sufficient stock of bleaching powder, harpic and others item should be maintained

1.6.3.4 Food- Storage & Distribution

- As far as practicable and as per available space cooked food may be served in hall or at one place for convenience of cleaning, hygiene, disposal of waste and smooth arrangement.
- Food should be culture specific and as per food habits of the community. People of rural area may not like bread & butter
- Packed food like biscuit, tinned food, ready to eat meals, noodles etc. should be properly checked that they are not expired before distribution.
- Separate queue may be allowed for women infirm & elderly people to collect relief aid.

1.6.3.5 Clothing

- People in the camp should be provided sufficient clothing to protect themselves from the adverse effects of the climate.
- Culturally appropriate clothing should be made available.
- Women and girls should be provided necessary sanitary protection.

1.6.3.6 Medical Facilities & Psycho-social Support

- One Doctor along with team of paramedical staff should be detailed on roster system around the clock in the camp
- A separate room or tent should be made available for the medical team.
- A rapid health assessment of all the inhabitants in the camp should be done on weekly basis
- Cases of snake bites are also reported from relief camp. Necessary arrangement should be made in nearest health institution for adequate stock of anti-venom injection.
- Psychological support is best obtained from the family. Therefore, even in abnormal conditions, family should be kept together.

1.6.3.7 Special Arrangement for women, Children, and Physically Challenged and Elderly persons

- Since women are more vulnerable during disaster, their specific needs must be identified and taken care of.
- Female gynecologist and obstetrician should be available at hand to take care of maternity and child related health concern.
- Ensure that children inoculated against childhood disease within the stipulated time period.
- For safety and security of the women and children vigilance committees should be formed consisting of women.
- Women Police Officer should be stationed within the camp to record and redress any complaints made by women.

- Security measures should be taken in the camps to prevent abduction of women, girls and children.

1.6.3.8 Vermin control

- Insect and rodents are the avoidable pests in the relief camp. They spread diseases, spoil foods and other material
- Fogging may be arranged to prevent mosquitoes and other flying insects.
- Waste segregation should be promoted and collected on daily basis

1.6.3.9 Security

- Security, peace and order must be maintained in the relief camp. The youths in the camp may be involved for providing better security environment.
- Police personnel should be detailed on roster basis.
- Adequate employment of force should be ensured on the boundary and gate of the camp.

1.6.3.10 Entertainment, Recreation & IEC Programme

- Literary clubs/ Organizations may be promoted to arrange books & magazines for camp populations.
- Camp population may be kept engaged by providing entertainment & recreational facilities to them.
- Temporary Aaganwadi centres may be opened in the camp with the help of ICDS project officers for small children.
- Temporary schools may be setup in the camp involving volunteers from the campaign habitants. SSA may provide free textbook, stationary, Siksha-Mitra etc. Reputed
- NGOs may also be allowed to run temporary schools in the camp.

1.7 Restoration of essential services

| Actions | Responsibility |
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| Assess, priorities and develop work plan for debris removal and road clearance | SE / EE –PWD |
| Constitute teams with equipment for debris removal and road clearance | SE / EE PWD |
| Assess and priorities and develop work plan for restoration of power supply | SE/ EE HPSEB |
| Constitute teams / crew to undertake restoration of power supply | SE / EE HPSEB |
| Assess, priorities and develop work plan for restoration of water supply | SE/EE - IPH / Concerned ULB |
| Constitute teams / crew to undertake restoration of water supply | SE/EE - IPH / Concerned ULB |

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| Assess, priorities and develop work plan for restoration of telecommunication services | SE/EE - BSNL |
| Constitute teams / crew to undertake restoration telecommunication services | SE/EE - BSNL |
| Deploy temporary / portable exchanges in critical locations for immediate restoration of telecommunication services | SE/EE - BSNL |
| Assess, priorities and develop work plan for restoration of road network | SE/EE - PWD |
| Constitute teams / crew to undertake restoration of road network | SE/EE - PWD |
| Constitute teams / crew to undertake restoration of road network in rural areas | SE / EE Rural Development |
| Coordinate with Army / SDMA for erection of bailey bridges / temporary road links where bridges are washed out | DC/ADM |

1.8. Dead Body Disposal

| Actions | Responsibility |
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| Establish village / ward level committee for identification of dead bodies | ADM/SDM / ULB |
| Prepare a record of details of the bodies retrieved in the Dead Body Inventory Record Register, allocate individual Identification Number, photograph, and prepare Dead Body Identification Form | Tehsildar / SDM |
| Identification of the dead bodies and handing over to the next of kin | Village level / ward level committee |
| Transport unidentified dead bodies to the nearest hospital or mortuary at district / sub division / block level | SDM/ADM |
| Make public announcement for establishing identity | SDM/ADM |
| Handover the identified dead bodies to the next of kin | SDM/ADM/Tehsildar |
| In case of unidentified dead bodies – prepare inventory, allocate individual identification number, photograph, finger print, obtain DNA sample if possible and fill Dead Body Identification Form | SDM/ADM/Tehsildar |
| Preserve the information recorded as forensic information | SDM/ADM/Tehsildar |
| Undertake last rights of unclaimed / unidentified dead bodies as per established religious practices | SDM/ADM/Tehsildar |
| Coordinate with NGOs and obtain their support | SDM/ADM/Tehsildar |
| Preserve the bodies of foreign nationals (if any) by embalming or chemical methods and then placed in | SDM/ADM/Tehsildar |

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| body bags or in coffins with proper labelling for handing over and transportation of such bodies to Ministry of Extern Affairs, or to the Consular offices of the concerned countries and other actors such as International Committee of the Red Cross | |
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1.9. Carcass Disposal

| Actions | Responsibility |
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| Prepare a record of details of the animal carcasses retrieved | SDM/ADM/Tehsildar/ Patwari |
| Identify owners of the livestock and hand over the animal carcasses | SDM/ADM/Tehsildar/ Patwari |
| Photograph all unidentified animal carcasses preferably before transportation for disposal | SDM/ADM/Tehsildar/ Patwari |
| Transport unidentified or unclaimed animal carcasses to the designated site for disposal | Assistant Director Department of Animal Husbandry |
| Maintain a record of carcasses buried or handed over | SDM/ADM/Tehsildar/ Patwari |
| Follow suggested guidelines for burial of carcasses or composting | SDM/ADM/Tehsildar/ Animal Husbandry |

1.9.1 GUIDELINES FOR DISPOSAL OF ANIMAL CARCASSES

1.9.1.1 Guidelines for Burial

- Burial shall be performed in the most remote area possible.
- Burial areas shall be located a minimum of 300 feet down gradient from wells, springs and other water sources.
- Burial shall not be made within 300 feet of streams or ponds, or in soils identified in the country soil survey as being frequently flooded.
- The bottom of the pit or trench should be minimum 4 to 6 feet above the water table.
- Pits or trenches shall approximately be 4 to 6 feet deep. They should have stable slopes not steeper than 1-foot vertical to 1-foot horizontal.
- Animal Carcasses shall be uniformly placed in the pit or trench so that they do not exceed a maximum thickness of 2 feet. The cover over and surrounding shall be a minimum of 3 feet. The cover shall be shaped so as to drain the runoff away from the pit or trench.
- The bottom of trenches left open shall be sloped to drain and shall have an outlet. All surface runoff shall be diverted from entering the trench.
- Burial areas shall be inspected regularly and any subsidence or cavities filled.

1.9.1.2 Guidelines for Composting

- Select site that is well drained, at least 300 feet from water sources, sinkholes, seasonal seeps or other landscape features that indicate hydrological sensitivity in the area.
- Lay 24-inch bed of bulky, absorbent organic material containing sizeable pieces 4 to 6 inches long. Wood chips or hay straw work well. Ensure the base is large enough to allow for 2-foot clearance around the carcass.
- Lay animal in the centre of the bed. Lance the rumen to avoid bloating and possible explosion. Explosive release of gases can result in odour problems and it will blow the cover material off the composting carcass.
- When disposing large amounts of blood or body fluid, make sure there is plenty of material to absorb the liquid. Make a depression so blood can be absorbed and then cover, if a blood spill occurs, scrape it up and put back in pile.
- Cover carcass with dry, high-carbon material, old silage, sawdust or dry stall bedding (some semi-solid manure will expedite the process). Make sure all residuals are well covered to keep odours down, generate heat or keep vermin or other unwanted animals out of the window.
- Let it sit for 4 to 6 months, then check to see if carcass is fully degraded.
- Reuse the composted material for carcass compost pile, or remove large bones and land apply.
- Site cleanliness is the most important aspect of composting; it deters scavengers, and helps control odours and keeps good neighborly relations.

Note: Animals that show signs of a neurological disease, animals that die under quarantine and those with anthrax should not be composted.

1.10. Information and Media Management

| Actions | Responsibility |
|--|-----------------|
| Establish a media center at EOC or Deputy Commissioner's office | District PRO |
| Designate Official Spokes Person | Dy Commissioner |
| Prepare Press releases | DPRO |
| Decide on the time of press releases | District PRO |
| Decide on time and frequency of press conference | DPRO |
| Arrange for press conferences at the designated place and time | DPRO |
| Set up interaction times of media with senior officers | District PRO |
| Provide logistics support to the media during their visits to the disaster sites | District PRO |
| Scan media reports on disaster response and take necessary action | District PRO |

1.10.1 Guidelines for Information Management

- flash warning signals on all television and radio networks
- coordinate, collect, process, report and display essential elements of disaster-related information
- update and feed information to key government agencies
- provide accurate information through print and electronic media as well as its website for easy availability and appropriate access to the members of public.
- provide situation updates to all television and radio networks at regular intervals
- keep the public updated and well informed about the status of the disaster
- develop appropriate graphics and pictures to disseminate useful information among all participating agencies as well as the people
- provide ready formats to collate information on different aspects of the disaster from the concerned state/district to facilitate accurate communication
- document all response/relief and recovery measures
- prepare situation reports every 3-4 hours during the initial response phase of a disaster and thereafter twice or once daily

1.11. VIP Visit Management

| Actions | Responsibility |
|--|--|
| Receive information about VIP visits | Dy Commissioner / Protocol Officer |
| Make arrangements for receiving VIPs | Dy Commissioner / Protocol Officer |
| Prepare a detailed plan and minute to minute schedule for VIP visit | Dy Commissioner / Protocol Officer |
| Prepare latest detailed folder containing detailed information and submit the same to the visiting VIP | Dy Commissioner / District Information Officer |
| Designate nodal officials for each location of VIP visit such as Hospital, Disaster affected communities, Relief camps etc | Dy Commissioner / Protocol Officer |
| Organise adequate security | Superintendent of Police |
| Activate VIP visit protocols such as Ambulance, Fire tender, Security & Escort, | Dy Commissioner / Protocol Officer |
| Hold liaison meetings with Intelligence Department, SPG and NSG based on requirement | Superintendent of Police |
| Make appropriate arrangement for rest and stay of visiting VIP and her / his entourage | Dy Commissioner / Protocol Officer |
| Arrange visits to disaster sites along with necessary security arrangement | Dy Commissioner / Protocol Officer |

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| Ensure availability of helipad if required | Dy Commissioner / Protocol Officer |
| Make arrangements for holding press conference | Protocol Officer / DPRO |