

RESPONSE AND RELIEF MEASURES

7.1. Introduction and Objective

The post disaster phase of Disaster Management looks into Relief, rehabilitation, reconstruction and recovery. The effective disaster management strategy aims to lessen disaster impacts through strengthening and reorienting existing organizational and administrative structure from district state to national level. Relief on the contrary, is viewed as an overarching system of facilitation of assistance to the victims of disaster for their rehabilitation in States and ensuring social safety and security of the affected persons. Relief needs to be prompt, adequate and of approved standards. It is no longer perceived only as gratuitous assistance or provision of emergency relief supplies on time. Emergency response plan is, thus, a first attempt to follow a multi-hazard approach to bring out all the disasters on a single platform, incorporating disaster resilient features to 'build back better' as the guiding principle. It provides a framework to the primary and secondary agencies and departments, which can outline their own activities for disaster response. Response process begins as soon as it becomes apparent that a disastrous event is imminent and lasts until the disaster is declared to be over Disaster response is aimed at: Saving Life- Minimize the Loss & Stabilising the Situation.

7.2. Response Planning

The onset of an emergency creates the need for time sensitive actions to save life and property, reduce hardships and suffering, and restore essential life support and community systems, to mitigate further damage or loss and provide the foundation for subsequent recovery. Effective response planning requires realistic identification of likely response functions, assignment of specific tasks to individual response agencies, identification of equipment, supplies and personnel required by the response agencies for performing the assigned tasks. A response plan essentially outlines the strategy and resources needed for search and rescue, evacuation, etc.

Table: 7.1 Response planning phases during the early warning

Pre-Disaster	Responsible Department	Post-Disaster	Responsible Department
Activate control room if necessary	DDMA will activate the control room at district level. Control room at Sub -Division and Tehsil level will be activate by District Authority- Kangra.	Quick Damage and Need Assessment	Multi-Sectoral committees, constituted by DDMA encompassing all line departments.
Reviewing situation	DDMA will review all the situations on the basis of data and reports provided by the line departments and disaster management committees.	Search and Rescue	Home Guard/ Civil Defence/ Fire with coordination with Police and NDRF (if required)
Communicate warning (Inform community likely to be affected by the impending disaster Inform line departments/ agencies to mobilize resources/ teams for quick deployment)	DEOC will communicate the warning to all potential affected areas with support of DPRO, DRDA, Police, Home Guard, Fire services and Local Administration.	Activate Line Departments/ Agencies to Quick Restoration of basic utilities and critical infrastructure e.g. Roads, Life Line Buildings i.e. Hospital, Blood Bank, Schools and Banks, Admin Building, Electricity, Water/ Sanitation,	DDMA will coordinate with all line departments for quick restoration
Coordination with all line departments	DDMA will coordinate through DEOC	Activate all Quick Response Team QRTs/ First Responder Team	DDMA will coordinate with all available QRTs in the District
Stocking of Essential and basic life line Items and materials	All frontline departments i.e. Medical, Food and Civil Supplies, IPH, PWD, HPSEB, Police	Disseminating information, reporting and communicating the info to the State and National Level and Requisition for assistance to prompt response or relief	DDMA will coordinate through DEOC/ Incident Command Post
Identification of temporary shelter	Revenue Department will identify the shelter with support of PWD, MC and Education Department	Self-Activation and deployment of the Incident Response Teams	DDMA- Kangra
Evacuate people to temporary shelter, facilitating basic needs.	Police and Home guard will evacuate the people to safer place or identified temporary shelter in support of Fire Department, NKYS, NCC, NSS and Paramilitary Forces i.e. IRB Battalion, Sukoh, Dharamshala	Provide temporary shelter and basic facilities to people	DEOC/ Revenue Department will coordinate with all line departments
Remove assets from dangerous areas/ Hazard control measures.	PWD will facilitates all these activities in coordination with RTO, HRTC and concerned departments.		

Table: 7.2 Response planning phases during the no early warning

Activities	Responsible Department
Activate control room and forward the report to state and national level	DDMA will activate the control room at district level. Control room at Sub-Division and Tehsil level will be activated by concerned district authority. CEO of DDMA will report to higher Authority
All heads of the departments will report to the Control Room	DDMA will coordinate with line departments
Activation of damages and needs assessment teams to undertake damages and needs assessment	Multi-Sectoral committees encompassing all line departments constituted by DDMA will undertake an assessment of damages to assets and infrastructure and assess the needs of the community.
Restoration of Critical and life line infrastructure	DDMA, PWD, IPH, HPSEB & Health and Medical services will initiate efforts to restore the infrastructure starting especially with the most critical infrastructure that could support SAR and relief
Activate and deploy the Incident Response Teams	Chief Executive officer appointed by DDMA will coordinate
Provide relief to the affected communities	DDMA will coordinate with food and civil supplies, health and family welfare, Police, RTO, HRTC, PWD, MC, Education department and IPH
Coordinate relief operations	DDMA and Revenue Deptt. will coordinate with Incident response team on the ground through e.g. SDM, Tehsildar, BDO, ZP
Request for possible help from state, National level or external sources/ Resource's Mobilization	Liason Officer or Chief Executive officer appointed by DDMA will coordinate.

Disaster Response Functions to be carried out:

Early Warning Phase:

1. Activation of Control Room/ EOC: As soon as EW Message/ Information is available through IMD/ CWC/ GSI, DDMA will activate EOC/ CR
2. Inform Community likely to get impacted
3. Inform Line Departments/ Agencies to get ready
4. Conduct Meetings of DDMA on Damages and needs of the community.

5. Requisition of NDRF
6. Requisition of Paramilitary-IRB/Army/SSB

Immediate Post Disaster Phase

1. **Search & Rescue:** Home Guards with support of police will carry out the search and rescue with coordination with Police and NDRF and the existed Paramilitary Forces within or nearby the district.
2. **Quick Damage Assessments:** DDMA will constitute a multi-sectorial damage and need assessment team which will carry out the damage and need assessment and report to the DDMA for decision making and further action. For this multi-sectorial teams will be constituted and will comprise professionals and expertise from different sectors to do the damage and need assessment in the following areas:

Table: 7.2 Damage assessment in context to Response

SN	Damages
1	Roads and Bridges
2	Life Line Buildings
3	Food storages/ Godowns/ warehouses
4	Houses
5	Water lines and Tanks
6	Electricity
7	Communication
8	Medical Infrastructure
9	Monuments
10	Agriculture Crops and Horticulture
11	Livestock
12	Forest

7.3. Quick Need Assessments

Need assessment will be undertaken by a multi-sectorial team with a special focus on the following sectors mentioned in table 7.3

Table: 7.3 Need assessment in context to Response

SN	Sector of Need
1.	Temporary Shelter
2.	Food and Civil Supplies
3.	Medical/ health (medicines / doctors/
4.	WASH
5.	Special Needs of the special group (women/ infants/ children/ disabled etc.)
6.	Psychosocial care
7.	Security needs in context to varying social groups
8	Restoration of essential services like, roads, water facilities, power ,communication

7.4. Resource Mobilization

Resource mobilization is one of the most important and crucial activity when any disaster occurs in the district for responding to disaster in an efficient manner. The IDRN portal has information regarding the different kind of resources available for multi-hazard, with the

various departments along with their location across district. It can lead to quick and immediate procurement of the required resources from the nearest available site and department for response to any disaster.

Identification of various resources required in response through as mentioned in district plan or requirement raised by multi-sectoral committee formed for damages and needs assessment and their mobilization by the concerned departments. Following is the list of the departments which are responsible for mobilizing the resources.

Table 7.3: Resource Mobilization and Responsible Department

SN	Identified Need	Action	Nature of resources	Responsibility
1.	Temporary Shelter	DDMA/ Revenue Department will arrange relief camps/ shelters. Wherever required Tents will be pitched in to accommodate affected people. Departments of Education, Health and Family Welfare will provide support	Tents, sleeping bags blankets and clothing's, Sanitizer and sanitary pads, stretchers	Revenue Department/ DDMA/ medical services/ Education Department.
2.	Food and Civil Supplies	Food and Civil Supplies Dept. will Provide food, Fuel, and Drugs	Essential food items and fuel	Food and Civil Supplies Deptt.
3.	Medical	Medical services will arrange the lifesaving medicines, blood, Doctors, Paramedical staff	Medicines, doctors, ANM, nurses, Asha Workers	CMO - Kangra, MS ZH & RGPMC/ Red Cross
4.	WASH	IPH will provide chlorine tablets for water purification, drinking portable water, sanitation kits	Drinking water, sanitation	IPH
6.	Psychosocial care	Medical services/ Red Cross will take care the reported Psychological and Mental Trauma cases	Psychosocial care	NIMHANS/ Medical services/ Red Cross
7.	Security needs for varying social groups	Maintain the Law and Order and security of Social group and tackle the human trafficking and child abuse	Trained personnel	Police/ Home Guards/ NYKS/ NCC/ NSS
8.	Road clearance	To restore the road function, remove the debris and clearance of any blockage	Earth removers and man power	HPPWD,MC,NH
9.	Power storage	To restore the power, portable generators & batteries, Him Urja will provide the Solar Lights in shelters.	DG sets, wires, manpower, batteries, search lights,	HPSEB and Him Urja.
10	Communication	To restore the communication network	Network restoration, v-sets, satellite phones, walkie-talkie	BSNL, NIC, Police

7.5. Response Management

7.5.1. Activation of EOC

The DEOC will function to its fullest capacity on the occurrence of disaster. The district DEOC will be fully activated during disasters. The activation would come into effect either on occurrence of disaster or on receipt of warning. On the receipt of warning or alert from concerned agency competent for issuing any early emergency warning, or on the basis of reports from SDO (Civil) or any other agencies on the occurrence of a disaster, all community preparedness measures including counter-disaster measures will be put into operation. The Deputy Commissioner will assume the role of the Chief of Operations for Disaster Management. All line department senior officials will be immediately reported to the DEOC. The DDMA will expand the Emergency Operations Centre to include Branch arrangements with responsibilities for specific tasks depending on the nature of disaster and extent of its impact. All the occurrences report would be communicated to the SEOC/SDMA, NEOC/NDMA and Supporting Agencies by means of telephone and subsequently fax periodically. The occurrence of disaster shall be immediately communicated to the stakeholders such as NGOs, trained SAR volunteers through SMS gateway (or telephonic in case of communication exist or any available communication network) for which specific provision of group mobile directory would be made.

Main Roles of DEOC after activation:

- a. Assimilation and dissemination of information.
- b. Dissemination of warnings and post disaster updates to stakeholders and community
- c. Liaise between Disaster site and State Head Quarter.
- d. Monitoring, coordinate and facilitating DDMA in response as per District plan.
- e. Coordinate actions and response of different departments and agencies.
- f. Coordinate relief and rehabilitations operations
- g. Hold press briefings.

7.5.2. Relief distribution

Relief Distribution will be coordinated by sub divisional, Tehsil and respective disaster management committees. The onsite distribution will be supervised /managed by incident response team with support of NCC/ NSS/ NYKS and other volunteers and their deployment on ground. The updated needs will be communicated to the DDMA and the DM committees will ensure the regular supply of the required items. The relief distribution will include essential items which serves the basic needs of the affected community like tent/ tarpaulin, LPG, medicines, clothes, food items, drinking water, soaps, blankets, items of special needs for women's, pregnant as well as lactating women, children, disabled/ injured and old aged. The off-site coordination will be undertaken by the DEOC.

7.5.3. Search and rescue management

Search and Rescue activities include, but are not limited to, locating, extricating, and facilitating immediate medical assistance (first aid) to the victims trapped in exigency situation. People who are trapped under destroyed buildings or are isolated due to any disaster need additional assistance through special tools and equipment. The District

Authority, in conjunction with local authorities will be responsible for the search and rescue operations in an affected region. At present, Nodal department for this activity is NDRF and Home Guards. The supporting departments for search and rescue are P.W.D., Gram Panchayat/ Municipal Corporation/ council, N.S.S, N.C.C, and PRIs. There are other bodies too that help these departments like, Health/ Medical, services, Fire and other concerned department. In doing so, the district authority will be guided by field experts identified in district plan and will be supported by Government Departments and local authorities.

The inventory of machines and tools required for SAR will be prepared and maintained. Dedicated search and rescue teams from various line departments being formed to carry out the search and rescue operations in the district. Team members have to be periodically trained/retrained on the elements of collapsed structure, confined space, search & rescue, and rope rescue etc.

7.5.4. Information management and Media management

Media has to play a major role during disaster. They will aid in information dissemination about help-line, aid-distribution camps, emergency phone number or the needs of the people. Further, they will help responsibly in quashing rumours, for crowd management and prevent panic situation. Media will also help in mobilizing resources through information regarding money, volunteers, communication, lost and found etc. To disseminate information about various hazards in the district and the relevant dos and don'ts during and after a disaster encompass under the media management. This will be done through various media such as newspapers, television, radio, internet, media and information van, street theatre, etc. The DDMA will establish an effective system of collaborating with the media during emergencies. At the District Emergency Operation Centre (DEOC), a special media cell will be created during the emergency. Both print and electronic media will be regularly briefed by some senior official designated in DDMA at predetermined time intervals about the events as they occur and the prevailing situation on ground. The DPRO in consultation with the DDMA would take appropriate steps for documentation of various activities through videos and photographs which will be used latter for evaluation and analysis by DDMA.

7.5.5. VIP management

It may be possible that the scale of a disaster may attract prompt visits of the VVIPs/ VIP which further requires the active management to ensure the effortlessly ongoing response and relief work without any interruption. DDMA will designate senior official to handle the VVIPs/ VIP visits to the affected areas and further to brief the VVIP/ VIP beforehand about the details of casualties, damage and the nature of the disaster. The Police and Home guard will handle all the security of VVIPs/ VIP during their visit. 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.

7.5.6. NGO Coordination and Management

Non-governmental organizations (NGOs) will play as one of the most effective alternative means of achieving an efficient communications link between the disaster management agencies and the effected community due to their outreach at the grassroots level. As per the section 35 and 38 of the DM Act 2005 stipulates that the DDMA shall specifically

emphasize the coordination of actions with NGOs. In typical disaster situation, DDMA with the support of DRDA, will coordinate the NGOs/ CBO's and further manage their work in prompt response, relief and rescue and also in monitoring and feedback at grassroots level by the agreeable community participation. The role of NGO's will not restricted to immediate impact they will play important role till rehabilitation of the affected in every possible manner.

7.5.7. Disposal of dead bodies and carcass

District administration will coordinate to arrange the mass cremation/ burial of the dead bodies with support of Police/ Medical services/ Municipal council/ corporation and concerned local bodies after observing all codal formalities & maintain the video recording of such unclaimed dead bodies after properly handing over the same to their kith or kin. Department of animal husbandry in association with the local administration shall be responsible for the deposal of the animal carcass in case of mass destruction following the codal formalities for claims & post disaster audits.

7.5.8. Seeking external help for assistance

External assistance will be required in many cases for which DEOC and DDMA will coordinate with the State as well as National authority. National and international help/ Assistance will be brought into channel through the Nodal officer appointed by DDMA. According to local requirements of Kangra district and by keeping in view the scale of Disaster, vulnerabilities and capacities lies in the district following assistance may be required in worst case of disaster.

- Doctors(surgeon/ anaesthetics etc)
- Air Sortie (Rescue Operations)
- Baily bridges sets/ materials.
- Water resistant tents for shelters during rain
- Post Disaster Financial Support

7.5.9. Management of Tourist

Kangra being a Hill Station and Tourist Spot the regular flow of tourist may lead to various issues after disaster for which DDMA will coordinate with Police, DTDO and DPRO for information management and coordinating response and relief elated to tourists including National as well as international. Codal formalities will be followed in identification and documentation of tourists and the details associated to them. Media may play important role in communication and information dissemination by starting helplines. Assistance from state may be required for issues pertaining to foreigners.

7.5.10 Staging Area Management

Staging Areas will be established in open grounds with approachable distance from the affected sites to prevent further damages due to recurring hazards. Staging Area May be established in Public Grounds/ Open spaces/ Play grounds of Schools and Colleges etc. Disaster Management Committees at all the levels from district to Village level will appoint the officer for Management of Staging area under intimation to DDMA. Documentation of resources movement at each level mentioned above will be done by revenue department

with the support of concerned departments. The demands as well as reports will be prepared by revenue department submitted to DDMA for further decision and actions.

7.5.11 Relief Transport management

DDMA along with the Disaster Management committees at each level will coordinate the transportation of relief materials for which HRTC and RTO will provide primary support. Vehicles of government functionaries, school buses and taxis will be hired on pre-negotiated rates.

7.5.12 Debris management & Roads clearance

Municipal Council/ Corporation, PWD will primarily be responsible for Debris Management at each level and will identify the suitable place for dumping as well as will be responsible for clearance of roads by clearing debris for restoring communication of response and relief teams. Forest department, Police, Home guards will support in clearance of roads blocked by fallen trees and

Air operations

DDMA will appoint a nodal Officer for Coordinating and organising with Airport Authority along with the Army will Support of PWD for landing sites in Air Operations in the district.

7.6 Restoration of Essential Services

SN	Service	Responsible Departments	Supporting Agencies
1.	Electricity	HPSEB	DDMA, Local Government
2.	Communication	BSNL, ,	DPRO and Police
3.	Road transport	HPPWD, Municipal Council/ Corporation	DDMA, Local Government
4.	Repair of culverts	HPPWD, I&PH	DDMA, Local Government
5.	Debris removal	Municipal Council/ Corporation	DDMA, Local Government
6.	Restoration of hospitals	Medical Services/ Red Cross	DDMA, Local Government HPPWD
7.	Restoration of schools	Education Department/ PWD	DDMA, Local Government
8.	Restoration of financial mechanism such as ATMs, Banks etc	Revenue Department	DDMA,
9.	Restoration of vegetable markets	DFSC, Association	DDMA
10.	Restoration of Water Supplies	I&PH,	DDMA, PWD