

Standard Operating Procedures (Sop's) and Checklist

The Standing Operating procedures (SOPs) for ESFs explain about the operations and responsibilities of the leading and supporting agencies that are to be involved in the ESF system.

12.1 Evacuation

Background: The ESF on evacuation is primarily responsible for establishing evacuation plans, identification of fastest evacuation routes, establishing alternate routes and coordinating evacuation logistics during field operations.

Situation assumptions:

1. Most of the buildings would be damaged and would not remain serviceable.
2. Many structures would be damaged and there would be an urgent need to evacuate.

Nodal agency: Department of Revenue team leader: Additional Deputy Commissioner.

Supporting Agencies: Police, Home Guards, Nehru Yuva Kendra

1. Team leader (TL) of Evacuation ESF would activate the ESF on receiving the warning of the disaster from District. Control Room.
2. TL would inform Nodal Officers (NOs) of supporting agencies about the event and ESF activation.
3. TL will direct the QRT to be deployed at the affected site.
4. TL will gather information on availability of pre-defined evacuation routes.
5. Where the predefined evacuation routes are not available, the nodal officer would coordinate through District Control Room with other identifying alternate routes.

SOPs for quick response team on evacuation:

1. The QRT members will reach the nodal office as soon as they get instructions to do so from the TL
2. After receiving the order from the nodal officer, The QRT will rush to the site
3. On reaching the site, the QRT members will take stock of the situation from the Incident Management Team at the site and their counterparts.
4. The Quick Response Team with the help of local task forces will start evacuating people towards the safe shelters or open areas.
5. The QRT members should concentrate more on evacuation in areas that have been worst affected by the disasters.
6. QRT will Report all activities to the TL/ control rooms.

12.2 Search and Rescue

Background: Search and Rescue operations are one of the primary activities taken up in a post disaster situation. The promptness in these operations can make a remarkable difference in the quantum of losses to the life and property.

Situation assumptions:

1. Local Community task forces will initiate search and rescue at residential level.
2. Coordination of the Spontaneous volunteers will be required
3. Access to affected areas will be limited.
4. Some sites may be accessible only through air routes.

Nodal agency: District Police.

Support Agency: Civil Defence, NCC, Army and Health Representatives, District Fire Services

SOPs for nodal agency:

1. IC (Incident Commander/DC/ADC) will call the TL of Primary Agency and get the ESF activated.
2. TL of primary agency will call nodal officers of supporting agencies.
3. Quick Assessment of the S & R operations through Aerial Surveys if needed.
4. Assessment of the specific skill sets and the other equipments required.

SOPs for quick response team on search & rescue:

1. Assessment of damage (Locations, number of structures damages, extent of damage)
2. The QRTs will be deployed at the affected site.
3. Enlisting the types of equipments required for conducting the S& R.
4. QRTs will report the situation and the progress in response activities to the respective control rooms.

12.3. Transport and Traffic Control

Background: The ESF on transport should ensure smooth transportation links at State and Distt. level. In the disaster context, quick and safe movement of materials and humans are a priority. It should coordinate the use of transportation resources to support the needs of emergency support forces requiring transport capacity to perform their emergency response, recovery and assistance missions.

Situation Assumptions:

1. The State Civil Transportation infrastructure will sustain damage, limiting access to the disaster area.
2. Access will only improve if routes are cleared and repaired.
3. The movement of relief supplies will create congestion in the transportation/Traffic services.

Nodal Agency: Department of Transport/ RTO.

Support Agencies: HRTC, PWD, MC, Private Transporters.

SOPs for Nodal Agency.

1. TL of transportation will activate the ESF on receiving the intimation of the disaster from the District Control Room.
2. TL would inform nodal officers (NOs) of support agencies about the event and ESF activation.

3. TL establishes contact with Control Room for FIR.
4. TL requests for reports from local transportation ESF contact person.
5. TL communicates situation to support agencies and requests for detailed information on the status of transportation infrastructures in the affected area(s).

SOPs for Quick Response Team on Transport:

1. The QRT members will reach to the nodal office as soon they will get instructions to do so from the TL.
2. As quick response teams will receive instructions from the nodal officer. They would reach to the site immediately.
3. QRTs would report the situation and the progress on action taken by the team to the respective control rooms.
4. QRT will send a requirement schedule for the different modes of transportations e.g. Trucks, boats, helicopters to be put on stand-by.
5. QRTs will ensure timely re-establishment of the critical transportation links.
6. Compile and itemized assessment of damage, from reports made by various electrical receiving centres and Sub-Centres.
7. Reporting about all activities to all the head office.

12.4. Law & Order

Background: The ESF on Law and Order protects the property and valuable commodities. It is mainly responsible to control crowd and avoid riots/conflicts in such situations.

Situation assumptions:

1. There would be panic and people will gather at a place.
2. The crowds may go out of control.
3. Riots/Conflicts may also take place.
4. Human trafficking cases may increase.

Nodal agency: District Police.

Support agency: Home guards, Civil Defence, Army/Paramilitary

SOPs for nodal agency:

1. District Magistrate will call the TL of Primary Agency and get the ESF activated.
2. TL of Primary agency will call nodal officers of supporting agencies.
3. TL would activate the District Quick Response Team.
4. The QRTs will be deployed at the affected site.
5. Cordon off area to restrict movement of onlookers, vehicular and pedestrian traffic should be done.
6. Any additional requirement at site to be taken care of.

SOPs for quick response team on law and order:

1. Quick assessment of law and order situation in affected areas.
2. Support and coordinate with Local Administration.
3. Prepare updates on the law and order situation every 4-6 hours and brief the concerned authorities.
4. Controlling situations like riots, loots and human trafficking and cordon off sensitive areas.
5. QRTs will guard property and valuables in affected areas,
6. Control and monitor traffic movement.
7. QRTs will provide diversion of traffic on alternate routes as and when it is necessary.

8. The QRTs will also provide information about traffic flow along various corridors, especially heavy traffic or congested roads
9. QRTs will communicate to police control rooms, details on the field activities including deployment and reinforcement of staff and resources and communicate nature of additional requirements.

12.5. Dead Body Disposal

Nodal agency: Municipal Corporation and PRIs

Support agency: Revenue Department, PWD

SOPs for Dead Body Disposal

1. Activate the DM Plan
2. Nodal Officer in the incident Response System will activate all other stakeholders associated with Disposal of the Dead.
3. Establish an information Centre at the site of Disaster/District HQ.
4. Inform all other Stake-holders, both in government and Non-Governmental sector, including the elected, Panchayati Raj functionaries and the community.
5. Activate search and Rescue teams of Fire & Emergency Services, Police, SDRF, Civil Defence, NDRF and NGOs for the retrieval of the injured and the dead.
6. The injured will get the priority for First Aid and evacuation to hospital.
7. Prepare a record of details of the bodies retrieved in the Dead Body Inventory Record Register, allocated individual Identification Number, photographed, and then Dead Body Identification Form initiated.
8. Associate relatives and community members for the identification of the bodies.
9. Hand over the identified bodies to the relatives or the community, and if necessary after cross-matching Dead Body Identification Form with that of the Missing Person Form, for the last rites as per local, cultural and religious denomination.
10. Unidentified or unclaimed dead bodies/body parts shall be transported to the mortuaries for proper preservation and storage at the designated sites.
11. Consult relatives, legal and forensic experts for positive identification.
12. Final disposal of unidentified bodies/body parts shall be done by District authorities after applying all the possible means of identification as per the legal provisions.
13. The bodies of foreign nationals shall be properly preserved either by embalming or chemical methods and then placed in body bags or in coffins with proper labeling.
14. Handing over and transportation of such bodies shall take place through the Ministry of Extern Affairs, in consultation with the Consular offices of the concerned countries and other actors such as International Committee of the Red Cross, if necessary and possible.

12.6. Carcass removal

Nodal agency: Animal Husbandry

Support agency: Municipal Corporation

SOPs for Carcass removal

1. Activate the DM Plan.

2. Nodal Officer in the Incident Response System will activate all other stakeholders associated with the disposal of Animal Carcasses.
3. Establish an Information Centre at the site of Disaster/ District HQ.
4. Inform all other Stake-holders, both in government and Non-Governmental sector, including the elected, Panchayati Raj functionaries and the community.
5. Activate Animal Carcass Retrieval teams for the recovery and retrieval of the injured livestock and the animal carcasses.
6. Injured livestock will get the priority for First Aid and evacuation to hospital.
7. Prepare a record of details of the animal carcasses retrieved.
8. Associate owners of the livestock, or their relatives and community members for the identification of the animal carcasses.
9. Hand over the identified animal carcasses to the owners for disposal at the selected site.
10. All unidentified animal carcasses will be photographed preferably before transportation for disposal.
11. Unidentified or unclaimed animal carcasses shall be transported to the designated site for disposal by District authorities as per the Disaster Plan.

Guidelines for Burial

1. Burial shall be performed in the most remote area possible.
2. Burial areas shall be located a minimum of 300 feet down gradient from wells, springs and other water sources.
3. 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.
4. The bottom of the pit or trench should be minimum 4 to 6 feet above the water table.
5. 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.
6. 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.
7. 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.
8. Burial areas shall be inspected regularly and any subsidence or cavities filled.

Guidelines for Composting

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.

6. Let it sit for 4 to 6 months, then check to see if carcass is fully degraded.
7. Reuse the composted material for carcass compost pile, or remove large bones and land apply.

12.7 Providing Relief (Food, Clothes and Drinking Water)

Background: In the event of a disaster there would be a need of disbursing relief materials due to massive destruction of life and property taken place. The ESF on Relief should ensure coordination of activities involving with the emergency provisions of emergency mass feeding and bulk distribution of relief supplies i.e. basic life line amenities e.g. clothes, water etc. to the disaster victims.

Situation assumptions:

1. Probability of shortage of critical resources
2. Immediate assistance to the community at the time of resource shortage particularly, when the affected area is large.

Nodal agency: Department of food and civil supplies.

Support agency: IPH, Department of Revenue, Red Cross, NGOs.

SOPs for Nodal Agency

1. TL will activate the ESF on receiving the information of the disaster from District EOC,
2. TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
3. TL will coordinate with all state and district level suppliers as identified under DMP.
4. TL will coordinate with other ESFs related to transportation, debris and road clearance to ensure quality supply chain management of relief materials.
5. Ensuring composite relief with availability of complimentary relief material.

SOP for Quick Response Team (QRT) on relief.

1. QRT will report to site of the relief camps.
2. QRTs will be responsible to management and distribute relief items to the affected victims.
3. QRTs will be responsible for reporting the progress on action taken by the team to the Control Room.
4. QRTs will provide information to their TL about the need of additional resources.
5. Assist local authorities to set up important telecom and other service related facilities.
6. Initiate and direct for procurement of food, clothes and drinking water available from different inventories and ensuring food supplies to the affected population.
7. Preparing take-home food and drinking water packets for the families.
8. Ensuring distribution of relief material to all the people including vulnerable groups of the target area such as women with infants, pregnant women, children, aged, handicapped and marginalized social group.

12.8. Communication

Background: The Communication ESF is primarily responsible for restoration of communication facilities. The ESF on Communication should ensure the smooth flow of

information that can cater to the outreach in a time-sensitive manner at State/ District level in response efforts.

Situation assumptions:

1. There would be a congestion in the network because of increased calls to control rooms due to panic created within the community.
2. The initial reports on damage may not give a clear picture of the extent of damage to communication network.
3. The affected site may cut off from the State Control Rooms and the officials on site may find difficulty in communicating to the District/ State control rooms.

Nodal agency: Bharat Sanchar Nigam Ltd. (BSNL) team leader: DE, telecom, Kangra (H.P.)

Supporting Agencies: NIC, Police, HPSEB and Private Telecom/ Mobile Operators

SOP for nodal agency:

1. Team leader (TL) of Communication ESF will activate the ESF on receiving the intimation of occurrence of the Disaster from the District Control Room.
2. TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
3. TL request for reports from local ESF contact persons to understand the current situation and action taken;

SOPs for quick reaction team on communication:

1. The QRT (Quick Response Team) members will reach the nodal office as soon as they get instructions from the TL.
2. Once the QRTs receive any intimation from the Nodal Officer to reach the site, they would rush to the site.
3. At the emergency site, QRT members will take stock of the situation and also find out about their counter parts.
4. QRTs would assess the ground situation and would send sectoral report to the District ESF agency.

12.9. Help lines, warning dissemination

Background: The ESF on help lines and warning dissemination should process and circulate information about the welfare of citizens in the affected areas and to manage the tremendous flow of information. The help lines will be responsible for providing, directing and coordinating logistical operations.

Situation Assumptions:

1. There may be a flood of information and confusion about the injured population and further spreading of rumours.
2. The communication with affected areas may be partially impaired.

Nodal Agency: Department of Revenue

Support Agencies: BSNL, Broadcasting Deptt. DPRO, NIC, / NGO Reps.

SOPs for Nodal Agencies:

1. District Magistrate will call the TL of Primary agency and get the ESF activated.
2. TL of primary agency will call nodal officers of supporting agencies.
3. TL would activate the District Quick Response Team and deployed at the affected site.
4. TL will report the situation and the progress in response activities to the Respective control rooms

5. During the news updates, the donation requirements for the disaster affected area will be telecasted over the news channels.
6. Assisting the Control Room in providing updated information to State as well as at the District Level
7. Setting up of police numbers for emergency information assistance.

SOP for Quick Response Team on Help Lines & Warning Dissemination

1. The QRT member will reach to the nodal officer as soon as they get instructions.
2. QRT would reach the site immediately after receiving instructions from the nodal officer.
3. On the site, QRT members will take stock of the situation from the site.
4. The QRTs will coordinate, collect, process, report and display essential elements of Information and facilitate support for planning efforts in response operations.

12.10. Relief Camps Set-ups

Background: Relief camp management is dynamic in nature and strives for promoting a holistic approach for physical, psychological, cultural, social and emotional well-being of camp inhabitants by establishing and maintaining an inclusive overview of many aspects and stakeholders involved in the life of a camp.

Situation Assumptions:

1. Assemblage of affected people and their well-being within the camp.
2. There might be conflicts/riots, space issues.
3. Non-availability of life line resources.

Nodal Agency: Department of Revenue

Support Agencies: PWD, IPH, Food and Civil Services Deptt.

Setting up of a Relief Camp:

- On receipt of report from Revenue officials, the DC/ SDO (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.

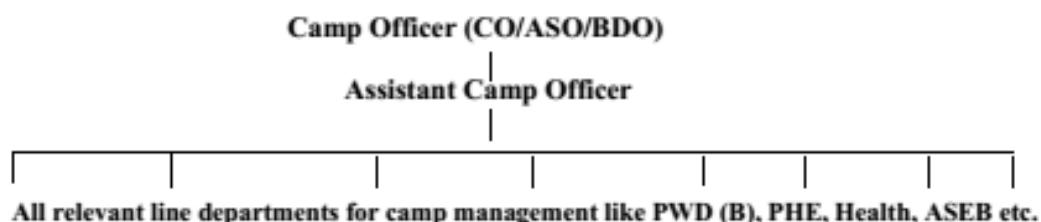
Shelter

- 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.

General Administration of the Camp

- One responsible officer preferably CO/ ASO should be designated as Camp Officer by the DC/ SDO (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

Basic Facilities

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.
- Petro max or emergency light should be arranged in sufficient numbers in the camp.
- Approach to toilet and water source should properly be illuminated

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 PHE Deptt. Should be detailed for maintaining water supply in the camp.
- Separate bathing units must be constructed for male & female

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

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, tined 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.

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

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

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 gynaecologist 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.

Vermin control

- Insect and rodents are the unavoidable 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

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.

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 Anganwadi 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 camp inhabitants. SSA may provide free textbook, stationary, Siksha - Mitra etc. Reputed
- NGOs may also be allowed to run temporary schools in the camp.

12.11. VIP management

Visits by VIP's 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 councillors, 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 lifesaving 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 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.