

## Quick Response

### QUICK RESPONSE FLOW CHART

All activities that are important to be a part of the quick response mechanism must adhere to the following sequence of events:

In case of any disaster the CMG Meeting and assessment of the situation either after the disaster or after the alert stage is the next step. However, after the meeting and after the assessment there could be three possible scenarios according to the disaster, which will lead to further action of an L3 declaration, further monitoring or if the disaster is well within the control of the State departments, can lead to deactivation. The chart (V.1) below summarizes the activities of quick response.

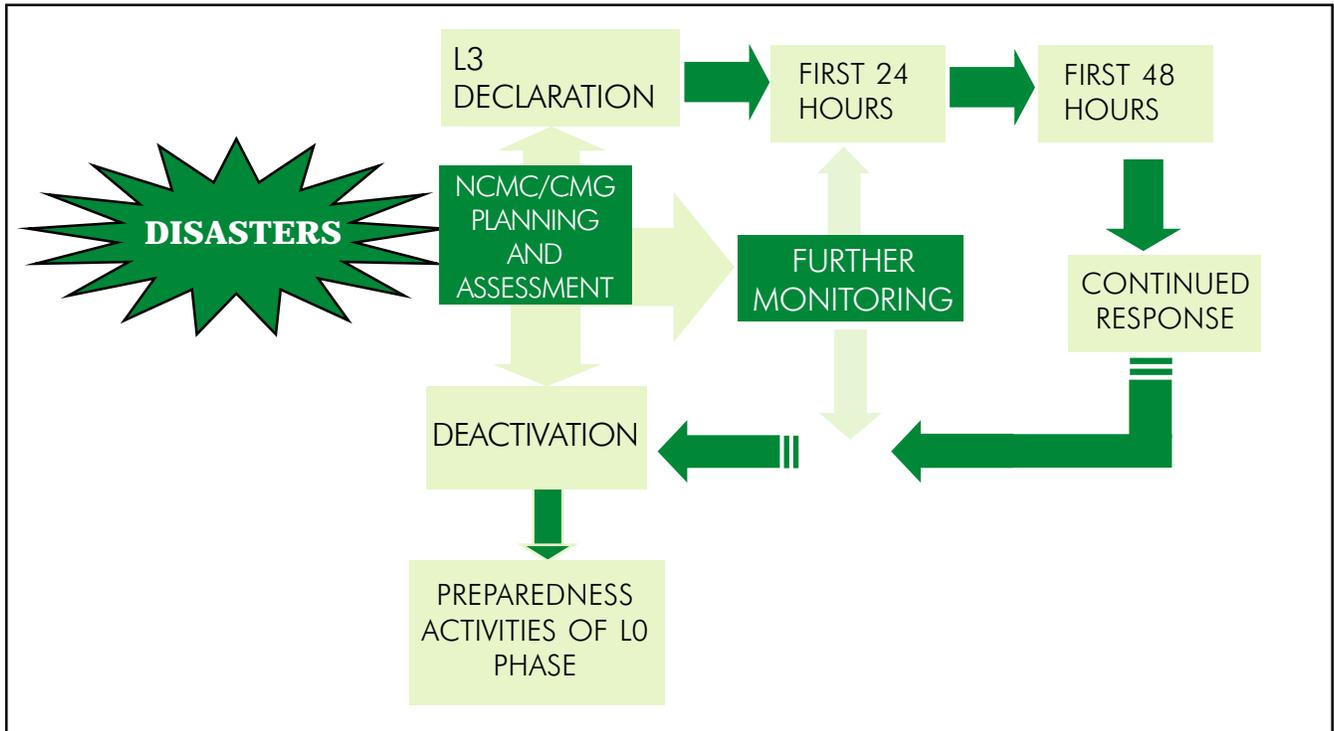
The quick response mechanism is greatly or largely dependent on the preparation that has been done during the L0 phase and how well equipped and prepared the disaster team is. Therefore, in order to provide maximum response during the initial phase of a disaster, it is imperative to maintain a calendar of dry drills and constant equipment checks throughout the year.

The quick response mechanism begins

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*Precise actions, procedures and responsibilities have to be laid down well in advance in order to ensure timely response in case of any disaster. Therefore, a mechanism that takes into account multiple hazards and basic preparedness has to be articulated in the form of Quick Response Teams, Quick Assessment Teams, Reporting Procedures, Checklists and Handbooks. The mechanism also lays down crucial parameters, requirements and organizational composition of Emergency Operations Centres and Incident Command Systems.*

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with a pre-disaster warning during the alert stage. This may not be feasible in cases where a reasonable warning may not be possible such as earthquakes and flash floods or accident related disasters.

**PRE-DISASTER WARNING AND ALERTS**

***Case I - Warning***

Onset of disaster is indicated through forecasting, and the information should be communicated to the community likely to be affected through a warning system.

[Indiscriminate warning may result in

non-responsiveness of the people. It is therefore necessary that with respect to every disaster, a responsible officer is designated to issue the warning].

Disasters for which adequate warning is possible include floods, droughts, cyclones, heat and cold waves, pest attacks, epidemics, industrial and chemical disasters, fires, and landslides.

***Agencies authorised to issue warning***

At the National Level, the designated authority is solely responsible to issue the warning.

Disasters	Agencies
Earthquakes	Indian Meteorological Department
Floods	Indian Meteorological Department
Adverse climatic conditions & Cyclones	Indian Meteorological Department
Epidemics	Public Health Department
Road accidents	Police
Industrial and chemical disaster	Industry, Police, (Designated Agency)
Landslides	Indian Meteorological Department
Fires	Fire Brigade, Police

As soon as the warning has been issued the District/State level machinery should get into the act of response through detailed preparation of the following:

### **Important Elements of Warning**

The following aspects may be considered for dissemination of warning:

- ◆ Dissemination of warning to common people. This system may range from alarms (fires), sirens (industrial disaster), to public announcement systems like radio, television, loud speakers, hoisting of flags (cyclones, floods, and landslides).
- ◆ Once the warning is issued, it should be followed up with subsequent warnings in order to keep the people informed of the latest situation.
- ◆ Evacuation.
- ◆ Stand-by material resources.
- ◆ Stand-by human resources.
- ◆ Updated inventories.
- ◆ Updated communication system.
- ◆ Designation of an Incident Commander.

### ***Planning assumptions***

- ◆ Amount of time needed for evacuation will depend on the nature and intensity of the disaster.
- ◆ If the event can be monitored, such as a cyclone, the authorities would have a day or two to get ready.

### ***Factors***

- ◆ Shelter sites should be within one hour walk and within 5 km of dwellings.
- ◆ Alternate routes are to be planned in case of flood.
- ◆ All evacuations should be reported to the District Collector and the Superintendent of Police prior to the evacuation.

- ◆ For appropriate security and law and order, evacuation should be carried out with assistance from community leaders and NGOs.

- Care should be taken such that the evacuation routes are not blocked.
- Always evacuate the entire family together as a unit.
- In view of inadequate transport or limited time, encourage community emergency evacuation in the following order:
  1. Seriously injured and sick
  2. Children, women and physically challenged
  3. Old

### ***Emergency evacuations***

- ◆ Checklists should be issued for evacuation for each family in vulnerable areas.

### ***Evacuation of marooned persons***

- ◆ Evacuation must be carried out within the shortest possible time.
- ◆ The marooned persons must be transferred to the transit camps.
- ◆ Emergency transport for the seriously injured by appropriate means such as speed boats etc should be ensured.
- ◆ A senior medical officer should accompany the rescue team.
- ◆ Water and food supply should be according to the “Standards of Food” on the lines recommended by “SPHERE”

### ***Standards to be developed for evacuation during alerts***

- ◆ Manual for evacuation
- ◆ Factors to be considered for evacuation
- ◆ Standards for Food

## DISASTER SPECIFIC WARNINGS

### *Tropical Cyclones*

Severe tropical cyclones are responsible for large casualties and considerable damage to property and agricultural crop. The destruction is confined to coastal districts, and the maximum destruction being within 100 km from the centre of the cyclones and on the right side of the storm track. Principal dangers from a cyclone are:

- I. Very strong winds
- II. Torrential rains
- III. High storm tides

The following section exemplifies the warning systems in India for tropical cyclones.

### **Cyclone Warning System In India**

The Indian Meteorological Department (IMD) is responsible for providing tropical cyclone warnings in India. The tropical cyclone warning service is one of the most important functions of the IMD and it was the first service undertaken by the Department, which is now 125 years old. In fact, the cyclone warning system started in India (which included at that time other countries of the sub-continent) in a nominal way in as early as 1865 but was not supported by adequate meteorological observation and analysis capabilities at that time. With time, the cyclone warning services of IMD have continuously been updated and today, **it is one among the modern cyclone warning services in the world.** Details of cyclone warning system in India are available in the Cyclone Manual (IMD, 1979, updated time to time) and also WMO TCP report No. 21, 26 and 28 (Mandal, 1991).

### **Organization**

The Indian Meteorological Department has a well established organizational set-up for observing, detecting, tracking and

forecasting cyclones and issuing cyclone warnings whenever a cyclone develops in the Bay of Bengal or the Arabian Sea. Cyclone warnings are provided through three Area Cyclone Warning Centres (ACWCs), located at Kolkatta, Mumbai and Chennai and three Cyclone Warning Centres (CWCs) at Bhubaneshwar, Vishakapatnam, and Ahmedabad. These centres have distinct responsibilities area wise covering both the east and west coasts of India and the oceanic areas of the Bay of Bengal and the Arabian Sea, including Andaman and Nicobar Islands and Lakshadweep. The cyclone warning bulletins are issued to All India Radio and Doordarshan for broadcast/telecast in different languages. On an All India basis such warnings are issued to All India Radio and Doordarshan, New Delhi from the Cyclone Warning Division at HQ office where RSMC-Tropical Cyclones, New Delhi is co-located. IMD, through its HQ office at New Delhi provides cyclone information to the Control Room and Crisis Management Group set up in the Ministry of Agriculture, Government of India which is finally responsible for co-ordinating actions of various other Central Government Agencies for taking effective disaster mitigation measures. Cyclone Warning Division at New Delhi also caters to the need of international requirements such as issue of Tropical Weather Outlook and Cyclone Advisories to its neighbouring countries which are members of the WMO/ESCAP Panel on Tropical Cyclones. Considering the cyclone warning capabilities of IMD, New Delhi has been designated as Regional Specialized Meteorological Centre (RSMC) by WMO which is one among six such centres in the world trusted with cyclone warning services for their area of responsibility. The entire cyclone warning work is coordinated by the Deputy Director General of Meteorology (Weather Forecasting) at Pune and Deputy Director General of Meteorology (Cyclone Warning) at New Delhi.

## ***Forecasts***

Cyclone warnings are not issued before twenty four hours anywhere in the world. Sudden changes in track or intensity often go undetected. Anomalous cyclones, like looping cyclone, though a least probable event, are difficult to predict. Therefore, disaster planning and management strategy has to take into account such limitations. Means must be kept ready to evacuate a large number of people at short notice, even in inclement weather.

## ***Tropical cyclone warnings***

The bulletins and warnings issued in connection with tropical cyclone in India may be divided into the following broad categories:

- (i) Warning bulletins for shipping on the high seas,
- (ii) Warning bulletins for ships plying in the coastal waters,
- (iii) Port warnings,
- (iv) Fisheries warnings,
- (v) Warnings for the State and Central Government officials (two stage warnings),
- (vi) Warnings for recipients who are registered with the department (Album page warnees),
- (vii) Aviation,
- (viii) Warnings for the general public,
- (ix) Farmer's Weather Bulletin.

## ***Cyclone Advisories***

Information concerning tropical cyclones and warnings is included in the cyclone advisory/cyclone warning bulletins. Normally during the alert stage, one advisory every six hours may be sufficient. However, in the case of a sudden change in intensity and path, special bulletins are issued at any time. When the cyclone is close to the coast, the advisories are issued at more frequent

intervals. Normally, the following items are included in a cyclone advisory:

- ◆ Advisory heading (date, time, name or identification of the cyclone, name of the forecasting office and type of the message).
- ◆ Location (bearing and distance of the centre of the cyclone from some important city in the area where it is expected to make landfall), present direction, movement and speed.
- ◆ Indication of the cyclone's current intensity in terms of wind speed and central pressure
- ◆ Forecast movement of the centre
- ◆ Landfall point and landfall time (if close to the coast, from warning stage onwards).
- ◆ Forecast weather- that is, maximum wind speed, heavy rainfall areas, height of the storm surge and areas likely to be affected.
- ◆ Advisory for evacuation (Optional).
- ◆ Cautionary advices to the ports and small craft.
- ◆ Advice to fishermen.
- ◆ Time and source of next advisory bulletin.

In India and in many countries, in addition to the information regarding wind speed, its effect on coastal area is also mentioned in the cyclone advisory bulletins. For this the Saffir-Simpson Hurricane Scale (SSH), modified to suit local conditions, is employed. The language of the advisory may differ for different groups being warned to the extent that the advice pertinent to each group may be different although general information regarding the cyclone position, intensity, expected direction of movement and speed, etc., remains the same. For example, advice contained in warning issued to ports or near and offshore

activities may not be pertinent to inland activities.

***Example of Cyclone Warning Bulletins***

TTT Cyclone warning Bay of Bengal 040300 utc. Ships observations absent. But believe cyclonic storm with estimated central pressure 992 hpa west central bay centred within half degree latitude fifteen degree north longitude eight and half degrees east moving north-west at eight knots. Affecting an area extending two hundred nautical miles wind force 37 knots, occasionally increasing to 47 knots in central bay to a distance of 100 nautical miles from centre.

meteorological centres in the maritime States include suitable warnings for fishermen. These general bulletins are broadcast at a fixed time at midday by the AIR stations and are intended to meet the requirements of the public in general and the needs of various categories of officials in particular.

In addition, special AIR bulletins containing cyclone alert messages issued 48 hours prior to the commencement of the adverse weather and tropical cyclone warning messages issued 24 hours prior to the commencement of the adverse weather in the coastal areas due to an approaching tropical cyclone are broadcast. These broadcasts are

Expected wind speed	Expected damage
6-90 km/h	Tree branches broken off; so damage to Kutcha houses
90-120 km/h	Trees uprooted, Pucca houses damages, communications disrupted
Above 120 km/h	Big trees uprooted; widespread damage to houses and installations. Total disruption of communications

May intensify and recurve northwards during next 24 hours.

***Tropical Cyclone Bulletins to All India Radio (AIR) for Broadcast.***

In general, weather bulletins are issued by the meteorological offices to the AIR stations for broadcast in the midday transmissions. Areas covered by the bulletins are the areas served by the respective AIR stations. These bulletins include (i) a summary of the past weather, (ii) special weather warnings for public services such as the Public Works Department, Irrigation, P & T, Railways, etc., and (iii) a general forecast including warnings. (ii) and (iii) are valid until the morning of the second day. The summary of weather includes information about tropical cyclone and depressions affecting the area. The centre of the system is included with reference to the nearest well-known place, latitude and longitude. Warnings in bulletins once included are repeated in the subsequent daily bulletins also as long as adverse weather is anticipated. In addition,

meant to alert the agencies entrusted with the responsibility of carrying out cyclone preparedness works and also the general public.

The coastal districts likely to be affected by the storm are mentioned in the first sentence of the bulletins and the same is repeated again at the end of the bulletin. The type of damage likely to be caused by strong winds of various magnitudes along with the expected wind speed is included. For the purpose of indicating the type of damage, the help of the table given above is taken. These bulletins are serially numbered.

**Note:** The above stages are being revised to include more steps above 120 km/h in a similar line as is being used in USA. USA uses Saffir-Simpson Hurricane Scale (SSH scale), which consists of five stages (categories), to indicate expected damage. According to SSH scale, the category I storm is the weakest hurricane (64-82 knots) and category 5 is the strongest (with 135 knots or more). Recently Charles Guard and Mark Lander have suggested modification to the

scale named as Saffir-Simpson Tropical Cyclone Scale (STCS).

The height of the storm surge is included in the bulletin in meters and it represents height above the normal tide level.

**Example**

Very severe cyclonic storm (vscs) situated at 18 1200 utc about 250 km south east of Ongole likely to strike coast between Ongole and Machilipatnam in the next 12 to 24 hours.

Cyclone bulletin no ——— issued by cyclone warning centre —— at —— hrs IST of —— (date) for repeated broadcast aaa cyclone warning for Nellore, Prakasam, Guntur, Krishna, west and east Godavari and Visakhapatnam districts aaa very severe cyclonic storm (vscs) located about 250 km south east of ongole near lat —— n, long —— e this evening aaa expected strike coast between Ongole and Machilipatnam by midday saturday nineteenth aaa strong winds reaching 150 kmph uprooting big trees and causing widespread damage to houses and installations and total disruption of communications likely Prakasam, Guntur, Krishna and west Godavari districts from saturday early morning aaa tidal waves five meters above normal tide likely inundate coastal areas these districts midday saturday at the time of cyclone crossing coast aaa very heavy rain likely cause floods in these and Nelore, east Godavari and Visakhapatnam districts aaa “state of sea likely to be phenomenal” aaa fishermen are not to go out in the sea aaa. Information

about storm warning signals is also included aaa above warning is for Nellore, Prakasam, Guntur, Krishna, west and east Godavari and Visakhapatnam districts.

These bulletins are generally issued at the time of each sea area bulletin. The frequency of the bulletin can be raised when the tropical storm is tracked with the help of radar and previous warnings issued need modification.

A third set of bulletins issued to AIR is the coastal weather bulletins. Whenever a cyclonic storm is likely to affect the Indian coastal areas, Coastal weather bulletins issued by the Indian Meteorological Department are broadcast in the All India News Cycles of All India Radio from New Delhi in English and in the regional language of the area affected. These bulletins are issued three times a day.

Depending on the scale and extent of predicted disasters, in some cases the Central Government will have to actively participate in the pre-disaster preparedness stage and subsequently if the disaster is declared L3. These disasters are as follows:

- ◆ Floods
- ◆ Droughts

The active participation of the Central Government will include the following:

- ◆ Deploy adequate defence services
- ◆ Do aerial surveys as part of preparedness
- ◆ Identify key access routes

1. Kolkata	Coastal districts of West Bengal and Andaman and Nicobar Islands
2. Bhubaneshwar	Coastal districts of Orissa
3. Visakhapatnam	Coastal districts of Andhra Pradesh
4. Chennai	Coastal districts of Tamil Nadu, Pondicherry, Kerala, Karnataka and Lakshadweep
5. Mumbai	Coastal districts of Maharashtra and Goa.
6. Ahmedabad	Coastal districts of Gujarat states

- ◆ Structural protection for railway stations/airports
- ◆ Deploy and send relief materials to affected areas
- ◆ Ensure deployment of special air and rail transport

(These activities, however, will be in support of the State initiatives and their requirements of assistance.)

### ***Case II - No Warning***

In case of no warning the activities and inventories maintained during the L0 stage have to become operational.

Disasters for which warning is not possible include earthquakes, landslides, mud flows, tornado, flash floods, hurricanes, dam bursts, snow avalanches, thunder and lightning, mine fires, chemical and industrial disasters, nuclear disasters, all accident related disasters and food poisoning.

### **De-Warning**

In case the disaster does not occur as predicted, the Indian Meteorological Department issues a de-warning that is in turn to be issued by the likely affected Districts and State. This will initiate the process of retrieval of extra resources (man/material) that have been kept as part of preparedness after the warning was issued.

The de-warning by IMD will initiate the following:

- ◆ Dissemination of De-warnings by respective districts and states
- ◆ EOC will start functioning for L0 activities again
- ◆ The defence/search and rescue/medical teams will also return to L0 activities
- ◆ Material resources will be returned/stored back

### **RESPONSE PLANNING**

Planning of the operations has to be done quickly and at regular intervals. To mobilise resources at a national level the National

Crisis Management Committee under the Cabinet Secretary plays a crucial role. All planning aspects are taken care of by NCMC and the execution of these is undertaken by the CMC (Crisis Management Committee).

Once the alert stage has been activated, within the first **two hours** of the disaster event the Central Relief Commissioner's office or the Emergency Operation Centre is responsible for holding a meeting of the empowered group of ministers and the Central Coordinating Officer of each ESF. They will meet as and when needed at the request of the CRC. This group under the leadership of the CRC is responsible for the following during the course of this meeting:

- ◆ Review situation reports received from the affected state.
- ◆ Review and document the resources (manpower and material) support that has already been dispatched from the Centre.
- ◆ Address response issues and problems that require national level decisions or policy direction.
- ◆ Take decisions on more resources and relief material that will be required.

### ***Location of the meeting***

The meeting will be held at the CRC office in the NCCM or NDM-Control room under the Nodal Ministry (Ministry of Agriculture).

The first meeting should be held within two/three hours of the event parallel to the other activities that have been initiated at the declaration of L3. The activities that get initiated parallel to the CRC meeting are as follows:

- ◆ Briefing of personnel at the central ministries for the first assessment.
- ◆ Departure of first assessment team.

- ◆ Departure of first search and rescue team with MFR and CSSR personnel, if required.
- ◆ Aerial survey of damage.

**ARRIVAL POINT**

**Material/Manpower Flow chart of Central Information and Arrival Centre at Airport**

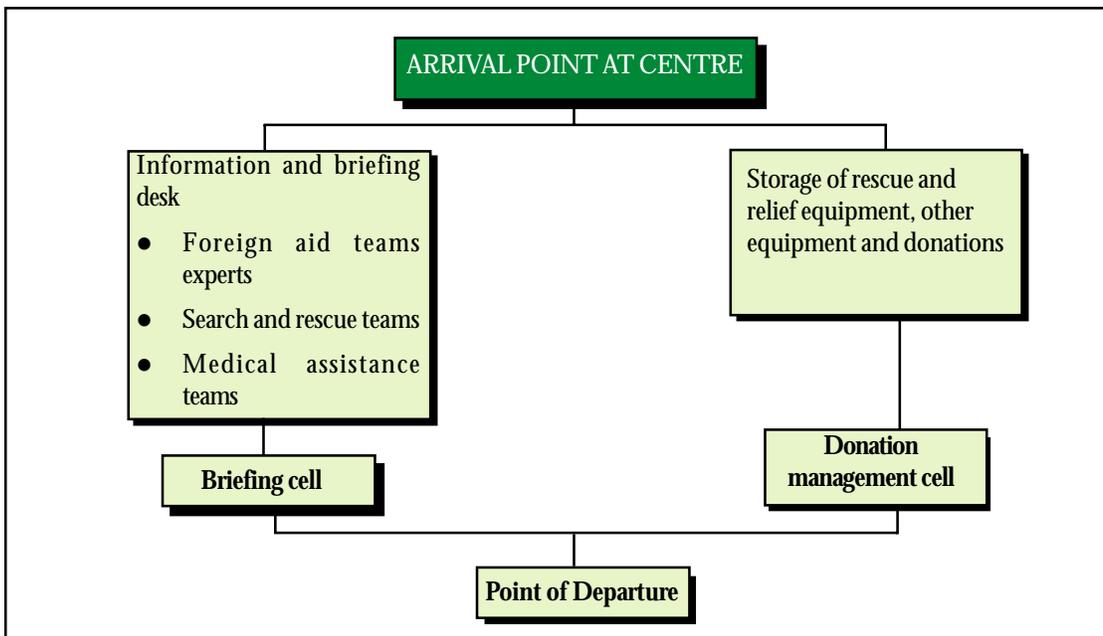
The response activities require active and effective coordination of ground operations. The traffic junctions such as airports, railway stations and bus terminals require to establish 'Information and Arrival Centres' that are the key points for arrival and dispatch of relief materials and rescue workers. The incoming assets from within and outside the country have to be clearly allotted and assigned to disaster sites with the help of various information centres. This information centre will function at a national level and therefore will have to account for all international aid and related formalities.

- ◆ **Arrival point:** The transport junctions where relief materials as well as manpower can be collected for response

activities. It could be the international/national airports or railway stations.

- ◆ **Information and briefing desk:** The manpower will be briefed on the status of disaster, the most affected areas and the key agencies and personnel at the affected state. It will also assist international agencies, arrival of relief material as a priority task.
- ◆ **Storage:** Storage facility at the arrival point where material is categorised and if needed, packed for dispatch.
- ◆ **Briefing cell:** This cell will give specific briefing for different types of field workers.
- ◆ **Donation management cell:** The donations from other states and international agencies are packed and accounted for further distribution.
- ◆ **Point of departure:** Material and manpower are dispatched according to the requirements issued by the EOC at the centre.

**V.2**



**Material/Manpower Flow chart - Information and Arrival Centre at Airport - Affected State**

This Emergency Operations Centre (EOC) is activated at the discretion of the CRC based on the resource and coordination scale of the particular disaster. A similar information centre is also required at the state level where all the relief and other facilities can be directed to the affected areas directly according to the needs of the incident commanders and the state EOC.

**NATIONAL DISASTER QUICK RESPONSE MECHANISM**

Declaration of L3  
The declaration of the L3 is done after

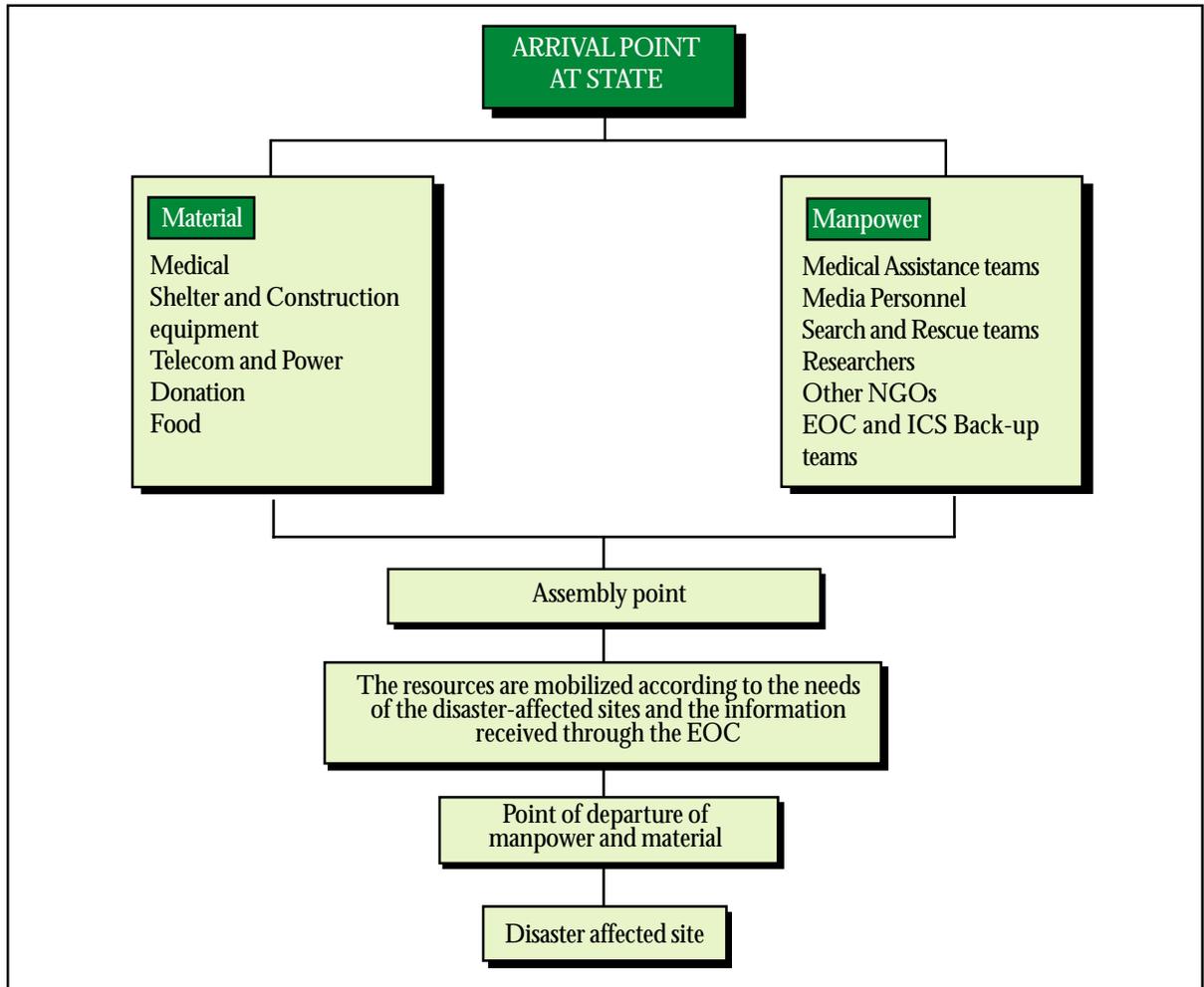
the event has occurred by the Central Relief Commissioner in consultation with the NCMC and the Empowered Group of Ministers

Factors taken into considerations for the declaration of L3

- Parametres set by designated technical authority
- Capacity of State and District to manage the disaster independently

The first assessment team is also headed by the Nodal Officer (Joint Secretary/Secretary) of the Ministry of Agriculture/Home. The CRC's primary responsibility is to coordinate response activities at the Centre and not go to the disaster site. The CRC should be informed by the nodal officer (Ministry of Agriculture)

V.3



before the first assessment team has left.

**FORMATS REQUIRED:**

**Format of declaration of L3**

**Format of deployment of first assessment team**

**Handbook for CRC for first 24 hours**

**Proposed responsibilities of the CRC for the First Meeting**

- ◆ Official declaration of L3
- ◆ Information on meetings of the CMG and Crisis Management Group.
- ◆ Arranging for all required inventories from the concerned ministries
- ◆ Official appointment (according to inventories) of all nodal officers for each ESF
- ◆ Once the CRC has been informed about the first assessment team, it is left to the CRC's discretion to nominate any other concerned ministry to be part of the first assessment team
- ◆ Activation of EOC at Centre
- ◆ Information of situation to all cabinet ministries
- ◆ Identify the nodal transport points for the affected state

After the declaration of L3, the first CMG meeting as well as the first assessment team are parallel functions that should be completed within 2 hours of the event.

### Quick Response Teams

The Centre requires quick and well-trained teams for responding to a disaster. The magnitude might be so large that medical and other response teams might be required even before any initial assessment. However, a quick assessment for further planning is also required. Therefore, the response teams can be divided into two sections:

- ◆ Assessment Teams – Medical, Power, Telecom, Infrastructure take prime importance

- ◆ Response Teams - Medical, Power and Telecommunication take prime importance.

### First 24 hours

#### First assessment team

The first assessment team will mainly comprise of senior (joint secretary level) officers that are required to make a first/preliminary assessment of damage.

#### *Composition of the designated officers and resources for assessment*

#### Ministry of

- ◆ **Home, Agriculture, Health, Communication, Power, Defence, Aviation**

Apart from these seven ministries, any further addition is left to the discretion of the CMG

- ◆ **Science and Technology, Railway, (for example)**

#### Checklist(1) of Survival kit

#### Checklist(1) of Assessment equipment

#### Formats for National First Assessment

#### National Media Release

#### National Assessment Report which should contain

- a) geographic estimate of damage area;
- b) injury and fatality report;
- c) lists of damaged facilities;
- d) resources needed for response operations and;
- e) Prioritisation of the above or immediate priorities.

#### Materials required for Assessment Team

Survival kit, assessment equipment, SAT-phones and HAM radios

#### Task at hand:

Assessment according to given formats

First Reports of assessment according to given format

Media releases according to given format

**In case of extreme disasters such as high magnitude earthquakes, bomb blasts, terrorist attacks and chemical explosions, the EOC, all emergency phones and other alternate communication lines should be established within the first 24 hours.**

#### **Base Report after First Assessment**

After the first assessment team has prepared the preliminary report, the CMG and the NCMC re-assess the situation at the site for taking further action. The first assessment team report should include the following:

Extent of Damage in terms of:

- Geographical area
- Expected affected population
- Districts/Areas worst affected
- Damage to infrastructure according to each ESF
- Report by the SRC of the affected State
- Operational access points
- Areas still under high risk (after shocks, fires and other related disasters)
- Condition of the State and District Government buildings and communication infrastructure

Overall need for central assistance in terms of:

- Search and Rescue teams
- Medical first response teams
- Communication equipments
- Labour or volunteers
- Donations
- Specialised technicians for each ESF

In case the EOC has already begun to function, then the reports must also contain summary reports from each ESF and their immediate requirements.

#### **Activation Steps of the EOC in case of a disaster:**

Step 1: The activation of the EOC should be followed once the nodal technical agency has issued a warning.

Step 2: The EOC is activated at orders by Centre and EOC Incharge is designated.

Step 3: Orders are sent out by fax from NCMC to related ministries for additional resources for ESFs for the disaster situation and they are asked to prepare and send the first assessment report to the EOC within 4-8 hours of activation.

According to this report the decisions that will be taken by the CRC can be categorised into two possibilities:

#### ***Prepare for next 48 hours***

- ◆ To reinforce rescue operations through dispatch of relief material and manpower assistance
- ◆ To strengthen communication and coordination with the affected area EOC
- ◆ To accept relief and assistance from international agencies
- ◆ To strengthen the donation management desk at the centre and sort and organise donations for easy distribution at site
- ◆ To call situation-update meetings at regular intervals for close coordination and immediate relief response (Every 2 hours tapering down to thrice a day and so on)
- ◆ To send out additional Search and Rescue and Medical First Response teams

### ***Deactivate response and relief operation at Centre and resume L0 activities***

- ◆ If the situation is under control of the State, then to withdraw and deactivate response mechanism at the Centre, step by step, in coordination with the State.
- ◆ Send out deactivation notification to all Cabinet ministries.
- ◆ Send out NCCM team for taking stock and documentation of resources used and other preparedness activities during the alert and initial quick response phase of the disaster after the State has completed its response activities.

### **First 24-48 hours – Operations**

#### Concept of operations at the EOC

- ◆ The nucleus of the EOC along with a core staff remains operational throughout the year at L0 level of maintenance in order to take care of the following activities:
  - Updation/Maintenance and addition of inventories
  - Keeping updated with other disasters around the world
  - Dry exercises and preparedness/training exercises
- ◆ The Central Relief Commissioner – or his/her designee – will initiate the activation of the emergency services of the EOC as established.
- ◆ The individual who declares the L3 Emergency shall announce the location of the EOC in case it is not the PMO.
- ◆ The CRC – or designee – will determine what staff he/she deems necessary to effectively operate the EOC apart from the prescribed staff.
- ◆ The designated officers of the Home Guards at the EOC will provide

security to the EOC entrance points. Only individuals authorized by the Home Guards will be authorized to enter the EOC.

In case of extreme disasters such as chemical disasters, bomb blasts and terrorist attacks, national security and control takes precedence. The Ministry of Home has to establish special measures to ensure the security of the nation by sealing and evacuating strategic government and national institutions well within 3-4 hours of the occurrence. National borders, air and sea space also have to be protected and if need be, sealed off.

Individuals staffing the EOC are responsible for establishing communications (radio, telephone) with their respective departments.

**For effective communication at the Centre and the State, five Nodal Points have been determined. They are as follows:**

1. EOC at Centre
2. EOC at State
3. EOC at neighbouring States
4. Information and arrival points at the functional transport junction at State/ neighbouring State
5. Information and arrival point at the international airport

#### **Essential Communication Links at the National EOC**

The EOC at National level must have communication links with the following:

- ◆ Crisis State EOC
- ◆ Crisis State SRC
- ◆ Other State EOCs
- ◆ All concerned Ministries
- ◆ Information and arrival point at the Centre

- ◆ Information and arrival point at the affected State

**Task at hand**

- ◆ Establish EOC at State and Centre airport with:
  - Point of arrival
  - Point of departure
  - Assembly point
- ◆ Set up General Information Desk at airport EOC
- ◆ Establish and activate emergency phone lines and helplines immediately within few hours of the disaster
- ◆ Set up separate desks for each ESF and international aid /NGO
- ◆ Set up desks for donations (cash and material)
- ◆ Establish contact with the affected State EOC
- ◆ Set up EOC at neighbouring States
- ◆ Establish contact with NRSA/ISRO/Defence for aerial and satellite imageries of the affected area
- ◆ Provide information and standard operating procedures for civilian population such as media, researchers, volunteers, field workers, etc. through:
  - Handbook for Operations
  - Handbooks for
    - International NGO
    - N G O
    - Media Personnel
    - Researchers/Students
    - Field/Relief workers
    - Government functionaries
- ◆ Organise/coordinate aerial surveys for rescue operations
- ◆ Establish contact with the disaster site which will have Incident Command Systems placed at the disaster site based on the scale of the disaster
- ◆ Deploy Incident Commanders in consultation with the Centre at strategic incident commands

Within the next 48 hours the EOC at the State as well as the Centre will be jointly involved in the following:

- ◆ Set up information desks at critical locations
- ◆ Identify and channelise different categories of workers under the following at the information desks and provide identification tags for the following:
  - Media
  - Researchers
  - NGO/International Agency
  - Field workers/Volunteers
  - Government officials
- ◆ Place situation reports at bulletin boards outside information desks and EOC
- ◆ Direct Central and international agencies to priority areas (worst affected areas)
- ◆ Identify locations for international and other NGO agencies to set up their site offices for the uniform distribution of aid in all parts of the affected area.
- ◆ Communicate with the District Magistrate and the SRC for local information through:
  - Information flow chart of Information and Arrival Centre at airport
  - Material/Manpower flow chart of Information and Arrival Centre at airport
  - Information flow chart of EOC at Centre
  - Information flow chart of desk for ESF
  - Information flow chart of NGOs
  - Information flow chart of media
  - Information flow chart of researchers
  - Material/Manpower flow chart of

Information and Arrival centre at airport at centre

These charts will be part of the handbooks as well.

The EOC Incharge at the EOC will be responsible for the dissemination of information to the following as given in priority:

- ◆ Standing committee of group of ministers – Home Minister
- ◆ National Steering Committee – Agriculture minister
- ◆ Cabinet Secretary
- ◆ N C C M

Structural set-up of EOC at the centre

1. EOC Incharge
2. Operation sections
3. Emergency Support Functions

Tasks for internal functions at EOC

- ◆ Determine policies during disaster and post-disaster periods
- ◆ Adjudicate conflicting claims and/or requests for emergency personnel, equipment, and other resources
- ◆ Designate responsibilities and duties, as necessary to maintain the optimal use of national resources
- ◆ A Mobile Command Vehicle will be requested to respond to the National EOC.
- ◆ Provide operating units with requested resources for sustained operations
- ◆ Operate staging areas for incoming equipment and personnel
- ◆ Provide for medical care, feeding, and housing of emergency workers
- ◆ Maintain documentation of resource allocation and availability

Checklists for EOC set-up:

- ◆ Minimum standards handbook of layout and dimensions, equipments, etc for EOC

The hotlines, V-SAT and wireless communications should be established at the EOC with the following:

- ◆ State Relief Commissioner
- ◆ Cabinet Secretary
- ◆ IMD
- ◆ Related Ministries (Primary agencies)

Manpower requirements of the EOC

- ◆ Regular staff
  - Deputy Relief Commissioner
  - EDP Manager
- ◆ Staff on call
  - 2 Deputy Secretaries
- ◆ Staff on Disaster Duty
  - Incident Commander
  - Sector/ESF expert
  - ESF Commanders

Checklist for each ESF desk

- ◆ Matrix of primary and secondary functions of each ESF
- ◆ Do's and don't's to be followed during disaster times in EOC
- ◆ Schedule for regular staff
- ◆ Schedule for staff on call
- ◆ Schedule for staff on disaster duty

Brief Material Requirements

- ◆ Data bank of maps and plans at district, state and national level
- ◆ Hardware
- ◆ GIS software
- ◆ State-of-the-art communication equipment
- ◆ Inventories related to all ESFs and relief materials

Transport with wireless equipments (Mobile Command Vehicle)

## CONTINUED RESPONSE

The response and rescue operations continue till the local administration is able to take full charge of the situation. Each ESF will

continue their work in a planned manner unless the concerned department is ready to take over the charge. Some of the ESFs may have to continue their assistance for a longer period depending on the extent of damage.

Similarly, some of the ESFs may be required later for rehabilitation and restoration activities. ESFs such as Shelter and Drinking Water may also have to cater to the needs of the relief workers after the first 48 hours.

### DEACTIVATION AND DOCUMENTATION

Each agency will discontinue emergency

response operations when advised that their assistance is no longer required in support of the State and Local authorities, or when their statutory responsibilities have been fulfilled.

Upon determination that applicable law enforcement goals and objectives have been met, that no further immediate threat exists, and that Central disaster response actions are no longer required, the Cabinet Secretary, in consultation with the concerned ministry, shall order deactivation. The Central EOC will deactivate and discontinue emergency response operations and undertake detailed documentation of activities and other LO activities.

