

## National Emergency Operations Centres

*For the effective management of resources, disaster supplies and other response activities, nodal points or centres will have to be established. These points will have to be well networked starting from the Centre to the State and finally leading to the disaster site. Emergency Operations Centres at the Centre and the State and Incident Command Systems at the disaster site are the designated nodal points that will coordinate overall activities and the flow of relief supplies from the Centre. The Emergency Operations Centre stays operational through-out the year in order to take care of the extended L0 activities of data management and training, essential for the smooth functioning of the EOC during crisis situations, whereas the Incident Command System is activated only during the disaster to take care of site-specific activities.*

In order to ensure the integrity of the administration of national resources and assets, an Emergency Operations Centre (EOC) will be maintained and run throughout the year which will expand to undertake and coordinate activities during a disaster. Once the prescribed authority has issued warnings/alerts, the EOC will become fully operational.

### **Back-up EOC**

It is recommended that an 'alternate EOC' must also be established. This EOC will be a mirror image of the National EOC and will be a back-up to handle any eventuality at the National EOC. It is proposed that the EOC be established at the NCDM/NCCM so that it can also function as a hub for all L0 activities.

### **Aim of the Emergency Operations Centre**

The aim of EOC at the National level shall be to provide centralized direction and

control of any or all of the following functions:

- ◆ Emergency operations
- ◆ Communications and warning
- ◆ Requesting additional resources during the disaster phase from neighbouring States of the affected area
- ◆ Coordinating overseas support and aid
- ◆ Issuing emergency information and instructions specific to Central ministries; consolidation, analysis, and dissemination of Damage Assessment data
- ◆ Forwarding of consolidated reports to NCCM, Cabinet Secretary and Ministry of Agriculture.

### Location of EOC

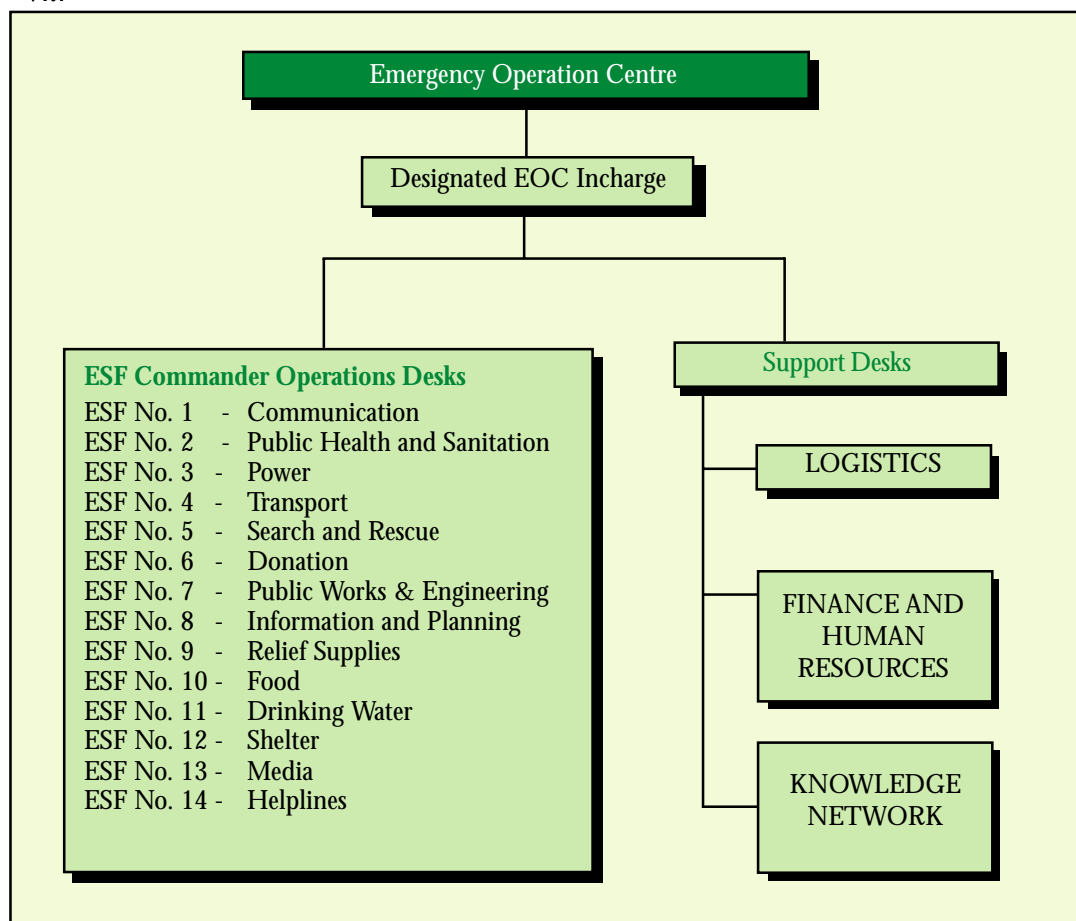
The EOC will be set up at a suitable location

with all infrastructure as per the given layout.

### Concept of Operations at the EOC

- ◆ The Central Relief Commissioner or his/her designee will initiate the activation of emergency services of the EOC as established.
- ◆ Activation of the EOC should immediately follow the declaration of a National Level Emergency.
- ◆ The individual who declares the L3 Emergency shall announce the location of the EOC in case of any eventuality to the National EOC.
- ◆ Individuals staffing the EOC are responsible for establishing communications such as radio and telephone with their respective departments.

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- ◆ 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 allowed by the Home Guards will be authorized to enter the EOC.

The 'EOC Incharge' 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
- ◆ NCCM

### Activation steps of the EOC in case of a disaster

Step 1: The EOC is activated on orders from NCMC (National Crisis Management Committee)

Step 2: The activation of the EOC should be followed after the declaration of L3 disaster

Step 3: Orders are sent out by fax from the NCMC for setting up ESFs for the disaster situation and are asked to prepare and send the First Assessment Report to the EOC within the time period laid out by NCMC

### Organizational set-up of EOC at the Centre

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

**EOC Incharge:** He/She is the primary role player in the EOC with considerable years of experience in the area of disaster response. He/She is responsible for the

overall coordination and decision making at the EOC.

**Operation Sections:** For the smooth and planned functioning of the EOC, organisational sections of the EOC have to be maintained throughout the year. These sections are as follows:

#### (i) Executive Section

- ◆ Determines policies during disaster and post-disaster periods
- ◆ Adjudicates conflicting claims and/or requests for emergency personnel, equipment, and other resources
- ◆ Designates 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.

#### (ii) Logistics Section

- ◆ Provides operating units with requested resources for sustained operations
- ◆ Operates staging areas for incoming equipment and personnel
- ◆ Provides for medical care, feeding, and housing of emergency workers
- ◆ Maintains documentation of resource allocation and availability

#### (iii) Finance and Human Resource Section

#### Emergency Support Functions

- ◆ Communication
- ◆ Power
- ◆ Transport
- ◆ Health and Medical Care (Mobile hospitals)
- ◆ Food
- ◆ Information and Planning
- ◆ Search and Rescue
- ◆ Public Works and Engineering

- ◆ Relief Supplies
- ◆ Donation Coordination
- ◆ Drinking Water (Water tankers/ Water treatment plant)
- ◆ Shelter
- ◆ Media
- ◆ Helplines

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

*(These are mainly indicative, the details of which can be drawn up by the CRC)*

#### Equipment Requirements

- ◆ Data bank of maps and plans at District, State, and National level within a GIS set-up.
- ◆ Hardware
- ◆ GIS software
- ◆ State-of-the-art communication equipment
- ◆ Inventories related to all ESFs and relief materials

- ◆ Transport with wireless equipments (Mobile Command Vehicle)
- ◆ Checklist for each ESF desk
- ◆ Matrix of primary and secondary functions of each ESF

A Disaster Supplies Kit should include:

- ◆ a 3-day supply of water (one gallon per person per day) and non-perishable food
- ◆ one change of clothing and footwear per person
- ◆ one blanket or sleeping bag per person
- ◆ a first aid kit, including prescription medicines
- ◆ emergency tools, including a battery-powered Weather Radio and a portable radio, flashlight, and plenty of extra batteries
- ◆ special items for infant, elderly, or disabled family members

#### INCIDENT COMMAND SYSTEM

ICS is an effective model for centralized management. It can clearly define staff roles and responsibilities and lines of communications. In the ICS model the base of operations for response to a disaster (incident) is the Command Centre.

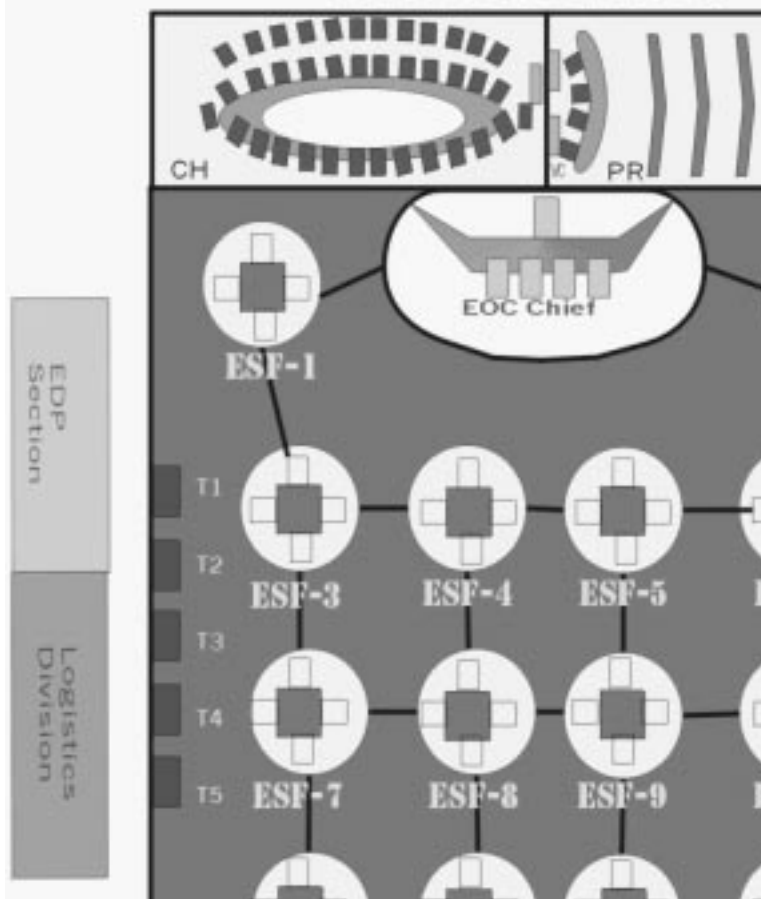
**Incident Commander**—Upon activation of the plan, the Incident Commander will establish the Command Centre and initiate ICS.

#### Staffing Positions

Positions include:

- ◆ Incident Commander
- ◆ Information Officer
- ◆ Safety Officer
- ◆ Inter-agency Coordinator
- ◆ Operations Officer
- ◆ Planning Officer
- ◆ Logistics Officer
- ◆ Finance Officer

# EMERGENCY OPERATIONS: PROPOSED LAYOUT

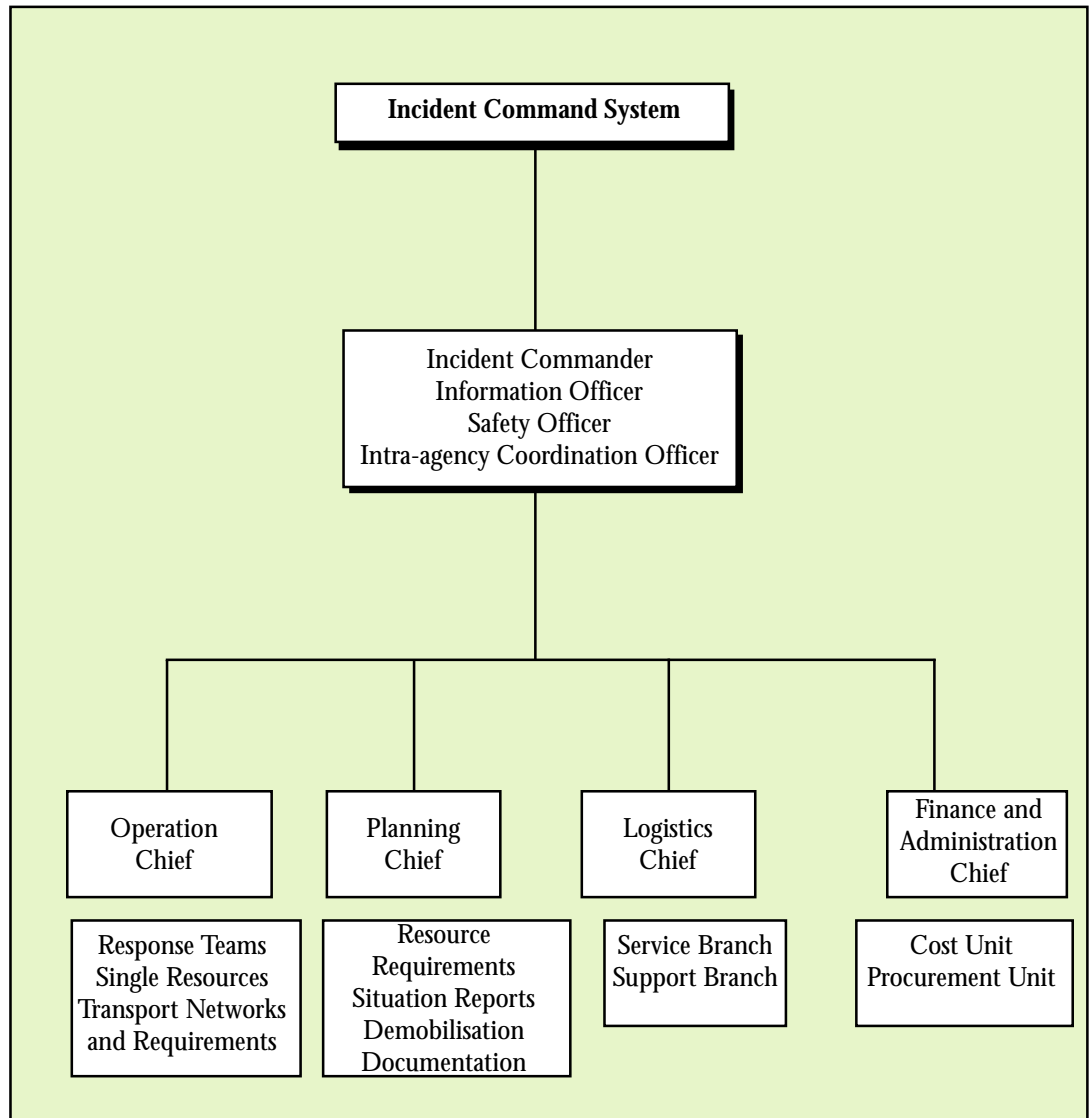


All EOC facilities should be disaster resistant.

The following chart provides a brief explanation of the command structure of Incident Command System which will have

to be further detailed out by each of the States.

## VI.2



Flow Chart (EOC and ICS)

