

Emergency Support Functions

The interdependence of facilities and their management creates a difficult situation for disaster managers during a disaster. Therefore, a crisis situation demands the attention and assistance of experts from different fields and sectors in order to ensure a quick and effective recovery. However, if the assistance provided is not predefined and coordinated it can lead to slow progress and relief work gets adversely affected. Keeping this aspect of disaster management in view, fourteen Emergency Support Functions have been conceptualised to take care of various response and infrastructure facilities, imperative for immediate as well as long-term response to disasters.

Emergency Support Functions are the essentials of Emergency Management comprising of various coordinating agencies, which manage and coordinate specific kinds of assistance common to all disasters types. Each ESF is headed by a lead organisation/ ministry responsible for coordinating the delivery of goods and services to the disaster area, and is supported by numerous other organisations. These ESFs form an integral part of the Emergency Operation Centres and each ESF should coordinate its activities from the allocated EOC. Extension teams and workers of each ESF will be required to coordinate response procedures at the affected site.

In the National Response Plan, the proposed Emergency Support Functions have been conceptualised as an integral part to carry out response activities. In the period immediately after a major disaster or emergency requiring Central response, primary agencies, when directed by NCCM, will take actions to identify requirements and mobilise and deploy resources to the affected area to assist the State in its response actions under fourteen ESFs (Emergency Support

Functions). Each ESF is headed by a primary agency, which has been selected based on its authority, resources and capabilities to support the functional area.

The ESF will coordinate directly with their functional counterpart, State agencies, to provide the assistance required by the State. Request for assistance will be channelled from District level through the designated State agencies for action. Based on the State-identified response requirements, appropriate Central response assistance will be provided by an ESF to the State or at the State's request, directly to an affected area.

PRIMARY AND SECONDARY AGENCIES

The designated primary agency, acting as the Central agency will be assisted by one or more support agencies (secondary agencies) and will be responsible for managing the activities of the ESF (Emergency Support Functions) and assisting the State in the rescue and relief activities and ensuring that the mission is accomplished. The primary and secondary agencies have the authority to execute response operations to directly support the State needs.

PLANNING ASSUMPTIONS

In disaster situations, effective utilisation of resources can be ensured if conditions of the disaster are assessed and taken into consideration during the planning phase. Disasters cause loss of property, injury and disruption of normal life and have an impact on social and physical infrastructures.

The extent of casualties and damage will be based on factors such as the time of occurrence, severity of impact, weather conditions, population density, type of constructions and possible triggering of secondary events such as fires and floods. When planning for a response for disasters, these assumptions can benefit planning of effective response for the crisis situation.

This chapter also attempts to conceptualise the activities and handbooks that will have to be developed by the concerned ministries for efficient execution of the plan. These ESFs are proposed in the National Response Plan and they are perceived as an effective tool for the management of disasters. The ESFs are in the conceptual stage and continuous updation of the same should be carried out with the changing scenario so as to make them more effective during a disaster.

In the National Response Plan, the following ESFs have been conceptualised as an integral part in carrying out response activities. The following ministries can be considered as the primary agencies for each ESF

- ESF No. 1 - Communication
- ESF No. 2 - Public Health and Sanitation
- ESF No. 3 - Power
- ESF No. 4 - Transport
- ESF No. 5 - Search and Rescue
- ESF No. 6 - Donation
- ESF No. 7 - Public Works and Engineering
- ESF No. 8 - Information and Planning
- ESF No. 9 - Relief Supplies
- ESF No. 10 - Food
- ESF No. 11 - Drinking Water
- ESF No. 12 - Shelter
- ESF No. 13 - Media
- ESF No. 14 - Helplines

Primary Agency for Each ESF

- ESF No. 1 - Communication - Ministry of Communication
- ESF No. 2 - Public Health and Sanitation - Ministry of Health and Family Welfare

ESF No. 3	- Power – Ministry of Power
ESF No. 4	- Transport – Ministry of Transport
ESF No. 5	- Search and Rescue – Ministry of Defence/ Ministry of Home Affairs
ESF No. 6	- Donation – Ministry of Agriculture
ESF No. 7	- Public Works and Engineering – Ministry of Urban Affairs and Poverty Alleviation
ESF No. 8	- Information and Planning – Ministry of Information Technology
ESF No. 9	- Relief Supplies – Ministry of Planning and Programme Implementation
ESF No. 10	- Food - Ministry of Food and Civil Supplies
ESF No. 11	- Drinking Water – Ministry of Water Resources
ESF No. 12	- Shelter - Ministry of Urban Affairs and Poverty Alleviation
ESF No. 13	- Media – Ministry of Information and Broadcasting
ESF No. 14	- Helplines - Ministry of Disaster Management (Proposed)

LIST OF MINISTRIES

Ministry of Agriculture	- MoA
Ministry of Defence	- MoD
Ministry of Surface Transport	- MoST
Ministry of Power	- MoP
Ministry of Health and Family Welfare	- MoH&FW
Ministry of Water resources	- MoWR

Department of Animal Husbandry	- DoAH
Ministry of Urban Development and Poverty Alleviation	- MoUDPA
Ministry of Planning and Programme Implementation	- MoPPI
Ministry of Home Affairs	- MHA
Ministry of Rural Development	- MoRD
Ministry of Information Technology	- MoIT
Ministry of Information and Broadcasting	- MoI&B
Ministry of Communication	- MoC
Ministry of Heavy Industries	- MoHI
Ministry of Social Justice and Empowerment	- MoSJ&E
Ministry of Civil Aviation	- MoCA
Ministry of Non-Conventional Energy Sources	- MoNES
Ministry of Petroleum and Natural Gas	- MoP&NG
Ministry of Finance	- MoF
Ministry of External Affairs	- MEA
Ministry of Commerce and Industry	- MoC&I
Ministry of Science and Technology	- MoSc&T
Ministry of Labour	- MoL
Ministry of Consumer Affairs and Public Distribution	- MoCA&PD
Voluntary Agencies	- VA
Department of Drinking Water	- DDW
Department of Food and Public Distribution	- DFPD
Ministry of Disaster Management	- MoDM
Ministry of Railways	- MoR
Ministry of Food and Civil Supplies	- MoFCS

PRIMARY AND SECONDARY AGENCIES FOR EMERGENCY SUPPORT FUNCTIONS

Primary Agency **P**

S Secondary Agency

ES	ES F1	ES F2	ES F3	ES F4	ES F5	ES F6	ES F7	ES F8	ES F9	ES F10	ES F11	ES F12	ES F13	ES F14
MoA														
MoDM						P			P					P
MoD					P									
MoHFW		P												
MoIB													P	
MoIT								P						
MoST				P			P							
MoC	P													
MoRD										P				
MoHI														
MoUDPA												P		
MoWR											P			
MoAH		S												
MHA		S		S	S		S					S		
MoP	S	S	P	S			S	S	S			S		
MoCA	S			S	S					S				S
MoNES														
MoPNG														
MoF														
MEA														
MoCI														
MoScT					S			S				S		S
MoL							S					S		
MoCAPD										S				
MoR				S					S					

EMERGENCY SUPPORT FUNCTION 1

Communication

Primary Agency

- ◆ Ministry of Communication

Secondary Agency

- ◆ Ministry of Civil Aviation
- ◆ Ministry of Defence
- ◆ Ministry of Surface Transport
- ◆ Ministry of Agriculture
- ◆ Ministry of Power
- ◆ Ministry of Information Technology
- ◆ Ministry of Heavy Industries

Purpose

ESF1 will ensure the provision of nationwide telecommunication support to the Centre, State and District in response efforts.

Planning Assumptions

- ◆ Initial reports of damage will be collected and this may not provide a complete picture of the extent of damage
- ◆ The affected region's ability to communicate with the rest of the country will be impaired and key officials may be isolated from their regional offices

- ◆ Initially the main focus of the State and the Local governments will be on the coordination of lifesaving activities concurrent with re-establishing control of the disaster affected area

Activities on the Receipt of Warning or Activation of EOC

- ◆ Establish radio communication with the State EOC and Local Incident Commander
- ◆ Appoint a Nodal Officer-Communication at the national level
- ◆ Renew and update precautionary measures and review with the staff the precautions to be taken to protect equipment
- ◆ Establish an emergency tool kit including cable cutters, cutting pliers, spanners, ropes, cross cut saws, pulley blocks with ropes and hand gloves

Initial Actions

- ◆ Identify operational telecommunication facilities within the affected area
- ◆ Identify telecommunication facilities that need to be transported to the affected site to establish emergency operational services
- ◆ Identify the actual and planned action of private telecommunication companies towards reconstruction of their facilities
- ◆ Establish a temporary communication facility through mobile exchanges, on priority, for use by State EOC on priority basis, as well as district officials, members of the State government

machinery, officials of transit and relief camps, and NGOs

- ◆ Establish a temporary communication facility for public use
- ◆ Carry out an assessment of overall damage to the following:
 - ◆ Overhead route damage
 - ◆ Cable damage
 - ◆ Specific equipment damage

Responsibilities

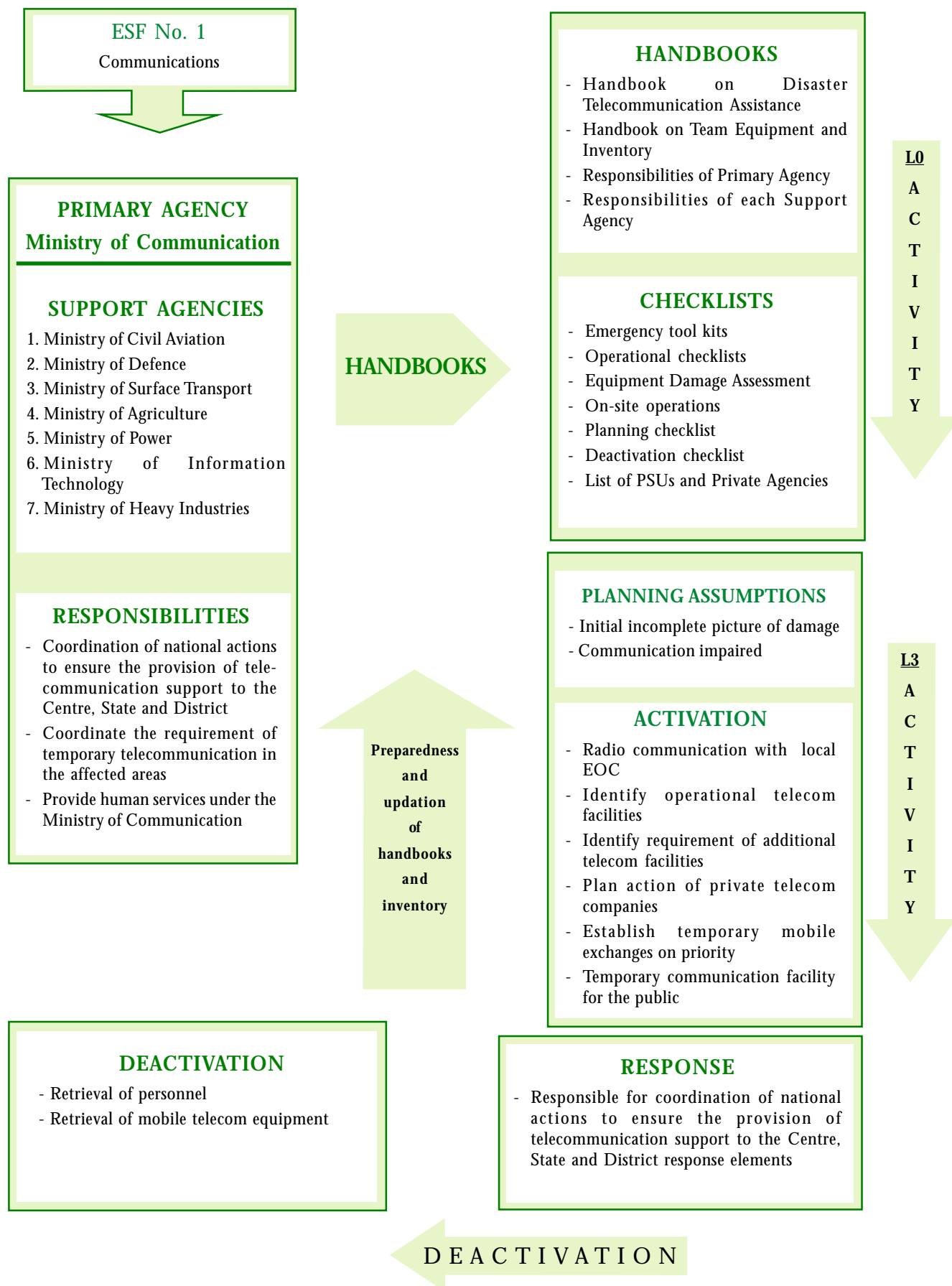
The ESF is responsible for the coordination of national actions to ensure the provision of telecommunication support to the Centre, State and District response elements.

It will coordinate the requirement of temporary telecommunication in the affected areas.

It will extend support that includes government furnished communication and private communication.

Minimum Standards Required

- ◆ Checklist of tool kits
- ◆ Handbook on Disaster Telecommunication Assistance
- ◆ Handbook on Team Equipment and Inventory
- ◆ Responsibilities of Primary Agency
- ◆ Responsibility of each Support Agencies
- ◆ Emergency toolkits
- ◆ Operational checklists
- ◆ Equipment Damage Assessment
- ◆ On-site operations
- ◆ Planning check list
- ◆ Deactivation checklist
- ◆ List of PSUs and Private Agencies



EMERGENCY SUPPORT FUNCTION 2

Public Health and Sanitation

Primary Agency

- ♦ Ministry of Health and Family Welfare

Secondary Agencies

- ♦ Ministry of Transport
- ♦ Ministry of Power
- ♦ Ministry of Defence
- ♦ Ministry of Animal Husbandry and Dairying
- ♦ Ministry of Agriculture
- ♦ Ministry of Communication
- ♦ Ministry of Home
- ♦ Ministry of Urban Development and Poverty Alleviation
- ♦ Ministry of Water Resources
- ♦ Voluntary Agencies and PSUs

Purpose

The purpose of ESF2 is to provide Government of India coordinated assistance to supplement State and Local resources in response to public health and medical care needs following a significant natural or man-made disaster. Under ESF 2 Ministry of Health and Family Welfare directs sanitation and medical assistance to the affected State. Resources will be furnished when the State and District resources are overwhelmed and medical and/or public health assistance is requested from the Central government.

Planning Assumptions

- ♦ Sudden outbreak of epidemic or medical emergency as an aftermath of disaster such as earthquake, flood, landslide, fire, etc.
- ♦ Contamination of water and food

- ♦ Unhygienic and unclean surroundings in the disaster affected site
- ♦ Disruption of communication and transport facilities as a result of other disasters
- ♦ Disruption of laboratory and hospital facilities
- ♦ The damage and destruction by any natural disaster will produce urgent need for counselling for disaster victims and response personnel
- ♦ Disruption of sanitation services and facilities, loss of power and massing of people in shelters may increase the possibility of disease and injury

Activities on Receipt of Warning or Activation of National EOC

- ♦ ESF2 should become operational within 2 hours of notification
- ♦ Appoint one personnel as Nodal Health Officer for the affected area
- ♦ Ensure that personnel working within the State come under the direction and control of State Nodal Health Officer
- ♦ The National level personnel once deployed will directly come under the control of the Nodal Health Officer at the State
- ♦ Determine types of injuries, illnesses expected, drugs and other medical items required, and accordingly ensure that extra supply of medical items can be obtained quickly
- ♦ Provide information to the entire hospital staff about the disaster, likely damage and effects, and information about ways to protect equipment and property
- ♦ Prepare an area of the hospital for receiving large number of casualties

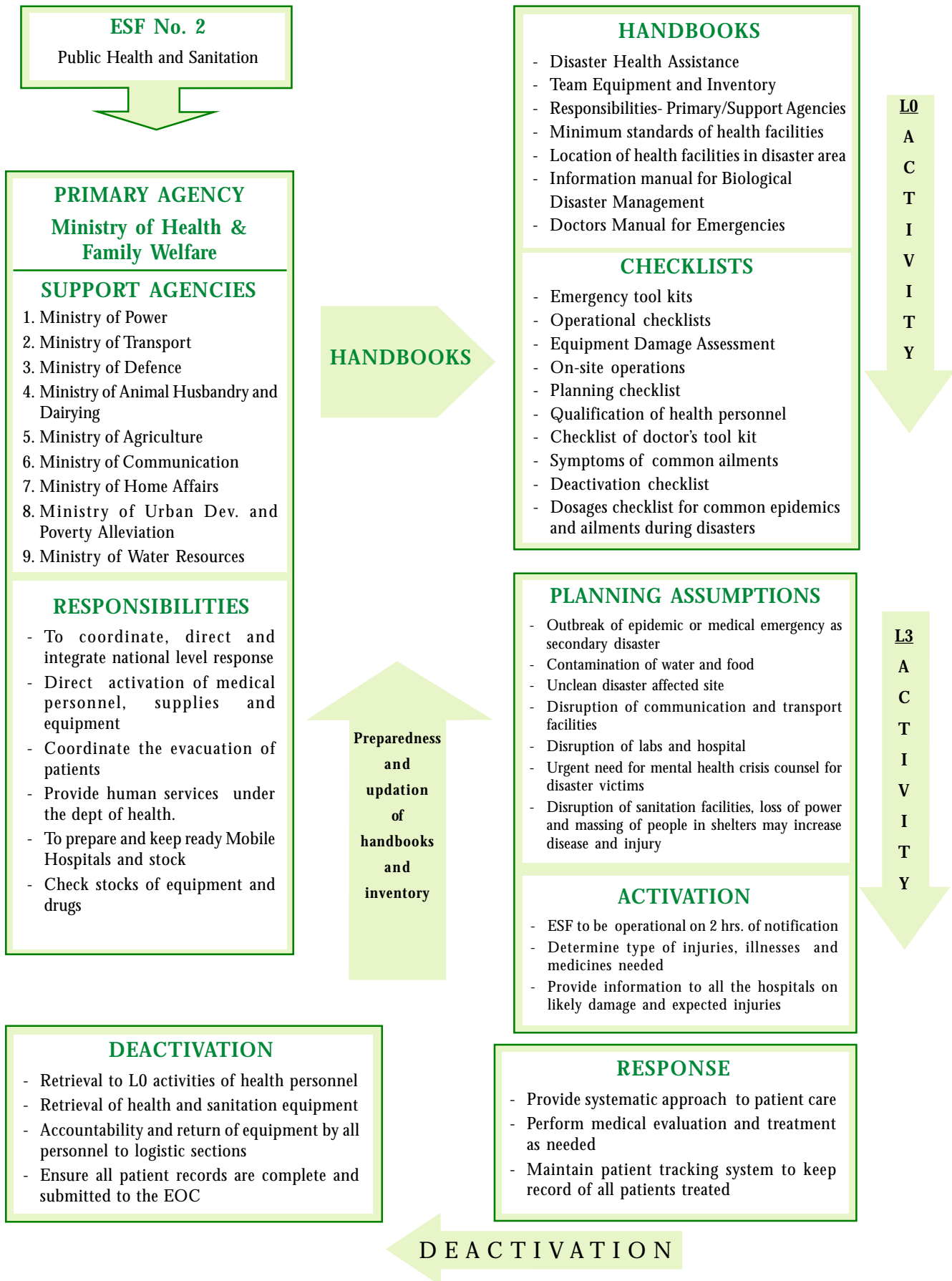
Responsibilities of Primary Agencies

- ◆ To coordinate, direct and integrate national level response to provide medical and sanitation health assistance to the affected area.
- ◆ Till the State ESF2 becomes operational, collection, analysis and dissemination of requests for medical and public health assistance will be the responsibility of National ESF2 with the assistance of Department of Health. Once State ESF2 is operational the responsibility will be transferred to it and it will act as support to the State for providing medical assistance.
- ◆ Direct the activation of health/medical personnel, supplies and equipment in response to the request for national assistance.
- ◆ Coordinate evacuation of patients from the disaster area when it is considered important by the State authorities according to the nature of injury and the priority of evacuation. Patients whose injuries do not pose any threat to their health are discharged after first aid.
- ◆ Provide human services assistance under the Department of Health.
- ◆ To prepare and keep ready Mobile Hospitals and stock them with emergency equipment that may be required after the disaster.
- ◆ Check stocks of equipment and drugs which are likely to be required after the disaster. These can be categorised as:
 - ◆ Treatment of cuts and fractures such as tetanus, toxoid, analgesics and antibiotics.
 - ◆ Drugs used for the treatment of water-borne diseases including oral rehydration supplies.
 - ◆ Burns and fire infections
 - ◆ Detoxification including breathing equipment.

- ◆ Fissure material
- ◆ Surgical dressing
- ◆ Plaster rolls
- ◆ Disposable needles and syringes
- ◆ Local antiseptics
- ◆ There should be a specialised team of doctors for a particular kind of injury.

Minimum Standards Required

- ◆ Detailed checklist of symptoms of common diseases along with medicine dosages
- ◆ Checklist of doctor's tool kit for specialised doctors
- ◆ Checklist for maintaining hygienic conditions
- ◆ Disaster Health Assistance and the emergency services
- ◆ Team Equipment and Inventory
- ◆ Responsibilities- Primary/Support agencies
- ◆ Minimum standards of health facilities
- ◆ Location of health facilities in the disaster area (map)
- ◆ Information manual for biological disaster
- ◆ Doctors manual for emergency relief
- ◆ Emergency toolkits
- ◆ Operational checklists
- ◆ Equipment Damage Assessment
- ◆ On-site operations
- ◆ Planning check list
- ◆ Qualification of health personnel
- ◆ Checklist of doctor's tool kit
- ◆ Symptoms of common ailments
- ◆ Deactivation checklist
- ◆ Dosages checklist for common epidemics and ailments during a disaster.



EMERGENCY SUPPORT FUNCTION 3

Power

Primary Agency

- ◆ Ministry of Power

Secondary Agencies

- ◆ Ministry of Agriculture
- ◆ Ministry of Defence
- ◆ Ministry of Transport
- ◆ Ministry of Heavy Industries and Public Enterprises
- ◆ Ministry of Non-Conventional Energy Sources
- ◆ Ministry of Petroleum and Natural Gas

Purpose

To facilitate restoration of energy systems after a natural disaster.

Planning Assumptions

- ◆ There will be wide spread prolonged electricity failure
- ◆ There will be panic hoarding of fuel in some parts of the affected area
- ◆ Accessibility to the affected area is difficult

Activities on the Receipt of Warning or Activation of EOC

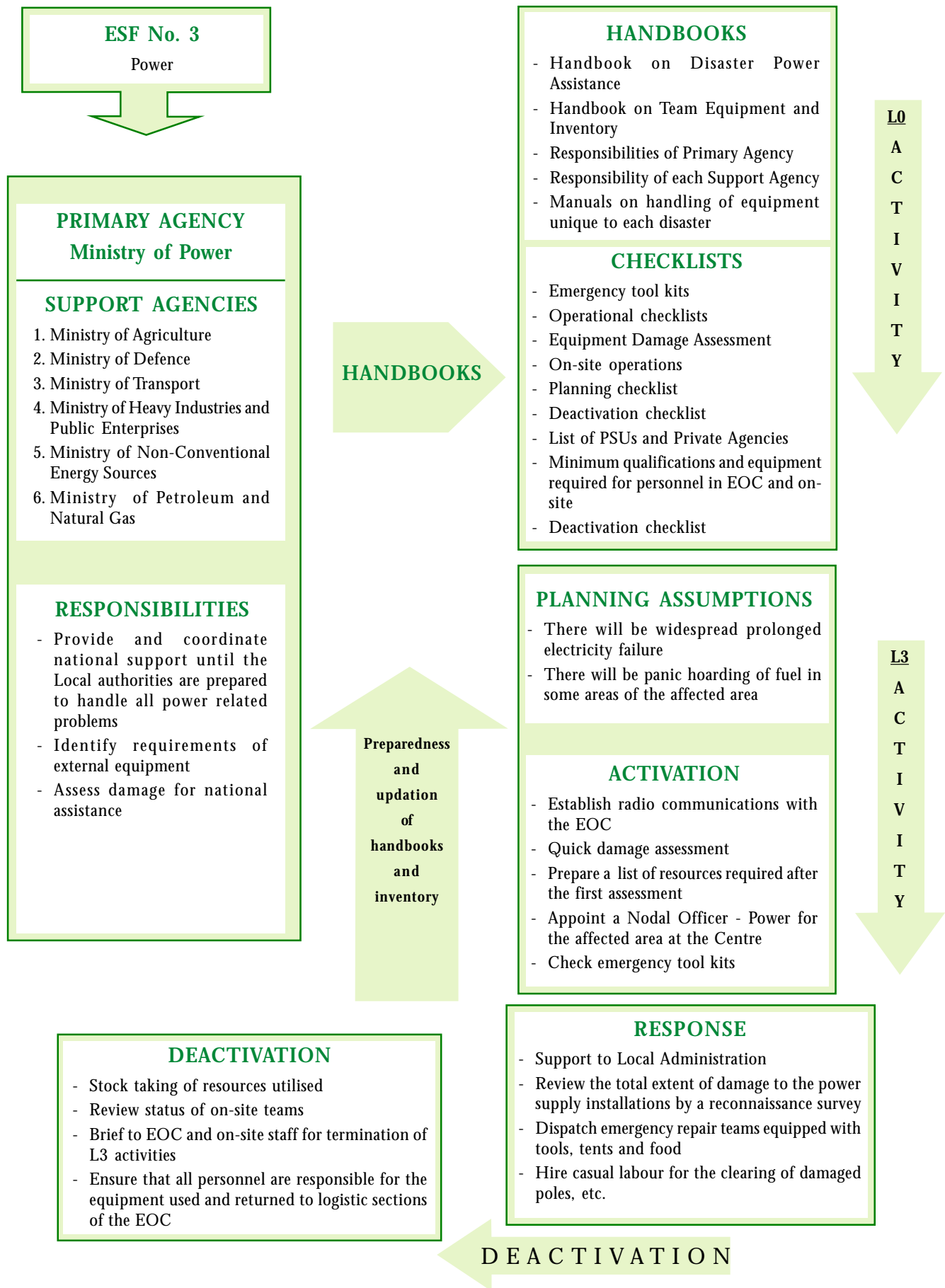
- ◆ Establish radio communications with the EOC
- ◆ Do a quick damage assessment which should include the following:
 - ◆ High tension lines
 - ◆ Substations
 - ◆ Transformers
 - ◆ Insulators
 - ◆ Poles
 - ◆ Other equipment

- ◆ Prepare a First Assessment Report in conjunction with other ESFs for the CRC to take further decisions
- ◆ Prepare a list of resources required after the first assessment
- ◆ Appoint a Nodal Officer – Power for the affected area at the Centre
- ◆ Check emergency tool kits
- ◆ Assist authorities to reinstate generators for public facilities such as
 - ◆ Hospitals
 - ◆ Water supply and drainage board
 - ◆ Police stations
 - ◆ Telecommunication buildings
 - ◆ Meteorological stations
- ◆ Review the total extent of damage to power supply installations by a reconnaissance survey
- ◆ Dispatch emergency repair teams equipped with tools, tents and food
- ◆ Hire casual labour and brief them about the situation for clearing of damaged poles, etc.
- ◆ Prepare a detail report of the damage
- ◆ Establish temporary electricity supplies for relief material warehouses

Minimum Standards Required

- ◆ Handbook on Disaster Power Assistance
- ◆ Handbook on Team Equipment and Inventory
- ◆ Responsibilities of Primary Agency
- ◆ Responsibility of each Support Agency
- ◆ Manuals on handling of equipment which is unique to a particular disaster
- ◆ Emergency tool kits
- ◆ Operational checklists

- ◆ Equipment Damage Assessment
 - ◆ On-site operations
 - ◆ Planning checklist
 - ◆ Deactivation checklist
- ◆ List of PSUs and Private Agencies
 - ◆ Minimum qualifications and equipment required for personnel in EOC and on-site
 - ◆ Deactivation checklist



EMERGENCY SUPPORT FUNCTION 4

Transport

Primary Agency

Ministry of Surface Transport/Ministry of Railways

Secondary Agencies

Ministry of Agriculture

Ministry of Defence

Ministry of Home Affairs

Ministry of Civil Aviation

Ministry of Communications

Ministry of Power

Ministry of Urban Development and Poverty Alleviation

Purpose

The purpose of ESF4 is to provide for the coordination of Central transport support to the State and the Local government. ESF 4 coordinates the use of transportation resources to support the needs of emergency support forces requiring transportation capacity to perform their emergency response, recovery and assistance missions. It also works with outside agencies for transportation coordination and prepares resource requests for assistance when needed.

Planning Assumptions

- ◆ The State civil transportation infrastructure will sustain damage, limiting access to the disaster area.
- ◆ Access will improve as routes are cleared and repaired or as detours are built.
- ◆ The requirements of the transportation capacity will exceed the capacity of the State control or accessible assets, demanding assistance from the National Government.

- ◆ The movement of relief supplies will create congestion in the transportation services and hamper restoration of the system.

Activities on Receipt of Warning or Activation of EOC

- ◆ Arrange for transport to the affected area
 - ◆ Tractor shovel
 - ◆ Tipper
 - ◆ Auxiliary jeeps
- ◆ All new construction and repair activities should be halted and secured with sandbags, tarpaulins, etc.
- ◆ Polythene for the protection of freight and equipment should be arranged for
- ◆ All perishable and breakable items should be loaded in lorries and padlocked
- ◆ Reserve stocks for fuel should be checked
- ◆ Inspection of all bridges by a bridge engineer including an under water survey of foundations, piers and abutments should be done. A full check on all concrete and steel works should be included and repairs carried out
- ◆ Continuous regular weeding and cleaning of ditches should be carried out by the maintenance engineer staff

Responsibilities

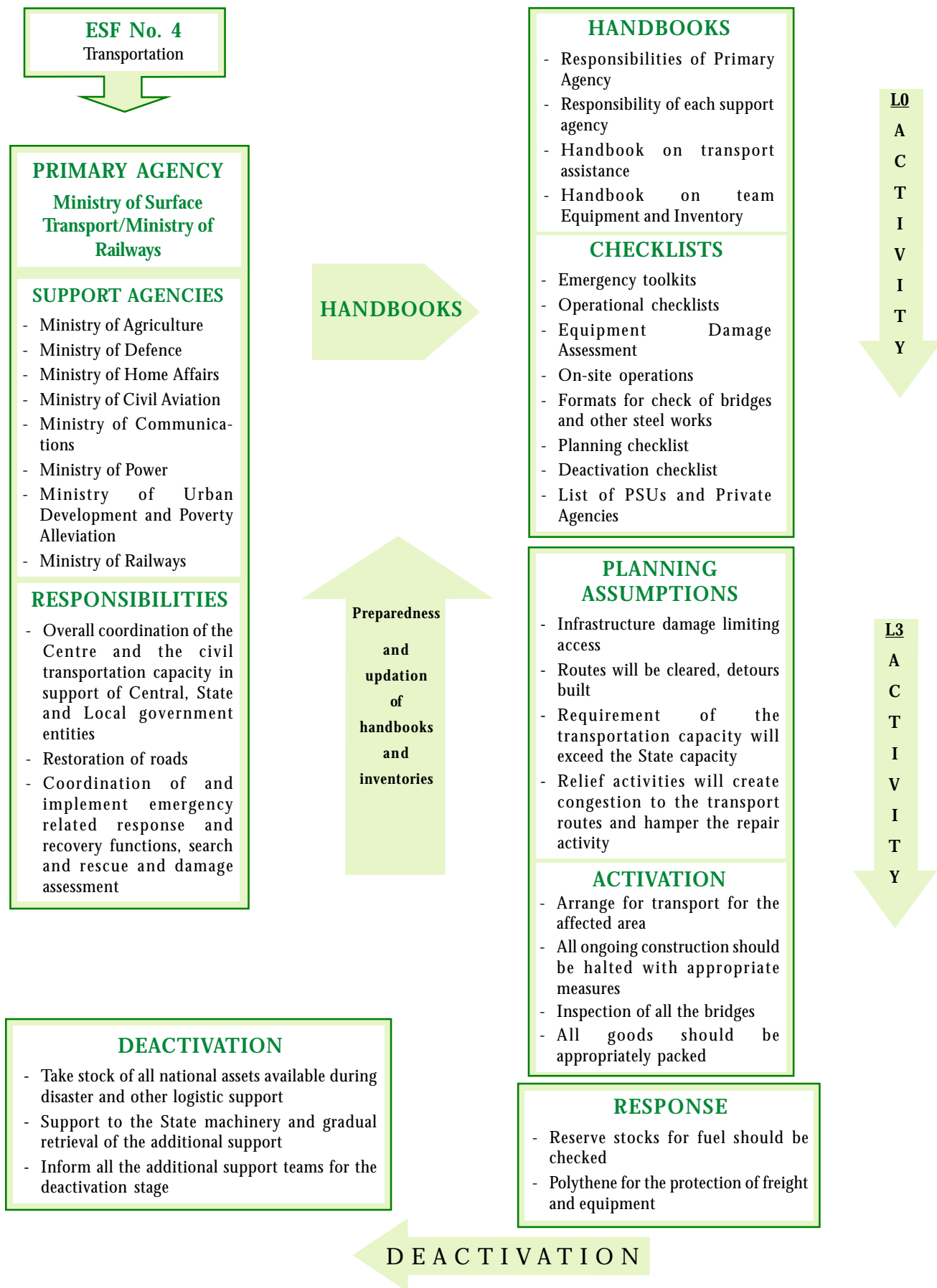
- ◆ Overall coordination of the Centre and the civil transportation capacity in support of Central, State and Local government entities
- ◆ Restoration of roads and the emergency supply routes should be carried out first
- ◆ Coordination and implementation of

emergency related response and recovery functions performed under the Ministry of Surface Transport including the prioritisation and/or allocation of civil transport, air and marine traffic control, search and rescue and damage assessment.

Minimum Standards Required

- ◆ Inventories of available transport facilities
- ◆ Responsibilities of Primary Agency
- ◆ Responsibility of each Support Agency
- ◆ Handbook on transport assistance

- ◆ Handbook on Team Equipment and Inventory
- ◆ Emergency toolkits
- ◆ Operational check slists
- ◆ Equipment Damage Assessment
- ◆ On-site operations
- ◆ Formats for check of bridges and other steel works
- ◆ Planning checklist
- ◆ Deactivation checklist
- ◆ List of PSUs and Private Agencies



EMERGENCY SUPPORT FUNCTION 5

Search and Rescue

Primary Agency

- ◆ Ministry of Defence

Secondary Agencies

- ◆ Ministry of Agriculture
- ◆ Ministry of Science and Technology
- ◆ Ministry of Health and Family Welfare
- ◆ Ministry of Heavy Industries and Public Enterprises
- ◆ Ministry of Home Affairs
- ◆ Ministry of Surface Transport
- ◆ Ministry of Civil Aviation
- ◆ Voluntary Agencies and PSUs

Purpose

The purpose of ESF 5 is to provide specialised life saving assistance to state and Local authorities in the event of a major disaster or emergency. Its operational activities include locating, extricating and providing on-site medical treatment to victims trapped in collapsed structures

Planning Assumptions

- ◆ State and Local machinery will be overwhelmed and unable to respond to all requirements.
- ◆ Local residents, workers or volunteers may initiate some search and rescue but will lack specialised techniques. Spontaneous volunteers will require coordination.
- ◆ Access to damage area will be limited. Some sites may be accessible only through air or water.

Activities on the Receipt of Warning or Activation of EOC

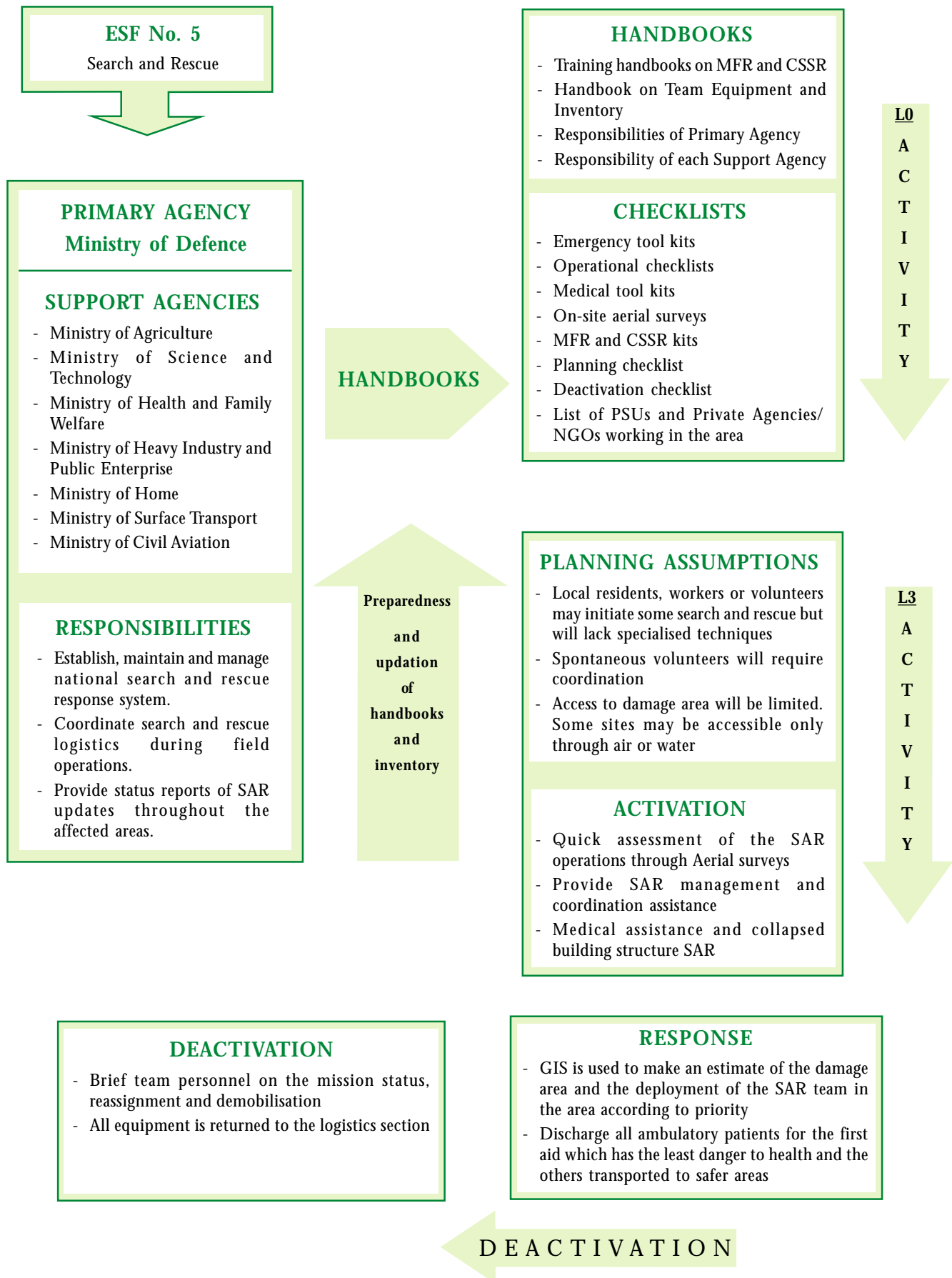
- ◆ Conduct a quick and comprehensive SAR which needs assessment
- ◆ Provide SAR management and coordination assistance to the affected State EOC team
- ◆ SAR should include teams specialised in:
 - ◆ Medical first response
 - ◆ Collapse structure search and rescue
- ◆ Discharge all ambulatory patients whose release does not pose health risk to them. If possible they should be transported home
- ◆ Non-ambulatory patients such as should be relocated to safer areas following:
 - ◆ Seriously injured and sick
 - ◆ Children, women and handicapped
 - ◆ Old
 - ◆ Able-bodied

Responsibilities

- ◆ Establish, maintain and manage national search and rescue response system. These responsibilities include equipment purchase and evaluation of operation readiness.
- ◆ Provide on the site quick lessons to the volunteers so as to have a coordinated SAR of the victims.
- ◆ Coordinate search and rescue logistics during field operations.
- ◆ Provide status reports of SAR updates throughout the affected areas.

Standards to be Developed

- ◆ Training handbooks on MFR and CSSR
- ◆ Inventory of volunteers who have already completed the course successfully and can be utilised in the search and rescue operations
- ◆ Handbook on Team Equipment and Inventory
- ◆ Responsibilities of Primary Agency
- ◆ Responsibility of each support agency
- ◆ Emergency tool kits
- ◆ Operational checklists
- ◆ Medical tool kits
- ◆ On-site aerial surveys
- ◆ MFR and CSSR kits
- ◆ Deactivation checklist
- ◆ List of PSUs and Private Agencies/ NGOs working in the area



EMERGENCY SUPPORT FUNCTION 6

Donation Management

Primary Agency

- ♦ Ministry of Disaster Management

Secondary Agencies

- ♦ Ministry of Finance
- ♦ Ministry of Defence
- ♦ Ministry of External Affairs
- ♦ Ministry of Transport
- ♦ Ministry of Civil Aviation
- ♦ Ministry of Commerce and Industry

Purpose

Donation management is necessary to control the flow of goods and services into a disaster area. If trucks, trains, ships and planes are allowed into the disaster area to drop their donations, they can easily interfere with other ongoing disaster response operations. Uncontrolled shipments of donations can also put undue burden on disaster response operations as they require the scarce response resources. Above all, it is necessary to manage the flow of donated goods to be sure that the needs of disaster victims are being met as effectively as possible.

The purpose of this function is to expedite the delivery of voluntary goods and services to support relief effort in a coordinated manner.

Concept of Operations

A team of voluntary agency representative (VASUDEVA) and Ministry of Social Justice and Empowerment are the best to manage donations. The Director, Rehabilitation Council of India can act as the Central Coordinating Officer for Donation Coordinating Centre. The Donation Coordination Team will be operating at the

State level with State Donation Coordinator. The key is to give the public the opportunity as early as possible after a disaster or in case of imminent disasters (cyclone) to interact with the Central Coordinating Officer and the voluntary agency representative to find out what is really needed by the disaster victims, whom to send the goods to and how to send the goods.

Planning Assumptions

- ♦ Donation Management response activities are necessary before the declaration of a disaster as L3 and hence require rapid coordination to mitigate potential donations problems in the response phase of disaster operations.
- ♦ In the event of a disaster causing large-scale loss of life and destruction of property, donors both national and international will offer assistance of virtually any kind, including cash (PM Relief Fund), goods, equipment and loan of equipment and services of an individual.
- ♦ Offers of assistance will be made available directly to all levels of government-Centre, State and local, as well as voluntary organisations.
- ♦ In less than L3 level of disaster or high visibility disasters, donation management will be handled by voluntary organisations with or without Centre and State involvement.

Donation Sectors

- ♦ Donations come from a variety of sources:
 - ♦ General public (Citizens)
 - ♦ Public and Private sector organisations
 - ♦ Civic Associations (Clubs etc.)
 - ♦ International Community

Types of Donations

- ◆ Food and water
- ◆ Clothes
- ◆ Medicines
- ◆ Tools, generators, vehicles
- ◆ Cleaning supplies
- ◆ Building supplies
- ◆ Monetary help
- ◆ Baby items

The Need

Experienced voluntary agencies and local community leaders best determine the needs in the disaster area. Moreover, the voluntary agencies know their capacity to accept offers.

The entire donation should reach the Collection Point from the Point of Departure. The Donation Coordinating Team (DCT)

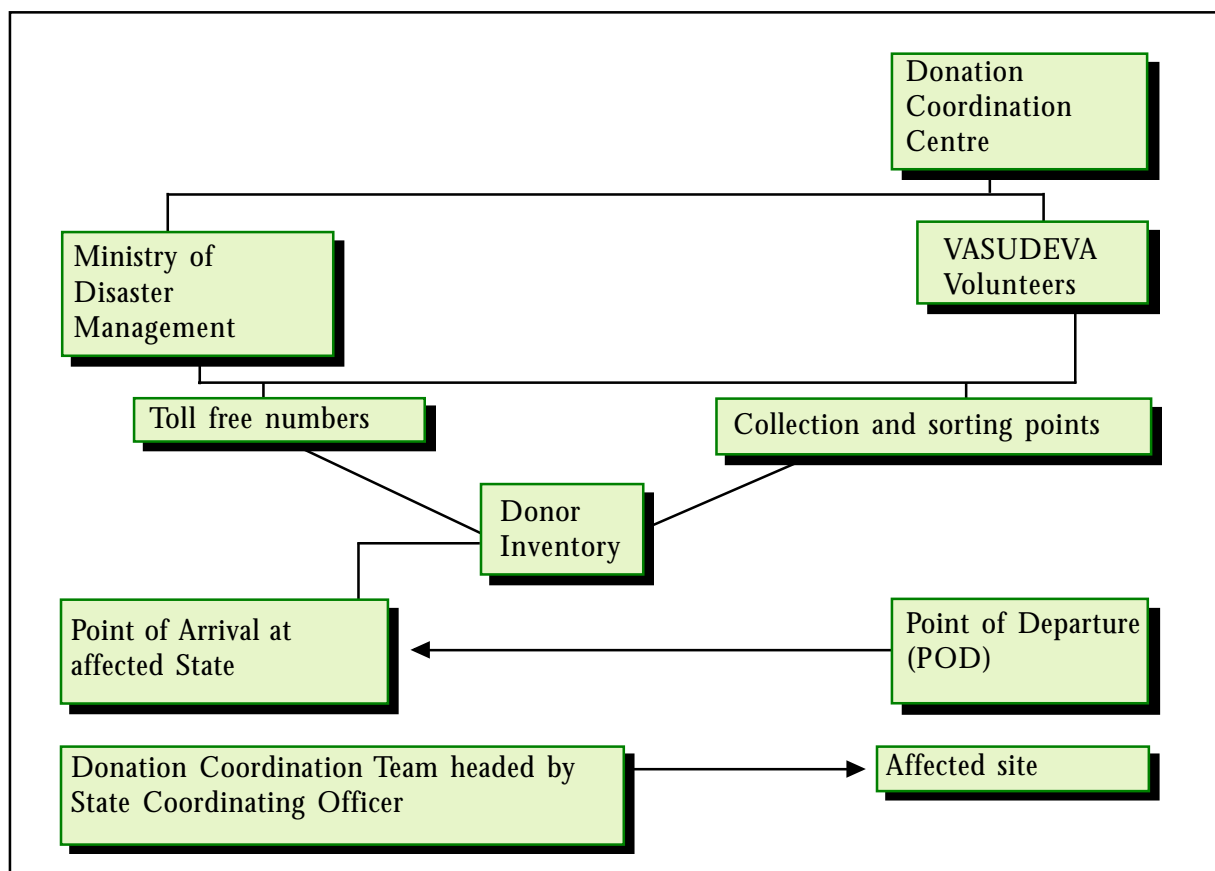
based at the State will coordinate with the Donation Coordinating Centre to distribute the donations as per the need of the victims.

In each State there should be the provision for **toll free** numbers and people can use these numbers and request for their needs and what donation they would like to make. Such information will be put into the database and transmitted immediately to the DCT at the State. The team of donation specialists in the field will call back the donor to inform of the special needs and arrange the shipping, receiving and distribution of goods by the Donation Coordinating Centre.

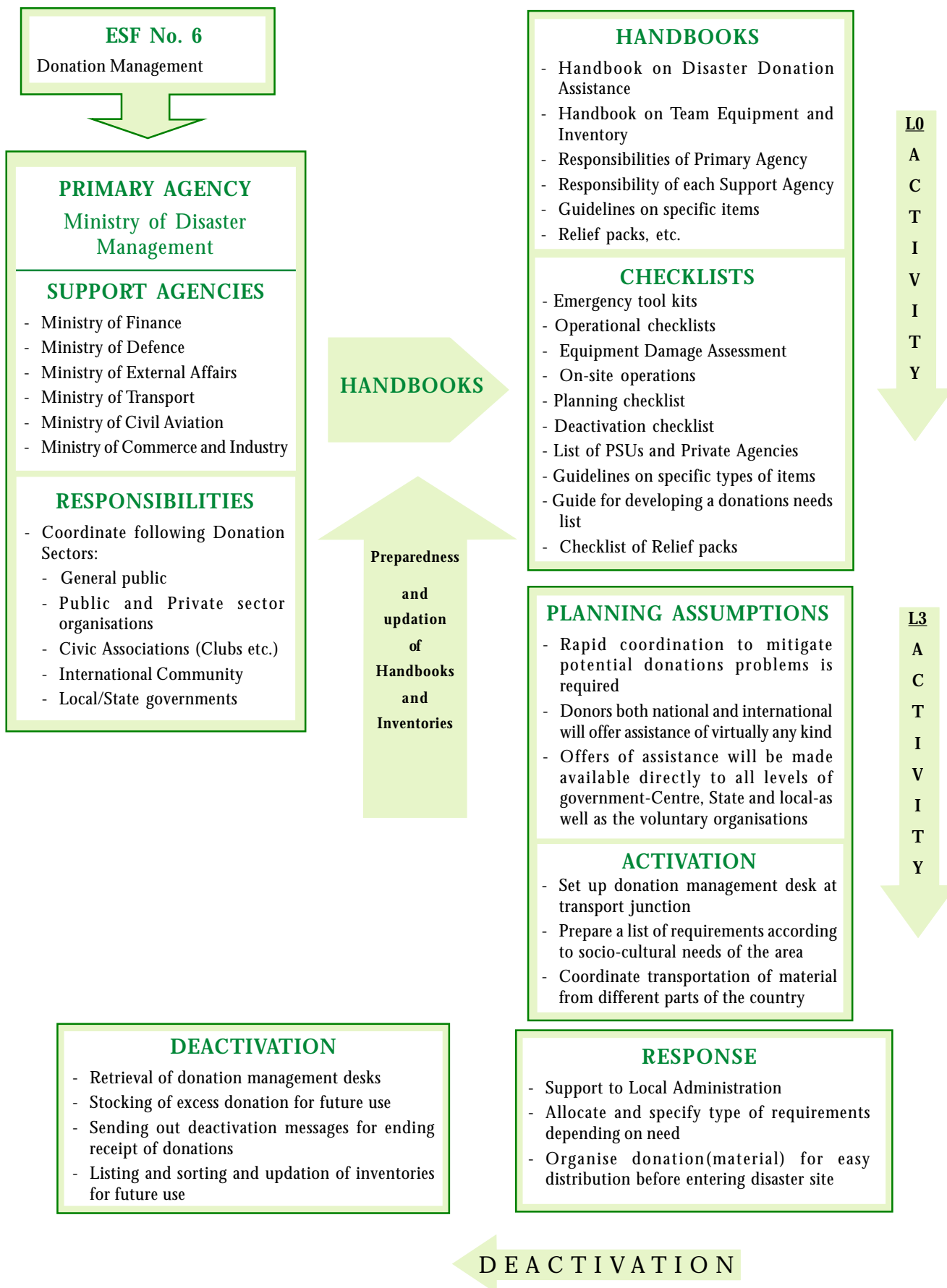
Minimum Standards Required

- ◆ Guidelines on specific types of items
- ◆ Guide for developing a donation needs list to be prepared by the Voluntary

VII.1 Manpower/Material Flow Chart of Donations



- Agencies (family pack or mass relief pack, colour coding)
- ◆ Emergency toolkits (first aid items)
- ◆ Equipment Damage Assessment
- ◆ On-site operations check list and the coordinating field station map
- ◆ Planning checklist
- ◆ Deactivation checklist
- ◆ List of PSUs and Private Agencies
- ◆ Guidelines on specific types of items
- ◆ Guide for developing donations needs list
- ◆ Handbook on Disaster Donation Assistance
- ◆ Handbook on team Equipment and Inventory
- ◆ Responsibilities of Primary Agency
- ◆ Responsibilities of each support agency
- ◆ Guidelines on specific items and continued response for donation and relief management



EMERGENCY SUPPORT FUNCTION 7

Public Works and Engineering

Primary Agency

- ◆ Ministry of Surface Transport

Secondary Agencies

- ◆ Ministry of Defence
- ◆ Ministry of Power
- ◆ Ministry of Home Affairs
- ◆ Ministry of Labour
- ◆ Ministry of Communications
- ◆ Ministry of Water Resources
- ◆ Ministry of Urban Development and Poverty Alleviation

Purpose

Provides technical advice and evaluation, engineering services, contracting for construction management and inspection, contracting for emergency repair of water and waste water treatment facilities, potable water, emergency power, real estate support to assist the States in meeting goals related to life sustaining actions, damage mitigation and recovery activities following a major disaster. Provide public works and engineering support to assist needs related to life saving or life protecting support prior to, during and immediately following an event. Perform immediate damage assessment of the infrastructure.

Planning assumptions

- ◆ Access to disaster area will depend upon the re-establishment of ground and water routes
- ◆ Early damage assessment may be incomplete, inaccurate and general and rapid assessment may be required to determine response time

- ◆ Significant number of persons having engineering skills will be required from outside the disaster area
- ◆ Previously inspected structures will require re-evaluation if aftershocks occur following an earthquake

Activities on the Receipt of Warning or Activation of EOC

- ◆ All technical officers should be notified and should meet the staff to review emergency procedure
- ◆ Review and update precautionary measures and procedures that should be taken to protect equipment and the post disaster procedures to be followed
- ◆ Inspect all roads, bridges including under water inspection of foundations and piers. A full check should be made on all concrete and steel works
- ◆ Inspect all buildings and structures of the State government by a senior engineer and identify structures which are endangered by the impending disaster
- ◆ Emergency tool kit should be assembled for each block of the affected area
- ◆ Establish a priority list of roads which will be opened first which should include roads to hospitals and main trunk roads
- ◆ Identify locations for setting up transit and relief camps, feeding centres and inform the state EOC
- ◆ All work teams should be issued two-way communication link
- ◆ Provide a work team carrying emergency tool kits, depending on the nature of disaster and essential equipment such as

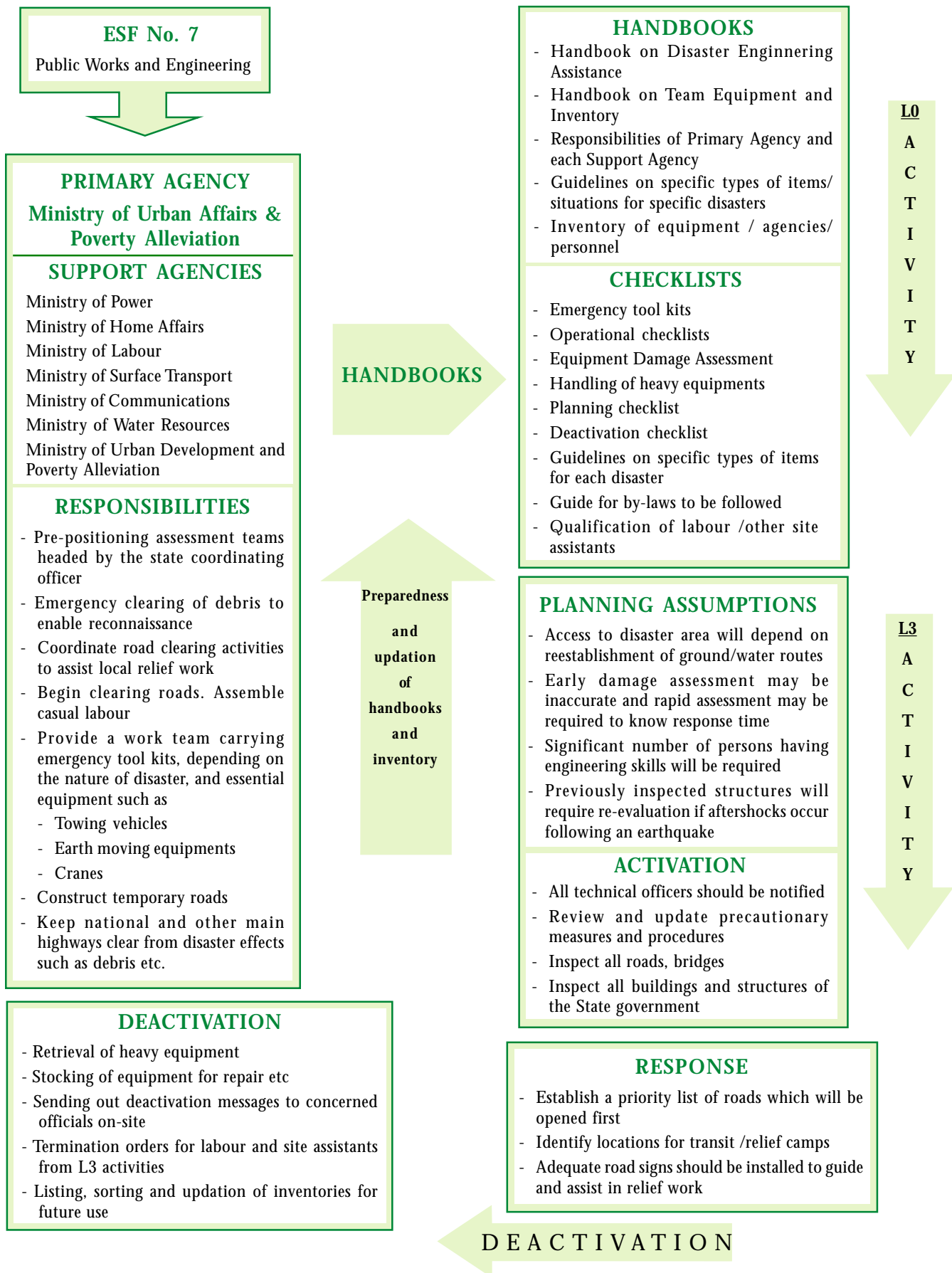
- ◆ Towing vehicles
- ◆ Earth moving equipment
- ◆ Cranes
- ◆ Each unit should mobilise a farm tractor with chain, cables and a buffer stock of fuel
- ◆ Adequate road signs should be installed to guide and assist relief work
- ◆ Begin clearing roads. Assemble casual labour to work with experienced staff, mobilise community assistance by contacting community organisation and burning or removal of debris and repair all paved and unpaved road surfaces
- ◆ Construct temporary roads to serve as access to temporary transit, relief camps and medical facilities

Responsibilities

- ◆ Pre-positioning assessment teams headed by the State coordinating officer and deployment of other advance elements
- ◆ Emergency clearing of debris to enable reconnaissance of the damaged areas and passage of emergency personnel and equipment for life saving, property protection and health and safety
- ◆ Removal and disposal management of debris from public property
- ◆ Emergency restoration of critical public facilities
- ◆ Inspection of all the buildings in the affected area so as to check the safety of the building for the aftershock and to reduce further damage

Standards to be developed

- ◆ By-laws for all disasters
- ◆ Check list of tool kit
- ◆ Inventory of engineering equipment
- ◆ Disaster specific and area specific
 - Handbook on Disaster Engineering Assistance
 - Handbook on Team Equipment and Inventory
 - Responsibilities of Primary Agency and each Support Agency
 - Guidelines on specific types of items/situations for specific disasters
 - Inventory of equipment/agencies/personnel
 - Emergency tool kits
 - Operational checklists for team heads and team members
 - Equipment Damage Assessment
 - Handling of heavy equipments
 - Deactivation checklist
 - Guidelines on specific types of items for each disaster
 - Guide for by-laws to be followed
 - Qualification of labour /other site assistants



EMERGENCY SUPPORT FUNCTION 8

Information and Planning

Primary Agency

- ♦ Ministry of Information Technology

Support Agencies

- ♦ Ministry of Information and Broadcasting
- ♦ Ministry of Urban Affairs and Poverty Alleviation
- ♦ Ministry of Power
- ♦ Ministry of Science and Technology

Purpose

To collect, process and disseminate information about an actual or potential disaster situation to facilitate the overall activities of all responders in providing assistance to an affected area.

The ESF on Information and Planning should maintain a database of all disaster related information in the form of a GIS enabled 'Disk net' that will allow easy access and retrieval of information during a disaster. The Disk net will be the hub /storage point for activities that should be carried out for response activities and at the same time continue to update itself during the L0 phase. It would enable and speed up the transfer of digital information and prepare a mammoth knowledge base that can be tapped for assistance during a disaster. The database at the Centre can be linked with nodal knowledge institutions for various disasters. These institutions in turn can be linked to State level and subsequently local level information institutions in order to form a well networked country wide database.

During the response phase of a disaster all EOCs and each ESF can be directly linked to the Disk net in order to access and know

about the status of relief and other requirements through out the country.

Planning Assumptions

- ♦ There will be an immediate need for information by all officials, NGO's and the country at large
- ♦ There will be need for a central collection point where information can be compiled and further planning of response operations can be carried out
- ♦ Initial information centre may require at least 24 hours to be fully operational

Activities on the Receipt of Warning or Activation of EOC

- ♦ ESF 9 should immediately commence operation at the receipt of a warning before the disaster
- ♦ It should establish contact with the concerned local authorities, active NGO's and the Centre at the earliest
- ♦ Extra staff should be deployed at the disaster site with communication equipment to enable recovery planning
- ♦ Documentation of all response/relief and recovery measures should be done
- ♦ Situation reports should be prepared and adequately completed every 3-4 hours during the initial response phase of a disaster
- ♦ Disk net should be updated and allowed access to information by key government agencies

Responsibilities

- ♦ Enable local authorities to establish contact with the state authorities
- ♦ Coordinate planning procedures between District, State and the Centre
- ♦ Document all procedures
- ♦ Provide ready formats for all reporting procedures

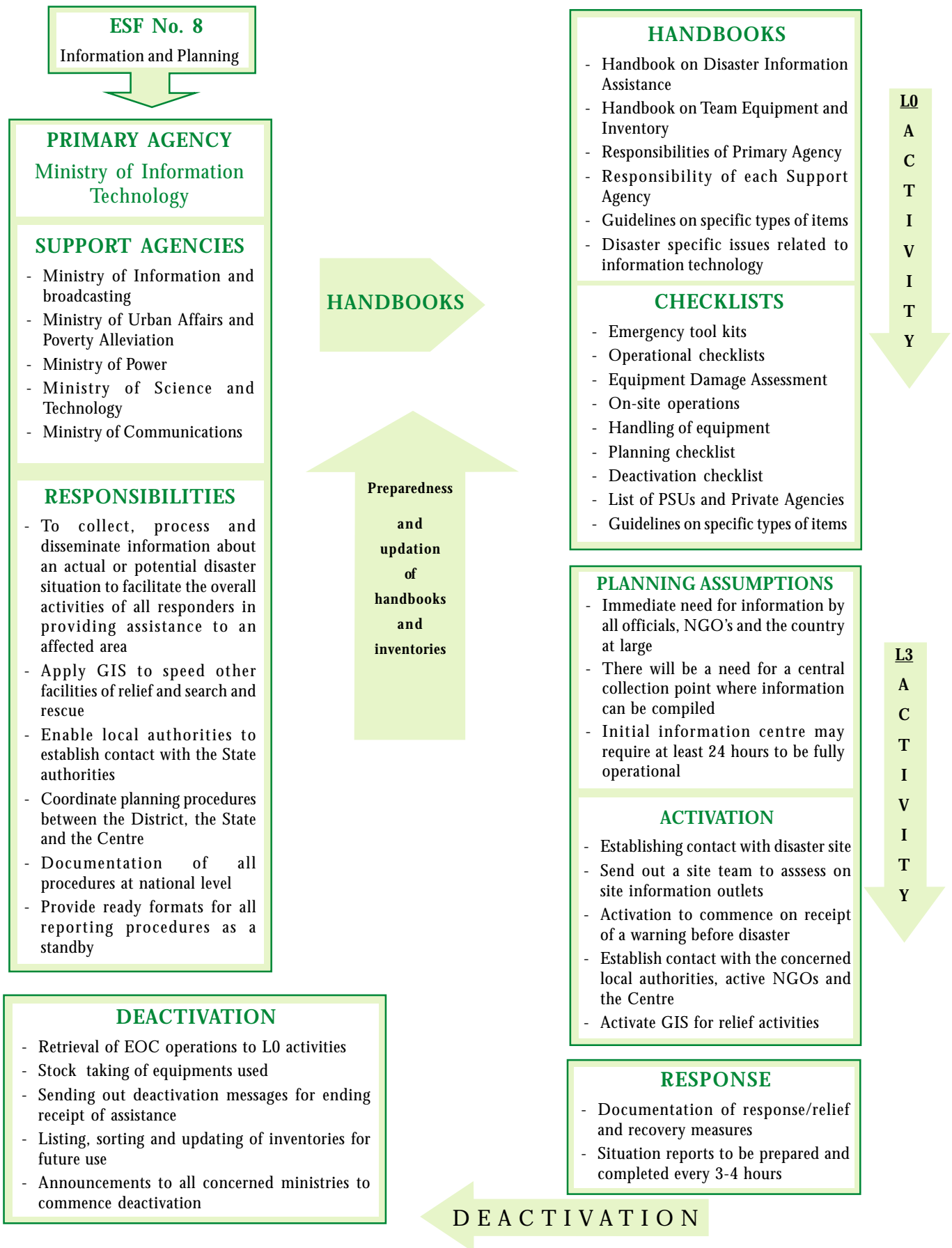
- ◆ Provide handbooks and checklists to all government functionaries

Minimum Standards Required

- ◆ Handbook on Disaster Information Assistance
- ◆ Handbook on Team Equipment and Inventory
- ◆ Responsibilities of Primary Agency
- ◆ Responsibility of each Support agency
- ◆ Guidelines on specific types of items
- ◆ Disaster specific issues related to

information technology

- ◆ Emergency tool kits
- ◆ Operational checklists
- ◆ Equipment Damage Assessment
- ◆ On-site operations
- ◆ Handling of equipment
- ◆ Planning checklist
- ◆ Deactivation checklist
- ◆ List of Public Sector Units and Private Agencies
- ◆ Guidelines on specific types of items



EMERGENCY SUPPORT FUNCTION 9

Relief Supplies

Primary Agency

- ◆ Ministry of Planning and Program Implementation

Support Agencies

- ◆ Ministry of Communication
- ◆ Ministry of Information and Broadcasting
- ◆ Ministry of Railways
- ◆ Ministry of Surface Transport
- ◆ Ministry of Power
- ◆ Ministry of Agriculture

Voluntary agencies

- ◆ VASUDEVA

Purpose

The purpose is for coordinating activities involved with the emergency provisions of temporary shelters, emergency mass feeding, and bulk distribution of coordinated relief supplies for victims of disaster. In some instances, services may also be provided to disaster workers and logistical and resource support to local entities involved in delivering emergency and recovery efforts, shelter, food, and emergency first aid following a disaster. Operate a Disaster Welfare Information (DWI) System to collect, receive, and report the status of victims and assist family reunification; and coordinate bulk distribution of emergency relief supplies.

Planning Assumptions

- ◆ Inventory of all relief supplies should be prepared during peace time or L0 phase of a disaster by the concerned departments
- ◆ All inventories are updated to suit the disaster needs

- ◆ Most of the local resources might be disrupted and outside resources (neighbouring States and Centre) may need to be tapped

- ◆ Transport of resources may require a mobilization centre at nearest functional transport junctions

Activities on the Receipt of Warning or Activation of EOC

- ◆ Establish a mobilization Centre at the airport/railway station for the movement of relief supplies
- ◆ Deploy special aircrafts and trains for the movement of relief supplies as planned in the L0 phase
- ◆ Inform all suppliers of relief material within 2-3 hours of the disaster to keep the required supplies ready
- ◆ Arrange motor equipment for transportation of relief supplies
- ◆ Provide assistance in establishing local offices, relief camps etc., by providing beddings, furniture etc
- ◆ Provide survival kits to relief workers before they leave for the disaster site

Responsibilities

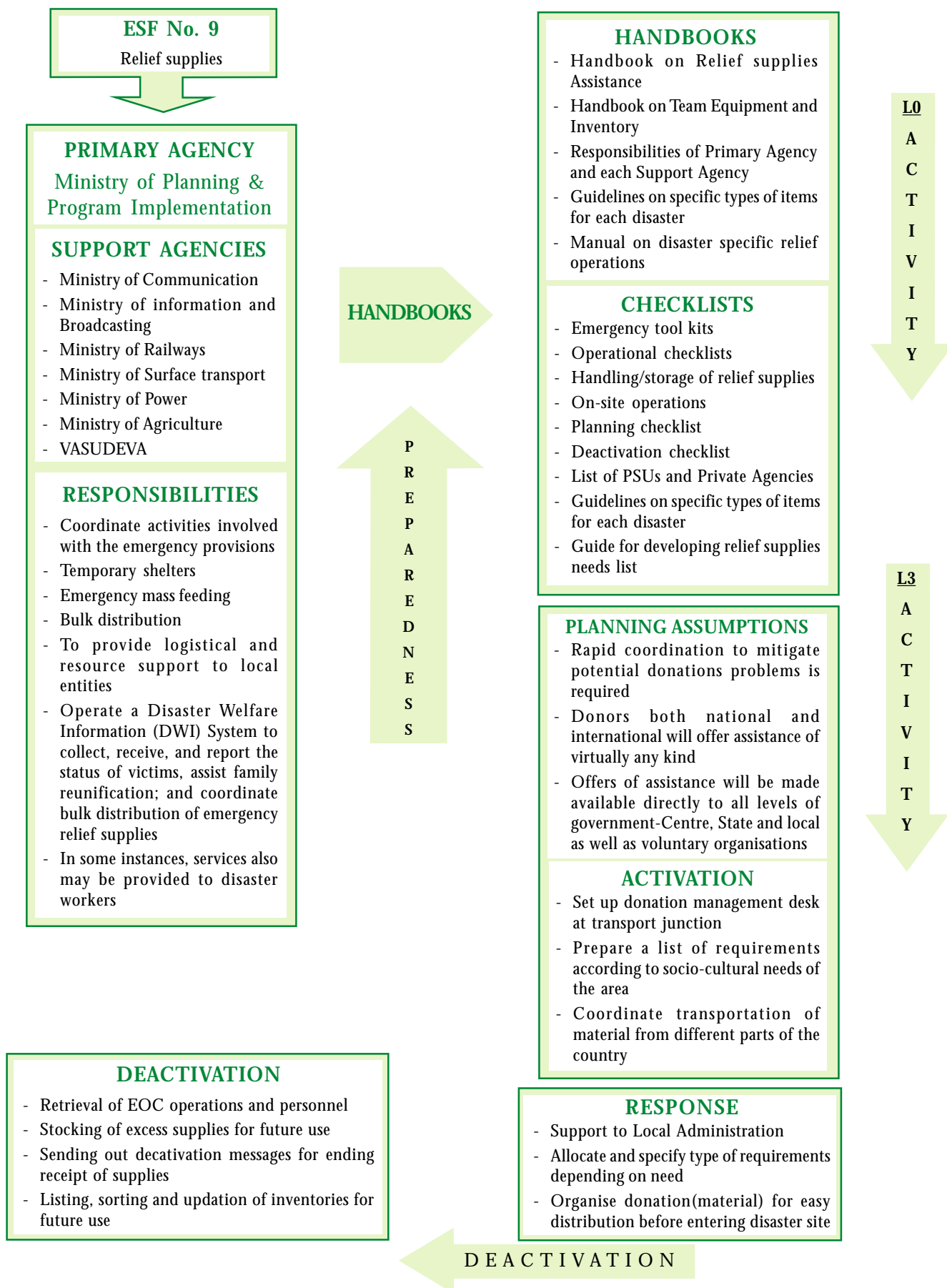
- ◆ Locate, procure and issue resources to Central agencies involved in disaster response
- ◆ Locate and coordinate space for disaster management activities
- ◆ Coordinate and determine the availability of and provide non-edible relief supplies stocked during the L0 phase
- ◆ Provide support for procurement of telecom equipment for ESF No.2
- ◆ Coordinate the transfer of extra Central property and dispose it where required

- ◆ Procure required stocks from vendors and supply them to the disaster area

Minimum Standards Required

- ◆ Handbook on Relief supplies Assistance
- ◆ Handbook on Team Equipment and Inventory
- ◆ Responsibilities of Primary Agency and each Support Agency
- ◆ Guidelines on specific types of items for each disaster
- ◆ Manual on disaster specific relief operations

- ◆ Emergency tool kits
- ◆ Operational checklists for team leaders and team members
- ◆ Handling/storage of relief supplies
- ◆ On-site operations
- ◆ Planning checklist
- ◆ Deactivation checklist
- ◆ List of PSUs and Private Agencies
- ◆ Guidelines on specific types of items for each disaster
- ◆ Guide for developing relief supplies needs list



EMERGENCY SUPPORT FUNCTION 10

Food

Primary Agency

- ◆ Ministry of Food and Civil Supplies

Support Agencies

- ◆ Ministry of Surface transport
- ◆ Ministry of Civil Aviation
- ◆ Ministry of Railways
- ◆ Ministry of Social justice and Empowerment

Purpose

To identify the basic needs of food in the aftermath of a disaster or emergency. To obtain appropriate supplies and transporting such supplies to the disaster area and identify, secure, and arrange to transport food assistance to the affected areas, and authorise food stamp assistance following a major disaster or emergency requiring Central response.

Planning Assumptions

- ◆ Most of the food processing units and supplies may be disrupted
- ◆ Water supply and potable water systems may be unusable
- ◆ There may be a total disruption of energy sources
- ◆ Activities on the receipt of warning or activation of EOC
 - ◆ Determine the critical need of food for the affected area people
 - ◆ Catalogue of available resources of food
 - ◆ Ensure that food distributed is fit for human consumption
 - ◆ Allocate food in different packs that can be given to families on a take-

home basis while others that can be distributed in relief camps

- ◆ Initiate, direct and market procurement of critical food available from different inventories

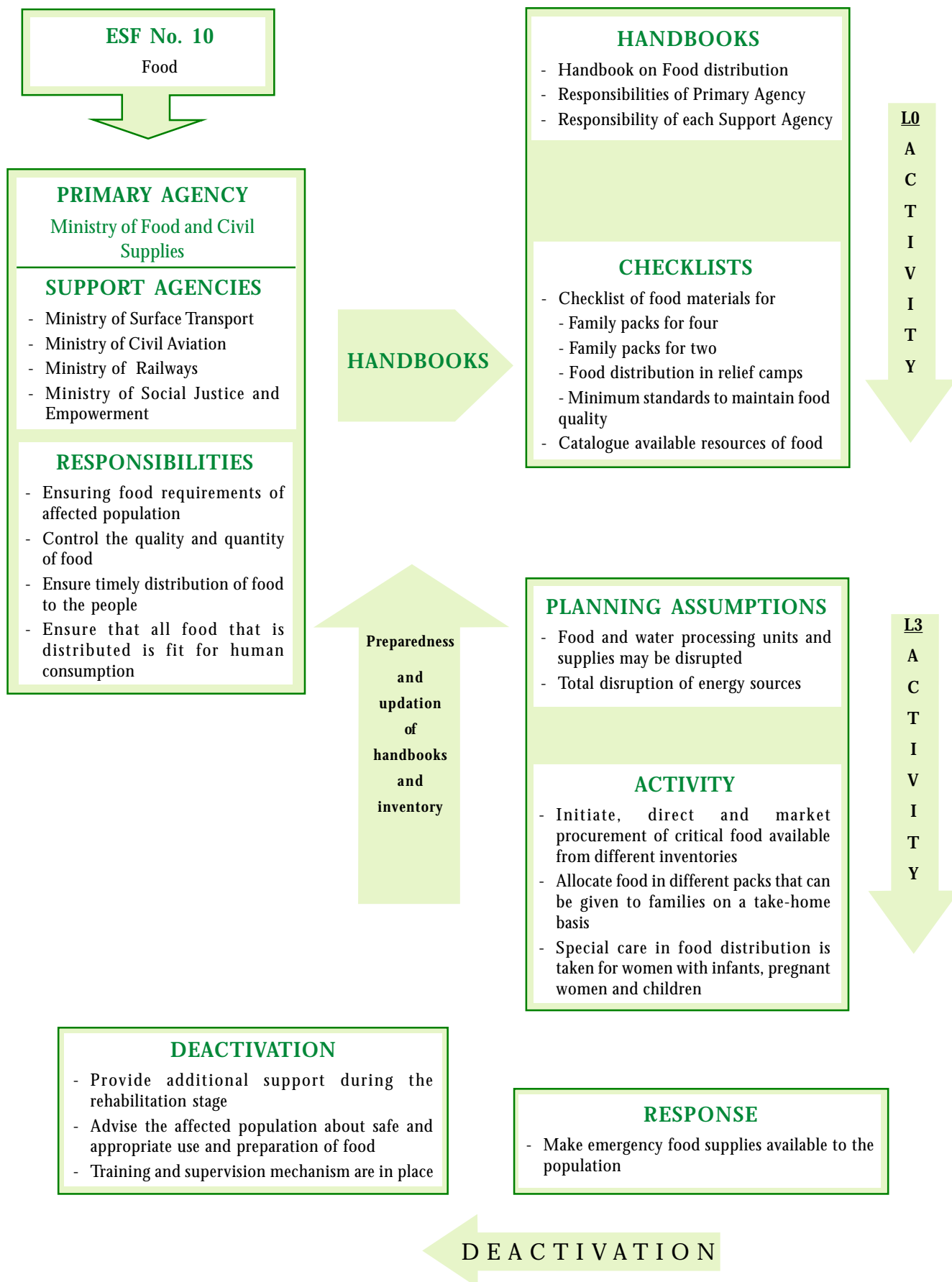
Responsibilities of Primary Agency

- ◆ Coordinate with local authorities and State officials to determine requirement of food for affected population
- ◆ Make emergency food supplies available to State from national resources
- ◆ Ask other States that are geographically close to the affected areas to send food to the site
- ◆ Mobilise and coordinate with other ESFs for air dropping of food to affected site
- ◆ Ensure quality and control the type of food
- ◆ Prepare separate food packs for relief camps and for air dropping and distribution
- ◆ Prepare family packs as well as large quantity containers according to the need and ease of distribution as well as transportation
- ◆ Control the quality and quantity of food that is distributed to the affected population
- ◆ Develop a plan that will ensure timely distribution of food to the people
- ◆ Ensure that special care in food distribution is taken for women with infants, pregnant women and children

Standards Required

- ◆ Checklist of food materials for:
 - ◆ Family packs for four

- ◆ Family packs for two
- ◆ Food distribution in relief camps
- ◆ Minimum standards to maintain food quality
- ◆ Catalogue available resources of food
- ◆ Handbook on food distribution
- ◆ Responsibilities of Primary Agency
- ◆ Responsibility of each Support Agency



EMERGENCY SUPPORT FUNCTION 11

Drinking Water and Water Supply

Primary Agency

- ◆ Ministry of Water Resources

Support Agencies

- ◆ Ministry of Rural Development
- ◆ Ministry of Health and Family welfare
- ◆ Ministry of Consumer Affairs and Public Distribution
- ◆ Ministry of Agriculture

Purpose

To provide a minimum quantity of clean drinking water and to reduce the spread of diseases through water during disaster times and to allow people to perform daily tasks.

Planning Assumptions

- ◆ Most of the water available will be unfit for drinking
- ◆ Existing storage bodies of water will be damaged and unusable
- ◆ There will be an urgent need of water to assist victims in rescue operation

Activities on the Receipt of Warning or Activation of EOC

- ◆ Setting up water points in key locations and in relief camps
- ◆ Maintaining and providing clean water

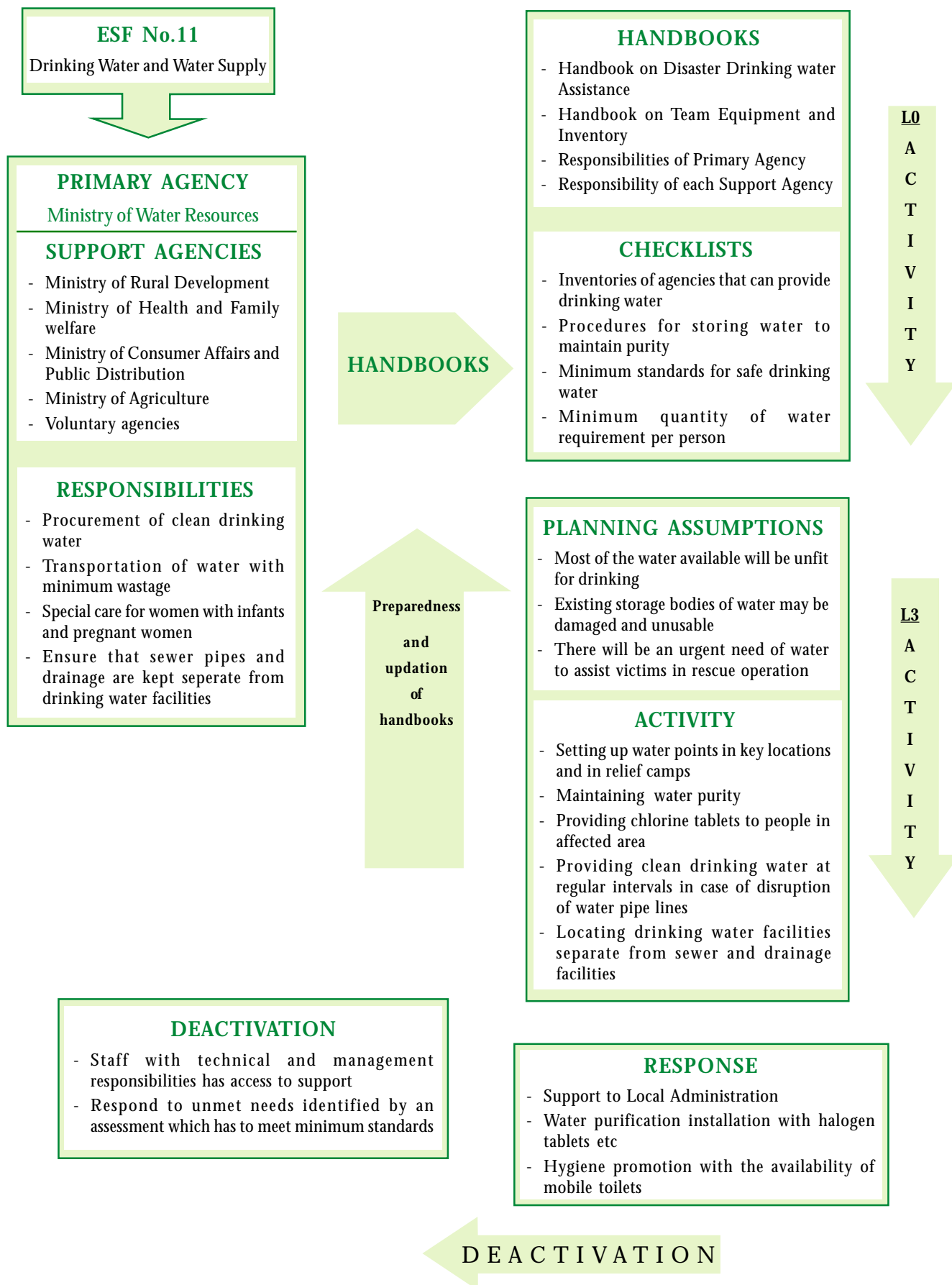
Responsibilities

- ◆ Procurement of clean drinking water
- ◆ Transportation of water with minimum wastage
- ◆ Special care for women with infants and pregnant women

- ◆ Ensure that sewer pipes and drainage lines are kept separate from drinking water facilities
- ◆ Provide chlorine tablets to people in affected area
- ◆ Providing clean drinking water at regular intervals in case of disruption of water pipe lines
- ◆ Locate drinking water facilities separate from sewer and drainage facilities
- ◆ Ensure that the remaining or unaffected sources of water do not get contaminated and the distribution of water is equal to all victims in the area.
- ◆ Identify and mark damaged water pipelines and contaminated water bodies and inform disaster victims against using them
- ◆ Inform other related ESFs of damaged pipelines for repair work

Minimum Standards Required

- ◆ Handbook on Disaster Drinking water Assistance
- ◆ Handbook on Team Equipment and Inventory
- ◆ Responsibilities of Primary Agency
- ◆ Responsibility of each Support Agency
- ◆ Inventories of agencies that can provide drinking water
- ◆ Procedures for storing of water to maintain purity
- ◆ Minimum standards for safe drinking water
- ◆ Minimum quantity of water requirement per person



EMERGENCY SUPPORT FUNCTION 12

Shelter

Primary Agency

- ◆ Ministry of Urban Affairs and Poverty Alleviation

Support Agencies

- ◆ Ministry of Power
- ◆ Ministry of Home affairs
- ◆ Ministry of Labour
- ◆ Ministry of Surface Transport
- ◆ Ministry of Communications
- ◆ Ministry of Water Resources
- ◆ Ministry of Heavy Industries and Public Enterprise
- ◆ Central Building Research Institute (CBRI)

PSUs

- ◆ HUDCO
- ◆ BMTPC

Purpose

To meet the physical needs of individuals, families and communities for safe, secure and comfortable living space. The ESF should also be able to meet primary social needs of incorporating self-management in the process.

Planning Assumptions

- ◆ Most of the existing structures may be severely damaged
- ◆ The offices of the local authorities and PWD departments may be affected adversely
- ◆ Local sources of heavy machinery and clearance equipment may also not be accessible
- ◆ External sources of heavy machinery for

clearance may be required from existing inventories

- ◆ Large population in the affected area may be rendered homeless
- ◆ Some of the open areas that can be used as relief and shelter sites may also be badly affected

Activities on the Receipt of Warning or Activation of EOC

- ◆ Locate adequate relief camps based on survey of damage
- ◆ Quick assessment of functional and stable building structures
- ◆ Clear areas for setting up relief camps
- ◆ In case of damage to offices, assist local authorities to establish and house important telecom equipment and officials at the earliest
- ◆ Develop alternative arrangements for the population living in structures that might be affected even after the disaster (earthquakes, floods etc.)
- ◆ Set up relief camps and tents using innovative methods that save time

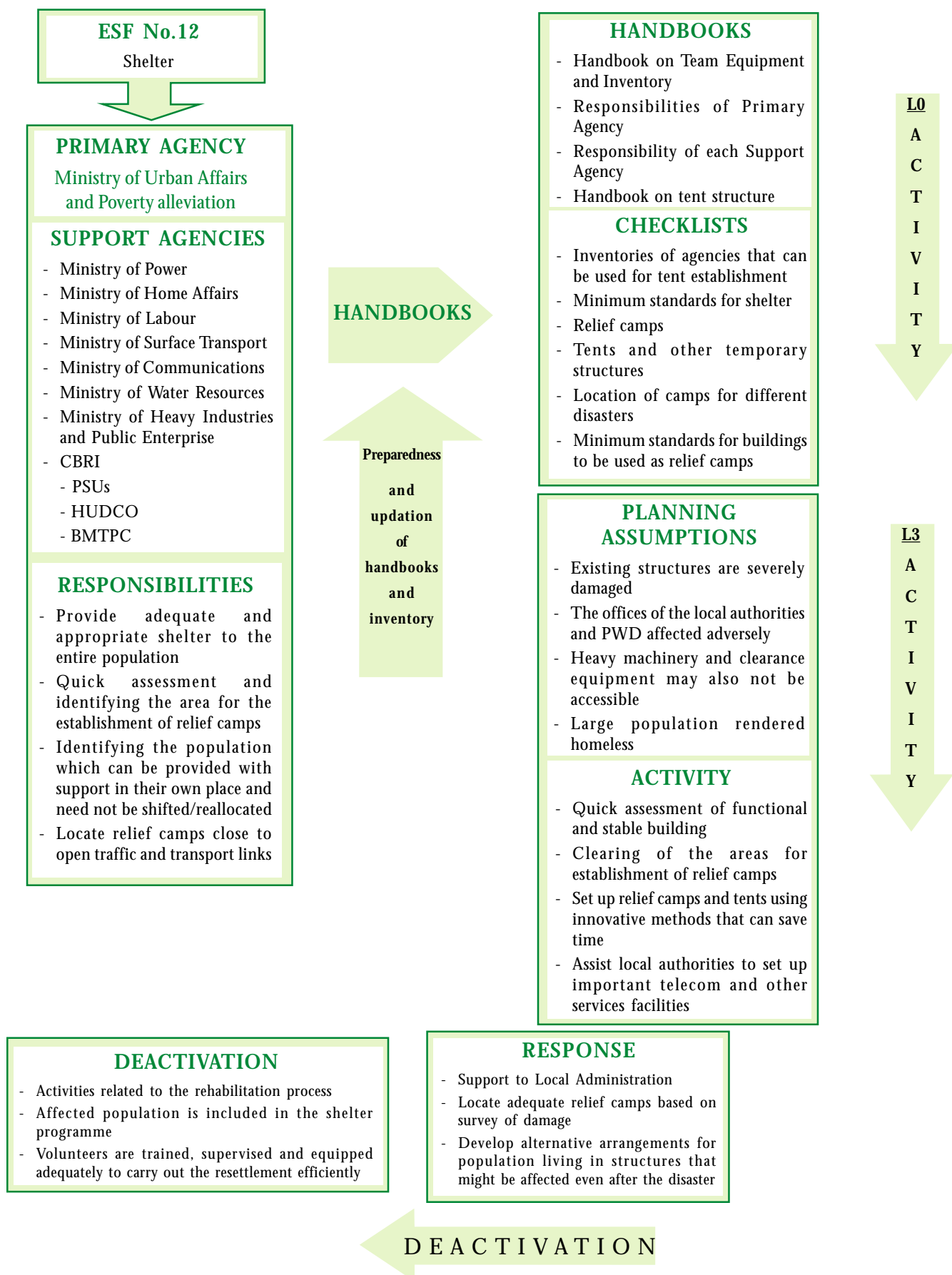
Responsibilities

- ◆ A quick assessment of damaged areas and areas that can be used for relief camps for the displaced population
- ◆ Survey of population that can be provided assistance at their own place and need not be shifted to relief camps
- ◆ Locate relief camps close to open traffic and transport links
- ◆ Provide adequate and appropriate shelter to the entire population
- ◆ Adhere to minimum standards for setting up relief camps
- ◆ Provide shelter structures in accordance with the climate of the area and transportation conditions

- ◆ Keep families together as far as possible in relief camps. If not, then mothers and their children should be kept together
- ◆ Ensure that temporary shelters are not prone to leakage and breakage as far as possible
- ◆ Assist other ESFs in equipping shelter and relief sites with basic needs of communication and sanitation

Minimum Standards Required

- ◆ Inventories of manufacturing agencies
- ◆ Procedures of storage
- ◆ Minimum standards for relief camps
- ◆ Minimum standards of requirements of space per person
- ◆ Handbook on Team Equipment and Inventory
- ◆ Responsibilities of Primary Agency
- ◆ Responsibility of each Support Agency
- ◆ Handbook on tent structure and other collapsible structures
- ◆ Handbook on assembling of structures
- ◆ Inventories of agencies that can be used for the tent establishment
- ◆ Minimum standards for shelter
- ◆ Relief camps
- ◆ Tents and other temporary structures
- ◆ Location of camps for different disasters
- ◆ Existing locations that can be used for shelter
- ◆ Minimum standards for buildings to be used as relief camps



EMERGENCY SUPPORT FUNCTION 13

Media

Primary Agency

- ◆ Ministry of Information and Broadcasting

Support Agencies

- ◆ Ministry of Information Technology
- ◆ Ministry of Transport
- ◆ Ministry of Communication
- ◆ Ministry of Health and Family Welfare
- ◆ Ministry of Agriculture
- ◆ Ministry of Science and technology
- ◆ Press Trust of India (PTI)

Voluntary Agencies

- ◆ VASUDEVA
- ◆ Indian Red Cross

Purpose

To provide and collect reliable information on the status of the disaster and disaster victims for effective coordination of relief work at the State level as well as the national and international levels.

Planning Assumptions

- ◆ Most of the existing media network would have undergone heavy damage
- ◆ It may not be possible to get accurate information from the affected area within the first few hours of the disaster

Activities on the Receipt of Warning or Activation of EOC

- ◆ Send news flashes of latest updates/donation requirements for disaster area all over the country
- ◆ Use appropriate means of disseminating information to all victims in the affected area

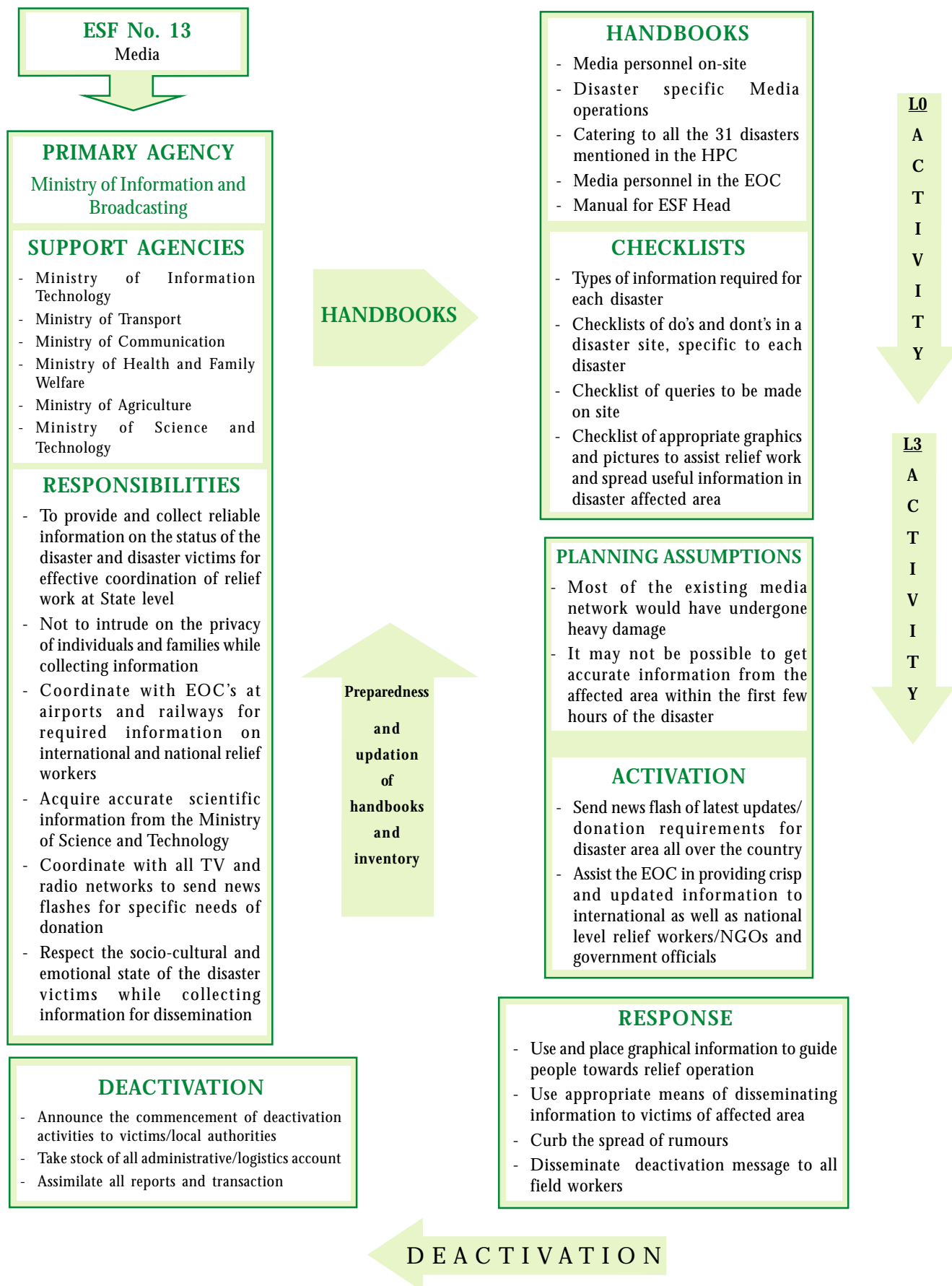
- ◆ Curb the spread of rumours
- ◆ Caution the victims about the do's and don'ts during a disaster

Responsibilities

- ◆ Acquire accurate scientific information from the Ministry of Science and Technology
- ◆ Coordinate with all TV and radio networks to send news flashes for specific needs of donation
- ◆ Develop appropriate graphics and pictures to assist relief work and spread useful information in the disaster affected area
- ◆ Not to intrude on the privacy of individuals and families while collecting information
- ◆ Coordinate with the EOCs at the airport and railways for required information for international and national relief workers
- ◆ Deploy trained media personnel who are experienced
- ◆ Provide information of emergency numbers and other key contact numbers on television, through newspapers, loud speakers and radio networks
- ◆ Keep the rest of the country updated and well informed about the status of the disaster
- ◆ Help victims as well as emergency workers in providing information regarding hospitals, help desks etc
- ◆ Acquire and flash names of disaster victims on television and radio networks
- ◆ Provide information on basic do's and don'ts
- ◆ Flash warning signals on all TV and radio networks
- ◆ Inform unaffected population about hospitals where they can find victims and where assistance is required
- ◆ Inform unaffected population of blood banks

Minimum Standards Required

- ◆ Media personnel on-site
- ◆ Disaster specific media operations
- ◆ Catering to all the 31 disasters mentioned in the HPC
- ◆ Media personnel in the EOC
- ◆ Manual for ESF Head
- ◆ Types of information required for each disaster
- ◆ Checklists of do's and don'ts in a disaster site, specific to each disaster
- ◆ Checklist of queries to be made on site
- ◆ Checklist of appropriate graphics and pictures to assist relief work and spread useful information in the disaster affected area
- ◆ Standard operating procedures and responsibilities of Radio and TV stations



EMERGENCY SUPPORT FUNCTION 14

Helplines

Primary Agency

Ministry of Disaster Management

Secondary Agencies

Ministry of Health and Family Welfare

Ministry of Home Affairs

Ministry of Power

Ministry of Civil Aviation

Ministry of Communications

Ministry of Science and Technology

Purpose

The purpose of ESF 14 is to collect, process and disseminate information about the welfare of citizens of the affected area and managing the tremendous flow of information. The speed with which information is received and with which it changes, requires that a system be developed to ensure accuracy as well as easy and appropriate access. The helplines will be responsible for providing, directing, and co-ordinating logistical/resource operations.

Planning Assumptions

- ◆ Access to disaster area will depend upon the re-establishment of ground and water routes
- ◆ Early damage assessment may be incomplete, inaccurate and general and rapid assessment may be required to determine response time
- ◆ There will be a flood of information and confusion about the injured population
- ◆ The communication with the affected area is partially impaired

Activities on the Receipt of Warning or Activation of EOC

- ◆ One of the most critical needs will be having a simplified way of identifying and tracking victims and providing assistance to them
- ◆ Identify locations for setting up transit and relief camps, feeding centres and setting up of helplines at the nodal points in the State and providing people the information about numbers
- ◆ Setting up of toll free numbers and trying to establish the estimation of the damage and the victims in the area from other sources
- ◆ All technical officers should be notified and should meet the staff to review emergency procedure
- ◆ Review and update precautionary measures and procedures that should be taken to protect equipment and the post-disaster procedures to be followed
- ◆ Emergency tool kit should be assembled for each block of the affected area
- ◆ All work teams should be issued a two way communication link

Responsibilities

- ◆ Coordinate, collect, process, report and display essential elements of information and facilitate support for planning efforts in response operations
- ◆ Coordinate pre-planned and event-specific aerial reconnaissance operations to assess the overall disaster situation
- ◆ Pre-positioning assessment teams headed by the State Coordinating Officer and deployment of other advance elements
- ◆ Emergency clearing of debris to enable reconnaissance of damaged areas and passage of emergency personnel and

equipment for life saving, property protection and health and safety

Standards to be Developed

- ◆ Check list of tool kit (land line connection, portable TV and battery powered radios, etc.)
- ◆ Inventory of engineering equipment
- ◆ Area Specific handbook on Team Equipment and Inventory
- ◆ Responsibilities of Primary Agency and each Support Agency

- ◆ Guidelines on specific types of items/situations for specific disasters
- ◆ Inventory of equipment/agencies/personnel
- ◆ Emergency tool kits
- ◆ Operational checklists for team heads and team members
- ◆ Equipment Damage Assessment
- ◆ Deactivation checklist
- ◆ Guidelines on specific types of items for each disaster

