



**Department of Disaster Management & Rehabilitation  
Government of Uttarakhand**

# **STANDARD OPERATING PROCEDURES FOR GOLDEN HOURS RESPONSE**

**FOR SYSTEMATIC & SMOOTH FUNCTIONING OF SEOC /  
USDMA DURING DISASTER / EMERGENCY SITUATIONS**



**Uttarakhand State Disaster Management Authority  
Government of Uttarakhand**



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**Uttarakhand State Disaster Management Authority  
Government of Uttarakhand**

Standard Operating Procedures for golden hours response for systematic & smooth functioning of SEOC / USDMA during disaster / emergency situations.

A Publication of  
Department of Disaster Management and Uttarakhand State Disaster Management Authority, Government of Uttarakhand

August, 2021

*This document is prepared by Shri Binaya Bhusan Gadnaya, Specialist (IRS-T) and Officers of Department of Disaster Management, Section-I under the guidance and supervision of Shri S.A. Murugesan, IAS, Secretary, Department of Disaster Management, Government of Uttarakhand.*

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# Golden Hours Response Level – I

1. The following actions to be initiated after the reporting of disaster/emergency situations at SEOC:

Officer responsible: SEOC-in-Charge /Duty Officer, MTs  
/DEOs deployed in the SEOC

1. Inform the incident to;

| Sl. No.                                                                                                                                                                                                 | Officers                                                                                          | Contact Number <sup>1</sup>        | Intimation Status <sup>2</sup> |    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------------------------------|--------------------------------|----|
|                                                                                                                                                                                                         |                                                                                                   |                                    | Yes                            | No |
| 1.                                                                                                                                                                                                      | Secretary (Department of Disaster Management)                                                     | 94120 78700                        |                                |    |
| 2.                                                                                                                                                                                                      | ACEO - Administration (USDMA)                                                                     | 9720070007                         |                                |    |
| 3.                                                                                                                                                                                                      | ACEO - Operations (USDMA)                                                                         | 94111 12479                        |                                |    |
| 4.                                                                                                                                                                                                      | District Magistrate/s of concerned district ( <i>if information received from other sources</i> ) |                                    |                                |    |
| 5.                                                                                                                                                                                                      | JS and DS (Department of Disaster Management)                                                     | 9927699023 (JS)<br>9927699115 (DS) |                                |    |
| 6.                                                                                                                                                                                                      | ED, USDMA                                                                                         | 95574 44486                        |                                |    |
| <b>Last updated on    /    / 2021</b>                                                                                                                                                                   |                                                                                                   |                                    |                                |    |
| <b>NOTE:</b> The Secretary, Disaster Management / ACEO (Admin,) / ACEO (Ops.) shall update Hon'ble Minister, Disaster Management, Chief Secretary and ACS to Hon'ble Chief Minister about the incident. |                                                                                                   |                                    |                                |    |

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<sup>1</sup> SEOC-in-charge shall ensure updation of contact numbers of officers from time to time.

<sup>2</sup> **Mode of Communication:** Mobile Phone. (In case, contact through mobile is not possible then immediately messenger shall be sent to the Secretary, Disaster Management's place/ residence/ camp office).

# Golden Hours Response Level – I

## 2. Inform all staff of USDMA to reach SEOC\*

Once the "Response Activation Command" is received from Secretary, Department of Disaster Management or by any officer authorised by the secretary, this action shall be performed by the DEOs and Master Trainers (MTs) deployed in the SEOC<sup>3</sup>.

Officer Responsible: SEOC-in-Charge /Duty Officer, MTs  
/DEOs deployed in the SEOC

| Sl. No.                        | Name & Designation        | Contact Number <sup>4</sup> | Intimation Status |    |
|--------------------------------|---------------------------|-----------------------------|-------------------|----|
|                                |                           |                             | Yes               | No |
| 1.                             |                           |                             |                   |    |
| 2.                             |                           |                             |                   |    |
| 3.                             |                           |                             |                   |    |
| 4.                             |                           |                             |                   |    |
| 5.                             | To be decided<br>by USDMA |                             |                   |    |
| 6.                             |                           |                             |                   |    |
| 7.                             |                           |                             |                   |    |
| 8.                             |                           |                             |                   |    |
| 9.                             |                           |                             |                   |    |
| 10.                            |                           |                             |                   |    |
| 11.                            |                           |                             |                   |    |
| 12.                            |                           |                             |                   |    |
| 13.                            |                           |                             |                   |    |
| 14.                            |                           |                             |                   |    |
| Last updated on    /    / 2021 |                           |                             |                   |    |

<sup>3</sup> Preferably 03 Senior Officers of USDMA (from Sl. no. 1 to 14) shall be informed over phone by the SEOC and these 03 officers shall ensure that rest of the officers of USDMA are informed.

<sup>4</sup> SEOC-in-charge shall ensure updation of contact numbers of officers from time to time.

# Golden Hours Response Level – I

## 3. Inform all Nodal Officers of various line departments to attend SEOC\*.

\*Once the "Response Activation Command" is received from Secretary, Department of Disaster Management or by any officer authorised by the secretary, this action shall be performed by the DEOs and MTs.

Officer Responsible: SEOC-in-Charge /Duty Officer, DEOs/  
MTs deployed in the SEOC

| Sl. No .                                 | Name & Designation        | Department | Contact Number <sup>5</sup> | Intimation Status |    |
|------------------------------------------|---------------------------|------------|-----------------------------|-------------------|----|
|                                          |                           |            |                             | Yes               | No |
| 1.                                       |                           |            |                             |                   |    |
| 2.                                       |                           |            |                             |                   |    |
| 3.                                       |                           |            |                             |                   |    |
| 4.                                       |                           |            |                             |                   |    |
| 5.                                       | To be decided<br>by USDMA |            |                             |                   |    |
| 6.                                       |                           |            |                             |                   |    |
| 7.                                       |                           |            |                             |                   |    |
| 8.                                       |                           |            |                             |                   |    |
| 9.                                       |                           |            |                             |                   |    |
| 10.                                      |                           |            |                             |                   |    |
| 11.                                      |                           |            |                             |                   |    |
| 12.                                      |                           |            |                             |                   |    |
| 13.                                      |                           |            |                             |                   |    |
| 14.                                      |                           |            |                             |                   |    |
| 15.                                      |                           |            |                             |                   |    |
| 16.                                      |                           |            |                             |                   |    |
| Last updated by SEOC on     /     / 2021 |                           |            |                             |                   |    |

<sup>5</sup> SEOC-in-charge/ Duty officer deployed in the SEOC shall ensure updation of contact numbers of officers from time to time.

# Golden Hours Response

## Level – I

### 4. Inform all members of State Incident Response Team (IRT) to reach SEOC\*

Before intimating the members of State IRT, officer responsible shall get approval from Secretary, Department of Disaster Management and Rehabilitation or any other officer as authorised by the Secretary.

Officer Responsible: Specialist (IRS-T) Supported by Specialist Disaster Management and MTs

| Sl. No. | Name & Designation                                                                                   | Contact Number <sup>6</sup> | *Intimation Status |    |
|---------|------------------------------------------------------------------------------------------------------|-----------------------------|--------------------|----|
|         |                                                                                                      |                             | Yes                | No |
| 1.      | Chief Secretary – Govt. UK<br><b>(RESPONSIBLE OFFICER)</b>                                           | 8510057997,<br>2712100(O)   |                    |    |
| 2.      | Secretary Disaster Management-<br><b>(INCIDENT COMMANDER)</b>                                        | 9412078700                  |                    |    |
| 3.      | DG, Information- Information & Media Officer                                                         | 7055046699                  |                    |    |
| 4.      | Additional Secretary, Disaster management / ED, USDMA - Liaison Officer (LO)                         | 9720070007<br>9412054085    |                    |    |
| 5.      | IG (Fire)- Safety Officer(SO)                                                                        | 9411112704                  |                    |    |
| 6.      | Additional CEO, Civil Aviation Development Authority- Nodal Officer (Air Operation)                  | 8755319093                  |                    |    |
| 7.      | Secretary, Home DGP, Uttarakhand PCCF, HOF (For Forest Fir)<br><b>OPERATIONS SECTION CHIEF (OSC)</b> | 9654350100<br>9411112770    |                    |    |
| 8.      | DIG SDRF- Response Branch Director (RBD)                                                             | 9411111951                  |                    |    |

<sup>6</sup> SEOC-in-charge/ Duty officer deployed in the SEOC shall ensure updation of contact numbers of officers from time to time.

|     |                                                                                                |                           |  |  |
|-----|------------------------------------------------------------------------------------------------|---------------------------|--|--|
| 9.  | MD, Transport- Transportation<br>Branch Director (TBD)                                         | 7055046699                |  |  |
| 10. | Additional CEO, USDMA,<br><b>PLANNING SECTION CHIEF</b>                                        | 9411111951                |  |  |
| 11. | Deputy Secretary<br>Disaster Management- Resource<br>Unit Leader (RUL)                         | 9927699115                |  |  |
| 12. | Additional Secretary, Revenue-<br>Situation Unit Leader (SUL)                                  | 9412151050                |  |  |
| 13. | Joint Director, Department of<br>Statistics- Documentation Unit<br>Leader (DUL)                | 8449044446                |  |  |
| 14. | Joint Secretary, Revenue-<br>Demobilisation Unit Leader<br>(Demob. UL)                         | 9927699034                |  |  |
| 15. | Secretary PWD,IT<br><b>LOGISTICS SECTION CHIEF<br/>(LSC)</b>                                   | 9410110000,<br>2713537(O) |  |  |
| 16. | Secretary, Civil Food & Supplies-<br><b><u>Service Branch Director (SBD).</u></b>              | 9412050009                |  |  |
| 17. | IG, Telecom.- Communication Unit<br>Leader (Com. UL)                                           | 9411112778,               |  |  |
| 18. | DG, Health (I/C)- Medical Unit<br>Leader (MUL)                                                 | 7906262926                |  |  |
| 19. | Additional Commissioner, Food &<br>Civil Supplies- Food Unit Leader<br>(FUL)                   | 9756665555                |  |  |
| 20. | Secretary, Irrigation - Restoration<br>Unit Leader                                             | 9412078700                |  |  |
| 21. | Additional Secretary,<br>RajayaSampatti - <b><u>Support Branch<br/>Director (Sup. BD)</u></b>  | 9458551940                |  |  |
| 22. | Senior Management Officer,<br>RajyaSampattiVibhag- Resource<br>Provisioning Unit Leader (RPUL) | 9837069296                |  |  |
| 23. | Engineer in Chief, PWD- Facilities                                                             | 9412996496                |  |  |

|                                                |                                                                                          |                                          |  |  |
|------------------------------------------------|------------------------------------------------------------------------------------------|------------------------------------------|--|--|
|                                                | Unit Leader (Fac. UL)                                                                    |                                          |  |  |
| 24.                                            | Additional Transport<br>Commissioner- Ground Support<br>Unit Leader (GSUL)               | 9411112167                               |  |  |
| 25.                                            | Additional Secretary, Finance-<br><b><u>Finance Branch Director (FBD)</u></b>            | 9927699652,<br>9456126622<br>2712013 (O) |  |  |
| 26.                                            | Under Secretary, Disaster<br>Management- Compensation /<br>Claims Unit Leader (Com./CUL) | 9927699765                               |  |  |
| 27.                                            | Director, Treasury<br>UK- Procurement Unit Leader<br>(PUL)                               | 9410321818,<br>7617588501                |  |  |
| Last updated by SEOC on        /        / 2021 |                                                                                          |                                          |  |  |

# **Golden Hours Response**

## **Level – II**

### **1. Collection of preliminary information about the incident and preparation of First Incident Report (FIR) in the given format.**

Officer Responsible: SEOC-in-Charge, Geologist,  
USDMA Supported by Wireless Operator, Master  
Trainers & DEO, SEOC

Collect preliminary information about the incident from affected Districts/ *Tehsils*/ Villages as quickly as possible after the reporting of incident by the districts/ DEOC.

On the basis of the preliminary information collected from the DEOC/ field, the First Incident Report shall be compiled and put up for approval of Secretary, Department of Disaster Management & Rehabilitation or any suitable officer as authorised by Secretary  
*(Format Enclosed at Annexure -1).*

# Golden Hours Response

## Level – II

### 2. Reporting of the incident to higher authorities - SEOC\*

Before sending the report to the below authorities, the officer responsible shall get it approved from Secretary, Department of Disaster Management and Rehabilitation or any other officer as authorised by Secretary.

**Officer Responsible: SEOC-in-Charge<sup>7</sup>, Geologist,  
Supported by Master Trainers & DEOs deployed at SEOC**

First Information Report is sent to;

| Sl. No. | Organisations                                                                               | Email / Phone/ Fax                                                                          | Intimation Status |    |
|---------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------|----|
|         |                                                                                             |                                                                                             | Yes               | No |
| 1.      | Secretary to the Hon'ble Governor, Uttarakhand.                                             | <a href="mailto:iorajbhawan010@gmail.com">iorajbhawan010@gmail.com</a> phone- 7500106944    |                   |    |
| 2.      | Secretary to the Hon'ble CM, Uttarakhand.                                                   | <a href="mailto:cmukcampoffice@gmail.com">cmukcampoffice@gmail.com</a><br>Phone -8755935675 |                   |    |
| 3.      | Hon'ble Minister (Disaster Management), Uttarakhand                                         | <a href="mailto:dhasinghrawat@gmail.com">dhasinghrawat@gmail.com</a><br>Phone-7900440055    |                   |    |
| 4.      | Chief Secretary, Government of Uttarakhand.                                                 | <a href="mailto:chiefsecyuk@gmail.com">chiefsecyuk@gmail.com</a><br>Phone- 9927699978       |                   |    |
| 5.      | Secretary Home, Government of Uttarakhand.                                                  | <a href="mailto:secy-home-ua@nic.in">secy-home-ua@nic.in</a><br>Phone-                      |                   |    |
| 6.      | All Principal Secretaries/ Secretaries of various departments of Government of Uttarakhand. | Enclosed                                                                                    |                   |    |

<sup>7</sup> SEOC-in-charge/ Duty officer deployed in the SEOC shall ensure updation of contact numbers of officers from time to time.

|                                      |                                                                      |                                                                                                                                                                                          |  |  |
|--------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| 7.                                   | Commissioners –<br>Garhwal&Kumaon                                    | <a href="mailto:commissioner.garhwal@gmail.com">commissioner.garhwal@gmail.com</a><br>Phone-9917123455<br><a href="mailto:Comm-kum-ua@nic.in">Comm-kum-ua@nic.in</a><br>Phone-9760550009 |  |  |
| 8.                                   | Member Secretary,<br>NDMA, A1, safdarjung<br>Enclave, New Delhi      | <a href="mailto:ndmacontrolroom@gmail.com">ndmacontrolroom@gmail.com</a><br>Phone-9868101885                                                                                             |  |  |
| 9.                                   | Joint Secretary, MHA,<br>Government of India                         | <a href="mailto:iocdm.mha@nic.in">iocdm.mha@nic.in</a><br>Phone- 9868891801                                                                                                              |  |  |
| 10.                                  | DG, NDRF, NDRF<br>Headquarters, Gaziabad,<br>New Delhi.              | <a href="mailto:procellndrf@gmail.com">procellndrf@gmail.com</a><br>Phone- 9412221031<br>DDN                                                                                             |  |  |
| 11.                                  | Sub Area Headquarters,<br>GhariCantt, Dehradun,<br>Uttarakhand       | Phone-8130834928                                                                                                                                                                         |  |  |
| 12.                                  | IDG, TBP, SeemaDwar                                                  | <a href="mailto:itcellddn@itbp.gov.in">itcellddn@itbp.gov.in</a><br>Phone-0135-2760406                                                                                                   |  |  |
| 13.                                  | Air Force                                                            | <a href="mailto:tandh@nic.in">tandh@nic.in</a><br>Phone-01123014424                                                                                                                      |  |  |
| 14.                                  | DG, SSB, Raniketh,<br>Uttarakhand                                    | <a href="mailto:control-ftrrkt-ssb@nic.in">control-ftrrkt-ssb@nic.in</a><br>Phone-9412081813                                                                                             |  |  |
| 15.                                  | Airport Authority of<br>India, Jolly Grant,<br>Dehradun, Uttarakhand |                                                                                                                                                                                          |  |  |
| Last updated on       /       / 2021 |                                                                      |                                                                                                                                                                                          |  |  |

# Golden Hours Response

## Level – II

### 3. Role of Nodal Officers (NO)

**Officer Responsible: Specialist (IRS –T), USDMA**

The officers responsible shall facilitate/ support the Nodal Officers to perform their duties in the SEOC during response phase.

| Sl.          | Department            | Roles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.           | PWD                   | <ol style="list-style-type: none"><li>1. Nodal Officers (representatives of various departments) shall establish contact with the field officers.</li><li>2. They shall compile the details of losses and damages reported by the field officials in a regular interval and update the same with the SEOC report compilation team.</li><li>3. They shall collect photographs and videos of the damages if available and share with the SEOC report documentation team.</li><li>4. If there is any specific requirement (Man power/ material/ machinery) from the field officials and informing same to the Logistic and planning section of the State IRT.</li><li>5. They shall compile the action taken report regularly and shall update the SEOC report compilation team.</li><li>6. Support the documentation team for preparation of response plan.</li><li>7. Regularly updating the developments to their department head.</li><li>8. Perform any other duties as assigned by Secretary, Department of Disaster Management or any other officer as authorised by him.</li></ol> |
| 2.           | Health                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3.           | UPCL                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 4.           | Civil Supplies        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5.           | JalSanthan            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6.           | Payjal                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7.           | Information           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8.           | Irrigation            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9.           | Agriculture           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10.          | Police                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11.          | Fire                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 12.          | Transport             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 13.          | Urban Development     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 14.          | Animal Husbandry      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 15.          | Indian Meteorological |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 16.          | BSNL                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 17.          | Forest                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Note:</b> |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

# Golden Hours Response

## Level – II

### 4. Liaison with Army and Central Para Military Forces (CPMFs)

Officer Responsible for coordination: ACEO (Ops.)  
Supported by ED, USDMA

Nominated Nodal Officers of Army, ITBP, SSB, Air Force, SDRF and NDRF are called to SEOC for coordination and decision making (after taking approval of Secretary, Department of disaster management).

| Sl.                                    | Organisation | Name of Nodal Officers & Mobile Numbers <sup>8</sup> | Liaison Status |    |
|----------------------------------------|--------------|------------------------------------------------------|----------------|----|
|                                        |              |                                                      | Yes            | No |
| 1.                                     |              |                                                      |                |    |
| 2.                                     |              | To be decided<br>by USDMA                            |                |    |
| 3.                                     |              |                                                      |                |    |
| 4.                                     |              |                                                      |                |    |
| 5.                                     |              |                                                      |                |    |
| Last updated on        /        / 2021 |              |                                                      |                |    |

### 5. Liaison with Dam authorities

Officer Responsible: ACEO (Ops.) Supported by Nodal Officers, dept. of Irrigation and Planner, USDMA

Liaison with Nodal Officers of dam/ barrage authorities and alert them for support (With the approval of Secretary, Department of Disaster management or any officer as authorised by Secretary).

| Sl.                                    | Dams/ Barrages | Name of Nodal Officers & Mobile Numbers | Liaison Status |    |
|----------------------------------------|----------------|-----------------------------------------|----------------|----|
|                                        |                |                                         | Yes            | No |
|                                        |                | To be decided<br>by USDMA               |                |    |
|                                        |                |                                         |                |    |
|                                        |                |                                         |                |    |
| Last updated on        /        / 2021 |                |                                         |                |    |

<sup>8</sup> SEOC-in-charge/ Duty officer deployed in the SEOC shall ensure updation of contact numbers of officers from time to time.

## **Golden Hours Response Level – II**

### **6. Compilation of updates on the development of situations, action taken and dissemination of the same to various authorities on daily basis (Morning, Noon and Evening)**

Officer responsible: SEOC-in-Charge, Geologist, USDMA  
Supported by DEO deployed in SEOC

Ensure Action Taken/ Planned Report is sent to Hon'ble Governor's Office, Hon'ble CM's Office, Minister (Disaster Management), Chief Secretary's Office, Secretary Home, PHQ, Secretary to CM, Commissioners, all secretaries of various departments of Government of Uttarakhand, NDMA, MHA, Army/ NDRF/ Air Force and other agencies concerned (format enclosed at **Annexure - 2**).

### **7. Media management - Liaison with the media and preparation & dissemination of regular press release**

Officer responsible: ACEO (Admin.), USDMA Nodal Officer  
Department of Information, Supported by Sr. Consultant  
(NDMA Project) & Media Officer, USDMA

Prepare press note in regular interval and get it approved by Secretary, Department of Disaster Management or any suitable officer as authorised by secretary and share with all media. During this phase the following activities to be ensured;

- a) Managing the media person visiting the SEOC.
- b) Regular Updation of display board at SEOC.
- c) Liaison with Nodal Officer of Department of Information.
  - d) Regular sharing of information with Hon'ble CM office and social media Nodal Officer.
- e) Managing the press briefing.
- f) Regular sharing of video recorded messages and reports with media.

# Golden Hours Response

## Level – II

### 8. Requisition of assistance from armed forces

Officer responsible: ACEO (Ops.) Supported by ED, USDMA and DEOs deployed in SEOC

Before requisitioning the required resources, officer responsible shall get approval from Secretary, Department of Disaster Management and Rehabilitation or any other officer as authorised by the Secretary. During this phase the following activities to be ensured;

- a) Requisition of resources by state government from Army, Air Force and other CPMF as per **format enclosed at Annexure - 3**
- b) Liaison with the Nodal Officers of armed forces;
- c) Liaison with the district Nodal officer responsible for liaison with the Armed forces;
- d) Sending request letter to the armed forces to share their official daily report with USDMA for media briefing and to appraise the higher authority; and
- e) Liaising with Nodal Officers of UCADA for Air operations.

### 9. Establish connectivity between affected site and SEOC (QDA deployment)

Officer responsible: ACEO (Ops.), DS, Dept. of Disaster Management Supported by Nodal Officer, USDRF, Asst. Consultant, USDMA

Ensure that the affected location is connected with SEOC through QDA by SDRF.

# **Golden Hours Response**

## **Level – II**

### **10. Coordination for Air Operations**

Officer responsible: ACEO (Ops.) & Nodal Officer,  
UCADA/ Civil Aviation Supported by US Dept. of  
Disaster Management & ED, USDMA, Asst. Consultant,  
USDMA

- a) Ensure coordination with authority concerned for air operations (Use directory of helipad coordinates - refer USDMA Website).
- b) Ensure that arrangements are made for establishment of temporary Helipads such as wind socks, field with un-interrupted articles such as trees, etc. material to mark Helipad icon (H), etc. in the affected area as and when required.
- c) Arrangements for parking of Helicopters at Air Port/ Helidrome/ Helipad shall be ensured.
- d) Transportation and accommodation for the Air Force Helicopter crew and associate staff to be arranged.

### **11. Coordination with NGOs, Community Radio Centres (CRS) & volunteers**

Officer responsible: ACEO (Admin.)  
Supported by Sr. Consultant (NDMA Project) & IEC Officer,  
USDMA

- a) Coordination with NGOs, CRS IAG and other civic organisations for providing support to the affected people (Use Telephone directory of NGOs, CRS and IAG - Refer USDMA website for telephone directory).
- b) Coordination with communities of affected areas for effective response (Use Telephone directory of Ward Members and *Pradhans* of all GPs and other vulnerable locations - Refer USDMA website for telephone directory ).

# Golden Hours Response

## Level – II

### 12. Coordination with referral hospitals (AIIMS, Rishikesh, Doon Hospital, etc.)

Officer responsible: ACEO (Ops.)/  
Supported by Deputy Secretary, Dept. of DM & Nodal  
Officer Health

Coordination with various hospitals of Uttarakhand including AIIMS, Rishikesh for referral services.

### 13. Relief activities

Officer responsible: ACEO (Admin.)/  
Supported by Under Secretary, Dept. of DM, Nodal Officer  
Civil Supply & ED, USDMA

- a) Ensure supply chain of dry food (Chuda, Rice, Dal, Biscuit, etc.) in the affected areas, as and when required.
- b) Arrangements made for management of Community Kitchens, if required.
- c) Arrangements are made for food, drinking water, power supply, beds, blankets and toilets for management of relief camps, as and when required.
- d) Sufficient tents, generators, lights and toilets facilities are arranged for establishment of temporary shelters, if required.
- e) The local NGOs and Civil society Organisation may be requested for support.

## Golden Hours Response Level – II

### 17. Restoration of essential services (Road, Drinking water, etc.)

Officer responsible: ACEO (Admin. & Ops.), DS/US, Dpt. of DM Supported by Nodal Officers of concerned departments

- a) Ensure resources such as earth mover and man-power for clearance/restoration of roads, water supply pipes for restoration of drinking water, and other such materials supporting for restoration of essential services are prepositioned at various strategic locations as and when required.
- b) Ensure supply of cattle fodder at various affected locations of the districts

### 15. Establishment of Missing cell

*\* with approval of Secretary, Department of Disaster Management and Rehabilitation or any officer as nominated by Secretary, the officer responsible shall activate the missing cell.*

1.

Officer responsible: ACEO (Adm.), USDMA, JS, DS  
Dept. of Disaster Management and Rehabilitation  
supported by and Specialist, IRS-T, Disaster  
Management Expert, IT Expert, Wireless Operator,  
MTs and DEOs

- a) Coordinate with officer responsible for collection of information in the district, DEOC and agencies deployed in the field.
- b) In case of people affected from other than Uttarakhand, then coordinate with resident commissioners of different state.
- c) Maintain database of missing people, people identified, dead bodies and human body parts identified with their contact details.
- d) Disseminate information of missing people

## **Golden Hours Response Level – II**

### **16. Activation of DSS and providing decision making input for response activities**

**Officer responsible: ACEO (Admin./Ops.), Supported by Sr. Consultant, Asst. Consultant and Planner, USDMA**

Print copy of map with detailed data of population and availability of various facilities such as Hospitals, schools/colleges for establishment of relief camp, etc. is ready to understand the situation and brief the senior officers and take decision in SEOC.

### **17. Coordination with resident Commissioners of various states**

**Officer responsible: ACEO (Admin./Ops.)  
Supported by Specialist (IRS-T) & Sr. Consultant (NDMA Project), USDMA**

With approval of Secretary, Department of Disaster Management and Rehabilitation or any officer as nominated by Secretary, the officer responsible shall coordinate with Resident Commissioners of various states for required support.

## Golden Hours Response Level – II

### 18. Documentation & preparation of presentation

Officer responsible: ACEO (Admin./ Ops.), USDMA, DS/US Dept. of DM Supported by ED USDMA, Sr. Consultant (NDMA Project), Documentation Expert, Planner, Expert IT-MIS and DEO

During response phase all officers deployed in the SEOC shall prepare their Action Taken / performed report with detail data and photographs for documentation and handed over to Documentation team on day to day basis for maintaining record, preparation of PPT for meetings and process documentation for reference.

*The document team shall discuss the process with their members and develop a format and put up to the Secretary, Department of Disaster Management for approval.*

### 19. Arrangements of briefing meetings with Hon'ble CM, Hon'ble Minister, Disaster Management, Chief Secretary, Secretaries of government of Uttarakhand

Officer responsible: ACEO (Admin./Ops.), USDMA, JS, DS, Dept. of DM Supported by ED, Sr. Consultant, Asst. Consultant, USDMA

- a) Meeting with all senior officers of state government involving heads of armed forces of central government.
- b) Documentation of various action taken including meetings, mobilisation of resources and its deployment to respond the affected site at SEOC for briefing the senior officers of state government or the team of central government (prepare PPT with photographs).
- c) Preparation of meeting minutes and follow up actions taken/compliance.

## Annexure-1

**Department of Disaster Management  
State Emergency Operations Centre  
Government of Uttarakhand**

Dispatch No.: .....  
Dispatch Date: ...../...../2021  
Dispatch Time: .....

|                                                                             |                                                                                                           |                                                                                                                                                 |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Uttarakhand Secretariat<br>4-B Subash Road<br>Dehradun - 248001 Uttarakhand | <br>Govt. of Uttarakhand | 0135 - 2710334 (Landline - SEOC)<br>0135-2710335 (Fax - SEOC)<br>957444486 (Mobile - SEOC)<br>Toll Free No.: 1070<br>Email: seoc.dmmc@gmail.com |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|

**From**

**Secretary,**  
Department of Disaster Management & Rehabilitation  
Government of Uttarakhand.

**To**

**Enclosed at Appendix - 1**

**USDMA**

**Subject: First Incident Report.**

**Madam/ Sir,**

An incident has occurred at ....PM/AM, village.....of Tehsil....., District.....of Uttarakhand.

As per preliminary report, during this incident the loss and damages has been reported by the district..... are as follows.

| Losses and damages               | In brief |                     |     | Action initiated by District Administration |
|----------------------------------|----------|---------------------|-----|---------------------------------------------|
|                                  | Number   | Yet to be collected | Nil |                                             |
| Persons - Dead/ Injured/ Missing |          |                     |     |                                             |
| Building/ houses damages         |          |                     |     |                                             |
| Roads/ bridges affected/ damage  |          |                     |     |                                             |
|                                  |          |                     |     |                                             |
|                                  |          |                     |     |                                             |

Action initiated by State Government after receiving the information from DEOC/ other official sources are as follows;

- a)
- b)
- c)

The information given in this report is preliminary. It will be updated as and when the updated reports received from field / district.

Yours sincerely,

**Secretary**  
Department of Disaster Management  
Government of Uttarakhand

## Appendix – 1

| Sl. No. | Organisations                                                                               | Email / Fax                                                                                                                                                                           |
|---------|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.      | Secretary to the Hon'ble Governor, Uttarakhand.                                             | <a href="mailto:iorajbhawan010@gmail.com">iorajbhawan010@gmail.com</a> phone-7500106944                                                                                               |
| 2.      | Secretary to the Hon'ble CM, Uttarakhand.                                                   | <a href="mailto:cmukcampoffice@gmail.com">cmukcampoffice@gmail.com</a><br>Phone -8755935675                                                                                           |
| 3.      | Secretaries to all Hon'ble Ministers, Uttarakhand.                                          |                                                                                                                                                                                       |
| 4.      | Hon'ble Minister (Disaster Management), Uttarakhand                                         | <a href="mailto:dhasinghrawat@gmail.com">dhasinghrawat@gmail.com</a><br>Phone-7900440055                                                                                              |
| 5.      | Chief Secretary, Government of Uttarakhand.                                                 | <a href="mailto:chiefsecyuk@gmail.com">chiefsecyuk@gmail.com</a><br>Phone- 9927699978                                                                                                 |
| 6.      | Secretary Home, Government of Uttarakhand.                                                  | <a href="mailto:secy-home-ua@nic.in">secy-home-ua@nic.in</a><br>Phone-                                                                                                                |
| 7.      | All Principal Secretaries/ Secretaries of various departments of Government of Uttarakhand. | Enclosed                                                                                                                                                                              |
| 8.      | Commissioners – Garhwal & Kumaon                                                            | <a href="mailto:commissioner.garhwal@gmail.com">commissioner.garhwal@gmail.com</a><br>Phone-9917123455 <a href="mailto:Comm-kum-ua@nic.in">Comm-kum-ua@nic.in</a><br>Phone-9760550009 |
| 9.      | Member Secretary, NDMA, A1, safdarjung Enclave, New Delhi                                   | <a href="mailto:ndmacontrolroom@gmail.com">ndmacontrolroom@gmail.com</a><br>Phone-9868101885                                                                                          |
| 10.     | Joint Secretary, MHA, Government of India                                                   | <a href="mailto:iocdm.mha@nic.in">iocdm.mha@nic.in</a><br>Phone- 9868891801                                                                                                           |
| 11.     | DG, NDRF, NDRF Headquarters, Gaziabad, New Delhi.                                           | <a href="mailto:procellndrf@gmail.com">procellndrf@gmail.com</a><br>Phone- 9412221031 DDN                                                                                             |
| 12.     | Sub Area Headquarters, Ghari Cantt, Dehradun, Uttarakhand                                   | Phone-8130834928                                                                                                                                                                      |
| 13.     | IDG, TBP, Seema Dwar                                                                        | <a href="mailto:itcellddn@itbp.gov.in">itcellddn@itbp.gov.in</a><br>Phone-0135-2760406                                                                                                |
| 14.     | Air Force                                                                                   | <a href="mailto:tandh@nic.in">tandh@nic.in</a><br>Phone-01123014424                                                                                                                   |
| 15.     | DG, SSB, Raniketh, Uttarakhand                                                              | <a href="mailto:control-ftrrkt-ssb@nic.in">control-ftrrkt-ssb@nic.in</a><br>Phone-9412081813                                                                                          |
| 16.     | Airport Authority of India, Jolly Grant, Dehradun, Uttarakhand                              |                                                                                                                                                                                       |

**Annexure-2**

राज्य आपातकालीन परिचालन केन्द्र  
सचिवालय  
परिसर, देहरादून, उत्तराखण्ड

दिनांक:- / / 2021  
समय:- बजे

दूरभाष नं०- 0135-2710334, (Toll Free-1070)

फैक्स नं० - 0135-2710335

मो०न० - 9557444486

संख्या - /SEOC/27(2020-21)

| क्र०स०                      | जनपद का नाम     | जनपदों से प्राप्त सूचनाओं का विवरण                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |
|-----------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------|--|--|------------|-----------------|--|--|----------------|----------------|--------------------|--|----------------|--|---------------|--|
| 01                          |                 | <p>जिला आपातकालीन परिचालन केन्द्र/पुलिस वायरलैस से प्राप्त सूचना के अनुसार:-</p> <p>1. आज दिनांक / / 2021 को प्रातः.....बजे जनपद .....तहसील .....<br/>ग्राम.....स्थान.....के समीप.....के कारण घटना/दुर्घटना<br/>होने की सूचना प्राप्त हुई है। दुर्घटना का विवरण निम्नवत् है-<br/>मृतक की संख्या -<br/>लापता व्यक्तियों की संख्या -<br/>घायलों की संख्या -<br/>भवन क्षतिग्रस्त -<br/>पशु हानि -<br/>अन्य हानि -</p> <p>2. जनपद द्वारा किया गया राहत एवं बचाव कार्यों का विवरण-</p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul> <p>3. राज्य सरकार द्वारा किया गया कार्यों का विवरण-</p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul> <p>4. वर्षा के आंकड़े-</p> <table border="1"> <tr> <td>जिला मुख्यालय/ अन्य स्थानों</td> <td>वर्षा के आंकड़े</td> </tr> <tr> <td></td> <td></td> </tr> </table> <p>5. नदियों का जल स्तर-</p> <table border="1"> <tr> <td>नदी का नाम</td> <td>वर्तमान जल स्तर</td> </tr> <tr> <td></td> <td></td> </tr> </table> <p>6. मार्गों की स्थिति-</p> <table border="1"> <tr> <td>मार्गों का नाम</td> <td>वर्तमान स्थिति</td> </tr> <tr> <td>राष्ट्रीय राजमार्ग</td> <td></td> </tr> <tr> <td>राज्य राजमार्ग</td> <td></td> </tr> <tr> <td>ग्रामीण मार्ग</td> <td></td> </tr> </table> | जिला मुख्यालय/ अन्य स्थानों | वर्षा के आंकड़े |  |  | नदी का नाम | वर्तमान जल स्तर |  |  | मार्गों का नाम | वर्तमान स्थिति | राष्ट्रीय राजमार्ग |  | राज्य राजमार्ग |  | ग्रामीण मार्ग |  |
| जिला मुख्यालय/ अन्य स्थानों | वर्षा के आंकड़े |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |
|                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |
| नदी का नाम                  | वर्तमान जल स्तर |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |
|                             |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |
| मार्गों का नाम              | वर्तमान स्थिति  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |
| राष्ट्रीय राजमार्ग          |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |
| राज्य राजमार्ग              |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |
| ग्रामीण मार्ग               |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                 |  |  |            |                 |  |  |                |                |                    |  |                |  |               |  |

सचिव,  
(आपदा प्रबन्धन एवं पुनर्वास विभाग)  
उत्तराखण्ड शासन।

### Annexure-3

Department of Disaster Management  
State Emergency Operations Centre  
Government of Uttarakhand

Dispatch No. -----  
Dispatch Date : ---/---/2021  
Dispatch Time : -----

Uttarakhand Secretariat  
4-B, Subash Road  
Dehradun – 248 001  
Uttarakhand



0135 – 2710 334 (Landline - SEOC)  
0135 – 2710 335 (Fax - SEOC)  
95574 44486 (Mobile - SEOC)  
Toll Free No: 1070  
Email- seoc.dmmc@gmail.com

### REQUISITION FORMAT

To,

**G.O.C**

Sub Area Uttarakhand

Garhi Cantt

Dehradun, Uttarakhand.

Fax No- 0135-2751115

Email- [hquksa@gmail.com](mailto:hquksa@gmail.com)

#### 1. Details of Incident:

| Description of Incident/s |          | Time of incident |
|---------------------------|----------|------------------|
|                           |          |                  |
| Place of Incident         | Tehsil/s | District/s       |
|                           |          |                  |

#### 2. Support Service Requested:

| Services                | Request | Services                     | Request |
|-------------------------|---------|------------------------------|---------|
| Search & Rescue         |         | Restoration of communication |         |
| Evacuation              |         | Restoration of power supply  |         |
| Medical Aid             |         | Relief camp                  |         |
| Restoration of roads    |         | Supply of relief materials   |         |
| Restoration of bridge/s |         | Providing Air Services       |         |
|                         |         |                              |         |

#### 3. District Contact Details:

| District Magistrate     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

| Sr. Superintendent / Superintendent of police |                                        |
|-----------------------------------------------|----------------------------------------|
| Name:                                         | Mobile Number:                         |
| Telephone Number:                             | Fax Number:                            |
| Satellite Phone Number:                       | Wireless availability: Pol.net/ Forest |

#### 4. Local Contact of the Affected Area:

| SDM                     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

#### 5. State contact details for coordination

| Secretary, Department of Disaster Mangement |                                        |
|---------------------------------------------|----------------------------------------|
| Name: Shri S.A. Murugesan, IAS              | Mobile Number: 94120 78700             |
| Telephone Number: 0135-2714246              | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119800           | Wireless availability: Pol.net/ Forest |

| ACEO, Administration, USDMA       |                                        |
|-----------------------------------|----------------------------------------|
| Name: Shri Sabin Bansal, IAS      | Mobile Number: 9720070007              |
| Telephone Number: 0135-2712027    | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119799 | Wireless availability: Pol.net/ Forest |

| ACEO, Operations, USDMA           |                                        |
|-----------------------------------|----------------------------------------|
| Name: Smt. Riddhim Aggarwal, IPS  | Mobile Number: 94111 12479             |
| Telephone Number: 0135-2710 334   | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119798 | Wireless availability: Pol.net/ Forest |

| ED, USDMA                          |                                        |
|------------------------------------|----------------------------------------|
| Name: Dr. Pyoosh Rautela           | Mobile Number: 95574 44486             |
| Telephone Number: 0135-2710 334    | Fax Number: 0135-2710 335              |
| Satellite Phone Number: 8991119797 | Wireless availability: Pol.net/ Forest |

(S.A. Murugesan, IAS)

Secretary

Department of Disaster Management

#### Copy forwarded for information:

1. **MOD** New Delhi, 011-23012380, [Email-defsecy@nic.in](mailto:Email-defsecy@nic.in)
2. **MHA**, Control room, New Delhi-011-23093054,  
Email- [iocdm.mha@nic.in](mailto:iocdm.mha@nic.in)
3. **NDMA**, Control room, New Delhi, Phone: 011-26701728  
Email- [ndmacontrolroom@gmail.com](mailto:ndmacontrolroom@gmail.com)
4. **NERC** Control Room, Phone: 011-23438252,  
Email- [dresponse-nerc@gov.in](mailto:dresponse-nerc@gov.in)

5. **Air Force**, Vayu Bhawan, New Delhi Email: [tandh@nic.in](mailto:tandh@nic.in)  
Phone: 011-23014424(T), 011-23017627(F).
6. **DIG ITBP**, Seemadwar, Indra Nagar, Dehradun, Uttarakhand  
[Email: itcellddn@itbp.gov.in](mailto:itcellddn@itbp.gov.in) , 0135-2760406 (F).
7. **DIG S.S.B**, FTR Ranikhet, Almora, Uttarakhand, -  
Email- control-fttrkt-ssb@nic.in  
Control Room: 05966-222205(F), 9412081813 (M).
8. **Commandant 8<sup>th</sup> Bn NDRF**, Kamla Nehru Nagar Ghaziabad, UP  
[Email- up08-ndrf@nic.in](mailto:up08-ndrf@nic.in),  
Reception: 0120-2766012 (F), 0120-2766618 (T).
9. C.E, B.R.O, Shivalik, IDPL Rishikesh, Dehradun, Uttarakhand.  
Email- [bro-svk@nic.in](mailto:bro-svk@nic.in) 0135-2455303/4 (T), 0135-2455301 (F).
10. C.E, B.R.O, STF Hirak, Tankpur, Champawat, Uttarakhand.  
Email- [bro-hrk@nic.in](mailto:bro-hrk@nic.in), 05943-265875 (F), 05943-265873/4 (O).

**(S.A. Murugesan, IAS)**  
Secretary  
Department of Disaster Management

**Department of Disaster Management**  
State Emergency Operations Centre  
Government of Uttarakhand

Dispatch No. -----  
Dispatch Date : ---/---/2021  
Dispatch Time : -----

Uttarakhand Secretariat  
4-B, Subash Road  
Dehradun – 248 001  
Uttarakhand



0135 – 2710 334 (Landline - SEOC)  
0135 – 2710 335 (Fax - SEOC)  
95574 44486 (Mobile - SEOC)  
Toll Free No: 1070  
Email- seoc.dmmc@gmail.com

**REQUISITION FORMAT**

To,

**Joint Director,**  
Operation/AHQ  
Vayu Bhawan, New Delhi.  
Email- [tandh@nic.in](mailto:tandh@nic.in)

**1. Details of Incident:**

| Description of Incident/s |          | Time of incident |
|---------------------------|----------|------------------|
|                           |          |                  |
| Place of Incident         | Tehsil/s | District/s       |
|                           |          |                  |

**2. Support Service Requested:**

| Services                | Request | Services                     | Request |
|-------------------------|---------|------------------------------|---------|
| Search & Rescue         |         | Restoration of communication |         |
| Evacuation              |         | Restoration of power supply  |         |
| Medical Aid             |         | Relief camp                  |         |
| Restoration of roads    |         | Supply of relief materials   |         |
| Restoration of bridge/s |         | Providing Air Services       |         |
|                         |         |                              |         |

**3. District Contact Details:**

| District Magistrate     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

| Sr. Superintendent / Superintendent of police |                                        |
|-----------------------------------------------|----------------------------------------|
| Name:                                         | Mobile Number:                         |
| Telephone Number:                             | Fax Number:                            |
| Satellite Phone Number:                       | Wireless availability: Pol.net/ Forest |

#### 4. Local Contact of the Affected Area:

| SDM                     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

#### 5. State contact details for coordination

| Secretary, Department of Disaster Mangement |                                        |
|---------------------------------------------|----------------------------------------|
| Name: Shri S.A. Murugesan, IAS              | Mobile Number: 94120 78700             |
| Telephone Number: 0135-2714246              | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119800           | Wireless availability: Pol.net/ Forest |

| ACEO, Administration, USDMA       |                                        |
|-----------------------------------|----------------------------------------|
| Name: Shri Sabin Bansal, IAS      | Mobile Number: 9720070007              |
| Telephone Number: 0135-2712027    | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119799 | Wireless availability: Pol.net/ Forest |

| ACEO, Operations, USDMA           |                                        |
|-----------------------------------|----------------------------------------|
| Name: Smt. Riddhim Aggarwal, IPS  | Mobile Number: 94111 12479             |
| Telephone Number: 0135-2710 334   | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119798 | Wireless availability: Pol.net/ Forest |

| ED, USDMA                          |                                        |
|------------------------------------|----------------------------------------|
| Name: Dr. Pyoosh Rautela           | Mobile Number: 95574 44486             |
| Telephone Number: 0135-2710 334    | Fax Number: 0135-2710 335              |
| Satellite Phone Number: 8991119797 | Wireless availability: Pol.net/ Forest |

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Department of Disaster Management

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Email-ndmacontrolroom@gmail.com
4. NERC Control Room, Phone: 011-23438252,  
Email- [dresponse-nerc@gov.in](mailto:dresponse-nerc@gov.in)

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Control Room: 05966-222205(F), 9412081813 (M).
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[Email- up08-ndrf@nic.in](mailto:up08-ndrf@nic.in),  
Reception: 0120-2766012 (F), 0120-2766618 (T).
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Email- [bro-hrk@nic.in](mailto:bro-hrk@nic.in), 05943-265875 (F), 05943-265873/4 (O).

**(S.A. Murugesan, IAS)**  
Secretary  
Department of Disaster Management

**Department of Disaster Management**  
State Emergency Operations Centre  
Government of Uttarakhand

Dispatch No. -----  
Dispatch Date : ---/---/2021  
Dispatch Time : -----

Uttarakhand Secretariat  
4-B, Subash Road  
Dehradun – 248 001  
Uttarakhand



0135 – 2710 334 (Landline - SEOC)  
0135 – 2710 335 (Fax - SEOC)  
95574 44486 (Mobile - SEOC)  
Toll Free No: 1070  
Email- seoc.dmmc@gmail.com

**REQUISITION FORMAT**

To,

**I.G**

I.T. B. P

Seemadwar, Indra Nagar

Dehradun Uttarakhand.

Fax No- 0135-2762976

Email- ignorth@itbp.gov.in

**1. Details of Incident:**

| Description of Incident/s |          | Time of incident |
|---------------------------|----------|------------------|
|                           |          |                  |
| Place of Incident         | Tehsil/s | District/s       |
|                           |          |                  |

**2. Support Service Requested:**

| Services                | Request | Services                     | Request |
|-------------------------|---------|------------------------------|---------|
| Search & Rescue         |         | Restoration of communication |         |
| Evacuation              |         | Restoration of power supply  |         |
| Medical Aid             |         | Relief camp                  |         |
| Restoration of roads    |         | Supply of relief materials   |         |
| Restoration of bridge/s |         | Providing Air Services       |         |
|                         |         |                              |         |

**3. District Contact Details:**

| District Magistrate     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

| Sr. Superintendent / Superintendent of police |                                        |
|-----------------------------------------------|----------------------------------------|
| Name:                                         | Mobile Number:                         |
| Telephone Number:                             | Fax Number:                            |
| Satellite Phone Number:                       | Wireless availability: Pol.net/ Forest |

#### 4. Local Contact of the Affected Area:

| SDM                     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

#### 5. State contact details for coordination

| Secretary, Department of Disaster Mangement |                                        |
|---------------------------------------------|----------------------------------------|
| Name: Shri S.A. Murugesan, IAS              | Mobile Number: 94120 78700             |
| Telephone Number: 0135-2714246              | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119800           | Wireless availability: Pol.net/ Forest |

| ACEO, Administration, USDMA       |                                        |
|-----------------------------------|----------------------------------------|
| Name: Shri Sabin Bansal, IAS      | Mobile Number: 9720070007              |
| Telephone Number: 0135-2712027    | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119799 | Wireless availability: Pol.net/ Forest |

| ACEO, Operations, USDMA           |                                        |
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| Name: Smt. Riddhim Aggarwal, IPS  | Mobile Number: 94111 12479             |
| Telephone Number: 0135-2710 334   | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119798 | Wireless availability: Pol.net/ Forest |

| ED, USDMA                          |                                        |
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| Name: Dr. Pyoosh Rautela           | Mobile Number: 95574 44486             |
| Telephone Number: 0135-2710 334    | Fax Number: 0135-2710 335              |
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Department of Disaster Management

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Government of Uttarakhand

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Dehradun – 248 001  
Uttarakhand



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0135 – 2710 335 (Fax - SEOC)  
95574 44486 (Mobile - SEOC)  
Toll Free No: 1070  
Email- seoc.dmmc@gmail.com

**REQUISITION FORMAT**

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**D.G**

N.D.R.F

6th Floor, NDCC-II Building,

Jai Singh Road, New Delhi.

Fax No- 011-23438091

Email- dg.ndrf@nic.in

**1. Details of Incident:**

| Description of Incident/s |          | Time of incident |
|---------------------------|----------|------------------|
|                           |          |                  |
| Place of Incident         | Tehsil/s | District/s       |
|                           |          |                  |

**2. Support Service Requested:**

| Services                | Request | Services                     | Request |
|-------------------------|---------|------------------------------|---------|
| Search & Rescue         |         | Restoration of communication |         |
| Evacuation              |         | Restoration of power supply  |         |
| Medical Aid             |         | Relief camp                  |         |
| Restoration of roads    |         | Supply of relief materials   |         |
| Restoration of bridge/s |         | Providing Air Services       |         |
|                         |         |                              |         |

**3. District Contact Details:**

| District Magistrate     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

| Sr. Superintendent / Superintendent of police |                                        |
|-----------------------------------------------|----------------------------------------|
| Name:                                         | Mobile Number:                         |
| Telephone Number:                             | Fax Number:                            |
| Satellite Phone Number:                       | Wireless availability: Pol.net/ Forest |

#### 4. Local Contact of the Affected Area:

| SDM                     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

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|-----------------------------------|----------------------------------------|
| Name: Shri Sabin Bansal, IAS      | Mobile Number: 9720070007              |
| Telephone Number: 0135-2712027    | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119799 | Wireless availability: Pol.net/ Forest |

| ACEO, Operations, USDMA           |                                        |
|-----------------------------------|----------------------------------------|
| Name: Smt. Riddhim Aggarwal, IPS  | Mobile Number: 94111 12479             |
| Telephone Number: 0135-2710 334   | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119798 | Wireless availability: Pol.net/ Forest |

| ED, USDMA                          |                                        |
|------------------------------------|----------------------------------------|
| Name: Dr. Pyoosh Rautela           | Mobile Number: 95574 44486             |
| Telephone Number: 0135-2710 334    | Fax Number: 0135-2710 335              |
| Satellite Phone Number: 8991119797 | Wireless availability: Pol.net/ Forest |

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Department of Disaster Management

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Email- [dresponse-nerc@gov.in](mailto:dresponse-nerc@gov.in)
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Phone: 011-23014424(T), 011-23017627(F).

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[Email: itcellddn@itbp.gov.in](mailto:itcellddn@itbp.gov.in) , 0135-2760406 (F).
7. **DIG S.S.B**, FTR Ranikhet, Almora, Uttarakhand, -  
Email- [control-ftrrkt-ssb@nic.in](mailto:control-ftrrkt-ssb@nic.in)  
Control Room: 05966-222205(F), 9412081813 (M).
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[Email- up08-ndrf@nic.in](mailto:up08-ndrf@nic.in),  
Reception: 0120-2766012 (F), 0120-2766618 (T).
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Email- [bro-hrk@nic.in](mailto:bro-hrk@nic.in), 05943-265875 (F), 05943-265873/4 (O).

**(S.A. Murugesan, IAS)**  
Secretary  
Department of Disaster Management

State Emergency Operations Centre  
Government of Uttarakhand

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Dehradun – 248 001  
Uttarakhand



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0135 – 2710 335 (Fax - SEOC)  
95574 44486 (Mobile - SEOC)  
Toll Free No: 1070  
Email- seoc.dmmc@gmail.com

**REQUISITION FORMAT**

To,

**I.G**  
S.S.B  
FTR Ranikhet,  
Almora, Uttarakhand.  
Fax No- 05966-222205  
Email- control-ftrrkt-ssb@nic.in

**1. Details of Incident:**

| Description of Incident/s |          | Time of incident |
|---------------------------|----------|------------------|
|                           |          |                  |
| Place of Incident         | Tehsil/s | District/s       |
|                           |          |                  |

**2. Support Service Requested:**

| Services                | Request | Services                     | Request |
|-------------------------|---------|------------------------------|---------|
| Search & Rescue         |         | Restoration of communication |         |
| Evacuation              |         | Restoration of power supply  |         |
| Medical Aid             |         | Relief camp                  |         |
| Restoration of roads    |         | Supply of relief materials   |         |
| Restoration of bridge/s |         | Providing Air Services       |         |
|                         |         |                              |         |

**3. District Contact Details:**

| District Magistrate     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

| Sr. Superintendent / Superintendent of police |                                        |
|-----------------------------------------------|----------------------------------------|
| Name:                                         | Mobile Number:                         |
| Telephone Number:                             | Fax Number:                            |
| Satellite Phone Number:                       | Wireless availability: Pol.net/ Forest |

#### 4. Local Contact of the Affected Area:

| SDM                     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

#### 5. State contact details for coordination

| Secretary, Department of Disaster Mangement |                                        |
|---------------------------------------------|----------------------------------------|
| Name: Shri S.A. Murugesan, IAS              | Mobile Number: 94120 78700             |
| Telephone Number: 0135-2714246              | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119800           | Wireless availability: Pol.net/ Forest |

| ACEO, Administration, USDMA       |                                        |
|-----------------------------------|----------------------------------------|
| Name: Shri Sabin Bansal, IAS      | Mobile Number: 9720070007              |
| Telephone Number: 0135-2712027    | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119799 | Wireless availability: Pol.net/ Forest |

| ACEO, Operations, USDMA           |                                        |
|-----------------------------------|----------------------------------------|
| Name: Smt. Riddhim Aggarwal, IPS  | Mobile Number: 94111 12479             |
| Telephone Number: 0135-2710 334   | Fax Number: 0135-2710 335              |
| Satellite Phone Number:8991119798 | Wireless availability: Pol.net/ Forest |

| ED, USDMA                          |                                        |
|------------------------------------|----------------------------------------|
| Name: Dr. Pyoosh Rautela           | Mobile Number: 95574 44486             |
| Telephone Number: 0135-2710 334    | Fax Number: 0135-2710 335              |
| Satellite Phone Number: 8991119797 | Wireless availability: Pol.net/ Forest |

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Department of Disaster Management

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Control Room: 05966-222205(F), 9412081813 (M).
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Email- [bro-hrk@nic.in](mailto:bro-hrk@nic.in), 05943-265875 (F), 05943-265873/4 (O).

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0135 – 2710 335 (Fax - SEOC)  
95574 44486 (Mobile - SEOC)  
Toll Free No: 1070  
Email- seoc.dmmc@gmail.com

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Seema Sadak Bhawan  
Ring Road, Delhi Cantt,  
New Delhi.  
Fax No- 011-25686856  
Email- bro-edp@nic.in

**1. Details of Incident:**

| Description of Incident/s |          | Time of incident |
|---------------------------|----------|------------------|
|                           |          |                  |
| Place of Incident         | Tehsil/s | District/s       |
|                           |          |                  |

**2. Support Service Requested:**

| Services                | Request | Services                     | Request |
|-------------------------|---------|------------------------------|---------|
| Search & Rescue         |         | Restoration of communication |         |
| Evacuation              |         | Restoration of power supply  |         |
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| Restoration of bridge/s |         | Providing Air Services       |         |
|                         |         |                              |         |

**3. District Contact Details:**

| District Magistrate     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
| Telephone Number:       | Fax Number:                            |
| Satellite Phone Number: | Wireless availability: Pol.net/ Forest |

| Sr. Superintendent / Superintendent of police |                                        |
|-----------------------------------------------|----------------------------------------|
| Name:                                         | Mobile Number:                         |
| Telephone Number:                             | Fax Number:                            |
| Satellite Phone Number:                       | Wireless availability: Pol.net/ Forest |

#### 4. Local Contact of the Affected Area:

| SDM                     |                                        |
|-------------------------|----------------------------------------|
| Name:                   | Mobile Number:                         |
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| Name: Dr. Pyoosh Rautela           | Mobile Number: 95574 44486             |
| Telephone Number: 0135-2710 334    | Fax Number: 0135-2710 335              |
| Satellite Phone Number: 8991119797 | Wireless availability: Pol.net/ Forest |

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Secretary  
Department of Disaster Management

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