

NDMA

**Standard Operating Procedure for Disaster
Management**



NDMA Bhavan, A-1, Safdarjung Enclave, New Delhi - 29

Preamble

NDMA is mandated by the Disaster Management Act, 2005 to draw the plans and guidelines for managing the disasters within India. It is also expected to support the Indian initiatives to help foreign Countries in the aftermath of natural disasters.

In keeping with its age old tradition of “Vasudhave Kautumbakam” (The World is our family), India rose to help and support Nepal, our neighbouring nation, in the wake of massive earthquake recently. NDMA mustered all its courage and resources to extend its best support in this endeavour. During the process of coordinating Rescue and Relief being channelized to Nepal, very important lessons have been learnt and insights gained.

NDMA has drafted this set of Standard operating Procedures(SOP) imbibing the experience earned in managing disasters during Operation Maitri and similar exercises prior to it. It offers a strategy for managing the onslaught of sudden disaster by way of establishing certain standard protocols for engaging with stakeholders as well as organising its own self. This document precludes itself from defining the course of action of the fellow stakeholders(e.g. NDRF, MEA, Defence Organisation, State Government etc.) during such situations. The Stakeholders are expected to prescribe their own protocols for enacting their part during disaster management. The NDMA SOP is meant to provide a framework for coordination of the activities of all the Stakeholders. NDMA also acknowledges the fact that International humanitarian assistance by India to foreign countries may need further improvisation of this SOP in consultation with Ministry of External Affairs and Ministry of Home Affairs, depending upon various sensitivities involved.

These Standard Operating Procedures may not be found adequate to deal with all kind of exigencies since Nature has a way of surprising human being. Yet efforts have been made to prepare a basic plan for engagement and coordination in the times of Crisis management post disaster. NDMA considers it to be a dynamic document to the extent that it shall get reviewed and improvised based on experience gained after every major disaster in future.

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Day One

1. Zero Hour

- a. Control room sends message by SMS followed by automated call to everyone on the **List 1**.
- b. Officers and staff assemble at their respective Centres in minimum possible time not exceeding 45 minutes.
- c. Activities of Central control room of NDMA are up-scaled as per the SOP.
- d. NCMC/NDMA establishes immediate contact with all the stakeholders (Ministries/State Governments/DG NDRF/Army/Air force/ Navy/Railways/Paramilitary Force/ Civil Defence/AIIMS/IMD/CWC) by way of Video Conference. In the event of failure of Video Conferencing set-up, other available means of communication may be used.
- e. Rapid situation analysis conducted by available means and report prepared.

2. Past Zero Hour

- a. All the responsibility Centres within NDMA as per **List 2** get activated.
- b. Fully equipped NDRF team to move immediately by Air as per their standard protocols.
- c. First response group (**List 3**) moves along with NDRF to set up a response centre at ground Zero. All the responders shall take basic sustainability kit (**Annexure A**) with them.
- d. Equipments for setting up basic Office may also be carried by the first response group (**Annexure B**)
- e. A basic relief kit (**Annexure C**) should also go with NDRF. The Kit should be mobilised by NDMA, by way of tapping prospective donors already registered with it (**Annexure D**).
- f. Digital Maps of affected area to be displayed in Control Room for tracing the response and relief activities.
- g. All the important contact information of the Stakeholders may be prominently displayed in the Control Room and the Operations room of NDMA.
- h. A Senior/ middle level group of Officers (**List 5**) corresponding to high level NCMC should be activated to maintain horizontal information sharing and coordination amongst Ministries.
- i. NDMA core committee (**List 4**) to meet twice i.e. at 10:00 and 18:00 to decide upon
 - i. The ground zero report received (twice daily) from First response Group at Crisis site.
 - ii. Relief to be lined up for next day. Requirement for rescue material depending upon the kind of disaster (**Annexure E**) may be assessed.
 - iii. A message to be sent to the first response Group regarding relief lined up for the next day in order to help them plan delivery and distribution at Crisis Centre.

- iv. Volunteers list (**Annexure F**) (especially Ham Radio operators) should also be prepared as per the requirement.
- v. In case of crisis within India, Local Civil defence of the area could be engaged to supplement the efforts
- vi. SDRF of the neighbouring State could be tapped to pitch in their efforts.
- vii. Neighbouring State Governments may be requested to provide urgent relief including water.
- viii. Movement of Official delegations/Media/Philanthropic Organisations to be regulated to avoid undue stress on scarce logistics resources at ground Zero.
- ix. Requirements for body bags and coffins may be assessed
- x. Press release to be given at the end of the day.
- j. Control room to set up a desk to attend the missing person inquiry, transmission of such details to respective authorities and response to public.
- k. Another desk should be set up in Control room to offer Psychological counselling at phone to disaster hit persons.
- l. All the calls received by Control room during the complete period of Crisis management may be recorded and categorized.
- m. Media centre to provide facility for uploading photos of missing persons.
- n. **Relief Coordination centre** to ensure that the relief material to be colour coded and packing instruction to be followed as stipulated by NDMA (**Annexure G**)
- o. **Relief Coordination centre** to ensure that the cost of the relief material is intimated by the Donors with them.
- p. Control centre to send an email including the summary report at the end of the day and the press release to the Members of **List 1, List 4 and List 5.E**- Samiksha platform should also be used for sharing information

- q. A copy of these reports may be filed in the Daily Diary maintained by Control Room for the period of Rescue and Relief, for future reference.

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Day Two

1. Central delegation including medical teams, Communication experts and Power engineers, depending upon the requirement conveyed by First response Centre and as decided by NDMA /NCCM, to move to Crisis site
2. A set of Volunteers depending upon the kind of disaster and the projected need, could be channelized from **Annexure D**, Centre and neighbouring States.
3. The delegation and all the Responders should move with basic sustainability kit (**Annexure A**), if suggested by First Response Group.
4. Relief mobilisation by Air to continue on Day two for emergency requirements, Water and RO plants with operator. **Relief Coordination centre (List 2)** to coordinate with Air force, Civil aviation Ministry.
5. Additional deployment of NDRF to continue as per requirement.
6. **Relief Coordination centre** in NDMA (**List 2**) to coordinate the Relief collection activity in consultation with State Governments and other Organisations. States may coordinate for aggregation of relief efforts of NGOs at State level.
7. Activities as per point 2(h) to 2(q) of Day One to continued
8. **NDMA Core Committee (List 4)** to review the following
 - a. Option of transportation of Relief via Railways/Road should be considered and adopted.
 - b. A core team for relief coordination at the point of delivery may be dispatched.
 - c. Possibility of storage at the point of dispatch and delivery may be explored.
 - d. Other activities as initiated on Day One to be reviewed and continue.
 - e. Decision may be taken regarding continuing relief exercise by Air beyond Day two.
 - f. Requirement for DNA, finger printing of the dead may be assessed.

Day Three to Day Nth

1. First Response team to give morning and evening reports
2. Followed by NCMC/ NDMA meetings to modulate response
3. Relief work to continue as per systems in place
4. Media assessment (to assess impact on public and to dispel rumours) to continue
5. Control room procedure to continue
6. All the responsibility Centres to continue as per the protocols and decision taken by the Core committee of NDMA and NCMC.
7. Press release to be issued by the end of the day

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Day Nth plus one day

1. Demobilisation of NDRF teams to begin in a staggered manner, in consultation with the State.
2. First Response team returns
3. Decision to be taken for continuing Relief Operations post Rescue
4. Accordingly, Operations may be up scaled or downscaled.
5. Debriefing sessions
 - a. With NDRF
 - b. With First Response team
 - c. With Stakeholders (Central Ministries/ State Governments/Agencies involved)

Day Nth plus One Week

- Submission of Written reports by all the Stakeholders.
- The reports shall include a brief regarding their experience, lessons learnt, the problem areas encountered by them and their suggestions for improving the systems.

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Day Nth plus two week

- Compilation of action taken report by NDMA.
- The NDMA compilation should be inclusive of the daily diary maintained by the Control room, Stakeholders' reports, Inputs given by the responsibility Centres within NDMA , important media inputs and any other relevant material.

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Day Nth plus three weeks

- Workshop on lessons learnt during the disaster
- Review of SOP on the basis of Lessons Learnt

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List One

Persons to be contacted at Zero Hour

1. Cabinet Secretary
2. Contact person in PMO
3. Secretary MHA
4. Member Secretary NDMA (To direct control room to address list one)
5. Secretary Defence
6. Secretary Health
7. Secretary, Agriculture
8. Secretary, Atomic Energy
9. Secretary, Drinking water supply and sanitation
10. Secretary, Water Resources
11. Secretary, Environment, Forest and Climate change
12. Secretary, Expenditure
13. Secretary Rural Development
14. Secretary, Science and Technology
15. Secretary, Space
16. Secretary, Urban Development
17. Secretary Civil Aviation
18. Secretary Shipping and Road Transport
19. Secretary Power
20. Secretary Telecommunication
21. Chief of Integrated Defence Staff of the Chiefs of Staff Committee
22. Member Railway Traffic
23. Concerned Chief Secretary of State
24. Secretary MEA (if required)
25. Members NDMA
26. DG, NDRF
27. DM Division , MHA
28. Officers of NDMA (Up to DS/ Dir. Level)
29. Establishment Staff of NDMA

The list should contain Names and contact details of all concerned. Keeping it up to date shall be the responsibility of Control Centre of NDMA

List Two

Responsibility Centres within NDMA

S. No	Responsibility Centre	Set up	Tasks
1.	Control Room at NDMA Bhavan, Safdarjung Enclave, New Delhi	<ul style="list-style-type: none"> • Adviser (Operations) • 3 Officers (Dir/DS/US/SO) from NDMA • 8-10 Civil Defence Volunteers 	<p>1. To exchange information with First Response Team at crisis site, Other Stakeholders & Public through 1078,</p> <p>2. Collate and disseminate data with other Responsibility Centres within NDMA</p>
2.	State Coordination Centre	<ol style="list-style-type: none"> a. J.S. in-charge b. Resident Commissioner of the affected state or representative c. Resident Commissioner of the neighbouring state or representative d. IG (NDRF) or representative e. 3 Officers (Dir/DS/US/SO) from NDMA 	<p>1. To establish contacts with the State Governments/important organisations e.g. hospitals, schools, important institutions for assessment of the damage and coordination of relief.</p> <p>2. Also to engage with State Disaster Management Centre to facilitate urgent recovery of public utilities e.g. power supply, communication, water supply, health etc.</p>
3.	Relief Coordination Centre	<ol style="list-style-type: none"> a. J.S. in charge b. 3 Officers (Dir/DS/US/SO) from NDMA c. 4- 5 Civil Defence Volunteers 	<p>1. To Coordinate with NDRF/ Army/ MEA / Paramilitary forces for dispatching Relief material</p>

			2. Coordination with Ministries/ Departments/ Corporates/ NGOs etc for collecting Relief material as per the protocols prescribed by NDMA
4.	Media Centre	<ul style="list-style-type: none"> • J.S. in-charge • 3 Officers (Dir/DS/US/SO) from NDMA • Civil Defence Volunteers 	<ol style="list-style-type: none"> 1. Facebook, Twitter, NDMA Website, TV News channels and news websites to be scoured and managed, 2. Help Requests and support offers to be passed on to the Control room. 3. All newspaper reports to be collected and compiled. 3. Media Report to be prepared at the end of the day.
5.	Establishment	<ul style="list-style-type: none"> • J.S. incharge • Dir/ DS (Admn) • US (Admn) • SO (Admn) • Assistants/Civil Defence Volunteers 	To provide logistics support to all the centres within NDMA.

During the period of Crisis management, the above mentioned centres shall be serviced within NDMA by way of task assignment to existing staff and Officers of NDMA with the approval of Member Secretary, NDMA. The nominations made for the period could be irrespective of the normal job protocol of the employees.

NDMA shall be declaring the set up for managing these Centres during Disaster as well as peace time, by way of an office memorandum. The set up shall be inclusive of the details regarding location, infrastructure, Human resources, Contact number etc. Keeping it up to date shall be the responsibility of Control Centre of NDMA

List Three

First Response Team

One Officer to be nominated from each of the following Ministries:

- MHA
- NDMA
- MEA (in case of international tragedies only)
- Ministry of Health & Family Welfare
- Ministry of Defence
- Indian Air Force
- Ministry of Power (along with Power restoring equipment)
- Ministry of Telecommunication (Along with Communication Set for establishing Mobile/Internet connectivity)
- Any other Member nominated by NCMC/NDMA

(The list should contain Names and contact details of all concerned. Keeping it up to date shall be the responsibility of Control Centre of NDMA)

Responsibility Index of First Response team

1. To report to the State / District disaster management set up on arrival at disaster site.
2. In case of dysfunctional local set up, establish basic office in suitable premises nearest to ground zero.
3. To attempt at least partial if not full restoration/ establishment of Power, communication and water supply set up, if destroyed. This may be done in consultation and coordination with local administrative set up.
4. To assess the ground zero situation at the disaster site and send immediate report to Control Room at NDMA. The report may clearly indicate status of damage to life and infrastructure, along with need assessment for restoring basic public utilities and for providing relief.
5. After the initial report, to send daily (morning and evening) reports to Control room, NDMA
6. Attend to any other item of work in collaboration with and as per the requirement of local administration.

List Four

Core Committee of NDMA

- Member Secretary, NDMA - Chairperson
- Members of NDMA
- Officer In charge of Control Room
- Officer of State Coordination Centre
- Officer In charge of relief coordination centre
- Officer In charge of media centre
- Officer In charge of establishment centre

(The list should contain Names and contact details of all concerned. Keeping it up to date shall be the responsibility of Control Centre of NDMA)

Responsibility Index of Core Committee of NDMA

1. To activate the NDMA SOP at the time of disaster
2. To maintain a constant vigil on the damage, relief and restoration aspects post disaster.
3. To ensure coordination amongst all the stakeholders.
4. To update the NEC through e-Samiksha platform regarding the measures taken as well as losses suffered.
5. To take necessary decisions regarding up scaling or down scaling the relief operations, based on the daily reports received from the first response group as well as in consultation with State/ District administration and NEC.
6. To take steps as prescribed in SOP
7. To issue Press release on daily basis for informing the public

List Five

Crisis Response Team

- Joint Secretary, NDMA
- Joint Secretary, DM Division, MHA
- Joint Secretary (Coordination), Ministry of Health
- Joint Secretary (Coordination/Air), Ministry of Civil Aviation
- ED, Railways
- Representative of Integrated Defence Staff (IDS)
- Representative of DG , Armed Forces Medical Services (AFMS)
- Joint Secretary, Deptt. of Food & Civil Supplies
- Joint Secretary, Shipping & Transport
- IG, NDRF
- Any other Joint Secretary as directed by NCMC

The list will be prepared as per the nominations made by various Stakeholders mentioned in List 1 in their first meeting at Zero Hour on Day One. It should contain Names and contact details of all concerned. Collecting these details post nominations shall be the responsibility of Control Centre of NDMA.

Responsibility Index of Crisis Response team

To facilitate inter- ministerial coordination at the time of disaster in accordance with the decisions taken at the level of NCMC/ NDMA/Government.

Annexure-A

Basic Sustainability Kit (Mandatory for the first response team)

- Sleeping bag
- Dry food including
 - Biscuits
 - High Energy Bars
 - Ready to cook meals
- Water
- Salt and sugar
- Torch with spare batteries
- Candle and match box
- Medicines for self, if any, ORS packs, first aid kit
- Facial masks
- Gloves
- Mosquito repellent coil, ointment
- Hand sanitizer
- Daily hygiene items (soap, toothpaste, toothbrush)
- Essential clothing
- Rope
- Umbrella/ Rain coat
- One Polythene Sheet 10'x10'

The kit should be sufficient to support survival for three days.

Annexure –B

Equipments for setting up basic office at the Disaster site

- Tentage
- Collapsible Furniture (table and chair)
- Office gazettes
- Internet enabled Laptop with print and fax facility
- Communication equipment
- Solar lantern
- Stationery

(The list is suggestive in nature. It needs to be firmed up in consultation with NDRF and other experts)

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Annexure C
Basic Relief Kit

(to be sent with the first response team)

- Dry/cooked food
- Water
- Basic medicines (to be specified by Ministry of Health)
- Torches with spare batteries
- Hygiene items
- Plastic sheets 10'x10'

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Annexure-D

List of prospective donors

1. NDMA may develop the data base regarding the prospective donors by way of developing an interactive window on their website. The State Government/charity organisation/corporates may like to register on NDMA website regarding the items they can provide along with the readily available quantity and minimum response time.
2. NDMA may collect and maintain the data as a regular practice.
3. In respect of NGOs, NDMA may share the data with the relevant division in Ministry of Home Affairs in order to ascertain their credentials.

Annexure E

List of Disaster specific Rescue Material

NDMA is required to develop lists of specific rescue materials required for different types of possible disasters such as Earthquake, Cyclone, Urban flooding, Fire, Stampede etc. The list should be developed in consultation with in house experts, NDRF, Police, Army, Navy, Air force and paramilitary forces.

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Annexure F

List of prospective Volunteers

1. NDMA may develop a database regarding Volunteers to be associated during the disaster. The lists could be maintained expertise wise, region wise and age wise. The Contact details of these persons could be collected along with their willingness to be associated at short notice.
2. This data could be collected by way of registering requests at NDMA website.
3. NDMA may share the data with the relevant division in Ministry of Home Affairs in order to ascertain the credentials of applicants.

Annexure G

Instructions for packing the Relief material

1. A label with following details may be pasted on top of the Relief cartons
 - a. Name of the Item
 - b. Quantity
 - c. Sender's name
 - d. Sender's address
 - e. Date of Dispatch
 - f. Place of Dispatch
 - g. Colour code of the item in consonance with the colour coding prescribed by NDMA (as per the table given below).

Colour coding of the Relief material

S.No.	Category	Colour
1	Shelter	Khaki
2	Clothes	Brown
3	Food	Yellow
4	water	Blue
5	Medicine	Red
6	Perishable goods	Green
7	Equipments	Grey

2. The material should be fresh and unused. Second hand items may not be sent.
3. The packages may be made of convenient size. Big items may be pelletized.
4. A package may contain only one type of item.