

**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. 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.

### **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 /NCCMC, 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.

1. Demobilization 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)

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.
  1. DG, NDRF
  2. DM Division, MHA
  3. Officers of NDMA (Up to DS/ Dir. Level)
  4. 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

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)
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- Dry/cooked food
  - Water

- Basic medicines (to be specified by Ministry of Health)
- Torches with spare batteries
- Hygiene items
- Plastic sheets 10’x10’

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.

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.
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.

