Emergency Operations Centre (EOC) Manual

HP State Disaster Management Authority

GOVERNMENT OF HIMACHAL PRADESH

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Abbreviations and Terms

EOC	Emergency Operation Centre
NEOC	National Emergency Operation Centre
SEOC	State Emergency Operation Centre
DEOC	District Emergency Operation Centre
DMP	Disaster Management Plan
ESF	Emergency Support Functions
HQ	Headquarter
MHA	Ministry of Home Affairs
NDM	National Disaster Management (A Division of MHA)
SOP	Standing Operating Procedures
DSS	Decision Support System
IDRN	India Disaster Resource Network
Responsible Officer	Chief Secretary at the State Level and Deputy Commissioner at the District Level (As per the IRS Guidelines of NDMA)
LO disaster	Disaster which can be manned at the District Level
L1 disaster	Disaster which can be manned at the State Level
L2 disaster	Disaster which is beyond the coping capacity of State and intervention of National Government is required.

CHAPTER - 1

INTRODUCTION

1.1   The State of HP has been prone to various disasters and there has been considerable loss of lives and property over the years. Level 0 disasters are mainly handled by the districts but in case the magnitude of disasters is so huge that it is beyond the coping capacity of the district, the role of State comes into picture. In case the level of disaster is L 1 the role of State Government gets activated.   But if the level of disaster is of Level 2, which means the situation is beyond the coping capacity of the State, the National Government comes into picture.

1.2   A well-coordinated and unified response of various departments of the State, its agencies, the Central Government, its departments and agencies appropriate to the demands of the district administration in the management of disasters will minimize   loss of time wasted in response and improve the process of recovery. Besides, the process of capacity building and self-reliance at the district level can best be promoted through a timely, supportive and well-thought-of interventions by the State Government.

1.3   Disaster Management Plan (DDMP) for the State of Himachal Pradesh and DDMPs for the Districts has been drafted to strengthen and assist district authorities to manage disasters in the state and to play a supportive and coordinating role in a holistic manner. The roles and responsibilities of various departments/agencies, have been identified in the DMP. The Emergency Support Functions have also been defined and appended to this manual as an annexure.

1.4   "The Standing Operating Procedures for Responding to Natural Disasters 2010" issued by the NDM Division of MHA call for the State to develop SOP/protocol for the activation of SEOC/DEOCs. This manual is an effort in that direction.   The users of this manual are advised to refer to the following documents:

    i.   State DMP
    ii.   DDMPs
    iii.   DMPs of Departments, Local Authorities, Power Projects and Other Agencies
    iv.   State Directory of Resources (IDRN)
    v.   Emergency Support Functions
    vi.   Important Contact Numbers (State Directory of Telephones)

1.5   The Emergency Operations Centre (EOC) at HP Secretariat is an institutional mechanism set-up as a part of State DMP. In similar way EOCs at each district headquarters (HQ) are also part of respective DDMPs. The EOC, its system, and procedures are designed in such a way that information can be promptly collected, assessed   and relayed to concerned   parties for appropriate action. Rapid dissemination contributes to quick response and effective decision-making during

emergencies. As a master coordination and control point for all counter-disaster efforts, the EOC is the place of decision-making under a unified command. The EOC would also act as nerve centre at the State and district level for coordinated disaster response, recovery, rehabilitation and reconstruction and would be fully equipped with decision support system (DSS). The EOCs are part of the national emergency communication plan and would be located at:-

    i.   State HQ
    ii.   All District HQs
    iii.   On Site Emergency (Mobile EOC)

1.6   Keeping in view the requirement of the State the EOC may be located in the existing control rooms of the State and District HQs and act as multi-purpose centers for the following purposes also namely:-

    i)   Control Rooms for Disaster Management and Response
    ii)   Control Rooms for Law and Order situations
    iii)   Control Rooms for Elections
    iv)   Control Rooms for VIP movement and miscellaneous Coordination

1.7   The mobile EOC would be activated only during emergencies for on-site emergency communication and coordination.

1.8   Clause (p) of Sub Section (2) of Section 22 of the Disaster Management Act, 2005 says that the State Executive Committee shall "ensure that communication systems are in order…..". Communication is the first casualty in any disaster. EOC would have built-in redundancy of different layers of communication networks as per the national emergency communication plan. Therefore, keeping communication system in order even during the most adverse circumstances would be one of the main functions of the EOC.

1.9   As would be clear in the succeeding chapters, the EOC would not only be a communication network but it is far more than that. It is like a war room of disaster management. It is envisaged to be housed in a structure which is multi-hazard resistant. It is a repository of all the information and decision support system for the Responsible Officer (Chief Secretary at the State Level and Deputy Commissioner at the District Level). The EOC would be a place where all the information from the disaster site would pour in and compiled and processed for decision. Since it is envisaged to be housed in multi-hazard resistant structure it would provide a place for the Responsible Officer and ESF departmental heads to assemble there, take stock of situation, and coordinate response during emergencies. During normal time, EOC have multiple roles to perform which have been elaborated in Chapter 4 of this manual. It is also envisaged that in case the main EOC is damaged during disaster, the Responsible Officer and ESF departments have already identified an alternative EOC.

CHAPTER – 2

ORGANISATIONAL SET-UP OF EOCs

2.1   The EOC would be located both at the State and all district HQs. The organizational set-up of EOC is directly related to the role of EOCs. EOCs have both normal time activities/roles and activities/roles during emergencies. During normal time EOC would be run and manned by the staff of the Colletorate and Secretariat responsible for disaster management. During emergencies and special occasions the EOCs would be expanded to include branch arrangement by temporarily deputing officers from ESF departments. Their deployment would remain co-terminus with the disaster management phase i.e. till the emergency phase is not declared over by the Responsible Officer.

2.2   During Normal Time

2.2.1   During the normal time the EOCs are envisaged to be run and manned by the existing staff of the control rooms/branches.   The existing staff would, however, need to be oriented and trained in handling and manning the EOCs. Training would be required to imparted to the staff in specialized intuitions such as National Civil Defence College Nagpur which offers such course. The EOC during this phase would work under the control of District Level Nodal Officer at the district level and Branch Officer of Revenue Department looking after DM at the State Level. However, at the State Level the Principal Secretary (Revenue/DM) would be overall incharge of the EOC. During normal time the EOC can function coterminous with the official timings of the office concerned.   However, the official on duty during off hours and on holidays would receive calls in the EOC.

2.3   During Emergencies/Disasters

2.3.1   During disasters the EOC would be expanded   temporarily and ==Branch arrangements would be activated only on the occurrence of major disaster in== and it would provide for division of tasks, information gathering and record keeping and accountability of the Branch officer to the Responsible Officer for specific functions. Each Branch should have a Branch Officer of the rank of Deputy Secretary or Joint Secretary at the State Level and Head of Office of the concerned department at the District level assigned.

   i)   The Branch/Nodal Officers for Operations, Services, Logistics, Communication and Information Management, Resource Branches will be from the Revenue Department
   ii) For Health Branch, the officer will be from the Public Health Department
   iii) For Infrastructure Branch, the officer will be from the Public Works Department.

2.4   All Branch/Nodal Officers will work under the overall supervision and administrative control of the Responsible Officer. All the decisions taken in the EOC during emergency have to be approved by the Responsible Officer.

2.5   During emergencies and special occasions the EOCs would be manned round the clock. The layout of DEOC as circulated by the MHA is given in annexure - I

2.6 Back – Up EOC

2.6.1   It is quite possible that the main EOC may not survive the disaster shock. In order to deal with such a situation it is advisable to have a back-up EOC so that a place is available for holding meeting, take stock of situation and coordinate ESFs. The back-up EOC needs to be notified in advance so that all the ESF and other departments down the chain are aware of it. Since EOC is part of national emergency communication plan this arrangement must be known to the chain. Back-up EOC can be one of the control rooms already functional and available there. It can also be provided all the emergency communication nodes. Data sharing should be a regular part of process by the main EOC. The staff handling the back-up EOC should also be well trained in handling emergency role assigned to the EOC.

CHAPTER - 3

COMMUNICATION NETWORK OF EOCs

3.1   Under the National Communication Plan being implemented by the Government of India, the EOCs at all the three levels shall have a fail proof communication network with triple redundancy of NICNET of NIC, POLNET of Police and SPACENET of ISRO in addition to the terrestrial and satellite based communication to ensure voice, data and video transfer. The MHA had circulated a suggestive list of equipment for EOCs which is at Annexure – II.

3.2   Under the network, the EOCs/Control Rooms of all the States will be directly connected with the NEOC/Control Room of MHA at the National level. The district EOCs/Control Rooms will be connected with the respective State EOC/Control Room. All these control rooms will function on 24 x 7 basis and will be functional round the year.

3.3   The EOCs would have linkages with each other as per the connective matrix of the national emergency communication plan of MHA the diagrammatic connective matrix would be as under:-
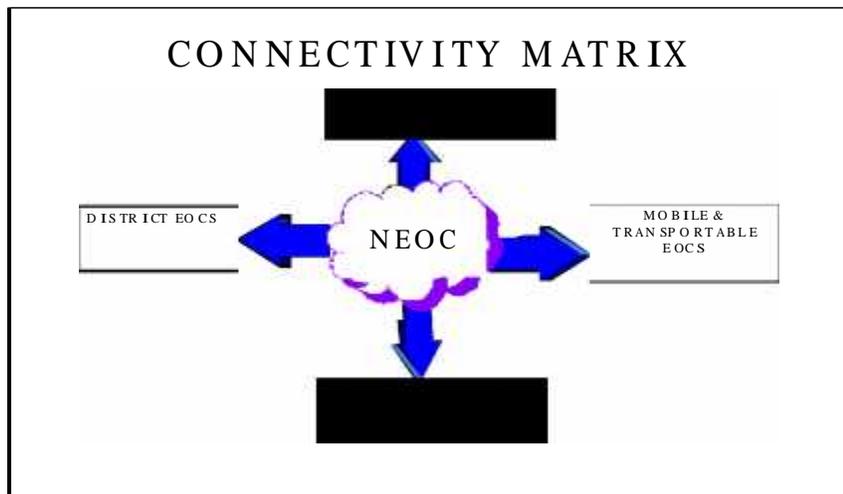
Fig. 1: National Connectivity Matrix of EOC

3.4   The 108 Emergency Services have been launched in the State with a fleet of 108 state of the art ambulances. The Services would handle medical, fire and police emergencies. The Control Room of 108 emergency services would have linkages with both the State EOC and District EOC. The same is diagrammatically represented as under. The 108 Service would remain in regular in touch with the State EOC and

disseminate information not only to the State EOC but also to the DEOCs. The latter would also keep updating the 108 about the requirement and priority of services.
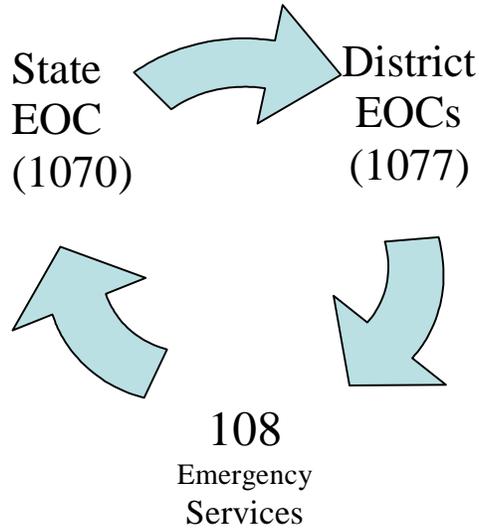
Fig. 2: Link between EOCs and 108 Emergency Services

3.5   The EOC shall have networking with the other emergency services toll free numbers of the State. EOC shall also be in line with the national EOC.
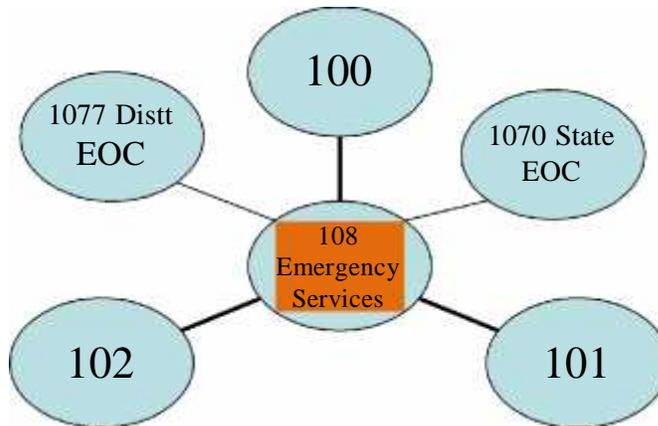
Fig. 4: Link between 108 Emergency Services and other Toll Free Numbers in the State

3.6   The function of EOC starts from dissemination of message. The flow chart
given below gives us a clear picture of the flow of information from top to bottom
and bottom to top.   The flow of information is diagrammatically shown in the flow
chart given below:-

Fig. 5: Flow of Information

CHAPTER – 4

ROLE OF EMERGENCY OPERATION CENTRES

4.1   Emergency Operation Center plays a vital role in the Emergency Operation activation. It coordinates the flow of information with respect to activities associated with relief operations. During the normal times it maintains a systematic database of the resources available, important phone numbers, names and addresses of important government and non-government offi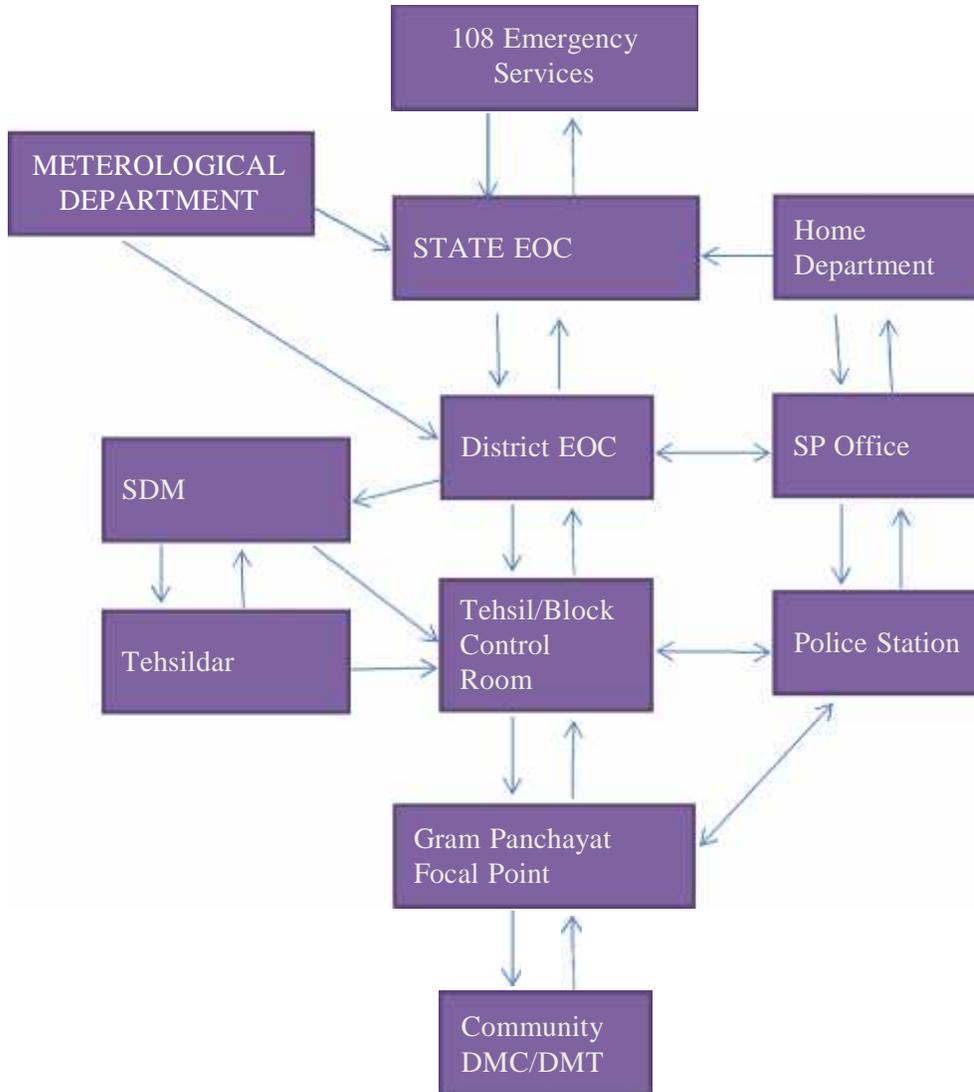cials, international bodies, NGOs. During crisis it is expected to function as a center for decision-making and help flow of information horizontally and vertically to the respected departments for smoother relief operations.

4.2   The function of control room is not only to control disaster but also to look after rehabilitation and mitigation. No one knows when disaster will strike, so it's better to be prepared from beforehand to reduce loss of life. We can summarize the function of control room in three simple phases:-

- Preparation
- Prevention
- Mitigation

4.3   Emergency Operation Center monitors different disaster mitigation programme and co-ordinates with different organization. It also conducts evaluation of the programmes, and immediately takes up necessary measures. Besides, the EOCs may act as control rooms for various other purposes such as law and order problems, elections, VIP movements and other activities requiring coordination.

4.4   What would Emergency Operation Center (EOC) do?

4.4.1   Broadly speaking the EOCs would have the following role:-

i)   Dissemination and sharing data related to disaster and vulnerable areas with all the line departments and other organization and stakeholders;
ii)   Coordinating assessment of damage assessment in disaster prone areas;
iii) Coordination for preparation, and response with all the responsible parties;
iv)   Receive and process disaster alerts and warnings from nodal agencies and other sources and communicate the same to all designated authorities and stakeholders;
v)   Monitor and coordinate emergency operations;
vi)   Facilitate coordination among primary and secondary ESF Departments/Agencies;
vii) Requisitioning additional resources during the disaster phase;

viii) Consolidate, analysis, and disseminate of damage, loss and needs assessment data;

ix) Creating Decision Support system for Policy-making and planning;

x) Information gathering and record keeping on disaster events;

xi) Public information and communication (IEC) on DM;

xii) Early warning dissemination; and

xiii) Resource management through web based techniques

4.4.2   The activities of EOC can be classified as normal time and emergency time activities. During normal time the EOC would work under the Principal Secretary Revenue/Disaster Management. The normal time activities which are listed below are very crucial for its efficiency of response in a disaster situation.

4.5   Normal Time Activities/Role of EOC

4.5.1   The normal time activities of the EOC will be to:-

a)   Dissemination of DMPs to all the stakeholders;

b)   Receive and compile reports on preparedness from and submit a quarterly report to the Responsible Officer i.e. Chief Secretary at the State Level and Deputy Commissioner at the District Level;

c)   Serve as a data bank to all line departments and the planning department with respect to disaster losses, hazards, disasters, risks and vulnerabilities;

d)   Coordinate updatation of disaster resource inventory on IDRN etc, on quarterly basis;

e)   Prepare database of Volunteers, CSOs, CBOs etc;

f)   Monitor preparedness measures undertaken at all levels including simulation exercises undertaken by various departments;

g)   Receive reports on weather, accidents, fire incidents, rain damages, etc. and documents on disaster events, compile them in report form and submit the same to Responsible Officer and other stakeholders on daily/weekly/monthly/yearly basis;

h)   Generate daily situation report on weather, accidents, fire incidents, rain and weather related damages etc. as per the perform given in annexure - III;

i)   Carry out awareness generation on disasters to all stakeholders; and

j)   Ensure warning and communication systems and instruments are in working condition.

4.5.2   Some of the functions of EOC have been illustrated with the help of flow charts for better comprehension and implementation in the succeeding pages.

4.5.3   One of the key activities the EOC would be information gathering and dissemination. A model of information gathering as envisaged is given in the flow diagram.

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                    ┌─────────────────────────────┐
                    │   Creating Information        │
                    │   Database & Dissemination    │
                    └─────────────────────────────┘
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Compilation of hazard wise database	Processing of Information	Dissemination of Information
National Database	Report – Monthly/ Annual	Govt.
State Database	Charts	Department/ Agencies
District Database	Bulletins - Daily	General Public
National Agencies → IMD, CWC, GSI etc.		
Research Institutes → WIHG, SASE, IITs etc.		
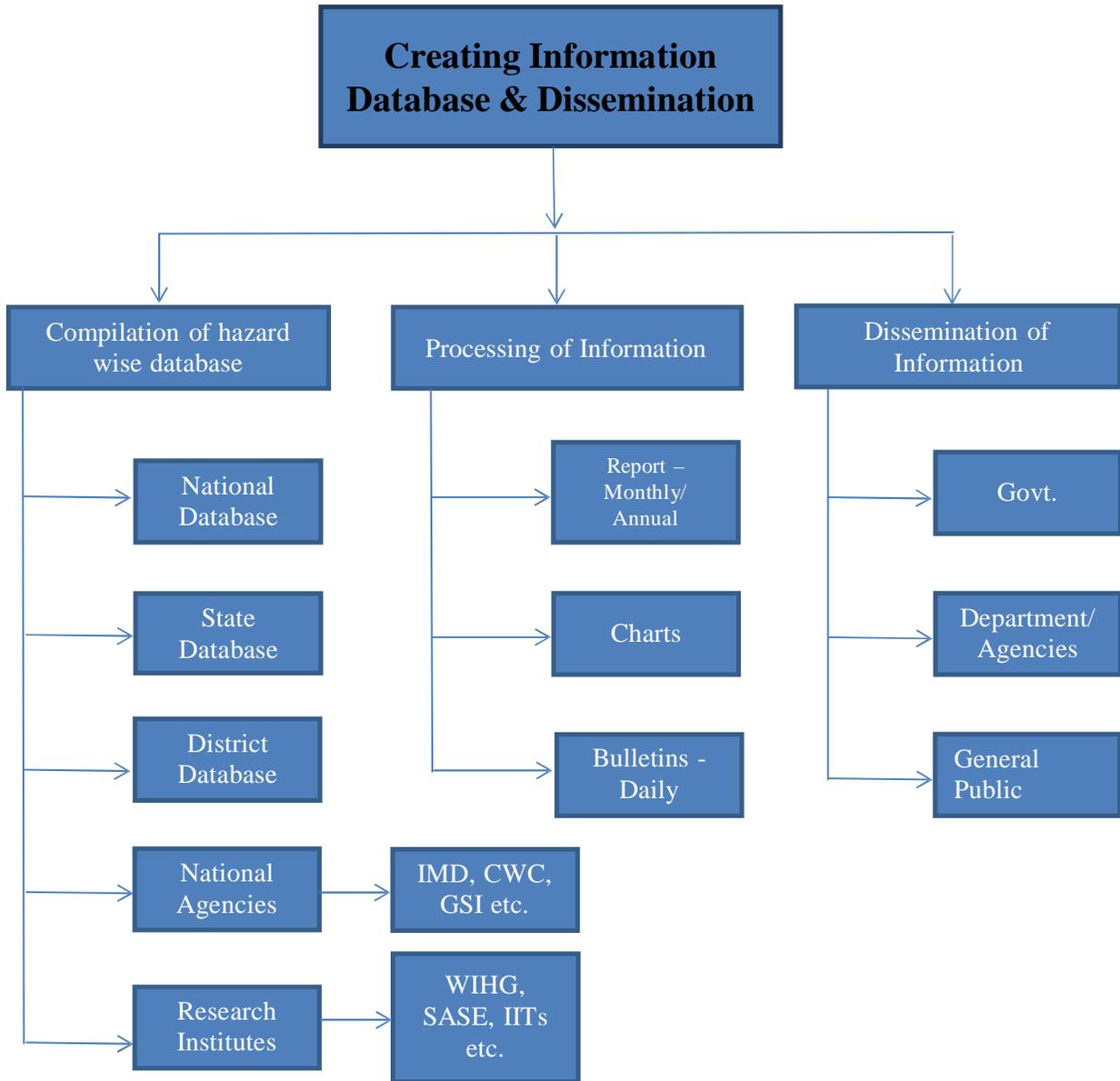
Fig. 6: Information management model.

4.5.4 Resource Management is second most important function of the EOC. A suggestive model of resource management is as under:-

Fig. 7: Resource Management Model

4.6 Role of EOC on occurrence of disaster

4.6.1 The EOC will function to its fullest capacity on the occurrence of disaster. The district EOC will be fully activated during Level 0 and Level 1 disasters. The activation would come into effect either on occurrence of disaster or on receipt of warning.

The list of agencies responsible/competent to issue warning vis a vis various disasters is at Annexure - IV. On the occurrence of major disaster in the State the Emergency Support functions (ESFs) as per the annexure V would be activated by the EOC. The responsible departments would appoint officers to perform ESFs in the format given in Annexure –VI and EOC would keep updated directory of their contacts.

4.6.2   On the receipt of warning or alert from any such agency which is competent to issue such a warning, or on the basis of reports from Divisional Commissioner/District Collector of the occurrence of a disaster, all community preparedness measures including counter-disaster measures will be put into operation. The Chief Secretary/Relief Commissioner will assume the role of the Chief of Operations for Disaster Management.
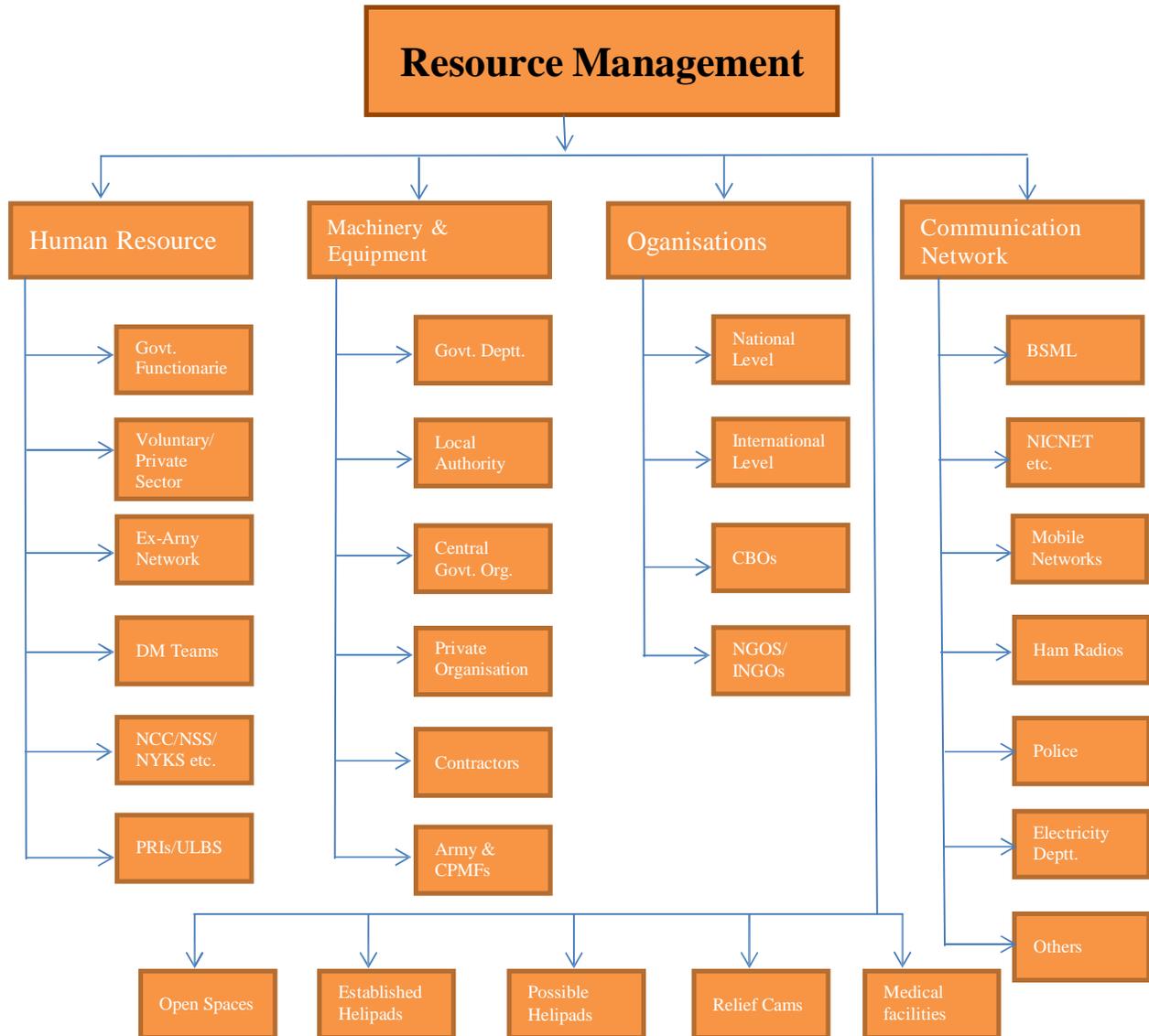
4.6.3   The occurrence of Level 1 and Level 2 disaster will be communicated to the following by means of telephone and subsequently fax:-

 i) Governor;
 ii) Chief Minister;
 iii) Revenue Minister;
 iv) MPs and MLAs from affected areas;
 v) NEOC;
 vi) Joint Secretary, NDM, Ministry of Home Affairs, GOI.

4.6.4   The Level 0 disaster/event would be communicated to the following DM, SP, CMO, SDM, Commandant Home Guard, Fire Officer immediately on phone. A written report about the disaster/event would be sent in written to the DM.

4.6.5   The occurrence of disaster shall be immediately communicated to all the first responders such as police, fire, health, DM, SDM and other stakeholders such as NGOs, trained SAR volunteers through SMS gateway for which specific provision of group mobile directory would be made. The directory would be grouped according to the disaster specific response groups. All the messages received in and sent out of the EOC will be entered into the message register as per the performa given in annexure VII.

4.6.6   The occurrence of disaster would essentially mean the following activities have to be undertaken :

 a) Expand the Emergency Operations Centre to include Branch arrangements with responsibilities for specific tasks depending on the nature of disaster and extent of its impact.
 b) Establish an on-going VSAT, wireless communication and hotline contact with the Divisional Commissioner, and Collector/s of the affected district/s.

[The EOC in its expanded form will continue to operate as long as the need for emergency relief and operations continue and the long-terms plans for rehabilitation are finalized].

4.6.7   Coordination is one of the most important functions of the EOC. Model description of coordination of EOC is as under:-
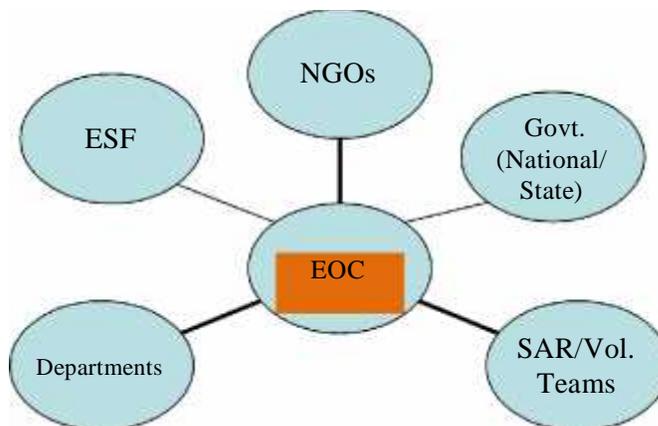
Fig. 8: Model of Coordination by EOC.

4.7   BRANCH OFFICERS/NODAL OFFICERS

4.7.1   Branch arrangements would be activated only on the occurrence of major disaster in and it would provide for division of tasks, information gathering and record keeping and accountability of the Branch officer to the Responsible Officer for specific functions. Each Branch should have a Branch Officer of the rank of Deputy Secretary or Joint Secretary at the State Level and Head of Office of the concerned department at the District level assigned.

  iv) The Branch/Nodal Officers for Operations, Services, Logistics, Communication and Information Management, Resource Branches will be from the Revenue Department
  v) For Health Branch, the officer will be from the Public Health Department
  vi) For Infrastructure Branch, the officer will be from the Public Works Department.

4.7.2   All Branch/Nodal Officers will work under the overall supervision and administrative control of the Responsible Officer. All the decisions taken in the EOC during emergency have to be approved by the Responsible Officer.

4.7.3   Clause (h) of Sub Section (2) of Section 38 of the Disaster Management Act enjoins upon the State Government   of "establishment of adequate warning system up to the level of vulnerable group." Early Warning Dissemination would be one of the most important roles of EOC. The flow of early warning in the State would be as per the diagram in Fig. 6. The EOC would utilize the ICT tools and various other modes available for early transmission of early warning to the vulnerable groups and also activate the responders. The bulk group messaging services would also be utilized to alert the vulnerable groups and activate the SAR parties and all the responders. A model of early warning dissemination is given in fig. 9.
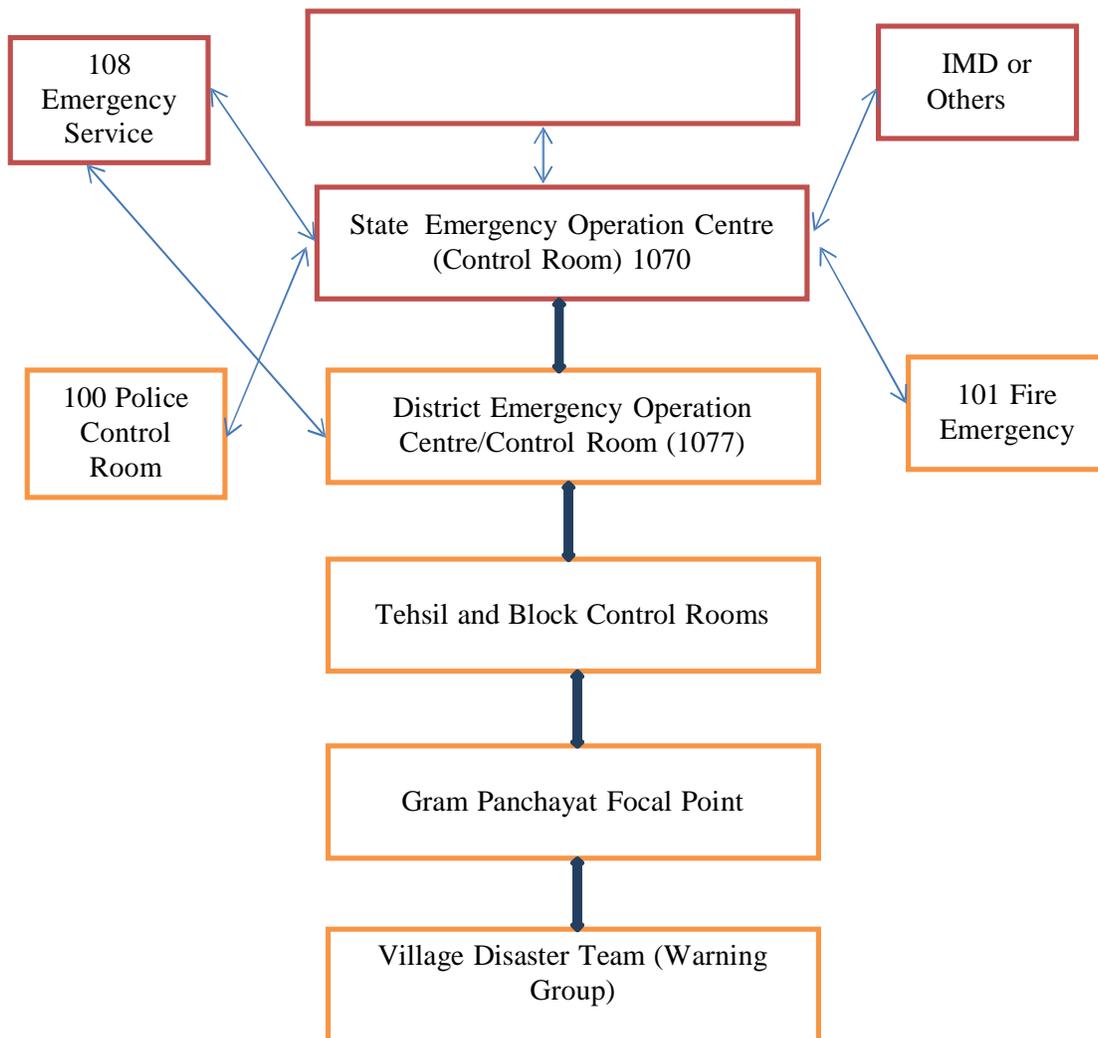
Fig. 9: Flow of Early Warning System.

4.7.4   The timely flow of early warning system from the source to the targeted stakeholder   is very important.   The dissemination   of early warning should be institutionalized so that it reaches the stakeholders in minimum possible time by recognized means of communication. The roles for early warning dissemination would be defined and procedures laid down. A model flow of weather related early warning to the stakeholders originating from the IMD/SASE has been shown in the following diagram:-

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                    ┌──────────────────────────┐
                    │  Weather related Warning │
                    │    (Heavy Rains/Snow)    │
                    └──────────────────────────┘
                                 │
                    ┌──────────────────────────┐
                    │   Agency: IMD/SASE       │
                    └──────────────────────────┘
                         │                │
              ┌──────────────┐      ┌──────────────┐
              │    SEOC      │─────▶│    DEOC      │
              └──────────────┘      └──────────────┘
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Fig. 10. A Model of Top down flow of Early Warning

4.8   Desk Management

4.8.1   In the Emergency Operation Center all the major activities will be distributed among different government officials of different department responsible for ESFs to ensure accountability, proper information, assimilation and record keeping. This will also help in easy coordination and reporting to the District/State Disaster Manager.

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                    ┌─────────────────────────────┐
                    │   Desk Management in EOC    │
                    └─────────────────────────────┘

                       ┌─────────────────────┐
                       │ Responsible Officer │
                       └─────────────────────┘
                                 │
                                 ▼
                       ┌─────────────────────┐
                       │   Branch Officer    │
                       └─────────────────────┘
                                 │
                                 ▼
                       ┌─────────────────────┐
                       │    I/C of the EOC   │
                       └─────────────────────┘
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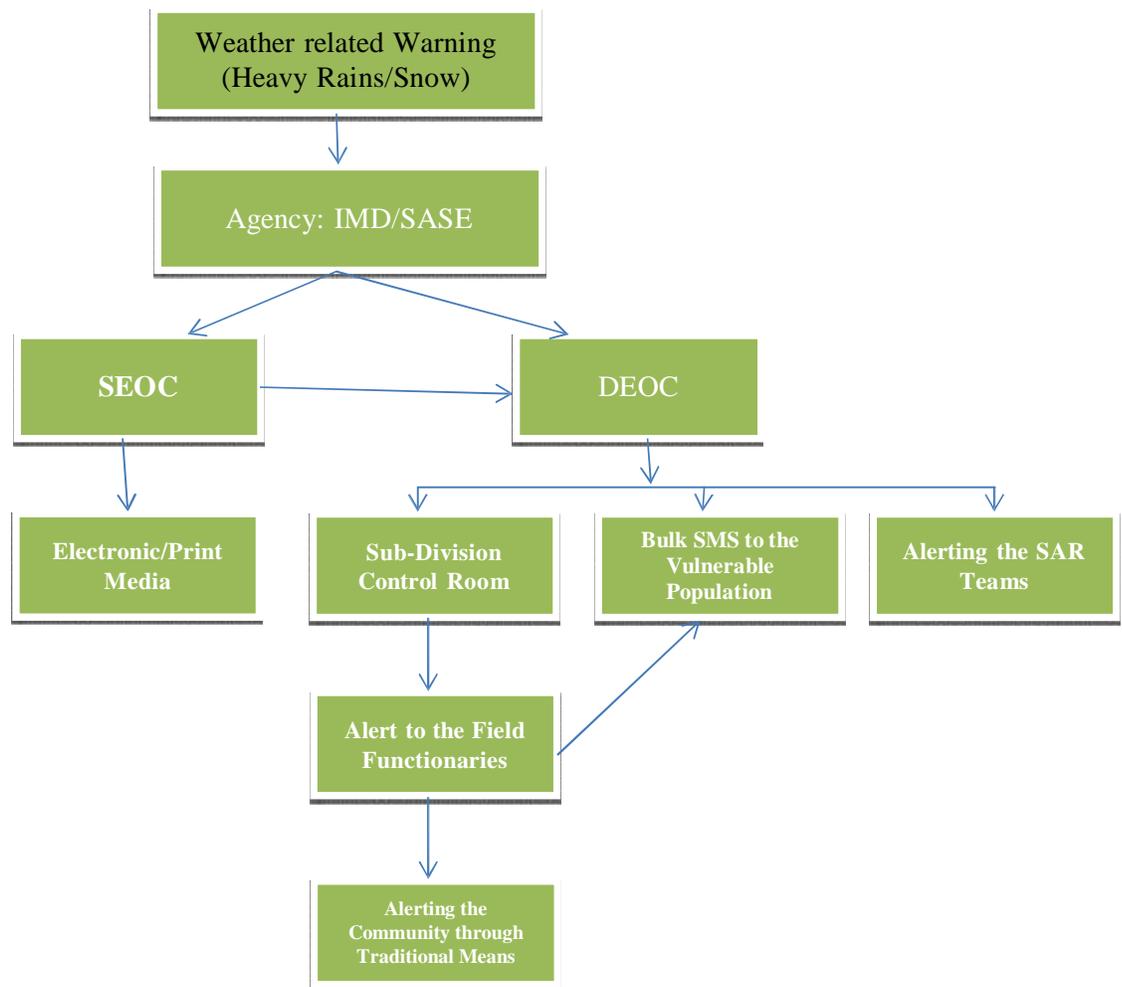
| Operation Desk | Communicaton and Information Desk | Logistics Desk | Health Desk | Service Desk | Resource Desk |
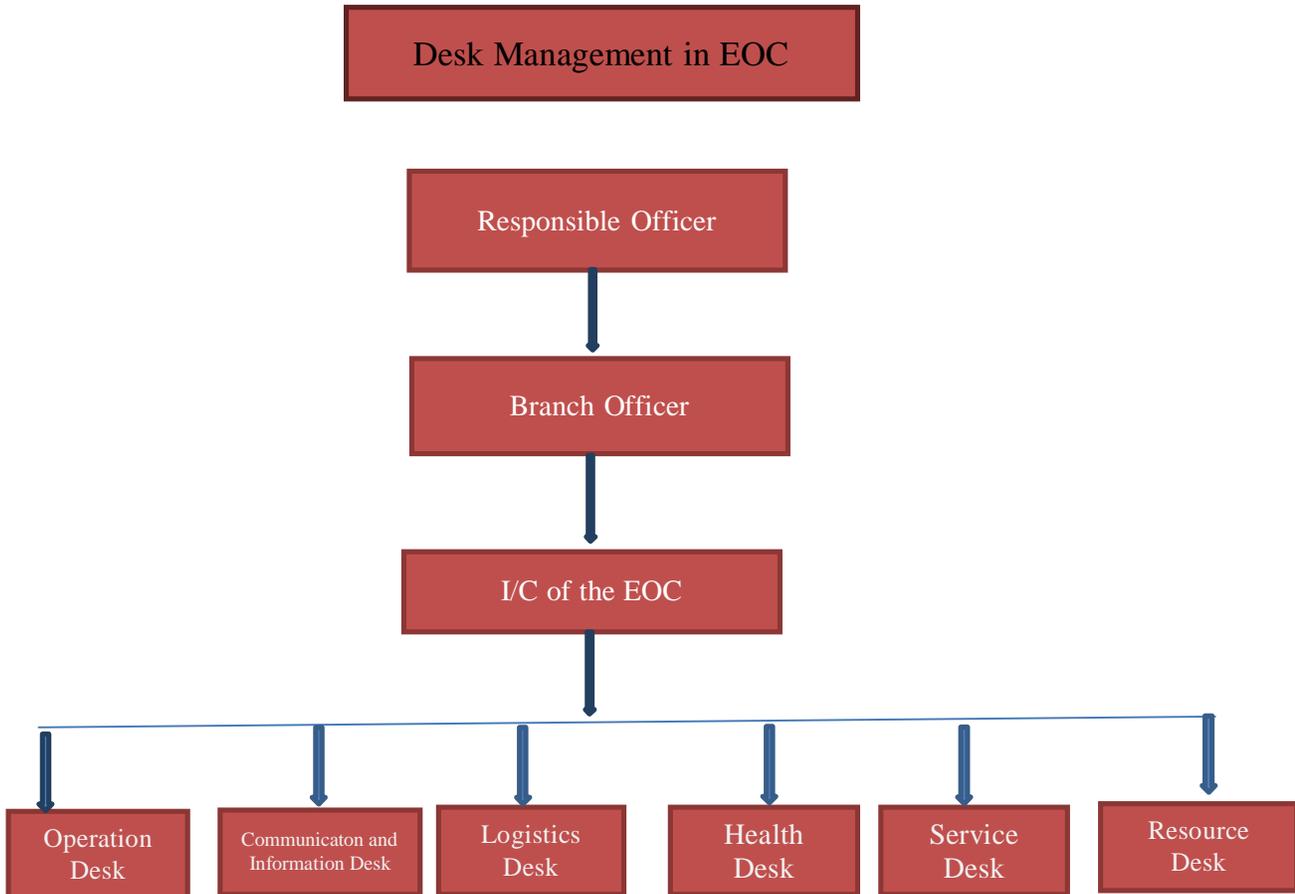
Fig. 11: Desk arrangement at EOC.

4.9   Duties and Responsibilities of Desks

4.9.1   The EOC would activate the ESFs in the event of disaster and the desk systems would ensure the performance of various ESFs as per the need and requirement of the emergency through the nodal officers appointed to perform the ESFs by the respective departments. Suggestive list of duties which can be assigned to different desks is enumerated below:-

4.9.2 Operation Desk

To be manned by the Revenue Department. The officers managing this desk will be responsible for:-

i)   Ensuring adequate supplies of food and water;
ii)   Monitoring rescue and evacuation operations;
iii) Monitoring Salvage operations;
iv) Monitoring disposal of dead/carcasses;
v)   Transportation for medical aid to needy;
vi) Proper function of transits and feeding centers;
vii) Co-coordinating with NGO's. Civil Society members and District Emergency Operation Center;
viii)Dissemination of information;
ix) Maintenance of records in the Emergency Operation Center;
x)   Requisition of accommodation, transport and other necessary equipments for relief groups;
xi) Providing badges and stickers for volunteers and vehicles; and
xii) Regular updates to the Disaster Managers at various levels.

4.9.3 Communication and information Desk

The Desk would be handled by the I & PR Department. The officers of this desk will be responsible for:

i)   Monitoring the weather reports and sharing the information;
ii) Keep the Contingency plans along with all necessary maps in hand;
iii) Maintenance of important telephone numbers, database on available resources, list of key persons;
iv) Send and receive message in their respective records; and
v)   Maintain information of damage, materials sent and ongoing activities for immediate sharing with District Emergency Operation Center.

4.9.4 Logistics Desk

Logistics Desk would be jointly manned by the transport and PWD Department. The officers of logistics desk will:-

i)   Assess the need in terms of manpower and resources and ensure regular supply;
ii) Ensure proper storage and transport facilities for relief materials;
iii) Maintain adequate supply of necessary transport and equipment;
iv) Coordinate with private transport associations and boat association for emergency requirement; and
v)   Organize transportation for rescue party, evacuated people medical terms and injured or sick people.

4.9.5 Health Desk

The desk would be handled by the Health Department. The officers in health desk are responsible to ensure:

i.   Organize treatment of injured and sick, disposal of carcasses;
ii.   Preventive Medicine and anti-epidemic measures are taken;
iii. Maintain record of all activities;
iv.   Assess and ensure setting up medical relief camps;
v.   Maintain adequate supply of medicines, equipment and personnel; and
vi.   Monitor maintenance of health measures in all camps and provision of safe drinking water.

4.9.6 Service Desk

The responsibility to man the desk will rest with Revenue Department. The Service desk will be responsible for the following:-

i.   Assessing the relief, search and rescue and cash compensation requirements;
ii.   Organize and co-ordinate setting up of transit, relief and cattle comps;
iii. Ensure adequate supplies to these camps;
iv.   Maintain law and order;
v.   Coordinate identified NGO activities to ensure community participation;
vi.   Reporting the procurement and disbursement of relief material received from all sources;
vii. Organize and clear debris and temporary repair of communication facilities, power supply and water supply; and
viii. Construction of temporary shelters, school buildings, medical facilities etc.

4.9.7 Resource Desk

Resource Desk would also be manned by the Revenue Department. The officers working in this desk will be responsible for:

i.   Maintenance of cash and disbursements receipts, issue of relief materials, personnel T.A & D.A. of relief duty staff, daily wages, cash and credit vouchers, Gratuitous and compensation paid, etc;
ii.   Issuing of all cash and material receipts;
iii. Reimbursement of all expenses approved; and
iv.   Issue of cash vouchers for petrol and diesel.

4.9.8   Besides, more desks can be created or roles of more than one desk can be clubbed on the direction of the Responsible Officer as per the need and requirement of the situation. And additional duties can be assigned to any desk in addition to the duties outlined above. The coordination chart of the ESF has been given in the as under:-

ORGANISATIONAL SET UP OF THE ESF

| Incident Response System | → | SDMA/SEC/DDMA/ Responsible Officer |

- Department of Revenue
- Department of Home
- Department of Health
- Department of I & PH
- Department of PWD
- Department of UD
- Department of Transport
- Department of Civil Supplies
- Department I & PR
- Department of Animal Husbandry
- Department of Forest
- Department of RD
- Department of Housing (HIMUDA)
- HPSEB
- BSNL

Disaster Management Teams

Primary Agencies

Secondary Agencies

Quick Response Teams;

Field Workers at the time of any emergency who works according to their ESF functions;

They are members of primary and secondary agencies.

These are the agencies which coordinates under various ESFs as per their defined role.

PLAN

SUGGESTIVE LAYOUT

DISTRICT LEVEL
EMERGENCY OPERATION CENTRE

Approx carpet area
= 15' x 20' = 300 sft.

Equipment for Emergency Operation Centre

StateLevel

1.1   Communication Equipment

Equipment	Basic Requirement
NETWORK • NICNET • POLENET • SPACENET • HIMSWAN	
Telephones • PSTN	2
• Internal	8
• VOIP	2
Mobile Phones	4
Satellite Phones • Inmarsat Mini M or Global mobile(lridium /Thuraya)	2
Phone Units connected to State WAN (wherever Possible) • Hot Line communication line with district EOCs	4
Fax machine	1
VSAT	1
Wireless/VHF central unit/switch • Handsets (walkie-talkie)	1 4
Television Set	2
H.F. Ham Radio Set	1
Marine Warning Radio	1
Video conference unit(to be compatible with the NIC Video conferencing network)	1
Inverter for Power back up	1
Portable Diesel/Petrol/K-Oil Generator set (15 KVA rating)	1

1.2 Computer

Desktop Computers (preloaded with MS office) with necessary peripherals(modem, UPS, CVTs ,CDRW)	5
Printer, Scanner, fax (Multi utility machine)	1
Camera (Digital/Ordinary)	1
GPS Unit (Hand held)	2
Overhead Projector/LCD Panel/Projector Screen	1

1.3 Software

GIS software (Arc view)	1
Designing software (Adobe Photoshop, Dream river etc.)	1

1.4 Data bank

Maps of State (Administrative/rail/road maps)	
DMT Plans at state and district levels	

1.5 Other necessary office Peripherals

Necessary office Stationery	
Min-Max Thermometer	1
CO2 Fire Extinguisher	4
White board (3ft* 4ft	1
Soft Boards for display of maps & charts (8th*20ft,6ft*6ft,8ft*10ft)	2
Wooden Cabinet (2ft*1.5ft)with four drawers/steel Almirah	
Emergency Lighting Facilities: • Search lights, • Torches, • LED Flashlights, • Chemical Light sticks & • Emergency Lighting)	

Note: The requirement of equipment at DEOC can be worked out on the basis of above list by the Responsible Officer.

Daily Situation Report

DATE OF REPORT:

Sl. No.	Category	Report of happenings during the last 24 Hours
	I - Rainfall and Damage/Loss Position	
1.	Indicate Place and rainfall (in CMs)	
2.	Details of rainfall	
3.	Brief details & cause (s) of flash/riverine floods, landslides, road blocked etc.	
4.	Population affected if any	
5.	Number of human lives lost district-wise (specify the cause of death)	
6.	Number of Cattle/livestock lost/perished.	
7.	Area affected (in hectares)	
8.	Estimated value of damaged crop (Rs. In lakh)	
9.	Number of houses damaged	
	i) Fully	
	ii) Partially	
10.	Estimated value of damaged to houses (Rs. In lakh)	
	i) Fully	
	ii) Partially	
11.	Impact of flood on infrastructure (sector-wise i.e. power supply, water supply, road transport, health sector and telecommunication etc. – in physical term)	
12.	Estimated value of damage to public properties-sector-wise in monitoring terms (Rs. In lakh)	
13.	Estimated value of total damage (8+10+12)	
	II - Fire Incidents	
1.	No. of domestic fire incidents, causes, with brief details	
2.	Loss of life	
3.	Loss of cattle	
4.	Total loss of property (in lakh)	
5.	No. of wild fire incidents	
6.	Area involved (in hectares)	
7.	Estimated loss of forest wealth (in lakh)	
8.	Estimated value of loss/damage	
	III - Accidents	
1.	No. of accidents – roads and others (Please specify the category)	

2.	Loss of life	
3.	No. of injured	
4.	Cause of accident	
	IV- Snow Fall	
1.	Indicate Place and snowfall (in CMs)	
2.	Details of loss/damage if any	
3.	Estimated value of loss (in lakh)	
	V – Hailstorm	
1.	Indicate Place and area of hailstorm (in hectares)	
2.	Estimated Value of loss (in lakh)	
	VI – Other incidents of loss of life & Property	
1.	Detail of loss/damage with estimated value	
	VII - Any other relevant information	
1.	Number of persons evacuated (district wise)	
2.	Number of relief camps opened (district wise)	
3.	Number of persons accommodated in the relief camps (district wise)	
4.	Details of distribution of essential commodities	
5.	GR paid, if any specify the items and amount	
6.	Steps taken to prevent outbreak of epidemic including the deployment of medical terms (district-wise). Whether outbreak of any epidemic occurred?	
7.	Whether assistance of from Army, Air Force and Navy sought (Specify details of no. of column/helicopters/ naval divers provided and their place of deployment as well as number of days etc.)	
8.	Whether assistance of NDRF Battalions sought, if so details of deployment.	
9.	Number of cattle camps opened & details of cattle accommodated therein	
10.	Any other relief measures undertaken (give details)	

Note: Kindly attached annexure for details wherever required.

Signature of officer with Name & Date
Telephone No/Fax No.
Mobile No.

Authorized Agencies Competent for issuing Warning and Alert

The district administration would be one of the key organisations for issuing warnings and alerts. Additionally, the following agencies competent for issuing warning or alert are given below.

Disaster	Agencies
Earthquakes	IMD
Floods	CWC
Epidemics	Health and Family Welfare Department
Road Accidents	Police
Industrial and Chemical Accidents	Industry, Police, Pollution Control Board
Domestic Fires	Fire Brigade, Police
Forest Fires	Forest Department
Snow Storm/Avalanche	SASE
Flash Floods	I & PH
Landslide	Geological Wing of Industry Department/PWD
Dam Failure	MPP

HP STATE DISASTER MANAGEMENT AUTHORITY

Emergency Support Functions (ESFs) Plan

In the aftermath of a major natural disaster wherein State Government's assistance is required for the districts, the command, control and coordination will be carried out under the ESFs Plan.

EOC shall activate the ESFs and the concerned Department/Agency of each ESFs shall identify requirements in consultation with their counterparts in affected districts, mobilize and deploy resources to the affected areas to assist the district (s) in its/their response action. The State EOC shall maintain a close link with the District EOCs and NEOC.

ESFs shall be responsible for the following:

1.   They will coordinate directly with their functional counterpart in districts to provide the state government assistance required. Request for assistance will be channeled from the district both through the Deputy Commissioner and designated departments/ agencies. Based on the identified requirements by the districts, appropriate assistance shall be provided by an ESF Department/ Agency to the district or at the Deputy Commissioner's request, directly to an affected area.

2.   The designated authorities for each of ESF shall constitute quick response teams and assign the specific task to each of the member.

3.   The designated authorities for each of the ESF shall identify and earmark the resources i.e. Manpower and materials to be mobilized during the crisis.

4.   An inventory of all the resources with details shall be maintained by each of the designated authority for each of the ESF.

5.   The designated authority for each of the ESF will also enter into pre-contracts for supply of resources, both goods and services to meet the emergency requirements.

6.   The designated authority for each of the ESF will be delegated with adequate administrative, legal and financial powers for undertaking the tasks assigned to them.

Primary and Secondary Agencies

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

AgencyforEachEmergencySupportFunctionsandRolestobeperformed

ESF No.	ESF	Primary Agency	Secondary Agency	Responsibilities of Primary Agency	Activities for Response	Role of Secondary Agency
1.	Communication	BSNL	Police Units of Armed Forces in the area	Coordination of national actions to assure the provision of telecommunication support the state and district; Coordinate the requirement of temporary	Responsible for coordination of national actions to assure the provision of telecommunication support the state and district response elements; Coordinate the requirement of	Make available police wireless network at the affected locations; Coordinate for the other networks available such as Ham Radios or HPSEB network etc.;

				telecommunication in the affected areas.	temporary telecommunication in the affected areas.	The units of armed forces in the area would provide communication network on the request of the competent authority.
2	Public Health	Department of Health and Family Welfare	Department of Ayurveda	To coordinate, direct and integrate State level response; Direct activation of medical personnel, supplies and equipment; Coordinate the evacuation of patients; Provide human services under the Dept of health; To prepare and keep ready Mobile Hospitals and stock; To network with private health service providers; To provide for mass decontamination;	Provide systematic approach to patient care; Perform medical evaluation and treatment as needed; Maintain patient tracking system to keep record of all patients treated; Mobilization of the private health services providers for emergency response. In the event of CNBR disaster to provide for mass decontamination of the affected population; Maintain record of dead and arrange for their post mortem.	To perform the same functions as assigned to the primary agency; Provide manpower to the primary agency wherever available and needed; Make available its resources to the primary agency wherever needed and available.

			Check stocks of equipment and drugs.		
3.	Sanitation/ Sewerage Disposal	Urban Development and Rural Development	Irrigation and Public Health	Make arrangement for proposal disposal of waste in their respective areas; Arrange adequate material and manpower to maintain cleanliness and hygiene.	Ensure cleanliness and hygiene in their respective areas; To arrange for the disposal of unclaimed bodies and keeping record thereof; Hygiene promotion with the availability of mobile toilets; To dispose off the carcass.	Repair the sewer leakages immediately; Provide bleaching powder to the primary agencies to check maintain sanitation.
4.	Power	HPSEB Ltd.	Himurja	Provide and coordinate State support until the local authorities are prepared to handle all power related problems; Identify requirements of external equipment required such as DG sets etc; Assess damage for national assistance.	Support to Local Administration; Review the total extent of damage to the power supply installations by a reconnaissance survey; To provide alternative means of power supply for emergency purposes; Dispatch emergency repair teams equipped with tools, tents and food;	Make arrangement for and to provide the alternative sources of lighting and heating to the affected populations and for the relief camps.

				Hire casual labour for the clearing of damaged poles etc.	
5.	Transport	Department of Transport	HRTC, Civil Aviation, GAD	Overall coordination of the requirement of transport; Make an inventory of vehicles available for various purposes; Coordinate and implement emergency related response and recovery functions, search and rescue and damage assessment.	Coordinate arrangement of vehicles for transportation of relief supplies from helipads/airports to the designated places; Coordinate arrangement of vehicles for transportation of SAR related activities.	Make available its fleet for the purpose of SAR, transportation of supplies, victims etc; Act as stocking place for fuel for emergency operations; Making available cranes to the Distt. Administration; GAD and Civil aviation will coordinate for helicopter services etc. required for transportation of injured, SAR team, relief and emergency supplies.
6.	Search and Rescue	Civil Defence, Home Guards, Fire and Emergency Services	NDRF, SDRF, Armed and Para military forces, Police, Red Cross, VOs, Volunteers and 108.	Establish, maintain and manage state search and rescue response system; Coordinate search and rescue logistics during field operations; Provide status reports of	GIS is used to make an estimate of the damage area and the deployment of the SAR team in the area according to the priority; Discharge all ambulatory patients for the first aid which has the least danger to health	108 and Red Cross to make available ambulances as per requirement; SDRF, VOs and Volunteers to assist the primary agency in SAR;

				SAR updates throughout the affected areas.	and others transported to safer areas.	NDRF, Armed and para military forces to provide assistance to civil authorities on demand; Police to arrange for the transportation and postmortem of the dead.
7.	Public Works and Engineering	HP PWD	CPWD, National Highways Authority of India, MES, BRO	Emergency clearing of debris to enable reconnaissance; Clearing of roads; Assemble casual labour; Provide a work team carrying emergency tool kits, depending on the nature of disaster, essential equipment such as • Towing vehicles • Earth moving equipments • Cranes etc.	Establish a priority list of roads which will be opened first; Constructing major temporary shelters; Connecting locations of transit/relief camps; Adequate road signs should be installed to guide and assist the relief work; Clearing the roads connecting helipads and airports; Restoring the helipads and making them functional; Rope in the services of private	Making machinery and manpower available to the PWD and to keep national highways and other facilities in functional state.

					service providers and secondary services if the department is unable to bear the load of work.	
				Construct temporary roads; Keep national and other main highways clear from disaster effects such as debris etc.; Networking with private services providers for supply of earth moving equipments etc.		
8.	Information and Communication	Department of Revenue through State EOC	Department of IT/NIC	Operate a Disaster Welfare Information (DWI) System to collect, receive, and report and status of victims and assist family reunification; Apply GIS to speed other facilities of relief and search and rescue; Enable local authorities to establish contact with the state authorities; Coordinate planning procedures between	Documentation of response/ relief and recovery measures; Situation reports to be prepared and completed every 3-4 hours.	Render necessary assistance in terms of resources, expertise to the primary agency in performing the assigned task.

				district, the state and the centre; Provide ready formats for all reporting procedures as a standby.		
9.	Relief Supplies	Department of Revenue	Department of Food and Civil Supplies	To collect, process and disseminate information about an actual or potential disaster situation to facilitate the overall activities of all responders in providing assistance to an affected area in consultation; Coordinate activities involved with the emergency provisions; Temporary shelters; Emergency mass feeding; To coordinate bulk distribution of emergency supplies; To provide logistical and resource support to local	Support to Local Administration; Allocate and specify type of requirements depending on need; Organize donation (material) for easy distribution before entering disaster site.	To assist the primary agency in arranging and supplying relief supplies; To assist the primary agency in running the relief camps.

				entities; In some instances, services also may be provided to disaster workers; To coordinate damage assessment and post disaster needs assessment.		
10.	Food & Supplies	Department of Food and Public Distribution	Department of Cooperation	Requirement of food and clothing for affected population; Control the quality and quantity of food, clothing and basic medicines; Ensure the timely distribution of food and clothing to the people; Ensure that all food that is distributed is fit for human consumption.	Make emergency food and clothing supplies available to population; Ensure the provision of specific nutrients and supplementary diet for the lactating, pregnant women and infants.	Ensuring the distribution of food supplies to the affected population through the PDS network etc.
11.	Drinking water	Department of I & PH	Department of Urban Development	Procurement of clean drinking water; Transportation of water with minimum wastage;	Support to local Administration; Water purification installation with halogen tablets etc.	To assist the primary agency wherever ULB is associated in the distribution of potable water.

				Special care for women with infants and pregnant women; Ensure that sewer pipes and drainage are kept separate from drinking water facilities.		
12.	Shelter	Department of Revenue	HIMUDA, HP PWD, UD and Panchayati Raj	Provide adequate and appropriate shelter to all population; Quick assessment and identifying the area for the establishment of the relief camps; Identification of public buildings as possible shelters; Identifying the population which can be provided with support in their own place and need not be shifted reallocated; Locate relief camps close to open traffic and transport links.	Support to Local Administration; Locate adequate relief camps based on survey of damaged houses; Develop alternative arrangements for population living in structures that might be affected even after the disaster.	HIMUDA and HP PWD would assist the primary agency in establishing temporary shelters of larger dimensions; Department of Panchayati Raj through local Panchayats would assist the primary agency in establishing shelters of smaller dimensions.

| 13. | Media | Department of Public Relations | Local DD and AIR | To Provide and collect reliable information on the status of the disaster and disaster victims for effective coordination of relief work at state level;

Not to intrude on the privacy of individuals and families while collecting information;

Coordinate with DOCs at the airport and railways for required information for international and national relief workers;

Acquire accurate scientific information from the ministry of Science and Technology;

Coordinate with all TV and radio networks to send news flashes for specific needs of Donation;

Respect the socio-cultural and emotional state of the | Use and place geographical Information to guide people towards relief operation;

Use appropriate means of disseminating information to victims of affected area;

Curb the spread of rumours;

Disseminate instructions to all stakeholders. | To assist the primary agency in discharge of its role. |

14.	Help lines	Department of Revenue	Department of Public Relations	To receive distress calls from the affected people and coordinate with the control room; To facilitate the optimization of donations received in kind; Co-ordinate, collect, process, report and display essential elements of information and to facilitate support for planning efforts in response operations; Co-ordinate pre-planned and event-specific aerial reconnaissance operations to assess the overall disaster situation; Pre-positioning assessment teams headed by the State coordinating officer and deployment of other advance elements;	One of the most critical needs will be having a simplified way of identifying and tracking victims and providing assistance; Identify locations for setting up transit and relief camps, feeding centres and setting up of the Help lines at the nodal points in the state and providing the people the information about the numbers.	To assist the primary agency in performing its job effectively and provide its manpower and resources for the purpose.
				disaster victims while collecting information for dissemination.		

				Emergency clearing of debris to enable reconnaissance of the damaged areas and passage of emergency personnel and equipment for life saving property protection and health and safety.		
15.	Animal Care	Department of Animal Husbandry	Department of Panchayati Raj	Treatment of animals; Provision of vaccination; Disposal of dead animals.	To arrange for timely care and treatment of animals in distress; Removal of dead animals to avoid outbreak of epidemics.	To assist the primary agency in performing its role.
16.	Law and Order	Police	Home Guards	Having sound communication and security plan in place to coordinate law and order issues; Training to security personnel in handling disaster situations and issues related to them.	To maintain law and order; To take measure against looting and rioting; To ensure the safety and security of relief workers and material; To take specific measure for the protection of weaker and vulnerable sections of the society; To provide safety and security	To assist the primary agency by making available manpower.

				at relief camps and temporary shelters.	
17.	Removal of trees and fuel wood	Forest	Forest Corporation	Removal of fallen trees; To provide fuel wood for the relief camps and public; Have adequate storage of fuel wood and make arrangement for distribution thereof; To provide fuel wood for cremation.	Arrange for timely removal of trees obstructing the movement of traffic; Arrange for timely removal of tress which have become dangerous; Make arrangement for fuel wood for the relief camps and for general public; Provide fuel wood for mass cremation etc.	To support and supplement the efforts of the primary agency.

<u>Annexure-VI</u>

Form No.ESF-01

Government of Himachal Pradesh

Department of_____

Subject: EMERGENCY SUPPORT FUNCTIONS (ESF) PLAN 2011.

Emergency Support Functions (ESF)

1.   The Department of_____ will provide emergency support to the Department of Disaster Management (Revenue) in the event of natural or man-made disasters in regard to the following:-

(a)	
(b)	
(c)	
(d)	

Nodal Officers

2.   The details of Nodal Officers and the Alternate Nodal Officers for the purpose of coordinating Emergency Support Functions with Department of Disaster Management (Revenue) are as under:-

Nodal Officer

Name/Designation/Office address/Residential address	Phones with STD code e-mail
	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)

Alternate Nodal Officer

Name/Designation/Office address/Residential address	Phones with STD code e-mail
	(O)

	(R)
	(Fax)
	(Mobile)
	(e-mail)

Quick Response Team (QRT) at the HQs

3.   The department has set up the Quick Response Team (QRT) at the HQs for emergency response and the details of the Team and the task assigned are given in the attached Form No. ESF-02

4.   The department has designated the following Field Offices for providing Emergency Support Functions:-

Field Offices

S.No.	Location	Postal Address	Phone/Fax
1			
2			
3			

5.   The details of the Designated officers in the above field offices who will be coordinating the emergency support functions are given in the attached Form No. ESF-04.

Quick Response Teams (QRTs) at the Field Level

6.   The department has set up the Quick Response Teams (QRTs) at the field levels for emergency response and the details of the Teams and the task assigned are given in the attached Form No. ESF-03

Resource Inventory

7.   The department will be in a position to make available the following type of equipment/material/ technical manpower and services :-

Material/Description	1
	2
Equipment/Description	1
	2

Manpower	1
	2
Services	1
	2

8.   The details of the above resources are given in the attached Form No. ESF-05.

9.   It is certified that the aforesaid resources (manpower, services, material and equipment) are considered adequate for accomplishing the Emergency Support Functions assigned to this department.

10.   It is certified that in addition to above resources this department has entered in to pre-contracts for supply of resources are given in the attached Form No. ESF-06.

11.   This department has issued authorization vide Order NO.-----------------dated the --------------, as at Form No.ESF- 07 in favour of the nodal officers and the designated officers to deploy the resources in the event of disasters and in accordance with the requests received from the Department of Disaster Management (Revenue).

12.   The Emergency Support Functions (ESF) Plan has been last updated on ---------------(dd/mm/yy)

Authorised signatory
Name
Designation
Date

Government of Himachal Pradesh
Department of _____

Quick Response Team (QRT) at the HQs

Name/Designation/Office address/Residential address	Phones with STD code e-mail
Team Leader	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Alternate Team Leader	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-1	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-2	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-3	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-4	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-5	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)

The task assigned are...

Form No.ESF-03

Government of Himachal Pradesh
Department of _____

Quick Response Teams (QRTs) at the Field Level
Field Office_____(separate for each field office and numbered as ESF03.1, ESF03.2 so on)

Name/Designation/Office address/Residential address	Phones with STD code e-mail
Team Leader	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Alternate Team Leader	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-1	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-2	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-3	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-4	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)
Member-5	(O)
	(R)
	(Fax)
	(Mobile)
	(e-mail)

The task assigned are...

Form No.ESF-04

Government of Himachal Pradesh
Department of _____

List of Designated Officers of Field /Regional Offices

S.No.	Field Office address	Name/Designation/Residential address	Phones with STD code e-mail
1			(O)
			(R)
			(Fax)
			(Mobile)
			(e-mail)
2			(O)
			(R)
			(Fax)
			(Mobile)
			(e-mail)
3			(O)
			(R)
			(Fax)
			(Mobile)
			(e-mail)
4			(O)
			(R)
			(Fax)
			(Mobile)
			(e-mail)
5			(O)
			(R)
			(Fax)
			(Mobile)
			(e-mail)
6			

Form No.ESF-05

Government of Himachal Pradesh
Department of _____

Resource Inventory

S.No.	Men/Material/equipment/Services Description/specification	Qty in Nos	Qty in Wt./ Vol.	Availability Location
1	Manpower			
2	Services			
3	Material			
4	Equipment			

Form No.ESF-06

Government of Himachal Pradesh
Department of _____

Resource Inventory- Pre-Contract

S.No.	Men/Material/equipment/Services Description/specification	Qty in Nos	Qty in Wt./ Vol.	Pre-Contract Location	Pre-Contract Valid up to
1	Manpower				
2	Services				
3	Material				
4	Equipment				

No. ----------------

Government of Himachal Pradesh

Department of _____

ORDER

Subject: Deployment of resources in the event of disasters- authorization   thereof as per the ESF Plan –2011

The undersigned is directed to say that the Department of Disaster Management (Revenue) is the nodal department for coordinating   relief and response in the event of both natural   and manmade disasters, as per the Allocation of Business Rules. In the event of a disaster,   this department is required to provide the emergency support to the Department of Disaster Management (Revenue) in regard to the functions listed in the ESF Plan –2011 of this department.

It has accordingly been decided, with the approval of the competent authority ,to authorize the nodal officers and the designated officers in the field offices   of this department   to deploy resources in the events of disasters   and in accordance with   the   requests received from the Department of Disaster Management (Revenue) as per ESF-Plan 2011.

In case the resources are likely to be deployed for a period exceeding 72 hours , then the officers concerned will obtain necessary approvals of the competent authority for continued deployment. In such a situation necessary approvals may also be obtained for procurement and deployment of pre-contract resources, as the need may be.

<div align="right">

(   )

_____ (Designation)

Phone: .... (O)/..............®

Fax: ....

E.mail............
</div>

Distribution
1.   Nodal Officers
2.   Designated Officers in the field offices.
3.   Principal Secretary Disaster Management (Revenue) to the Government of Himachal Pradesh.

Performa for "In" Message Register

Sl. No	Date	Time of Receipt	Subject	Mode of Receipt	Received From	Addressed To	Message Transferred To	Copied To	Follow Up

Performa for "Out" Message Register

Sl. No	Date	Time of Dispatch	Mode of Dispatch	Subject	Addressed From	Addressed To	Message Transferred To	Copied To	Follow Up