

DISTRICT DISASTER MANAGEMENT PLAN
DISTRICT NORTH-WEST, DELHI



PREPARED BY

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EXECUTIVE SUMMARY

Although common man is not so familiar with the term disaster management; they are much aware of certain phenomena like Earthquake, Cyclone, and Landslides and now even Tsunami. Since time immemorial India is highly prone to natural calamities. Today, from Kanyakumari to Himalaya, India doesn't have any region exempted from one or another kind of disaster.

According to a recent study, 65 percent of total Indian landmass is highly prone to earthquake; whereas, Twelve percent is submerged under water annually (Ministry of Home Affairs, 2004). The latter alone cost about 40 million hectares of landmass. Besides, an 8000-KM stretch of Indian coastal line affects with the fury of cyclone in two seasons. That is to say eight per cent of the land is disturbed biannually with cyclones ranging from low pressure to super cyclones, like the one, which perished decades of human efforts in Orissa coast in 1999. Now the people of India especially the coastal folk are much appalled with a new avatar of nature's fury i.e. Tsunami. The unanswered question, today, is how to tackle such disasters.

Being one of the metro cities and the capital of India, Delhi spreads across 1450 sq. km area over the West Bank of River Yamuna. The National Capital Territory of Delhi is significant, not only historically, but by modernization too. Over a couple of the past decades, Delhi has emerged as the socio-economic hub of India. Delhi is comprised with eleven districts.

North West Delhi has a total population of **2,246,311**. North West Delhi has large number of JJ colonies and Slums. On the other hand, the infra structure facilities in North West District are not suiting to a metro city like Delhi.

Delhi lies in the Genetic Plain, and the northern part of Delhi is considered as the worst for earthquake as well as fire and so forth. It is well known that the entire state of Delhi falls under seismic zone IV. In addition, fire is a major concern for the District as fire incidents have risen steeply in the last couple of decades. The vulnerability of the district increases in fire accidents since most of the JJ clusters and slums are thickly populated.

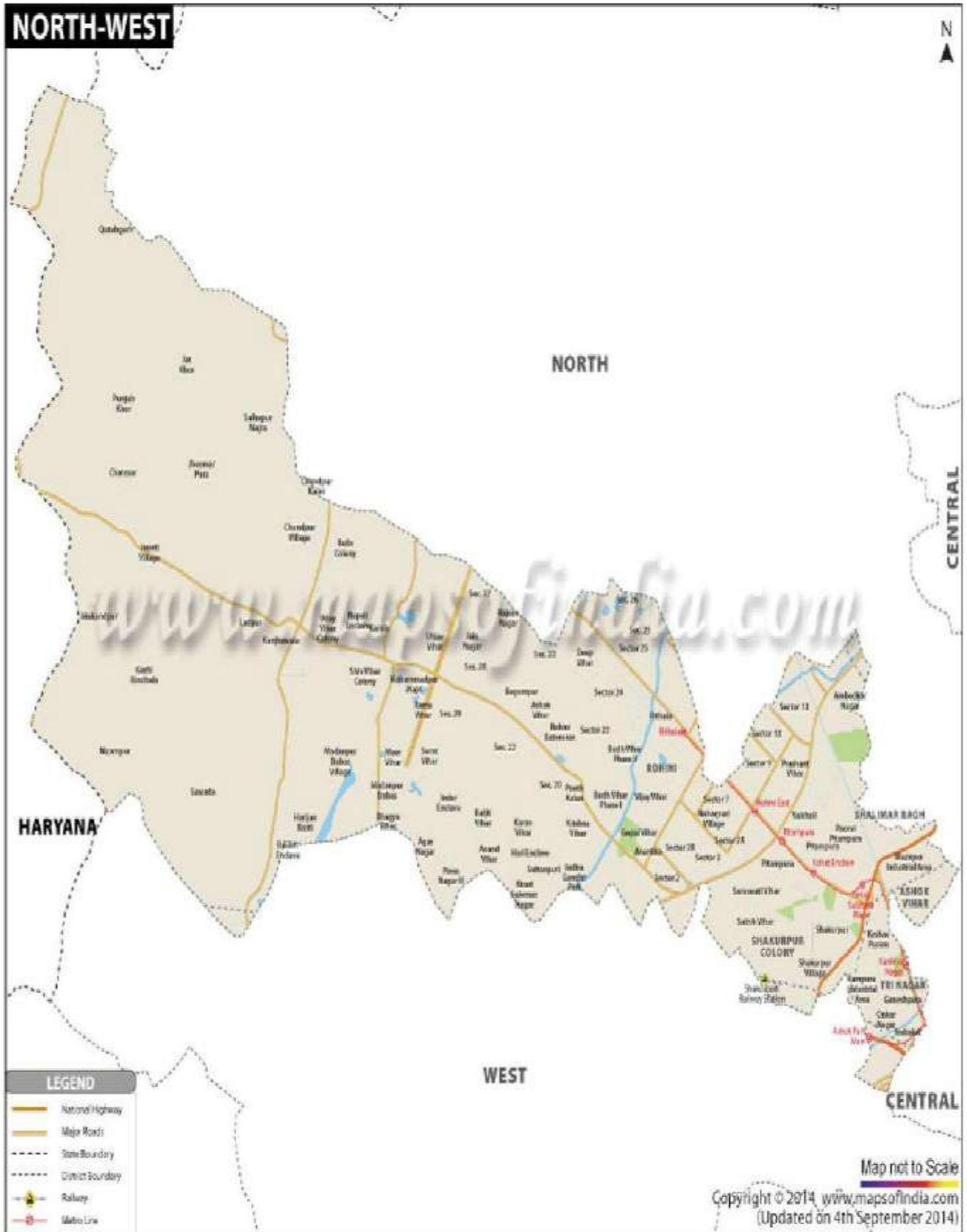
In the new set up of disaster management in District North West, the traditional relief and rehabilitation department has been replaced with an exhaustive institutional mechanism, in which District Disaster Management Authority has been constituted for planning, implementing and monitoring disaster management activities in normal time.

The Incident Command System of North West District is the higher authority during a disaster. The Incident Command System is a pre-designed system, which is activated only in time of disaster and its roles, get over as soon as the rehabilitation is completed. Also there are 12 Emergency Support Functions with one nodal agency and a couple of supporting agencies to look after disaster management, in the new set up.

The District Disaster Management Plan for North West Delhi is a combination of modern participatory approach.

Certain most important concepts and approaches like significance of a District Disaster Management Plan for North West Delhi as well as detailed profile of the district are coming in the first two chapters. The vulnerability and hazard situation and capacity available to face a disaster are elaborately described in the third chapter. Some other important discussions in the first volume are the present institutional mechanism of disaster management; Mitigation plan, standard operation procedures and action plan for the Emergency Support Functions. A plan document shall specify the sustainability of the proposed programme.

North West Delhi



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CHAPTER I **INTRODUCTION**

Disaster Management has undergone a paradigm shift in recent years from the earlier approach of *response to disasters* to the current holistic approach of *disaster mitigation and preparedness*, which yields long term benefits while minimizing damage due to disasters. Among other natural calamities to which Delhi is prone, the state is most vulnerable to earthquakes. As per the Seismic Map of India the National Capital Region of Delhi falls in Zone IV which is the second most severe seismic zone.

1.1 AIMS & OBJECTIVES OF THE DISTRICT DISASTER MANAGEMENT PLAN

As per section 31 of DM ACT, 2005, it is mandatory for every district to prepare District Disaster Management Plan. The objectives of Disaster Management Plan as per the act are as under:-

1. To identify areas vulnerable to different forms of disasters in the district.
2. Measures to be taken, for prevention and mitigation of disaster, by the Departments of the Government at the district level and local authorities in the district;
3. The capacity-building and preparedness measures required to be taken by the Departments of the Government at the district level and the local authorities in the district to respond to any threatening disaster situation or disaster;
4. The response plans and procedures, in the event of a disaster, providing for –
 - (a) Allocation of responsibilities to the Departments of the Government at the district level and the local authorities in the district;
 - (b) Prompt response to disaster and relief thereof;
 - (c) Procurement of essential resources;
 - (d) Establishment of communication links; and
 - (e) The dissemination of information to the public.

The district authority shall review and update the district plan annually. Apart from the above mentioned objectives the district plan has the following sectoral objectives as well:-

1. Institutionalization of disaster management in district administration
2. Encouraging a culture of disaster preparedness in the district

3. Vulnerability reduction and disaster mitigation through better planning process
4. Creation of the best Government mechanism to handle any unprecedented events
5. Instant response and effective decision making in disasters
6. Better coordination of relief and rehabilitation aftermath of a disaster
7. Better coordination of all line departments in disaster management
8. Encouraging and empowering the local community to own disaster management
9. Regular update of resources available in and around the district

1.2 AUTHORITY FOR THE DDMP: DM ACT 2005

As per Section 31 of the DM Act 2005, there shall be a plan for disaster management for every district of the State. The District Plan shall be prepared by the District Authority, after consultation with the local authorities and having regard to the National Plan and the State Plan, to be approved by the State Authority.

The District Plan shall include-

- (a) the areas in the district vulnerable to different forms of Disasters.
- (b) the measures to be taken, for prevention and mitigation of disaster, by the Departments of the Government at the district level and local authorities in the district;
- (c) the capacity-building and preparedness measures required to be taken by the Departments of the Government at the district level and the local authorities in the district to respond to any threatening disaster situation or disaster;
- (d) the response plans and procedures, in the event of a disaster, providing for:-
 - (i) allocation of responsibilities to the Departments of the Government at the district level and the local authorities in the district;
 - (ii) prompt response to disaster and relief thereof;
 - (iii) procurement of essential resources;
 - (iv) establishment of communication links; and
 - (v) the dissemination of information to the public;
- (e) such other matters as may be required by the State Authority.

The District Plan shall be reviewed and updated annually. The copies of the District Plan referred to in sub-sections (2) and shall be made available to the Departments of the Government in the district. The District Authority shall send a copy of the District Plan to the State Authority which shall forward it to the State Government. The District Authority shall, review from time to time, the implementation of the Plan and issue such instructions to different departments of the Government in the district as it may deem necessary for the implementation thereof.

1.3 EVOLUTION OF THE PLAN IN BRIEF

Preparation of the District Disaster Management Plan is the responsibility of the District Authority. The first draft plan is to be discussed in the DDMA Authority meeting and later the Chairperson of the DDMA shall improve on it. The main steps involved in the development of this plan are:

- Data collection from all line departments
- Data analysis
- Discussion with experts
- Reference of national and international literature
- Preparation of action plans for all line departments
- Preparation of draft plan document
- Mock drill to check the viability and feasibility of the implementation methodology
- Wide circulation for public and departmental comments
- Preparation of the final plan document

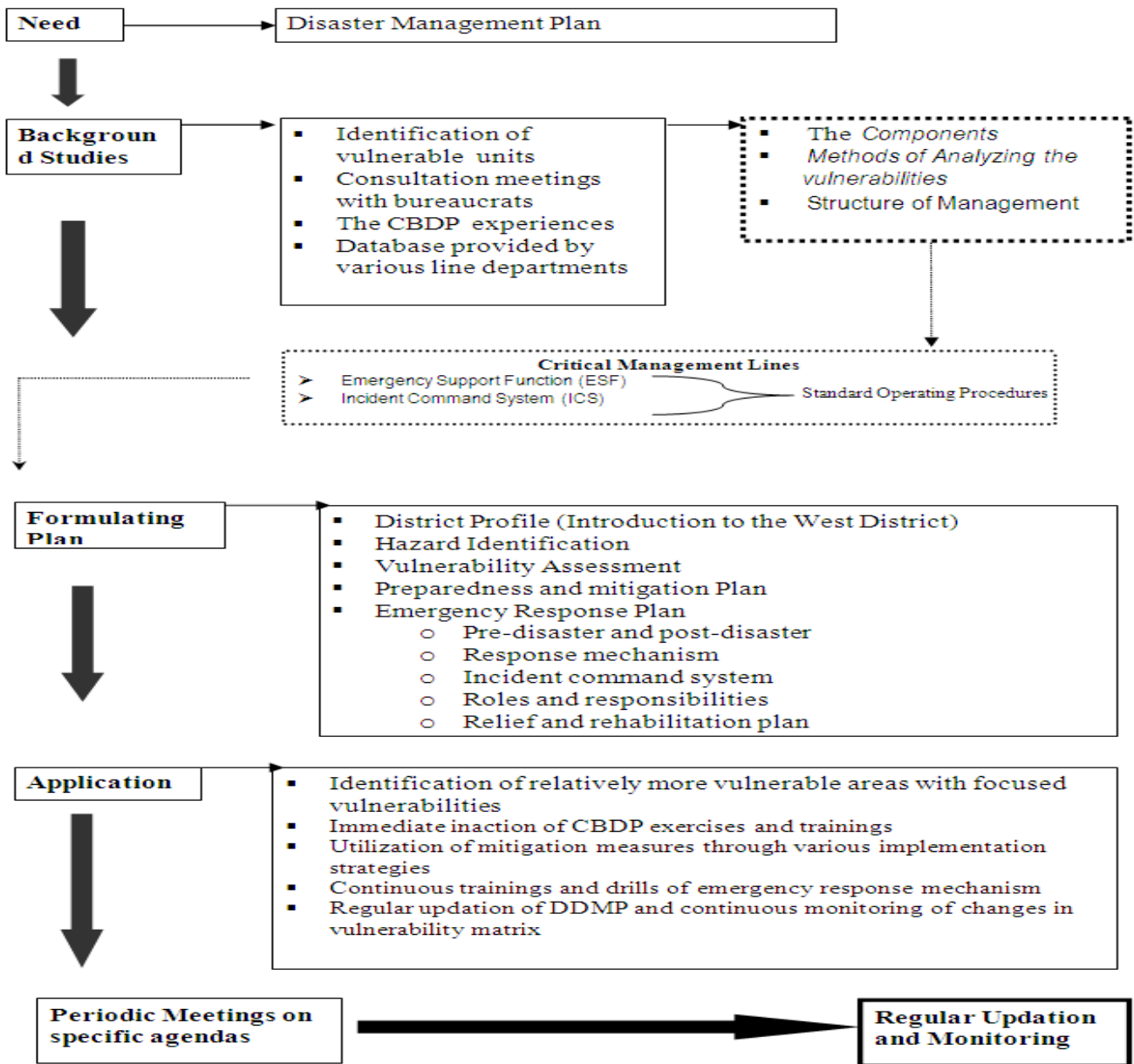


Fig 1.1 Details of Methodology

1.4 STAKEHOLDERS & THEIR RESPONSIBILITIES:

As per Section 31 of the DM Act 2005 Every office of the Government of India and of the State Government at the district level and the local authorities shall, subject to the supervision of the District Authority:-

- (a) Prepare a disaster management plan setting out the following, namely:-
 - (i) Provisions for prevention and mitigation measures as provided for in the District Plan and as is assigned to the department or agency concerned;
 - (ii) Provisions for taking measures relating to capacity-building and preparedness as laid down in the District Plan;
 - (iii) The response plans and procedures, in the event of, any threatening disaster situation or disaster;
- (b) Coordinate the preparation and the implementation of its plan with those of the other organizations at the district level including local authority, communities and other stakeholders;
- (c) Regularly review and update the plan; and
- (d) Submit a copy of its disaster management plan, and of any amendment thereto, to the District Authority.

1.5 HOW TO USE THE PLAN

- Plans will work only in the case when present organizational structure is responsible to its non-emergency duties i.e. if a job is done well everyday; it is best done by that organization during emergency.
- Crisis should be met at the North East and most immediate level of government. Plans call for local response supplemented if necessary, by the next higher jurisdiction.
- Voluntary response and involvement of the private sector should be sought and emphasized. The emergency management partnership is important to all phases of natural and man-made disasters.

1.6 APPROVAL MECHANISM OF THE PLAN : AUTHORITY FOR IMPLEMENTATION (STATE LEVEL/ DISTRICT LEVEL ORDERS)

As per Section 31(2) of the Disaster Management Act 2005, there shall be a plan for disaster management for every district of the State. The District Plan shall be prepared by the District Authority, after consultation with the local authorities and having regard to the National Plan and the State Plan, to be approved by the State Authority.

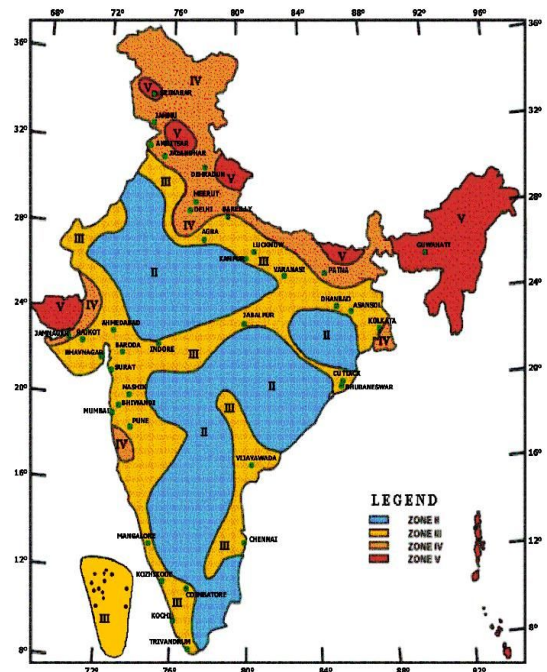
Also, as per Section 31(6) of the Disaster Management Act 2005, the District Authority shall send a copy of the District Plan to the State Authority which shall forward it to the State Government.

1.7 PLAN REVIEW & UPDATION: PERIODICITY

As per Section 31(4) The District Plan shall be reviewed and updated annually. Also, As per Section 31(7) The District Authority shall, review from time to time, the implementation of the Plan and issue such instructions to different departments of the Government in the district as it may deem necessary for the implementation thereof.

1.8 NEED FOR PLANNING

District North-West comprises of high population and densely built-in urban environment, specially Rohini and Sarawati Vihar sub division exposed towards natural and manmade disasters. Earthquakes, fires, terrorisms and biological wars are few areas like Haiderpur water treatment plant and rithala sewerage treatment of concern in the district as well as in the Delhi. Disasters are intimately connected to the process of development. It puts our developmental efforts at risk. Urbanization and the concentration of people in hazard prone areas with unsafe buildings and dense built-in environment, magnify impact of hazards such as earthquakes, floods and urban fires.

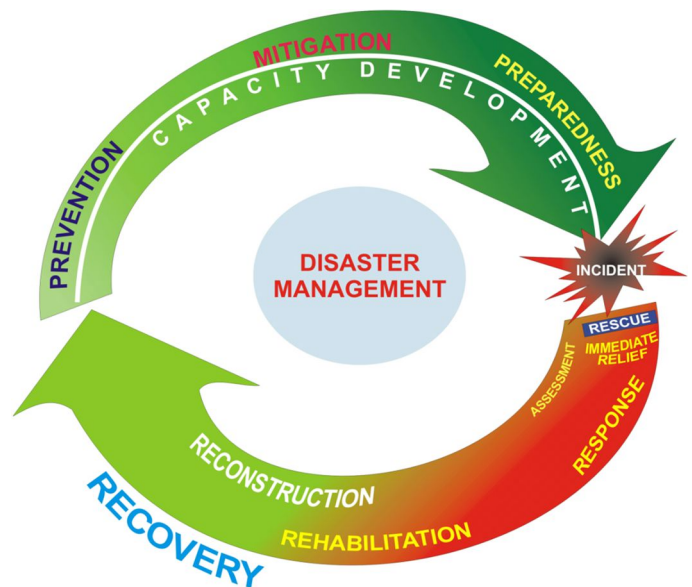


1.9 CHANGING CONTEXT OF DISASTER MANAGEMENT

Taking all this into consideration the Government of Delhi, District North West has announced a series of initiatives for better disaster management with cooperation of all line departments, voluntary organizations, national and international NGOs and more over the local residents. The erstwhile relief and rehabilitation section of the Government of Delhi under Revenue Department has been renamed as Department of Disaster Management as well as a separate District Disaster Management Authority has been constituted under the Chairmanship of District Magistrate, North-West to look after disaster management activities in the District.

It's a common belief of both administrators and the public that disaster management starts with distribution of relief materials and ends with restoration of the damaged infrastructures. But in actual situation, instead of waiting for disasters to get it managed, one should start preparations well in advance so that when hazard comes, it will not trigger as a disaster. Interestingly, even the phase of rescue and relief should be with a developmental touch. There is a paradigm shift from the traditional charity approach of disaster management to a professional way of handling it.

Disaster management is a cycle in which relief is just a fetter for better development. But at the same time it is to be remembered that none of these steps in disaster management cycle are watertight compartments. If disasters have been handled professionally with the perspective of a long term development and sustainability, the quantity of relief required could be halved drastically.



DISASTER MANAGEMENT CYCLE

FIG. 1.2

Preparation of this document is another milestone of District North West in disaster management initiatives. This document, the District Disaster Management Plan (DDMP), is a ready reference guide and manifesto of Disaster Management in District North West as well as an imperative for the sustainable development of the District.

1.10 DISTRICT PROFILE OF NORTH WEST DELHI

North West district is one of the eleven districts of the NCT of Delhi that came into existence from September 2012 when Delhi was divided into eleven revenue Districts. Prior to that, there used to be only one district for the whole of Delhi with its district head quarter at Tis-Hazari. North West District having its head quarter at Kanjhawalahas great social, economical and cultural importance. North West district is predominantly rural but also has a sizeable urban population.

There are 27 villages in the district with all characteristics of rural India. The total population of the district as per 2011 Census is 22,46,311 out of which the male population crosses 1,200,468 and 1,045,843 are females. The density of population of District North-West is 8,298 persons/ sq. km. Rohini and Saraswati Vihar Subdivision has 100% urban population whereas; Kanjahawla subdivision holds 88% rural population of the District. The literacy rate of the district is 86.09%.

1.11 GEOGRAPHY AND BOUNDARIES

Delhi is situated about 100 miles (160 km) south of the Himalayas and stands on the North East bank of Yamuna River, a tributary of the Ganga. The national capital territory lies at an elevation of between 700 and 1,000 feet (213 and 305 meters) and covers an area of 573 square miles (1,483 square km) between latitude 28 degree 24' 15" to 28 degree 53' 00" and longitudes 76 degree 50' 24" to 77 degree 20' 30". Of this area, Old Delhi occupies 360 square miles (932 square km) and New Delhi 169 square miles.

The National Capital Territory is bounded to the east by state of Uttar Pradesh and North, North East, and South by state of Haryana, where as District North West is rounded by other Districts like North, West as well as the neighboring state of Haryana. It generally has been presumed that the city was named for Raja Dhilu, a king who reined in the first century BC, and

that the various names by which it has been known (Delhi, Dehli, Dilli, and Dhilli) have been corruptions of this name Delhi.

1.12 CLIMATE (TEMPERATURE, RAINFALL, GEOLOGY)

The climate of North West Delhi is characterized by extreme dryness, with intensely hot summers, which is almost similar with the other parts of the state. It is associated with a general prevalence of continental air, which moves in from the North East to North West, except during the season of monsoon (rain-bearing wind), when an easterly to southeasterly influx of oceanic air brings increased humidity.

The summer season lasts from mid-March to the end of June, with average maximum and minimum temperatures of 97 °F (36 °C) and 77 °F (25 °C); it is characterized by frequent thunderstorms and squalls, which are most frequent in April and May. The monsoon season, following the hot summer, continues until the end of September, with an average rainfall of about 26 inches (660 mm). Due to poor infrastructures and large number of slums and resettlement colonies in North West District, monsoon is seemed as a curse to the residents. The post-monsoon period of October and November constitutes a transition period from monsoon to winter conditions. The winter season extends from late November to mid-February.

The air in the District is dry for most of the year with very low relative humidity from April to June and markedly higher humidity in July and August, when weather conditions are oppressive. The entire State's mean daily temperature is highest in May; and the monthly mean temperature is highest in June, which is also the month when the night temperature is at its maximum. The mean daily temperature may rise as high as 110 °F (43 °C). The coldest month is January, when both the mean maximum temperature and the mean minimum temperature are at their low North East—70 °F (21 °C) and 45 °F (7 °C), respectively.

1.13 LAND HOLDING PATTERN

The pattern of land use in North West District was influenced considerably by the implementation (albeit partial) of the Delhi Development Authority's 20-year (1962–82) master plan. A large number of small manufacturing establishments have entrenched themselves in almost every part of the District. A number of District Shopping Centres have developed in

various localities. In the District there is a strong feeling of Mohalla (“Neighborhood”), partly induced by the peculiar housing layout. There, gates or doorways open onto private residences and courtyards or onto katra (one-room tenements facing a courtyard or other enclosure and having access to the street by only one opening or gate).

Cultural “islands” have formed in certain areas; for example, Bengali, South Indian, and Punjabi cultures, although cultural distinctiveness is being eroded as other city residents move in. Another facet of the profile is the slum and resettlement colonies, inhabited mostly by construction workers, sweepers, factory laborers, and other low-income groups like the one in Kirari, Suleman Nagar. There are also urban village enclaves, where houses and streets retain rural characteristics though residents have urban occupations.

1.14 HOUSING PATTERN

The housing situation in North West District has been deteriorated after 1947 as result of the influx of refugees caused by the partition of India and Pakistan as well as the city's emergence as the National Capital of India. Since then, building activity has been insufficient to close the gap or to keep pace with the increasing population. As migrants were unable to occupy key areas in the central parts of Delhi, they started encroaching the area and thus North West Delhi has become a belt of slums and unauthorized colonies. This has compelled a large proportion of the city's population to seek shelter in congested areas and in unauthorized dwellings or to settle as squatters in slums. These slums are more disaster prone in terms of fire and epidemics.

Causing great concern over vulnerability in case of earthquake or heavy monsoon, the traditional houses in the district are unplanned; consisting of old structures of two, three, or multi stories with a high proportion of single-room dwelling units. A program to build new houses and rehabilitate old housing has been pushed since the 1950s; it is administered by a number of agencies, such as Government of the National Capital Territory, North Delhi Municipal Corporation (EDMC), Delhi Development Authority, and various individuals and corporative. The residential colonies in the district are of various types: Authorized colonies, unauthorized colonies, Regularized Unauthorized colonies, Resettlement colonies, Slums and JJ clusters and villages also.

1.15 DISTRICT LAYOUT

The town/city plan of North West district is a mixture of contrasting old and new road and circulation patterns. The contrast between the convoluted form of the old city and the diagonal features of the modern traffic arteries is particularly striking. The streets tend to be irregular in direction, length, and width and are suitable only for pedestrian traffic. Thus, the pattern as a whole consists of a confusing mixture of narrow and winding streets, culs-de-sac (one side closed streets), alleys (narrow passages), and byways giving access to residences and commercial areas.

1.16 THE ECONOMY

In the economy of North West Delhi, the industrial sector comes first in importance. The commercial sector occupies second place. Agriculture once contributed significantly to the economy. A substantial proportion of working population has engaged in various services, including public administration, the professions, the liberal arts, and various personal, domestic, and unskilled-labor services.

1.17 POPULATION

The Population in District North West has increased about 45-fold from 1911 and thus the population density also has been multiplied in North West Delhi. The highest growth rate occurred between 1941 and 1951—mainly because of the influx of a large number of refugees into the city at the time of independence—and the population has since grown steadily. Much of the increase continues to be from immigration. The composition of the district's population reflects its truly cosmopolitan character, with more than half of the residents coming from outside the state territory. Most of these immigrants come from other Indian states like Uttar Pradesh other States and only a small proportion consists of resident foreigners. The religious composition of the population is also varied. The great majority of the population belongs to Hinduism; Muslims constitute the largest minority, followed by smaller numbers of Sikhs, Jain, Christians and Buddhists.

1.18 ROADS AND MEANS OF TRANSPORTATION

The geographic position of the State makes it a pivotal center in the subcontinent's network of transportation. Five national highways converge on Delhi where as several railway lines also meet there, linking the city with all parts of the country. The traffic-circulation pattern within a city that was designed for a smaller population became heavily overburdened with Delhi's explosive growth.

Improvements to the road system—such as flyover, adding overpasses, underpasses and widening major thoroughfares—have alleviated the worst traffic congestion, but the sheer volume of traffic—which includes such slow-moving vehicles as bullock carts, pedi cabs, Cycle Rickshaws and bicycles—makes road travel in North West Delhi difficult, particularly during peak-hour conditions. The major roads in North West Delhi viz. Rohtak Road, Janakpuri Road & Dhaula kuan Road which are pathetically congested even in odd timings. Mass-transportation facilities are still inadequate, the principal means of public transport consisting of an ever-increasing fleet of buses.

CHAPTER 2
HAZARD, VULNERABILITY, CAPACITY AND RISK ASSESSMENT

2.1 HAZARD, RISK AND VULNERABILITY ASSESSMENT

The district has been traditionally vulnerable to different natural disasters on account of its unique geo-climatic condition. Like other districts of Delhi, North West district is highly prone to Earthquakes, Fire incidents, Building Collapse, Bomb Blasts and Terrorist Attacks. Four major accidental hazard units i.e. Haiderpur Water Treatment Plant, Rithala Sewage Treatment Plant, Hindustan Petroleum Corporation Limited & Indian Oil Corporation Limited is another risk in District for Chemical Leakage disasters.

2.2 TYPES OF HAZARDS THE DISTRICT PRONE TO

The entire state of Delhi falls under Seismic Zone IV in the national seismic map. This means the state is adjacent to the high vulnerability area i.e. zone V. The Tectonic activities under the National Capital Region are shifting swiftly. The increased number of illegal construction practices in the area has been one of the forces behind this. Mishandling and late response in case of any such hazard can cause disaster situation in the district. There are certain pertinent issues related in district which can cause any of above-said hazards as disaster which needs to be deal with:

High population density, crowded streets, unmatched mix of occupancies, inadequate water supply, poor electrical services, encroachments of jhuggies and slums are few examples of ineffective planning which adversely affect the fire response time. Under the present circumstances, a response time of 3 minutes in urban areas and 5 minutes in rural areas is very difficult to achieve. The developmental activities are in full swing in the areas like Sultan Puri, Kirari, Mangol puri, Budh Vihar, Karla, Aman Vihar, Rani khera, Prem Nagar, Suleman nagar, Mangol Pur Khurd, Rithala, Vijay Vihar, Mubarkpur, Wazirpur Industrial areas of the district where environmental and fire safety aspects needed to be stressed upon.

People living in District North West are basically migrants from various parts of the other states. As per a recent study, about 30 per cent of Delhi's population is illiterate and a 60 per cent of the total illiterate in Delhi are from the Eastern districts of the state. This shows how

vulnerable the district is. Even a minor accident turns as a disaster due to the socio-cultural background of the district.

Table 2.1 HAZARD & VULNERABILITY PROFILE OF DISTRICT NORTH-EAST

S. No.	Hazard	Reasons	Vulnerability
1.	Earthquake	<ul style="list-style-type: none"> • Seismic Zone IV • Non earthquake resilient buildings • High density of population • Unplanned & unsafe structures • Congested area 	High
2.	Fire	<ul style="list-style-type: none"> • LPG leakage • Short Circuit • Jhuggi Clusters • Lack of fire safety installations 	High
3.	Flood	<ul style="list-style-type: none"> • Yamuna river bed • Habitation in low-lying area • Sudden discharge of water from neighboring states • Poor drainage causes water logging 	High
4.	Building Collapse	<ul style="list-style-type: none"> • Old & unsafe buildings • Unauthorized & unplanned structures 	High
5.	Chemical Leakage	<ul style="list-style-type: none"> • Two water treatment plant in Sonia Vihar and Bhagirathi Vihar. 	High
6.	Stampede	<ul style="list-style-type: none"> • High density of population • Congested areas • Spread of rumors 	Medium
7.	Terrorist Attack/ Bomb Blast	<ul style="list-style-type: none"> • Attack by terrorists 	Moderate

8.	Epidemic	<ul style="list-style-type: none"> • Poor hygiene & • Sanitary Conditions • Post flood effects 	Medium
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2.3 RECORD OF PREVIOUS DISASTERS

Emergency Operation Centre (EOC) working under the aegis of District Disaster Management Authority (North West) has successfully handled a large number of incidents of various kinds and magnitudes occurring in North-West District. In the district records, no major disaster has been mentioned for the last 25 years. Most of the other disasters for which compensation has been given or registered as untoward incident are minor cases of accidents/incidents.

2.4 HAZARD/ VULNERABILITY ANALYSIS

The vulnerability analysis in District North-West which can lead to likelihood of perceived disasters as already been done in this district and have found that mainly industrial area, small industries running in JJ Clusters/Resettlement colonies/Unauthorized construction in unauthorized colonies. The causes of disasters are bad housekeeping as per reported by ESFs in terms of perceived Man-Made Disasters.

The vulnerability of the district is defined by the ability to anticipate, cope with, resist and capacity to recover from any probable disaster. The factors like limited livelihood opportunities, low per capita income, under developed infrastructure, unplanned development, rapid urbanization, prevalent social structures, demographic expansion and environmental degradation make a district highly vulnerable to disaster.

(a) Due to Unplanned Development

In North-West district, there are several unauthorized colonies where population density is really high and due to unplanned development in those areas the risk becomes manifold for them. Such areas due to poor construction practices and congested construction receive higher number of wall/building collapse and fire incidents respectively. These areas generally have

narrow roads and encroachments over the passage which makes the work of emergency services tough. Many such areas are like **Aman vihar, Karan vihar, Jain nagar, Karala etc.** (list enclosed at Annexure XIV).

(b) Environmental Vulnerability

Due to rapid urbanization, deforestation, unplanned development etc the environment is degrading rapidly which further aggravate the natural hazards and increase the risk of manmade disasters like accidents, chemical and industrial disasters etc in the district.

(c) Vulnerability towards Earthquake

Delhi falling in the seismic zone IV makes the entire North West district vulnerable to earthquake of higher magnitudes. Most of the infrastructure in North West district is not capable of sustaining high magnitude earthquakes. This increases the risk to man and material both. Though no earthquake of high intensity took place in Delhi in recent past but the risk still persists.

(d) Risk of Drowning

There are some minor drains like at Budhanpur, sultanpur, Madanpur and Kirari etc. in North West district which increases the risk of drowning. **Emergency Operation Center (North West)** receives call of drowning from these Drains. There are residential settlements around these Drains and at some places these Drains are adjacent to roads. The entire Delhi has only 1 team of rescue divers which increases the risk of drowning manifold.

2.5 RESOURCE INVENTORY/ CAPACITY ANALYSIS

Considering the backwardness of the district it is analyzed that sufficient resources are not available within the district. Material resources, monetary resources and human power are not sufficient to manage any larger calamities.

District North West has decentralized its administration by increasing people's participation in various levels. To take part in this effort it has a large number of Resident's Welfare Associations (RWA) in the district. The Entire Community Based Disaster Management

planning process has been designed in such a way that each RWA territory has to prepare their own plans and sensitize its residents on disaster managements.

At present altogether there are around 175 RWAs (registered) in the district. Apart from this numerous non-registered RWAs are also working in the field of development.

The Non Governmental Organizations (NGOs) working in District North West plays a significant role in educating the public on various social issues and their rights. Disaster Management is one of the major subjects for them and the District Administration has already started collaboration with such organization for community level disaster management planning.

CHAPTER-03

INSTITUTIONAL MECHANISM FOR DISASTER MANAGEMENT

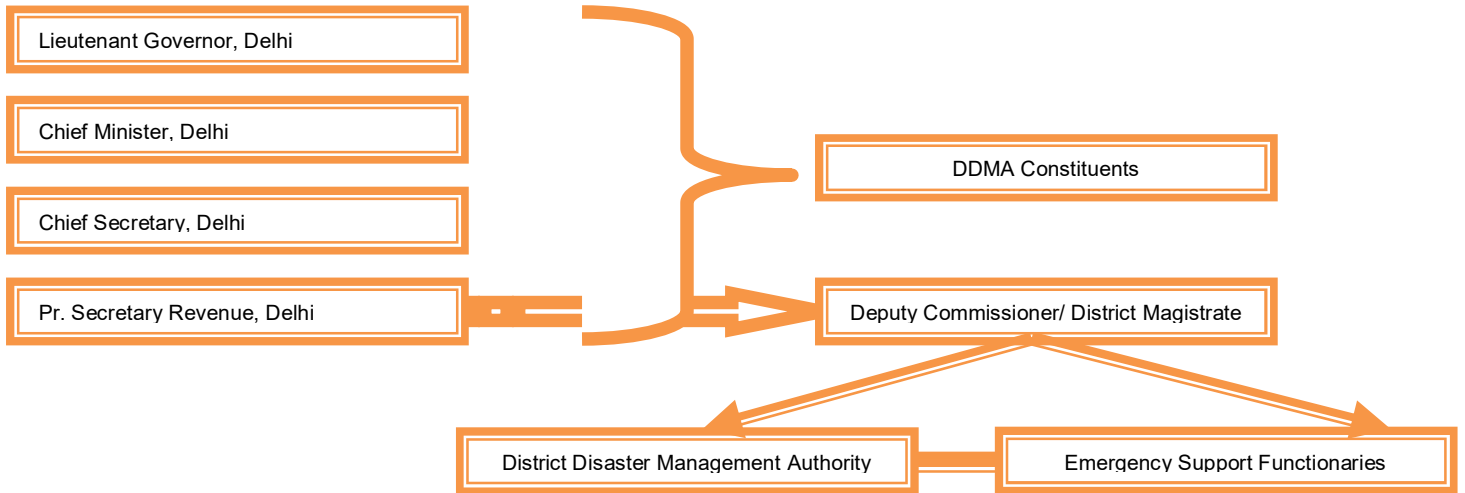
For prevention and mitigation effects of disasters and for undertaking a holistic, coordinated and prompt response to any disaster situation it has been decided by the Government to enact a law on disaster management to provide for requisite institutional mechanism for drawing up and monitoring the implementation of Disaster Management Plans and ensuring measures by various wings of Government. The Disaster Management Act, 2005 provides for the effective management of disasters and for other matters connected therewith or incidental thereto. The Disaster Management ACT, 2005 under section 3, 14 & 25 seek to provide for establishment of National, State and District Disaster Management Authorities. The main functions of each authority are as under:-

TABLE 3.1

INSTITUTIONAL MECHANISM AND THEIR FUNCTIONS

DM Mechanism	Institutions/ Nodal Department	Functions
National Level Mechanism	National Disaster Management Authority (NDMA)	For better coordination of disaster management at national level, National Disaster Management Authority (NDMA) is constituted. This is a multi disciplinary body with nodal officers from all concerned departments/ministries/ organizations. Apart from these developments, the government of India has its National Contingency Action Plan prepared by the nodal ministry of disaster management. Also a National Emergency Operation Centre (NEOC) has been started functioning in the Ministry of Home Affairs with all sophisticated equipments and most modern technologies for disaster management.
State Level Mechanism	Delhi Disaster Management Authority (DDMA)	Delhi Disaster Management Authority (DDMA) is constituted under the chairmanship of Lt. Governor of Delhi and the Chief Minister and Ministers of relevant Departments as members. For Delhi, the Department of Revenue has been identifies as nodal department to tackle disasters, being the Divisional Commissioner as its nodal officer and convener of the DDMA.
District Level Mechanism	District Disaster Management Authority (North-West)	District Disaster Management Authority (DDMA) is constituted under the chairmanship of District Magistrate of District North-West and ADM (NW) as CEO, DDMA (NW), Delhi Police, PWD, MCD and DHS as members.

Figure 3.1: Disaster Management Hierarchy in Delhi



3.1 STATE EMERGENCY OPERATION CENTRE

State EOC has started running 24X7 from 24th June 2008 at O/o Divisional Commissioner, Delhi. Emergency toll free number (1077) for Disaster has also been got activated by Chief Minister of Delhi.

3.2 DISTRICT LEVEL ORGANIZATION STRUCTURE

3.2.1 District Level Mechanism in North West District

As per section 25 of Disaster Management ACT, 2005, a District Disaster Management Authority (North West) has been formed under the chairmanship of Deputy Magistrate (North-West). The DDMA (NW) is 7 Members High-Powered Committee. The members of DDMA (NW) are as follows:

- | | |
|--|-------------------------------|
| 1. Deputy Magistrate (North-West) | - Chairperson, ex-officio. |
| 2. MLA AC-17 (Wazirpur) | - Co-Chairperson, ex-officio. |
| 3. ADM (NW)/ Chief Executive Officer | - Member, ex-officio. |
| 4. DCP (Outer) | - Member, ex-officio. |
| 5. Deputy Commissioner, North MCD, Rohini Zone | - Member, ex-officio. |
| 6. Chief District Medical Officer (North-West) | - Member, ex-officio. |
| 7. Superintending Engineer, PWD, Govt. of NCT of Delhi | -Member, ex-officio. |

The District Disaster Management Authority works as the District planning, coordinating and implementing body for Disaster Management and take various measures for the purpose of Disaster Management in the District in accordance with the guidelines laid down by the National or State authority. Powers and Functions of District Authority as per Section 30 of DM ACT, 2005 are as under:-

- i. Prepare a disaster management plan including district response plan of the district
- ii. Coordinate and monitor the implementation of the National Policy, State Policy, National Plan, State Plan and District Plan
- iii. Ensure that the areas in the district vulnerable to disasters are identified and measures for the prevention of disasters and the mitigation of its effects are undertaken by the departments of the Government at the district level as well as by the local authorities
- iv. Ensure that the guidelines for prevention of disasters, mitigation of its effects, preparedness and response measures as laid down by the departments of the Government at the district level and the local authorities in the district
- v. Give directions to different authorities at the district level and local authorities to take such other measures for the prevention or mitigation of disasters as may be necessary
- vi. Lay down guidelines for prevention of disaster management plans by the department of the Government at districts level and local authorities in the district;
- vii. Monitor the implementation of disaster management plans prepared by the Departments of the Government at the district level;
- viii. Lay down guidelines to be followed by the Departments of the Government at the district level for purpose of integration of measures for prevention of disaster and mitigation in their development plans and projects and provide necessary technical assistance therefore;
- ix. Monitor the implementation of measures referred to in clause (viii);
- x. Review the state of capabilities for responding to any disaster or threatening disaster situation in the district and give direction to the relevant departments or authorities at the district level for their up gradation as may be necessary;
- xi. Review the preparedness measures and give directions to the concerned departments at the district level or other concerned authorities where necessary for bringing the preparedness measures to the level required for responding effectively to any disaster or threatening disaster situation;
- xii. Organize and coordinate specialized training programmes for different levels of officer, employees and voluntary rescue workers in the district;

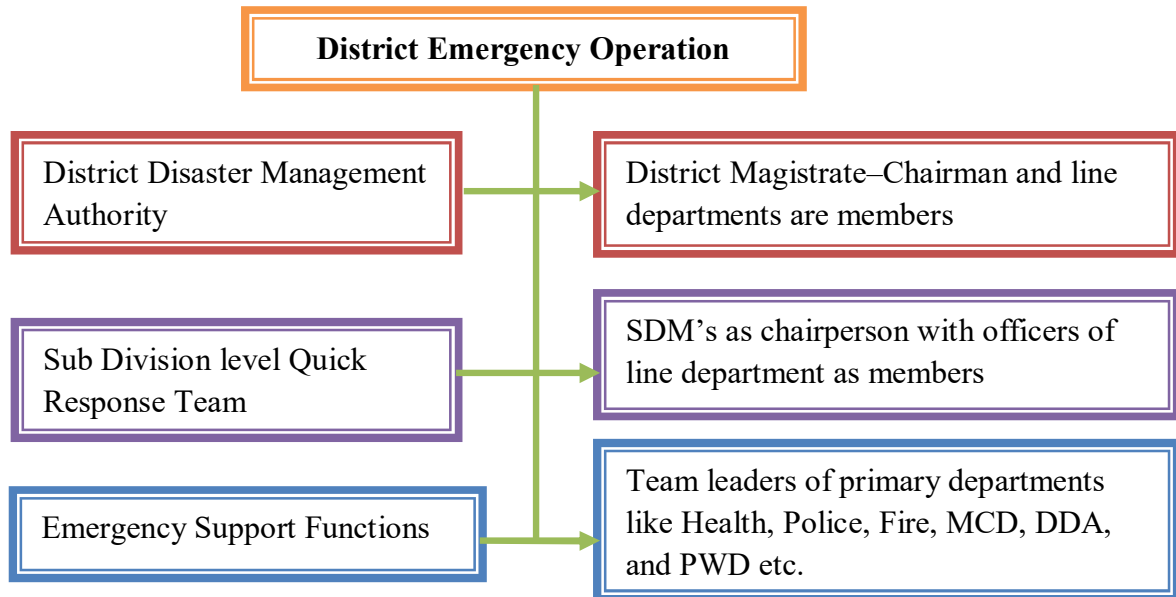
- xiii. Facilitate community training and awareness programmes for prevention of disaster or mitigation with the support of local authorities, governmental and non-governmental organizations;
- xiv. Set up, maintain, review and upgrade the mechanism for early warnings and dissemination of proper information to public;
- xv. Prepare, review and update district level response plan and guidelines;
- xvi. Coordinate response to any threatening disaster situation or disaster;
- xvii. Ensure that the Departments of the Government at the district level and the local authorities prepare their response plans in accordance with the district response plan;
- xviii. Lay down guidelines for, or give direction to, the concerned Department of the Government at the district level or any other authorities within the local limits of the district to take measures to respond effectively to any threatening disaster situation or disaster;
- xix. Advise, assist and coordinate the activities of the Department of the Government at the district level, statutory bodies and other governmental and non-governmental organization in the district engaged in the disaster management;
- xx. Coordinate with, and give guidelines to, local authorities in the district to ensure that measures for the prevention or mitigation of threatening disaster situation or disaster in the district are carried out promptly and effectively;
- xxi. Provide necessary technical assistance or give advice to the local authorities in the district for carrying out their functions;
- xxii. Review development plans prepared by the Departments of the Government at the district level, statutory authorities or local authorities with a view to make necessary provisions therein for prevention of disaster or mitigation;
- xxiii. Examine the construction in any area in the disaster and, if it is of the opinion that the standards for the prevention of disaster or mitigation laid down for such construction is not being or has not been followed, may direct the concerned authority to take such action as may be necessary to secure compliance of such standards;
- xxiv. Identify buildings and places which could, in the event of any threatening disaster situation or disaster, be used as relief centers or camps and make arrangements for water supply and sanitation in such buildings or places;
- xxv. Establish stockpiles of relief and rescue materials or ensure preparedness to make such materials available at a short notice;

- xxvi. Provide information to the State Authority relating to different aspects of disaster management;
- xxvii. Encourage the involvement of non-governmental organizations and voluntary social-welfare institutions working at the grassroots level in the district for disaster management;
- xxviii. Ensure communication systems are in order, and disaster management drills are carried out periodically;
- xxix. Perform such other functions as the State Govt. Or State Authority may assign to it or as it deems necessary for disaster management in the District.

Powers and Functions of District Authority in the event of any threatening disaster situation or disaster as per section 33 under DM ACT, 2005:-

- a) Give directions for the release and use of resources available with any Department of the Government and the local authority in the district.
- b) Control and restrict vehicular traffic to, from and within, the vulnerable or affected area.
- c) Control and restrict the entry of any person into, his movement within and departure from, a vulnerable or affected area.
- d) Remove debris, conduct search and carry out rescue operations.
- e) Provide shelter, food, drinking water and essential provisions, healthcare and services.
- f) Establish emergency communication systems in the affected area.
- g) Make arrangements for the disposal of the unclaimed dead bodies.
- h) Recommend to any Department of the Government of the State or any authority or body under that Government at the district level to take such measures as are necessary in its opinion.
- i) Require experts and consultants in the relevant fields to advise and assist as it may deem necessary.
- j) Procure exclusive or preferential use of amenities from any authority or person.
- k) Construct temporary bridges or other necessary structures and demolish structures which may be hazardous to public or aggravate the effects of the disaster.
- l) Ensure that the non-governmental organizations carry out their activities in the equitable and non-discriminatory manner.
- m) Take such other steps as may be required or warranted to be taken in such a situation.

Fig 3.2: Institutional Arrangements at District Level



The District Authority shall act as the district planning; coordinating and implementing body for disaster management and take all measures for the purposes of disaster management in the district in accordance with the guidelines laid down by the National Authority and the State Authority.

3.3 EMERGENCY OPERATION CENTRE

District North West has an exclusive Emergency Operation Centre (EOC) at District Head Quarter other than the Revenue Control Room. The District EOC is functional on 24X7 basis and is manned by the following officials:

1. District Project Officer
2. Project Coordinator
3. Data Entry Operator
4. Civil Defence Volunteers on Control Room duty.
5. Civil Defence Volunteers on Quick Response Vehicle duty.

The centre is well-equipped with various Information Technology (IT) based equipments such as Computer with internet facilities etc.

Further it may be strengthened with HAM equipments, Power Generator sets, Early Warning Systems, Mobile Control Rooms, Emergency Rescue Kits, Emergency Vehicle, Mobile First-Aid Post, and Ambulance etc.

Considering the unique responsibility of the District Emergency Operation Centre, the equipments provided to it shall not be taken to any purpose other than disaster management. This centre is intended to coordinate all disaster related activities in the district starting from preparedness to rehabilitation and reconstruction.

In case of any emergency there shall be permanent sitting place for each Emergency Support Functionaries (ESFs) in the EOC and they shall be provided with sufficient telephone connections. Only the Nodal ESFs are to sit in the EOC and coordinate the Disaster Management activities in the District with their support agencies. There shall be dedicated telephone lines and other communication facilities.

3.3.1 Role of Emergency Operation Centre in Normal Time

As per section 29 D of DM ACT, 2005 the Delhi Disaster Management Authority has provided DDMA (NW) a District Project Officer (Disaster Management) as officer in charge of EOC for carrying out the functions of District Authority. The DPO will be responsible for the effective functioning of the EOC. Responsibilities of the EOC in charge in normal time include:

1. Ensure that all equipments in the EOC are in working condition;
2. Collection data on routine basis from line departments for disaster management
3. Develop status reports of preparedness and mitigation activities in the district;
4. Ensure appropriate implementation of District Disaster Management Plan
5. Maintenance of data bank with regular updating
6. Activate the trigger mechanism on receipt of disaster warning/occurrence of disaster.

3.3.2 Role of Emergency Operation Centre during Disaster

On the basis of the message received from the forecasting agencies, warning has to be issued for the general public and the departments, which play a vital role during emergencies. Issuing correct and timely warning would be one of the prime responsibilities of EOC. For effective dissemination of warning EOC should have a well-planned line of communication. The

DM shall be the Competent Authority to disseminate a disaster warning. The warning on occurrence of a disaster will also be communicated to:

1. All Emergency Support Functions
2. Members of DDMA-NW/ ESFs
3. Hospitals in the disaster area/CAT etc
4. Office of Divisional Commissioner
5. State Relief Commissioner
6. Emergency Operation Centre in the neighboring districts
7. National/State Emergency Operation Centre
8. People's representatives from the district

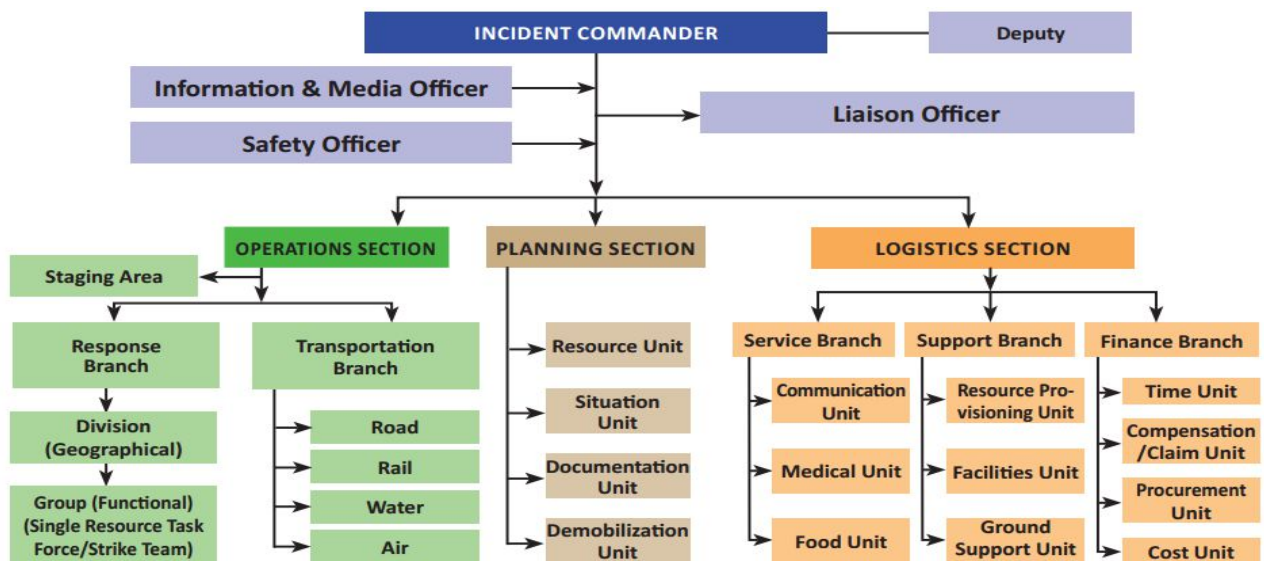
Apart from this the District Emergency Operation Centre must arrange desks for the Emergency Support Functions in its complex for better coordination and help. Simultaneously the onsite EOCs are to be set up with the help of the district EOC. Constant communication between the State EOC, District EOC and Onsite EOC is mandatory for updates on the disaster, which happened.

3.4 INCIDENT RESPONSE SYSTEM IN NORTH WEST DISTRICT, DELHI (IRS)

Activation of Incident Response System

The emphasis in Disaster Management has shifted from relief centric approach to proactive regime, and as such a well coordinated response with clockwork precision becomes one of the most important goals. Incident Response System has been developed in this regard.

Fig. 3.3 Structure of Incident Response Team



All team leaders will be in the rank of ADM/ Line Department Heads in the District who are senior level officer.

- If the disaster is in more than one district, the DC/DM of the district that has maximum loss will act as Incident commander.
- In case all the districts are more less equally affected, then the Divisional Commissioner of Delhi will act as Unified Incident Commander and the DC/DM as Incident Command in his/her own district.
- It is mandatory that all line departments/ Organizations/ individuals should obey the command of the Incident Commander as condition demands. He can divert all mechanisms and resources in the district to fight against a scenario leading to disaster/calamity in the district.

Note:-

- The SDMs shall not be given any responsibility in the incident command chain since they are to look after the onsite EOC in their territory or as assigned to the affected areas as well as they are the Team Leaders of Incident Management Teams (IMTs) in each Onsite Emergency Operation Center.
- The Civic bodies like the MCD, District Health Department, District Senior/junior Accountant or any nodal officer capable of doing the same can be given this assignment. This is the sole discretion of the Incident Commander to appoint the Section chief. These section chiefs are vested with commanding authority and logistic assistance to deliver the concerned responsibility.

3.4.1 Major Functions of Incident Commander

The general functions of the Incident Commander are as follows:

- To create and integrate communication flow during emergency period.
- To manage incident scene and report through integrated and coordinated command plan.
- To facilitate procedures and protocols according to ESF Departments within District as well as State and Central Government.
- To put the communication system in place to receive, record, acknowledge incoming and outgoing information of any form during the disaster.

- To manage resources as per their availability such as– distribution of relief material with ESF agencies required during emergency etc.
- Monitoring functional areas during and post disaster phase.

Besides these general functions, the Incident Commander has to perform certain specific functions. They are:

1. Size up the situation
2. Determine if human life is at immediate risk
3. Establish immediate objectives
4. Determine if there are enough and right kind of resources on site and/or ordered
5. Develop immediate action plan
6. Establish an initial organization
7. Review and modify objectives and adjust the action plan as necessary

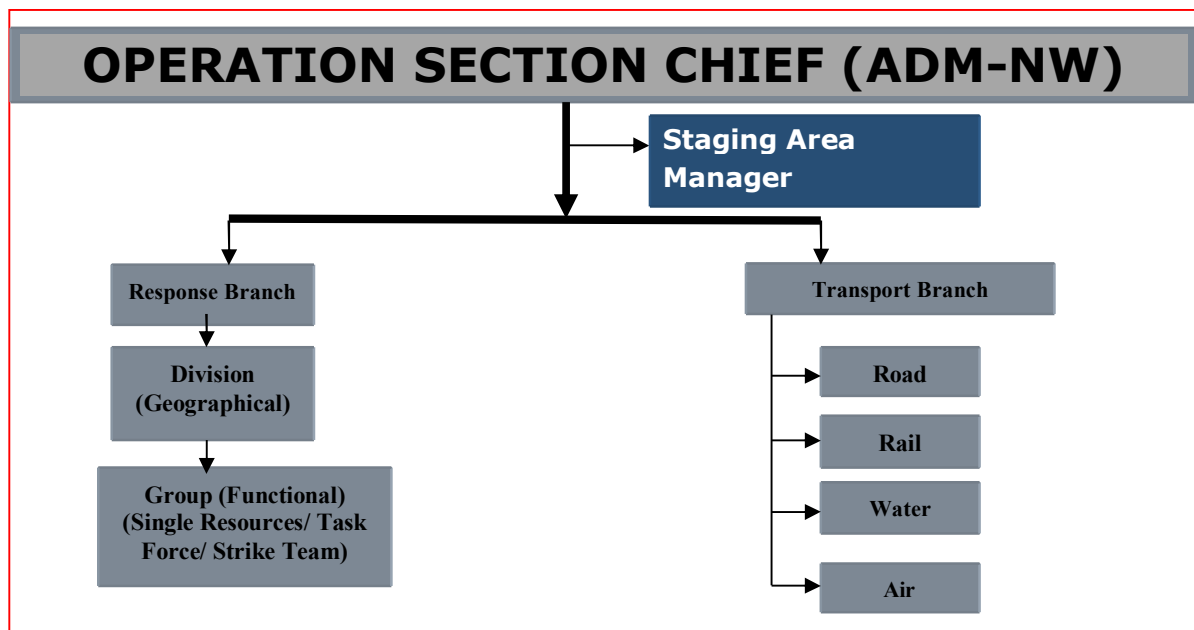


Fig 3.4
OPERATION SECTION IN IRS

3.4.2 **Major Functions of Operation Section Chief**

- Responsible for management of all operations directly applicable to primary mission
- Activates and supervises organization elements in accordance with the Incident Action Plan and directs its execution
- Determine need and request additional resources
- Review suggested list of resources to be rebased and initiate recommendation for release of resources
- Report Information about special activities, events or occurrences to Incident Commander
- Maintain Unit / Activity details

Operation Chief shall be assisted by the following positions to perform above mentioned duties:

(a) **Staging Area Manager:**

responsible for maintaining all activities within a staging area.

(b) **Branch Director**

Area under the direction of Operation Section Chief and are responsible for the implementation of the appropriate portion of the Incident Action Plan.

(c) **Division Supervisor**

Implements IAP for the division and reviews division assignments and incident activities with subordinates and assign tasks.

(d) **Emergency Support Functions**

ESFs shall be activated under Operation Chief. On the receipt of information Team Leaders (TLs) would take up following actions:

On the receipt of information about the off-site emergency Team Leaders (TLs) will activate their own Emergency Support Functions (ESFs)

- a. TLs will join IC and Operation Chief (ADM-NW) in EOC to ensure coordination and to provide assistance

- b. TLs would also move to the site for better operational control
- c. TLs will call the nodal officers of supporting agencies and immediately deploy the quick response teams (QRTs) from the location of nearest to the incident site
- d. They further reinforce their teams by deploying additional resources from surrounding areas so the effective first respond can be rendered at site
- e. A high alert would be notified to move additional resources and manpower to the incident site
- f. According to the feedback report additional TLs will take decision of movement of more team and manpower. In some of cases TLs may need to mobilize resources from nearby districts or states. In such cases chiefs will organize this through respective head quarters.

(e) Transport Branch Director

This supports the efforts by arranging through different mode the transportation of resources, persons and relief material. It is headed by a Transport Branch Director and Group-in-charges for Road, Rail, Water and Air Operations.

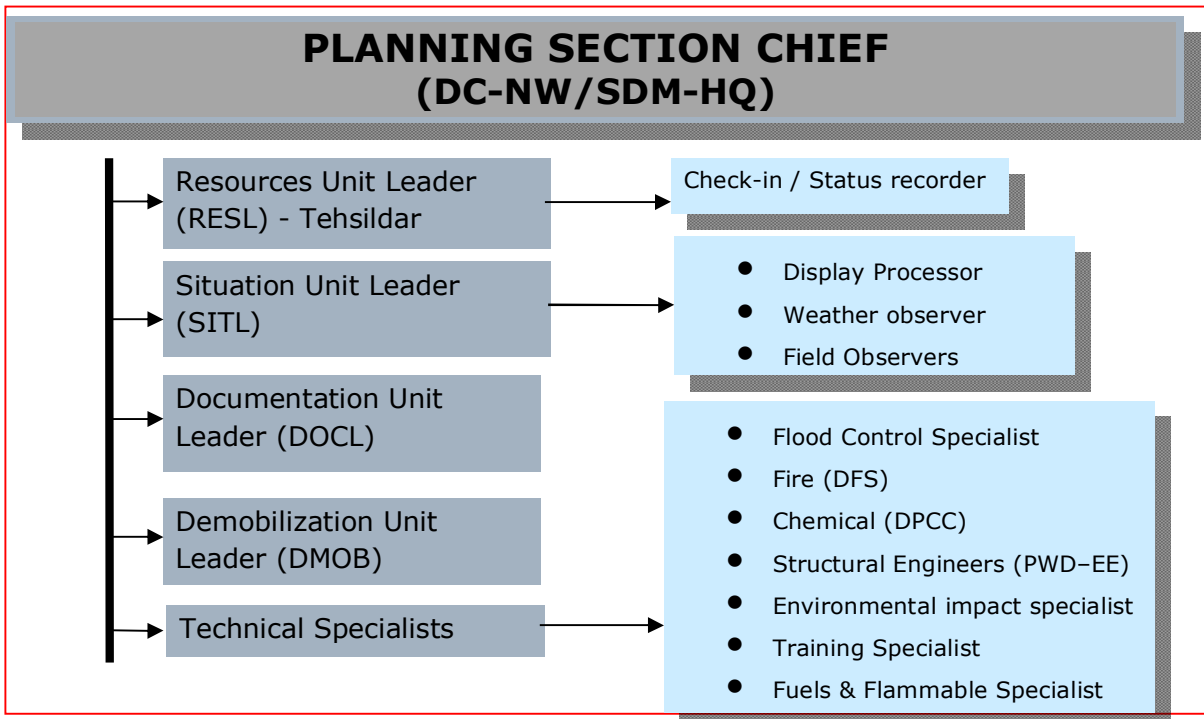


Fig 3.5

PLANNING SECTION IN IRS

3.4.3 Major Functions of Planning Section Chief

- Collection, evaluation, dissemination and use of information about the development of incident and status of resources. Information is needed to
 - Understand the current situation
 - Prepare alternative strategies and control of operations
- Supervise preparation of Immediate Action Plan (IAP)
- Provide input to IC and Operation Chief in preparation of IAP
- Reassign of service personnel already on site to other positions as appropriate
- Determine need for any specialized resources in support of the incident
- Establish information requirements and reporting schedules for Planning Section Unit (e.g. Resources, Situation Unit).
- Compile and display incident status information
- Oversee preparation and implementation of Incident Demobilization Plan.
- Incorporate Plans (e.g. Traffic, Medical, Site Safety, and Communication) into IAP. Maintain Unit / Activity details.
- Other Functions include, briefing on situation and resource status, setting objectives, establishing division boundaries, identifying group assignments, specifying tactics/safety for each division, specifying resources needed by division, specifying operations facilities and reporting locations – plot on map and placing resource and personnel order

(a) Resource Unit Leader

Responsible for maintaining the status of assigned resources (Primary and support) at an incident. This is achieved by overseeing the check-in of all resources, maintaining a status keeping system indicating current location and status of all resources and maintenance of a master list of all resources e.g. by key supervisory personnel, primary land support resources etc.

- Establish check-in function at incident locations.
- Prepare Organization Assignment List & Organization chart.
- Maintain & post the current status and location of all resources
- Maintain master list of all resources checked in at the incident.

(b) Check-in/ Status Recorder

Needed at each check-in location to ensure that all resources assigned to an incident are accounted for:

- Prepare check-in form, resource status boards and status display board.
- Establish communications with the communications Centre and Ground Support unit.
- Post signs so that arriving resources can easily find the check in locations
- Record check-in information on check-in lists
- Transmit check-in information to Resources Unit on regular pre-arranged schedule/ as per need.
- Receive, record and maintain status information for single resources, strike teams, task forces, overhead personnel
- Maintain file of check-in lists.

(c) Situation Unit Leader

- Begin collection and analysis of incident data as soon as possible.
- Prepare post or disseminate resource and situation status information as required, including special requests.
- Prepare incident status summary
- Provide photographic services and maps if required.

(d) Display Processor (*Draftsman-Computer trained*):

Responsible for display of incident status information obtained for field observers, resource status reports, aerial photographs etc.

- Determine:-
 1. Location of work assignment
 2. Numbers, types and locations of displays required
 3. Priorities
 4. Map requirements for incident
 5. Time limits for completion
 6. Field observer assignments & communication means

- Obtain necessary equipment and supplies
- Obtain copy of LIAP for each period
- Assist SITL in analyzing and evaluating field report
- Develop required displays in accordance with time limits for completion.

(e) Field Observers

Responsible to collect situation information from personal observations at the incident & give it to situation team leader.

- Determine:-
 - Location of assignment
 - Type of information required
 - Priorities
 - Time limit for completion
 - Method of communication
 - Method of transportation
- Obtain copy of IAP for the operation period
- Obtain necessary equipment & supplies for his use.
- Collect data like
 - Perimeter of location of hot spots etc.
 - Be prepared to identify all facilities location (e.g. division boundaries)
 - Report information to SITL

(e) Documentation Leader

Dy. Chief Inspector of factories and Tehsildar

- Arranging for complete documentation of proceedings at the incident site
- Maintaining record of what happened and what actions were taken
 - i. Recovering response costs and damages
 - ii. Setting the record straight where there are charges of negligence or mismanagement resulting from the incident
 - iii. Reviewing the efficiency and effectiveness of response actions
 - iv. Preparing for future incident response
 - v. Videotaping of the entire combat the rescue operations

(f) Demobilization Leader

- Responsible for developing incident DMOB Plan
- Review incident resource records to determine the likely size and extent of DMOB effort ⇒ Addl. Personnel, work space and supplies needed
- Coordination DMOB with agency representatives
- Monitor ongoing operation section resource needs
- Identify surplus resources and probable release time
- Develop incident check out for all units

(h) Technical Coordinators

Two to Four experts in geo-sciences, fire safety, industrial safety and health shall be nominated as technical experts. Major issues shall be addressed by them are:

a. Formulation of response objectives and strategy

TC shall assess the incident before taking actions and formulate realistic response objectives. The assessment shall be based upon following points:

- Pre-incident plans
- Information related to material involved, container involved, vehicle and structure involved and atmospheric conditions affecting the incident
- Environmental monitoring and sampling data (if available)
- Public protective actions to be initiated
- Resource requirements (trained manpower, specialized protective gear and other equipments)
- Hazards posed to the nearby areas

On the bases of above-mentioned points they will formulate a defensive strategy to protect the public and environment from the immediate spill or discharge area.

b. Identification of Hazard Zone

Technical experts shall be able to determine real time contaminant concentrations at various distances downwind. They shall be responsible to estimate downwind

concentrations and feeding the information to the Team leaders of various ESFs for further response. To estimate the hazard zone in a particular emergency scenario, the technical coordinator shall place the transparency of the vulnerability template with its x-axis along the prevalent wind direction and start point on the source of release on the scaled map.

c. Establishment of Hazard Control Zones at Incident Site

Technical expert should determine the zones varying according to the severity of hazard. For example Hot Zone, Warm Zone and Cold Zone. According to the zones local commandant post and rescue operations should take place.

d. Suppression of Hazardous Gas or Vapor Releases

Technical experts should also identify response measures to any other probability of outburst due hazardous gas and vapour release directly in the atmosphere from the ruptured and punctured containers or from the evaporating and boiling pools of liquid that have been formed due to chemical spill.

- ***Selection of Personal Protective Equipments(PPEs)***

Technical persons should able to guide the QRTs entering the hot zone on the correct type of PPEs as it is necessary to ensure that the materials from which clothing is fabricated will not be penetrating by the spill substance.

3.4.4 Major Functions of Logistic Section Chief

The logistic section chief is responsible for providing facilities, services and materials in support of incident. Participants in development and implementation of IAP and activates and supervise Logistics Section.

- Assign work locations and tasks to section personnel
- Identify service and support requirements for planned and expected operations
- Coordinate and process requests for additional resources
- Provide input to / review communication plan, traffic plan, medical plan etc
- Recommend release of unit resources
- Maintain Unit/ Activity details

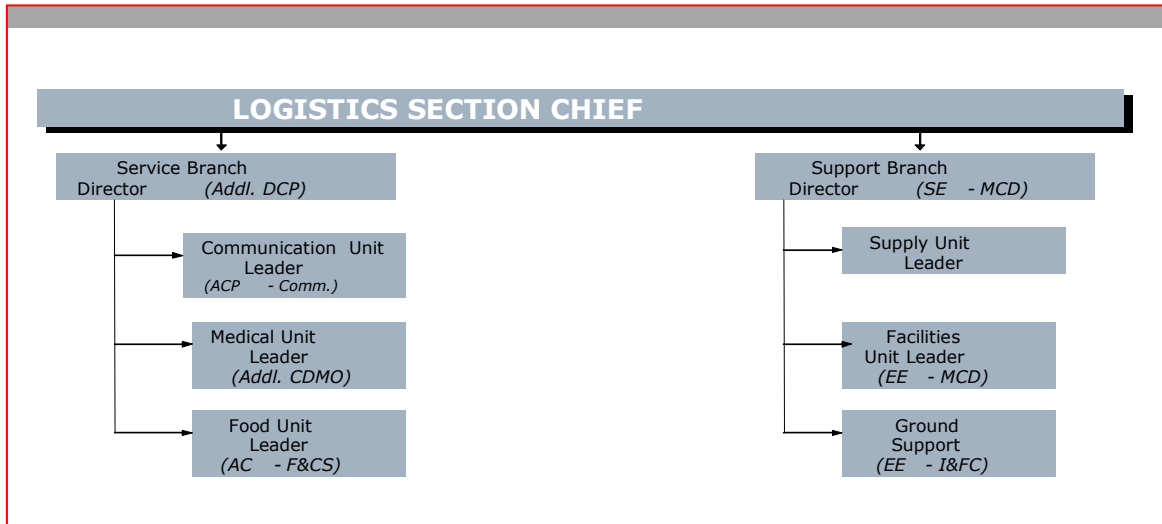


Fig 3.6

LOGISTIC SECTION IN IRS

Following are the team members who will assist him in the process under service and support branch.

(a) Communication Unit Leader:

- Prepare & implement incident wireless communication plan
- Ensure that incident communication centre & Message centre are established
- Establish appropriate communication distribution/ maintenance locations within base/ camps
- Ensure communication systems are installed and tested
- Ensure equipment accountability system is established
- Ensure personal portable wireless sets from cache is distributed as for incident wireless communication plan
- Provide technical information required on
 - Adequacy of communication system currently in operation
 - Geographic limitation on communication system
 - Equipment capabilities / limitations
 - Number and types of equipments available
 - Anticipated problems in the use of communication equipments
 - Ensure equipments are tested and repaired
 - Recover equipments from released units.

- Responsible to receive and transmit wireless and telephone messages among personnel to provide dispatch services at the incident
- Set up message centre location as required
- Receive and transmit messages within and external to incident
- Maintain files of general messages
- Maintain a record of unusual incident occurrences.

(b) Medical Unit Leader:

Responsible for

- Development of medical response plan
- Respond to requests for medical side and transportation for injured & ill incident personnel medical supplies.

(c) Food Unit Leader:

Responsible for supply needs for the entire incident including camps, staging areas.

- Determine food & water requirements
- Determine method of feeding to best fit each facility or situation
- Obtain necessary equipment & supplies and establish working facilities
- Order sufficient food & potable water from the supply unit
- Maintain an inventory of food, water
- Maintain food service areas & ensure that all appropriate health & safety measures are being followed.
- Supervise caterers, cooks and other food unit personnel.

(d) Supply Unit Leader:

Primarily responsible for ordering personnel, equipment & supplies receiving and storing and storing all supplies for the incident maintaining an inventory of supplies servicing non-expendable supplies to equipment.

- Determine the type & amount of supplies en route
- Order, receive, distribute and store supplies & equipment
- Receive and respond to requests for personnel, supplies and equipment
- Maintain inventory of supplies & equipment.
- Service reusable equipment

(e) Ordering Manager:

- Obtain necessary order forms
- Establish ordering procedure
- Establish name and telephone number of personnel receiving orders
- Get names of incident personnel who leave ordering authority
- Check on what has been already ordered
- Orders when possible
- Place orders in a timely manner
- Keep time and location for delivery of supplies
- Keep receiving and distribution manager informed of orders placed

(f) Receiving & Distribution Manager:

- Organize physical layout of supply area
- Establish procedures for operating supply area
- Set up a system for receiving and distribution of supplies and equipment
- Develop security requirement of supply area

(g) Facilities unit leader:

- Primarily responsible for the layout and activation of incident facilities e.g. base, camps, ICP.
- Provides rest and sanitation facilities for incident personnel
- Manage base and camp operations (to provide security and general maintenance)

(h) Ground support unit leader:

- Support out of service resources.
- Transportation of personnel, supplies, food & equipment.
- Fueling, service, maintenance and repair of vehicles and other ground support equipment.
- Implementing traffic plan for the incident

The other roles of this section includes managing

1. Incident Command Post
2. Staging Areas
3. Base
4. Camps

Staging Areas: i.e. temporary location where personnel and equipment are kept while waiting assignment

- Shall be located within 5 min travel time to the area of incident.
- To be set up to meet specific functional needs
- Shall include temporary filling and sanitation facilities

Advantage of using staging areas:

- ✚ Provide locations for immediately available resources to await assignment
- ✚ Provide for greater accountability by having available personnel and resources at one safe location
- ✚ Minimize excessive communication of resources calling for assignment
- ✚ Allow IC/OPS to properly plan for resources use and allow for contingencies

Base:

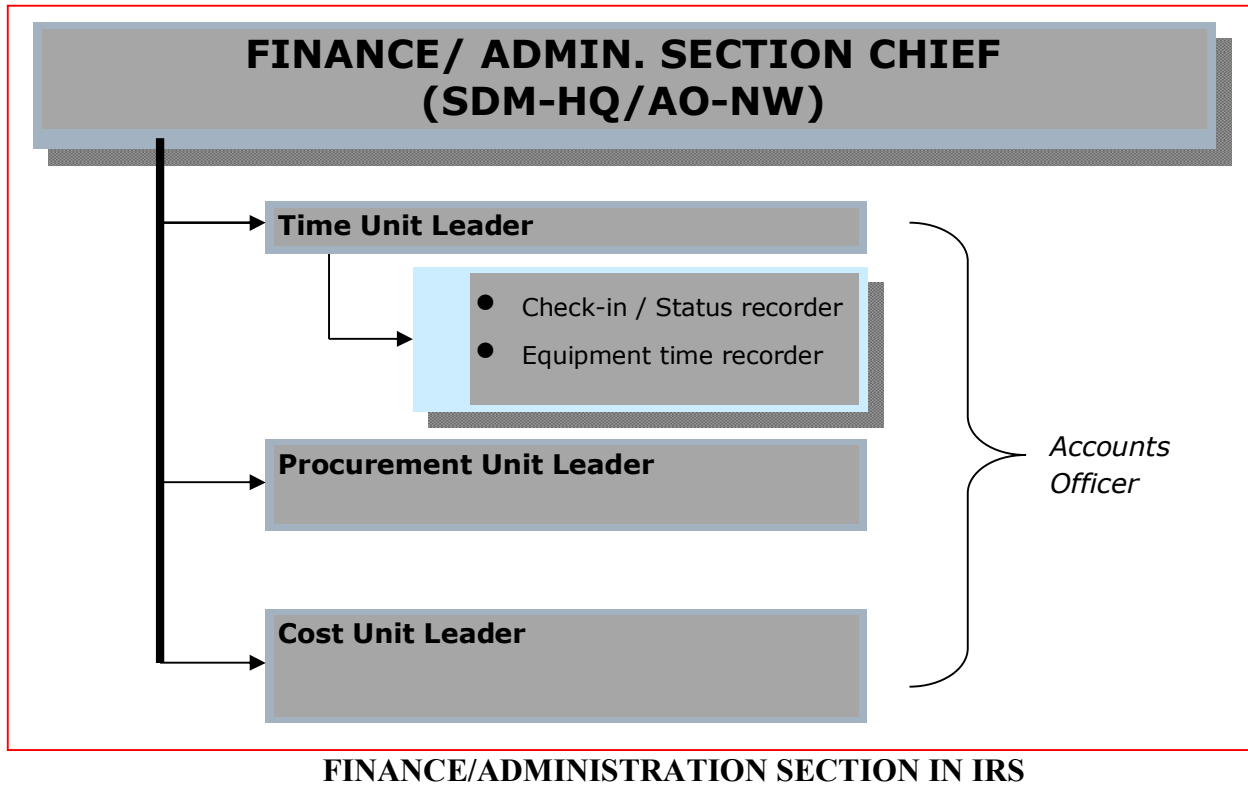
- ✚ All primary services and support activities for the incident are located and performed at the base (one for each incident)
- ✚ LogistIRS section will be located at the base
- ✚ All uncommitted equipment & personnel support operations are located here
- ✚ Managed by Base Manager (within facilities units) in logistic sections

Camp:

- ✚ Temporary locations within general incident area which are equipped and staffed to provide sleeping, food, water and sanitary services to incident personnel

✚ Camps are separate facilities – not located at the base.

Fig 3.7



3.4.5 Major Functions of Finance Section Chief

Responsible to take decisions related to financial and cost related matters under given time frame.

Following positions would be helping him in conducting his duties:

- (a) **Time Unit Leader:** Responsible for status recording and equipments time taken recording
- (b) **Procurement Leader:** Responsible for administering all financial matters pertaining to vendor contracts

- (c) **Cost Unit Leader:** Responsible for collecting all cost data, performing cost effectiveness analysis & providing cost estimates & cost saving recommendations for the incident

3.4.6 Onsite Emergency Operation Centers

Onsite Emergency Operation Centers (OEOC) are complimentary units to District Emergency Operation Center in the District (EOC), which will operate close to the disaster sites and will be linked directly with the District Emergency Operation Centre.

The concerned SDM is the Commander-in-chief at this level and is responsible of coordinating its functions as per the direction of the Incident Commander with the help of the Incident Management Teams (IMT) with him/her. The OEOCs are physically activated only in time of a disaster. The concerned SDM of the OEOC unit would be responsible to execute activities at disaster site; however the tasks would be controlled and coordinated from EOC through nodal desk officers.

3.4.7 Trigger Mechanism

As soon as Emergency Operation centre would get the information about any emergency, the staff on duty in EOC will pass the information to the DM (NW) and seek for his instruction for further actions. If the information pertains to the occurrence of a disaster in any part of the district, the staff on duty will also try to inform DDMA members, Emergency Support Functionaries-team leaders, major Hospitals and State Disaster Management Authority etc. The staff on duty will also be responsible to reclaim information related to type, magnitude and location of the disaster and also inform it to responsible authorities. The EOC in-charge will also inform all the details to Divisional Commissioner and State EOC. All the desk officers/ team leaders and Incident Command Team members will also be informed to immediately report at District EOC. Incident Command Team and Desk officials would respond as per their Standard Operating Procedures and directions of Incident Commander (IC).

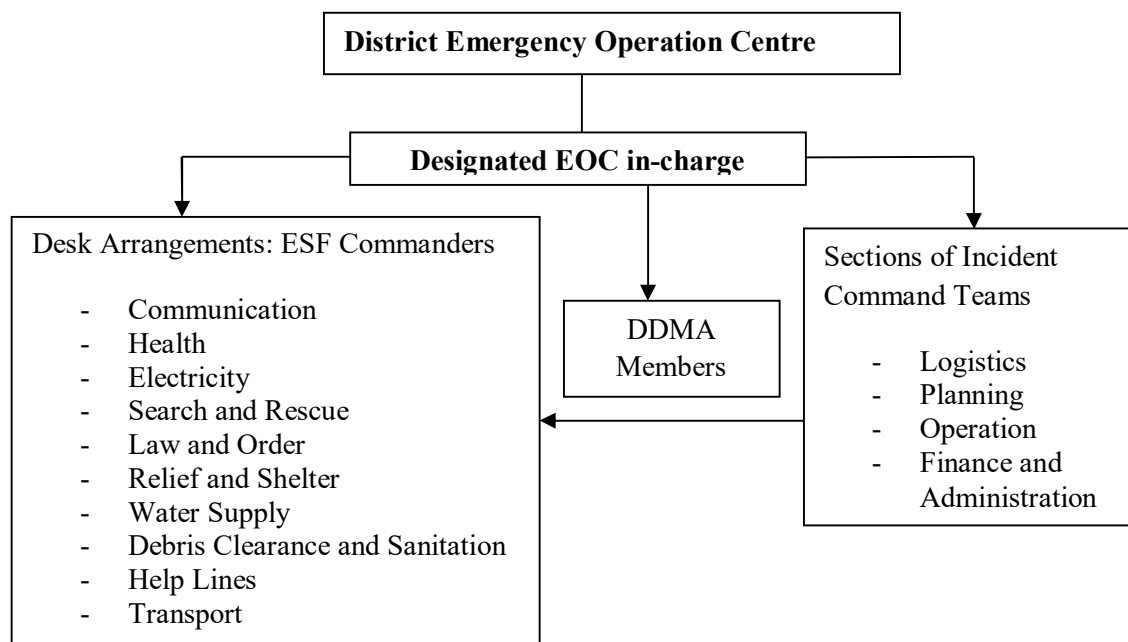


Fig 3.8
Trigger Mechanism for District EOC

3.5 EMERGENCY SUPPORT FUNCTIONS

This is an additional feature in the new mechanism of disaster management. A concerted effort of various agencies is required to manage a disaster. Usually the agencies are able to perform the required function, but lack of proper coordination leaves them under-utilized. To avoid this type of problem, a new mechanism called Emergency Support Functions (ESFs) are formulated in North West District. The list of ESFs is at Table no. 12.1.

The basic structure of the ESF depends up on the functions they are supposed to perform. Altogether there are 12 ESFs in District North West. Each ESF is led by the nodal department in the district and assisted by the other parallel civic bodies.

3.6 DISASTER MANAGEMENT TEAMS

Each ESF should be well prepared to set up its coordination desks in all three Onsite EOCs as well as in the District EOC at the time of disaster. With this intention, they have to designate a nodal officer and an alternate nodal officer with specific responsibility. Besides they have to constitute a Head Quarter Team as well as Quick Response Teams (QRTs) and minimum three Field Response Teams (FRTs) with at least five members each.

The name and address of the team members shall be updated time to time with latest contact number. It is the function of the Working Group - III for plan review and updation, to coordinate the disaster management teams. The supporting agencies will directly report to the nodal agency and the nodal agency will report to the Incident Commander regarding its functions.

CHAPTER 4

PREVENTION AND MITIGATION MEASURES

Over the years and especially after experiencing severe disasters, today there is a paradigm shift in the approach to Disaster Management; from a culture of relief and rehabilitation to that of preparedness and mitigation. Disaster Management in the contemporary times focuses a lot on preparedness and mitigating measures- the idea being to reduce or lessen the vulnerabilities and therefore the impact of any calamity. The more we are prepared for disaster, the lesser we are prone to vulnerabilities. In the district, there shall be two types of approaches in disaster mitigation viz. structural mitigation and non-structural mitigation.

4.1 STRUCTURAL MITIGATION MEASURES

- It is immensely important for the planning community to respond towards disaster management positively. The Third Master Plan for Delhi-2021, which is under preparation, should clearly come out with provisions prescribed in the amended legislations related to Disaster Management. Urban Disaster Management is intimately connected to the wholesome process of urban development and therefore needs a sincere incorporation in the development planning itself. The industrial relocation, unauthorized-regularization issue, slumming, over densification and continuous influx of population to Delhi are some of the open concerns and these besides being a planning challenge are a concern for disaster management.
- The District shall take steps for structural mitigation for Disaster Management. The departments that are associated with development of residential and commercial plots shall stick to the NOC norms. The Building Codes shall be strictly enforced in the District. Only seismically oriented engineers, contractors and masons shall be given certificates for multi storied constructions. Simultaneously retrofitting will also be promoted with expert advice. The two possible structural measures for disaster protection are
- Retrofitting of the existing buildings and
- Construction with Earthquake Resistant Technology.

Table 4.1: Categorization of housing typology in the district

S. No	Categories	Construction description	Resistance
1	Slums and JJ Clusters /unauthorized colonies etc	Weak constructions	May get damaged due to moderate intensity of earthquake
2	Non-engineered buildings	Brick construction Masonry buildings	May damage due to medium intensity of earthquake
3	Engineered Buildings	R.C.C constructions with good designs but not necessarily earthquake resistant	May damage due to high intensity of earthquake.

** Note: Above table is based on reconnaissance survey and general observations*

4.1.1 Retrofitting

For an existing building, retrofitting or seismic strengthening is the only solution to make it disaster resistant. In the District, all lifeline buildings such as major Hospitals, Schools, Colleges, District Administration Offices and other vital installations shall be retrofitted. For retrofitting, a panel of experts shall be approached for assessing the structure and to suggest the type of retrofitting required.

4.1.2 Earthquake Resistant Construction

- Promotion of Earthquake Resistant Construction mainly includes construction safety, quality control and proper inspection. Previously there were no specific guidelines on earthquake resistant constructions and seismic strengthening. Due to this very fact, most of the buildings till 1990s were built without any safety measures. But in the present scenario, there are building byelaws and guidelines to construct earthquake resistant structures. Civic bodies like MCD, DDA and PWD in the District shall try to enforce these laws. In addition to these the following points have been found in the context of District.

- Pockets with high rise buildings or ill-designed high-risk areas exist without specific consideration of earthquake resistance.
- Similarly, unplanned settlements with sub standard structures are also prone to heavy damage even in moderate shaking.
- So far as housing is concerned, vulnerability analysis has never been carried out and preliminary estimate of damages is not available for strengthening of structures under normal development improvement schemes.
- All construction, except load bearing buildings up to 3 storeys, shall be carried out under the supervision of the Construction engineer on Record or Construction Management Agency on Record for various seismic zones. They shall be given a certificate based on the norms on completion of the construction. All the constructions for high-rise buildings, higher than seven storey's, public buildings, and the special structures shall be carried out under quality inspection programme prepared and implemented under the Quality Auditor on Record or Quality Auditor Agency on Record in Seismic Zones IV like Delhi.
- Illegal construction, encroachments, unapproved additions, alterations etc of residential buildings and conversion of residential building to commercial purpose etc shall be checked by the District Administration with strict measures. These unauthorized activities may lead to disasters in that particular area.

4.2 NON-STRUCTURAL MITIGATION MEASURES

- The entire Delhi state falls in earthquake Zone-IV, which indicates it is at high risk to earthquake. In addition to this fire is also a major concern for the district. The non structural mitigation is basically framed in such a way that the whole population of the district will be sensitized on disaster management and their capacity shall be developed to cope up with hazardous situations.

4.2.1 Preparedness Methodology

- In the disaster management cycle, preparedness shall be the first step, instead of waiting for a disaster to occur and then manage it. This plan contains a series of measures for preparedness in schools, colleges, hospitals and communities. People of every part of the district will be guided to prepare themselves or to prepare their own coping mechanism.

In this regard, the DDMA shall suggest the proper methodology for preparedness on regular basis and the district shall plan various activities.

4.2.2 Awareness generation Programmes

- Disaster strikes everywhere and everyone irrespective of caste, creed or gender. It doesn't differentiate the rich from the poor. The District administration has been trying to generate awareness at all levels in the district. A series of awareness programmes has been organized to reach out to the local residents and general public of the district and the programmes are continuing throughout the district. Awareness/ sensitization programmes have been conducted at schools, colleges, communities, hospitals etc. Basic information related to different kind of disasters is given in the form of Information, Education and Communication (IEC) materials. Different kinds of strategies are being evolved to address different audiences. Special efforts are being made to address the most vulnerable groups during disasters e.g. women, children, the disabled and the old. The total population of the district is around 22 lakh and the district administration intends to reach as many people as possible and different methods are being adopted to spread awareness i.e.
 - Public meetings
 - Mock-Drills
 - Distribution of reading materials/ pasting of posters/IEC materials
 - Street plays, Puppet show
 - Involvement of Electronic media
 - Banners and Public Hoardings
 - Painting/ quiz competition especially in schools, rallies involving students
 - Observing Disaster Management Week, Fortnight, Month etc.

The objectives of the programmes are –

- To create awareness about disasters among the inmates of all institutions and residents of all communities in the district.
- To pave way for strict enforcement of building rules in construction department and contractors.

- Preparation of Building evacuation plans and training the general public to save their lives at the time of earthquake, fire accidents or any other major disaster.
- To sensitize the district administration, other line department officials and other associated agencies.

4.2.3 Training and Capacity Building

- A number of training programmes shall be and are already being organized for specialized groups like, District DMTs, sub division and community level office bearers, school teachers and principals, architects, engineers, doctors, masons, etc. The professionals from all departments and sections shall be trained.
- All the Volunteer based Organizations (VBOs) like Civil Defence, NYKS, NSS, NCC, etc., in the district, which have thousands of volunteers working with them will also be sensitized and given training on Disaster Management. Besides RWAs, NGOs in the District will also be given training on Disaster Management. All the VBOs, RWAs and NGOs shall also be encouraged and supported to organize awareness campaigns in their areas. These have been identified as organizations which can help percolate the idea deeper into the society.

CHAPTER 5 **PREPAREDNESS PLAN**

Disaster causes sudden disruption to the normal life of society and causes damage to the properties and lives to such an extent that normal social and economic mechanism available to the society get disturbed. Those who are unaware and unprepared generally get affected more due to their lack of knowledge and physiological pressure. Hitherto, the approach towards coping the effects of disasters has been post-disaster management, involving many problems related to law and order, evacuation, communications, search and rescue, fire-fighting, medical and psychiatric assistance, provisions of relief and shelters etc. After initial trauma next phase starts with long-term reconstruction planning which takes about 5 to 6 years to normalize the life-style in a particular area.

In view of these problems, the District DMAs, has prepared a comprehensive plan. The plan basically detailed out preparedness strategy under which communities and district authorities would be prepared so that level of destruction and unnecessarily delay in relief and response can be reduced. The preparedness measures include setting up disaster relief machinery, formulation of community preparedness plans, training to the specific groups and earmarking funds for relief operations.

5.1 MEASURING COMMUNITY PREPAREDNESS

Generally community preparedness depends upon following four major components (Cottrell et al- 2001):

- Population characteristics (number of children, squatter settlement etc)
- Building and critical infrastructure such as road, drinking water, communication network, health and sanitation
- Physical environment
- Social environment (social groups)

In view of these components, risk assessment study has been conducted and identified that North East District is densely built and consists of a high number of urban population. Any major earthquake or fire/chemical explosion can affect district very badly. Although many steps

have been taken by the district but still a high degree of awareness and training is required to lay down an organization system within communities.

5.2 COMPONENTS OF PREPAREDNESS PLAN

Looking at the complexity of response mechanism during disasters, two sets of components have been studied to prepare this plan.

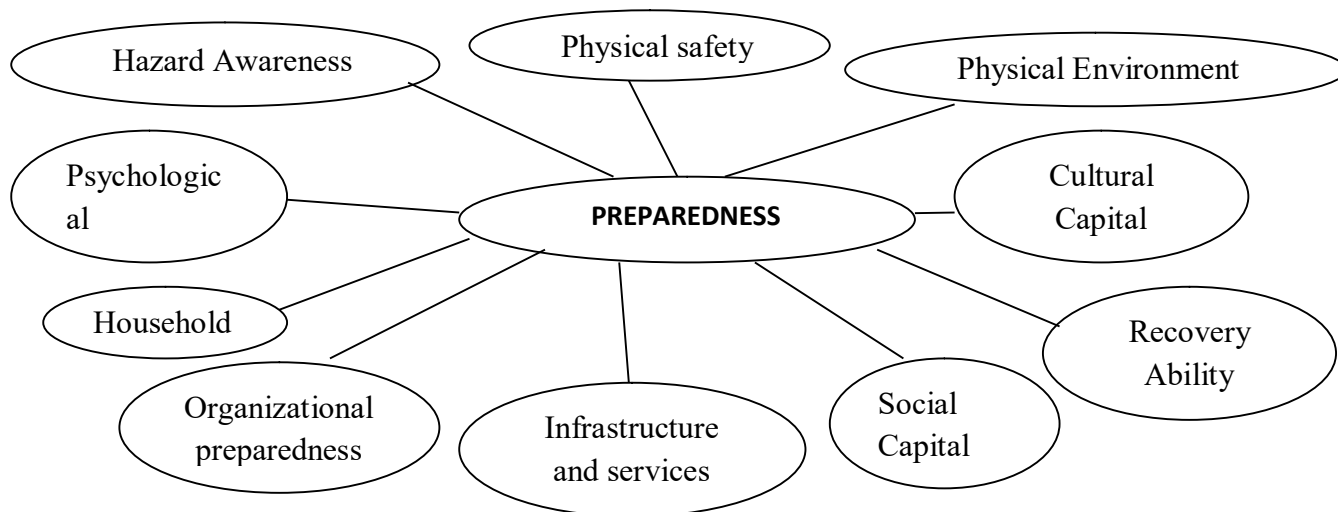
5.2.1 Components of Community Preparedness Plan

Several previous attempts have been made by researchers to measure community preparedness within various indicators. Some of the important components of measuring preparedness are given below¹.(refer fig. 6.1)

1. Physical Safety: i.e. how safe community members are in view of the physical danger from these hazards? The parameters essentially tries to measure how effective structural mitigation measures are e.g. resistance of building structures for earthquakes, availability of safe shelters and its capacity etc.
2. Hazard awareness i.e. awareness level about hazards which have a reasonably higher probability of occurrence
3. Organization preparedness i.e. how far the community is organized to face disaster i.e. existence of committee at community level, task forces, volunteers of civil defence and other local volunteers , trained disaster management teams and community disaster management plan etc
4. Infrastructure and services which tries to measure current state of these services and how well restoring critical services as and when disruptions occur
5. Recovery ability i.e. ability of the community members to recover from the impact of the hazard
6. Physical environment i.e. state of environment to face hazards e.g. Condition of sub-surface aquifers and vegetation etc
7. Social capital i.e. degree to which social networking and cooperation exists among community members

8. Psychological preparedness i.e. how safe and prepared do community members feel in view of these hazards
9. Cultural capital i.e. cultural richness such as existence, recognition and use of traditional mechanism to cope with such disasters
10. Household preparedness i.e. preparedness at a house hold members

Fig 5.1: Components of Community Preparedness



5.2.2 Components of Administrative Preparedness

Administrative preparedness is another very important issue which helps in reducing relief and response time in a disaster situation. Preparedness plan is based on below-given components.

1. Operation readiness of facilities, equipments and stores in advance.
2. Maintaining resource inventory of equipments and materials required for response.
3. Assignment of responsibilities to agencies and organizations.
4. Management training of crisis group members, desk officers and officers of respective departments likely to be assigned management duties.
5. Specialized trainings of district disaster committee members, officials, community organizations through seminars and workshop
6. Training of taskforces
7. Raising community awareness
8. Improving response mechanism through conducting practice drills etc
9. Annual updating of District and community level plans

5.3 PREPAREDNESS PLAN

Base on above-mentioned components following arrangements needs to be maintained at district level preparedness plan.

5.3.1 Establishment of Emergency Operation Centre (EOC):

To ensure coordination at district headquarter among community organizations, district level organizations and State government during preparedness and response phase, EOC has to play an important role. Directing the operations at the affected site, the need for coordination at the district headquarter and the need for interaction with the state government to meet the conflicting demand at the time of disaster is the responsibility of the District Magistrate and his team. District EOC helps District Magistrate and his team to meet these conflicting demands. Keeping this in view, District Magistrate has established an EOC at District level. The EOC would be responsible to facilitate following activities.

(a) Activities of EOC

- To ensure that warning and communication systems are in working conditions
- Collection and compilation of district level information related to hazards, resources, trained manpower etc.
- Networking and coordination with community, district and state level departments.
- Monitoring and evaluation of community and inter-intra organization level disaster management plans.
- Allocation of tasks to the different resource organizations and decisions making related to resource management
- Reviewing and updating response strategy
- Supply of information to the state government

(b) Facilities with EOC

Presently, the Emergency Operation Centre is operating in 24x7 mode well-equipped with computer, wireless and telephone facilities. In future EOC would include a well-designed control room with workstation, hotlines and intercoms. **Following other facilities shall be made available within the EOC:**

- A databank of resources, action plans, district disaster management plan, community preparedness plan would be maintained at EOC.
- Maps indicating vulnerable areas, identified shelters, communication link system with state government including inter and intra district departments would be strengthened.
- Inventory of manpower resources with address, telephone numbers of key contact persons has been maintained.
- Frequently required important phone numbers would be displayed on the walls so that they can be referred whole other phones and addresses would be kept under a easy-retrieval and cross-referring system.
- EOC shall be operational 24 hours with the help of police, fire and home guard department.

(c) Transport Facility

A vehicle has been assigned to the EOC (NW) which is manned by 01 Driver & 02 Civil Defence Volunteers in each shift (03 Shifts i.e. 08 hours each) on 24X7 basis. Additional vehicle can also be hired during the emergency.

(d) EOC Staffing

To make EOC operational during and post disaster situation there would be a need of keeping adequate staff. There is a need of regular staff, staff-on requirement and staff-on disaster duty. Therefore, trained Civil Defence volunteers are working 24 hours on shift basis for managing the communication and transportation of rescue equipments in EOC during any disaster. More volunteers are also hired for supporting in rescue and relief operation during emergencies. Staff on disaster duty can be appointed by District Magistrate. This staff can be drawn from the various Government Departments.

(e) Desk arrangement

In case of emergency, DM and other team members would be present round the clock in the EOC. Therefore senior officers have been appointed in the capacity of Desk Officers for the coordination of following emergency response functions:

Table 5.1 List of ESF and Desk Officers

Nos.	ESFs Function	Nodal Officers/Department
1	Communication	MTNL
2	Evacuation	Delhi Police
3	Search and Rescue	Delhi Fire Service
4	Law & Order	Delhi Police
5	Medical Response and Trauma Counseling	Directorate of Health Services
6	Water Supply	Delhi Jal Board
7	Relief (Food and Shelter)	Department of Revenue
8	Equipment Support, debris and road clearance	North Delhi Municipal Corporation
9	Help lines, warning dissemination	Department of Revenue
10	Electricity	TPDDL
11	Transport	Delhi Transport Corporation

5.3.2 Reliable Communication Systems

During emergency communication plays a very important role. Although Delhi being a capital city has already registered a phenomenal growth but yet incase of disaster like earthquakes witnessed collapse of general communication system which delays flow of information from the disaster site and consequently resulting delays in relief operations. Therefore a reliable communication is also one of a very important action. Till now TETRA wireless communication system has been found most suitable to rely upon. But this plan also seeks for installation of satellite phones and HAM equipments in the EOC for strengthened communication system in the district. Plan also advocates training some volunteers of civil defence/ Home Gaurd etc in HAM operations.

5.3.3 Preparation of a Response Plan

One of the important tasks during preparedness phase is formulation of a response plan. It basically helps in quick mobilization of manpower, resources and in performing various duties. The response plan explains a hierarchal system of emergency response functions in-term of tasks and assigned responsibilities to different agencies. It also lay down an Incident Response System under the directions of District Magistrate of the district. This whole exercise may help in prevent confusions during the response phase and result in prompt and coordinated response. Activation of trigger mechanism, functioning of EOC and Response of Emergency Support Functions can be tested every year to resolve perplexity occurring during actual scenario. Broad details of response plan has been included in the Chapter 4.

CHAPTER 6 **CAPACITY BUILDING AND TRAINING MEASURES**

6.1 TRAINING AND CAPACITY BUILDING

To enhance organizational and capability skills to deal with emergency situations requires trainings and capacity building exercises of various linked government and non-government officers. Since Disaster Management is a multi-organizations effort, it emphasizes on trainings in execution and coordination as well. Therefore wide ranges of trainings related to management skills are highly required for potential officers in order to equip them for specialized disaster-related tasks. They require orientation of various aspects of crisis management such as

1. Skill training,
2. Planning,
3. Trainings on Emergency Response Functions such as First-aid, Search and Rescue, Emergency Operation Centre, Emergency Feeding And Welfare, Communication And Damage Assessment etc.
4. Trainings for coordinated Disaster Management activities and response operations are highly required especially for the persons engaged in emergency services, Government –line departments, Non-Government Organizations and important private sector groups.

Training requirements are likely to comprise of core activities of Emergency Management such as Incident Response System, Emergency Response Functions and basic management skills. Persons to be trained shall be:

1. Government Officers at par with the rank requirement under Incident Response System
2. Team leaders and members under Emergency Support functions.
3. Quick Response Teams at headquarter and field level, District & Sub-division level.
4. Community level taskforces including Volunteers, NGOs and home guard volunteers, school and college students, NCC and NSS scouts etc

District Administration can organize seminars and workshops with the help of State Disaster Management Authority, National Disaster Response Force, Civil Defence and Home Guard, Delhi Fire Services, Health Departments etc. A record of trained manpower shall be maintained by each department and their representation shall be noticed during mock-drill.

6.2 COMMUNITY AWARENESS AND COMMUNITY PREPAREDNESS PLANNING

The hazard analysis of the district indicates that there is a high need of community awareness through public awareness programmes on the following themes of disaster:

1. Types of disasters and basic do's and don'ts related to disasters.
2. Post disaster problems.
3. Construction and retrofitting techniques for disaster resistant buildings.
4. Communication of possible risk based vulnerable areas in the district
5. Evacuation related schemes and community preparedness problems

Volunteers and social organizations also play a vital role in spreading mass scale community awareness. Media can also play an important role in raising awareness and educating people.

Community Disaster Management Planning is one of the vital components of community preparedness. It involves all important parameters related to hazard awareness, evacuation planning, resource inventory, community level taskforces and committees etc which helps community members in organizing themselves to combat disaster in a pre-planned manner. Preparation of community plans encourages promotes preparedness planning at community level. District administration is also imparting trainings on regular basis to the volunteers of Civil Defence and Home Guards, Residential Welfare Associations, Market Trade Associations, Self Help Group, GRCs and NGOs etc to involve them to into community planning.

6.3 CAPACITY BUILDING OF COMMUNITY TASK FORCES

Community Task Forces and community committees has been constituted and trained in all types of communities by government and non-government agencies. District administration, Medical officers, Trained Volunteers, Delhi Fire Services, Civil Defence and Home Guard Volunteers etc. are playing important role in building capacities of Community Task Forces in building their capacities in Search and Rescue, Fire-Fighting, Warning Dissemination, First-Aid and Damage Assessment etc.

DDMA (NW) has organized seminars to train Task Forces and Volunteers in basic First-Aid. CD & Home Guard, St. John Ambulance and CATS are helping Medical Officer in providing trainings and lectures. Similarly Delhi Fire Services along with CD & HG gives trainings on Search and Rescue and Fire Fighting. Delhi Police provides trainings on warning dissemination, traffic norms, communication and damage assessment (also see table 6.1).

6.4 SIMULATION EXERCISES

To encourage participation in a coordinated manner simulation exercises on various disasters are very important. These exercises help in institutional building at various levels. Mock-exercises have been promoted at district and community level. These exercises help in improving response time and also test reliability. These mock-drill arranged by involving all required agencies. These drills also help in updating the response plans. District Disaster Management Authority is playing an important role in conducting mock-drills and to update plan.

Table 6.1
INITIATIVES OF DISTRICT DISASTER MANAGEMENT AUTHORITY (NORTH-WEST)
FROM APRIL, 2019 TO MARCH, 2020

S. No.	Name of the Programme	No. of programmes
1.	Specialized Training Programme for CD volunteers (5 days training programme)	02
2.	Workshop on Disaster Management for students of Maharaja Agarsen Public School Ashok Vihar of District North-West	01
3.	Workshop on Disaster Management for staff of Sanjay Gandhi Memorial Hospital	01
4.	Workshop on Disaster Management for staff of Kasturba Polytechnic	01
5.	Workshop on Disaster Management for Staff of Navkiran Halfway Home/ Longstay Home, Deptt. of Social Welfare, Rohini Sec-3, Delhi	01
6.	Mock Drill at Cinema Halls of District North West	07
7.	Mega Mock Exercise at 05 locations of District North-West in June, 2019	01

TABLE 6.2: COMMUNITY PREPAREDNESS STRATEGIES

S. No	Tasks	Mode of conduct	Nodal Agencies	Supporting Agencies
1.	Priority-wise information dissemination of various hazards and their do's and don'ts. Also preparation of community based disaster management plans shall be promoted in these areas. First priority shall be given to the college schools, industrial clusters, Market Trade Associations and Residential areas, slums and resettlement colonies. Second Priority shall be given to the communities living in the RWAs.	Through Nukaad Nataks, Film Shows, Rallies, Media, Newspaper Media, Posters and Pamphlets, Group discussions and workshops etc	District Administration	Civil Defence and Home guards volunteers (CD & HG), Nehru Yuva Kendra Sangthan(NYKS), RWAs, MTAs, Rotary Clubs, Non Government organizations (NGOs), Schools and colleges volunteers, NSS, NCC etc.
2.	Constitution of Community Based Disaster Management Committees and Taskforces	Through community level meetings	District Administration	RWAs and MTAs Members, Local Volunteers etc.
3.	Capacity Building of Community Members	Through mock-drills, preparation of community plans, trainings and workshops on disaster specific topics	District Administration	CD & HG, Local NGOs, NYKS, St. John Ambulance, C.A.T.S etc.
4.	Trainings to the taskforces and committee members 1. First-Aid and Trauma Counseling 2. Search and rescue and fire-fighting 3. Warning Dissemination etc.	Trainings and workshops	Revenue Department along with Health, Police and Fire Deptt.	CD & HG, St. John Ambulance and CATS and NGOs
5.	Post disaster epidemic problems	Seminars and community meetings	Health department	Local health departments, and NGOs
6.	Trainings for construction of seismic resistant buildings and retrofitting of the buildings. Target groups are contractors, masons, engineers, architects and local communities (especially those who are taking loans for building constructions and provided assistance under Indira Awas Yojana and other developmental programmes)	Showing Films, videos, distributing posters and brochures, reading materials etc in trainings and workshops or any other community gathering	Revenue Department	North DMC, PWD, Private Contractors and NGOs etc

6.5 RELIEF CENTERS IN DISTRICT NORTH WEST DELHI

District Disaster Management Authority (DDMA), North West has selected open areas some of the colleges and schools premises located in District North-West as relief centers for undertaking holistic coordinated and prompt response and relief work in any disaster situation happening in the district.

6.6 RESCUE EQUIPMENTS WITH DISTRICT DISASTER MANAGEMENT AUTHORITY (NORTH WEST)

Delhi Disaster Management Authority has purchased heavy rescue and debris clearance equipments and following equipments have been provided to District Disaster Management Authority North West for effectively and efficiently responding to any disaster. The list of equipments available in EOC (North West) & Quick Response Vehicle (North-West) is given in Annexure VII.

6.7 IDENTIFICATION OF TRAINED CIVIL DEFENCE VOLUNTEERS

For immediate response in case of any disaster which is necessary for evacuation and mitigation of ill-effects of such disaster. DDMA (NW) has developed police- station wise a task force of trained Civil Defence volunteers in each area, who can respond within the shortest possible time to incident/disaster site.

6.8 DISASTER MOCK DRILLS

The ultimate objective of the Training Programme on preparedness and mitigation is to conduct mock drill, which is an artificial scenario of a disaster. The objectives encompassed in the mock drill are to validate the Standard Operating Procedure (SOP) and ascertain the capabilities created by District Disaster Management Authority (North-West) in managing and responding to natural disasters.

A sample note, which describes a likely scenario of earthquake in District North West has been given below. It also lays down the sequence of actions to be taken by different agencies in response to the scenario.

6.9 MODEL SCENARIO FOR MOCK DRILL IN NORTH WEST

The objectives encompassed in the mock drill are to validate the Standard Operating Procedures (SOP) and ascertain the capabilities created by District Disaster Management Committee (DDMA (NW)/ ESFs -NW) in managing and responding to natural disasters.

Concept

1. This document describes a likely scenario of earthquake in North West Delhi. It also lays down the sequence of actions to be taken by different agencies in response.
2. The emergency response to the scenario is to be evaluated at four phases of activity levels, as given below:
 - **Notification Phase:** During this phase the incident will be identified and relevant agencies will be notified and their responses ascertained.
 - **Response Phase:** In this phase the capabilities available with the government at various levels will be put into effect for controlling the situation.
 - **Recovery Phase:** the setbacks suffered as a result of the earthquake will be restored.
 - **Restoration Phase:** the site clearance and resumption of normal activity will be ensured.

Specific assumptions

- Certain aspects of damage assessment system are purported to be in place.
- Restricted avenues of reaching the incident site.
- Certain fire tenders/ rescue vehicles are declared off-road due to mechanical faults and routine commitments.

Instructions

1. The following control rooms to be activated:
 - a. Delhi Disaster Management Authority
 - b. Delhi Police
 - c. Delhi Fire Service
 - d. Municipal Corporation of Delhi
 - e. Department of Irrigation and Flood Control

- f. Delhi Jal Board
 - g. Delhi Metro Rail Corporation
 - h. Delhi Transco
 - i. Public Works Department
 - j. Ministry of Home Affairs
 - k. Indian Army
 - l. Other critical departments/agencies
2. Wherever the control room does not exist, a nominated officer will be the duty officer. He will receive messages and disseminate information as per the Standard Operating Procedures.
 3. Traffic rules will not be violated while responding.
 4. Wherever a road is declared out of use, detours will be taken to reach the site of incident.
 5. A report pertaining to this exercise should be submitted within next two working days to the Divisional Commissioner of Delhi.

6.10 SCENARIO FOR MOCK DRILL

The Scenario involves multiple incidents/tremors of earthquake in District North-West, Delhi.
(Give exact date and time)

Earthquake of magnitude 6.5 strikes Delhi, with epicenter near Sawda Ghevra, Intensity: 8.2

- Massive collapse of unauthorized colonies and collapse of buildings at DC Office Complex, District North-West, Delhi.
- Closest Police Station: Kanjhawala
Closest Fire Station: Mundka
- Adjacent areas (Kanjhawala, Jaunti, Nizampur, Karala, Rama Vihar, Begumpur etc.) report large scale collapse of buildings and blocking of roads by collapsed structures.
- Total 30 sites reported to be damaged.
- Approximately 500 people dead and 3000 injured.
- Many people feared dead, hundreds of casualties.
- Telephones not working, mobile connections off. DJB Water pipeline burst underground, water logging in areas.
- Delhi Secretariat entrances blocked.... Divisional Commissioner's Office damaged, possible unsafe to enter.

- Electricity supply disrupted, electric poles fallen in places.
- PCR Vans report tremors, and building collapse from CP and other areas.....

CHAPTER 7 **RESPONSE AND RELIEF MEASURES**

The need for an effective disaster management strategy is to lessen disaster impact which can be achieved through strengthening and reorienting existing organizational and administrative structure from district – state to national level. The emergency response plan is a first attempt to follow a multi-hazard approach to bring out all the disasters on a single platform and incorporates the ‘*culture of quick response*’. Under the plan, common elements responsible for quick response have been identified and a set of responsible activities has been articulated. It provides a framework to the primary and secondary agencies and departments, which can outline their own activities for disaster response. The plan will also include specific disaster action plans along with modal scenarios in detail to conduct practice drills at district administration level.

7.1 METHODOLOGY OF RESPONSE PLAN

- Identification of disasters in the district depending on:
 - Past records
 - Micro-zonation according to the geological settings
 - Vulnerability associated in context to the disaster
 - Risk assessment according to the socio-economic conditions
- Identification of emergency response functions in consultation to the guidelines provided by state nodal agency
- Identification of responsible government and non-government agencies according to the response functions
- Identification of responsible officers, manpower and resources according to the activities of the identified agencies
- Identification of primary and secondary agencies and demarcation of roles and responsibilities according to their functions
- Conducting regular trainings, meetings and mock drills

7.2 VARIOUS RESPONSE LEVELS

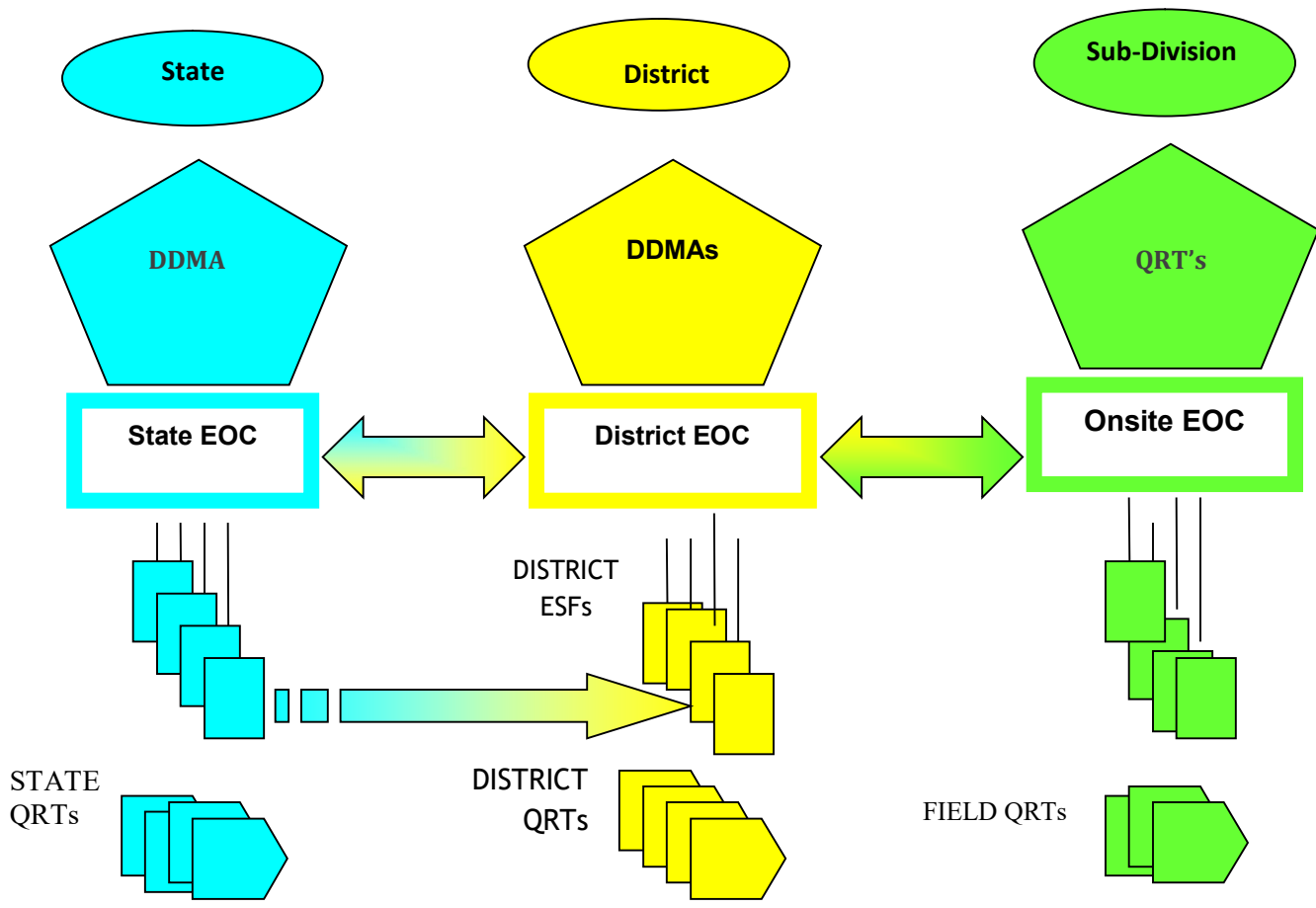
Most of the disasters are to be managed at the state and district level. The centre plays a supporting role in providing resources and assistance. It will mobilize support in terms of various

emergency teams, support personnel, specialized equipments and operating facilities depending upon the scale of the disaster. Active assistance would be provided only after the declaration of national emergency level. (National Disaster Response Plan, 2001)

In case disaster may be managed at the district level, District Emergency Operation Centre would be activated where state and national level authorities would be on guard in case of assistance needed. Incident Commander (IC) of the District would activate the Emergency Support Functions and Incident Response System and similarly according to the guidance disaster management teams and quick response teams would respond.

If disaster may not be managed with District level and required active participation of State resources, State EOC would activate and Divisional Commissioner would take over the IC system.

Fig 7.1 Various Response Levels for Disaster Management



7.3 IMPORTANT TERMINOLOGIES USED IN THE PLAN

7.3.1 Response Plan

The Response plan establishes an organized setup to conduct ESF operations for any of the Natural and Manmade Disasters. It outlines an implementing framework of sharing resources as per the requirement during an emergency situation. The Response Plan has structured the response of concerned departments i.e. primary and supporting departments to be organized and function together with grouping capabilities, skills, resources, and authorities across the State and District Government with the ESF plan. The plan unifies the efforts of State Departments and supporting agencies to be involved in emergency management for a comprehensive effort to reduce the effects of any emergency or disaster within the state.

7.3.2 Incident Command System (ICS)

The ICS was first established in 1970 after a wild fire outbreak of California. It is widely accepted by Americans and now many other parts of world too. It is assumed that ICS can also be adapted by the Indian system of disaster response. ICS is a modal tool to command, coordinate and use of resources at the site of the incident. It is based on the management and direction tools that experts and managers are already aware too. It is a very flexible, cost effective and efficient management system.

The Incident Response System (IRS) is a recent inception in the disaster administrative mechanism of the country. This is a tested institutional mechanism with clear objective of coordinating all manpower, and other resources. In an administrative circle where there is large number of line departments with unique features exist, a mechanism like Incident Response System is much useful.

In Incident Response System under the **District Magistrate**, there shall be

1. an **Operation Section** with a chief and associates,

2. **Planning Section** with a leader and associates,
3. **Logistic Section** with a leader and
4. **Section Chief and finance section** with a leader and associates.
5. **Trigger Mechanism**

7.3.3 Emergency Support Functions (ESFs)

The ESF activates under the guidance of Incident Commander (Deputy Commissioner) who is also a head of Incident Response System (IRS). Under the IRS, a team of 12 ESFs Nodal Officers work together also called as Disaster Management Team (DMT). DMT would also be constituted at District level with district level nodal officers. The members of Disaster Management Team would also heads primary agency and simultaneously coordinate with the secondary agencies. Each of the primary and secondary agencies would also comprise of Quick Response Team trained to carry out their functions at the response site. The success of ESF will be of critical importance and would reflect in the lives saved in the first few hours.

7.3.4 Primary and Secondary Agencies

The designated primary agency action as a central agency would be assisted by one or more supporting agencies (secondary agencies) and will be responsible to manage activities of the ESFs and ensuring the mission accomplished. The primary and secondary agencies have the authority to execute response operations to directly support the state needs.

7.3.5 Situation Reports

Situation reports provide an update of relief operation at regular intervals. These reports are crucial for planning out response actions to be undertaken in affected areas. The situation reports provide information about the disaster status, casualties, status of flow of relief materials, arrival/departure of teams etc.

7.3.6 Quick Response Teams (QRTs)

The QRTs at District level should leave for the affected site within 3 to 6 hours of the event after the declaration of emergency. They have to be adequately briefed by their respective

departments. Team should be self-sufficient in terms of resources, equipments, survival kits and response work.

7.3.7 Emergency Operation Centre (EOC)

EOC is a nodal point for the overall coordination and control of relief work in case of any disaster situation. In case of any disaster District level EOC has to be activated. The primary function of EOC is to facilitate smooth inflow and outflow of relief and other disaster related activities. These EOCs act as bridges between State and Centre government.

7.4 OPERATIONAL –COORDINATION STRUCTURE

Each organization generally has a framework for direction of its operation and coordination between its different units. Disaster Management generally requires partnership between organizations and stakeholders. An effective and early response requires mobilization of manpower, equipments and materials belonging to different organizations which may not be working together during normal times. Therefore a framework needs to be prescribed as a part of emergency planning for operational directions and coordination during response phase. This plan recognizes role of Deputy Commissioner in providing overall operational direction and coordination for all the response functions. With the help of District Disaster Management Committee and District Emergency Operation Centre, Deputy Commissioner has formulated following coordination structure for response plan.

7.5 ACTION PLAN FOR EMERGENCY SUPPORT FUNCTION

ESF 1: Communication

Nodal agency: Mahanagar Telephone Nigam Limited (MTNL)

Supporting agencies: NIC, Police/Revenue Wireless, HAM Reps, and private telecom/
Mobile Operators

Response Activation:

1. Soon after receiving information about disaster (from any source), Nodal Officer will contact State/District Emergency Operations Centre.
2. The Nodal Officer from MTNL will activate the Quick Response Teams.
3. The Quick Response Teams will be deployed at the incident site.
4. As per the information from Incident Management Team, more teams may be deployed at affected sites.

Actions to be taken:

1. Communicate situation to support agencies (Tata, Airtel, Hutch, Idea, NIC, and HAM etc.) and request for detailed information on the status of equipment and infrastructure damage in the affected area(s).
2. Launch assessment mission to understand better the nature of damage to telecom services and network.
3. Ensure possible arrangements for establishing reliable and appropriate network.
4. Work out a plan of action for private telecom companies and convene a meeting to discuss and finalize the modalities.
5. Compile and communicate Action Taken Report to District and State Authorities.
6. New numbers and details of contact persons to be communicated to Emergency Operations Centre (District/State).
7. Mobile exchanges should be deployed as alternative mode of communication for authorities and general public.
8. Establish telephone facilities for the public and information on this should be announced through media.

9. Monitor the situation and arrange for emergency staff required to operate systems established.
10. Inform district/state authorities on debris clearance of the work required
11. Initiate temporary rehabilitation work required.
12. Launch rehabilitation work and arrange for repairs and relocation, if required.
13. Make available various types of equipment/material/ technical manpower and services, if requested.

Equipments to be brought:

1. Emergency Communication Van with GSM and CDMA services
2. Other necessary equipments to restore communication network / set-up alternative emergency communication

Private Mobile Operators:

Response Activation:

1. Soon after receiving information about the calamity (from any source), Nodal Officer will contact Team Leader from MTNL.
2. The Nodal Officer will activate the Quick Response Teams
3. The Quick Response Teams will be deployed at the three incident sites.
4. As per the information from Incident Management Team, more teams may be deployed at affected sites.

Actions to be taken:

1. Communicate situation to MTNL and arrange for detailed information on the status of equipment and infrastructure damage in the affected area(s).
2. Launch assessment mission to understand better the nature of damage to telecom services and network.
3. Ensure possible arrangements for establishing reliable and appropriate network.
4. Work out a plan of action for restoration and convene a meeting to discuss and finalize the modalities.
5. Compile and communicate Action Taken Report to MTNL.
6. New numbers and details of contact persons to be communicated to Emergency Operations Centre (District/State).
7. Mobile exchanges should be deployed as alternative mode of communication for authorities and general public.

8. Establish telephone facilities for the public and information on this should be announced through media.
9. Monitor the situation and arrange for emergency staff required to operate systems established.
10. Inform district/state authorities on debris clearance of the work required
11. Initiate temporary rehabilitation work required.
12. Launch rehabilitation work and arrange for repairs and relocation, if required.
13. Make available various types of equipment/material/ technical manpower and services, if requested.

Equipments to be brought:

1. Emergency Communication Van with GSM and CDMA services
2. Other necessary equipments to restore communication network / set-up alternative emergency communication

ESF 2: **Evacuation**

Nodal agency: Delhi Police

Supporting agencies: DFS, Civil Defence, NCC, Army

Role:

The ESF on evacuation is primarily responsible for establishing evacuation plans, identification of fastest evacuation routes and alternate routes and coordinating evacuation logistIRS during field operations.

Action Plan

The Team Leader (TL) with the Help of QRTs shall perform following duties:

a. Identification of people to be evacuated

The decision of the area under dangerous location will largely depend upon the wind speed, direction and rate of explosion.

b. Evacuation of general public

- On the directions of Incident Commander(IC), the ESF Team Leader will perform evacuation. He will instruct the team to initiate evacuation of the areas expected to be exposed and threatened by the explosions
- The QRT shall move along with adequate material and resources to carry out evacuation. People will be directed to move towards safer areas identified by technical experts
- The team leader will designate in-charge of relief centers and keep in touch with them for regular head count and care of evacuees
- Police, Fire, Civil Defence & Home Guard (CD & HG) and other government employees may have to go door to door to ensure that residents have been alerted about the emergency

c. Evacuation routes and assembly points

1. In planning process routes shall be defined well in advance. These routes should be clearly spelt out in warning signals as also the location of the shelters to where people with automobiles should proceed and people without automobile should gather
2. Designated evacuation routes should be major roads preferably but according to the wind speed and directions
3. As evacuation would be declared police and fire should be prepared to control roads and traffic on evacuation route
4. Apart from above mentioned duties TL should also dispatch following notifications:-
5. The Team Leader will ensure that notification has been communicated to the nearby institutions such as schools, hospitals, residential colonies and similar facilities having large group of people
6. The team leader will also ensure that near by water users (industries, farm irrigations, drinking supplies) and water treatment plants are informed to get water at the incident sites
7. On getting instructions from the Incident Commander(IC), the team leader of the ESF will ensure notification to the general population for evacuation immediately and rush to safer sites
8. It is important to note that next kin are promptly notified of fatalities or severe injuries carefully in a supportive fashion. This activity can be discussed with Police, Red Cross society, voluntary organizations and NGOs

ESF 3: Search & Rescue

Nodal Agency: Delhi Fire Service

Support agency: Police, Civil Defence, NCC, Army and Health Reps

Role:

Search and Rescue operations are one of the primary activities taken up in a post disaster situation. The promptness in these operations can make a remarkable difference in the amount of loss of life and property.

Action Plan

Response Activation:

1. As soon as the Nodal Officer gets information about the disaster, he should reach the EOC.
2. The Quick Response Teams will be deployed at the Onsite EOCs.
3. As per the information from IMT, more officers may be sent at site.

Actions to be taken:

1. At the site, QRTs should contact the local volunteers and local people to gather information about vulnerable areas so that search and rescue operation can take place through a proper channel in heavily dense areas, large buildings, community centers, hotels, hospitals, public buildings and any other area having large gathering.
2. Locate the damaged and collapsed structures and rescue the population buried and trapped in rubble.
3. The injured people should be taken out of damaged buildings etc with utmost care.
4. Special care to women and children groups should be given as they are expected to be more affected and helpless incase of any emergency situation
5. Coordinate with the Transportation ESF if a large number of medical professionals need to be sent to the affected sites and/or a large number of victims need to be transported to health facilities.

Equipments to be brought:

1. Water Tenders

2. Ladder Platforms
3. Haz Mat Van
4. Concrete Cutter
5. Other equipments necessary for Search and Rescue Operations, depends upon need.

Support Agency: Civil Defence & Home Guards

Response Activation:

1. As soon as the Nodal Officer gets information about the disaster, reach the EOC.
2. The Quick Response Teams will be deployed at the three sites.
3. As per the information received from IMT, more officers may be sent at site.

Actions to be taken:

1. Support and coordinate with the Incident Command System of North East Delhi for Law and Order, Search and Rescue and Medical Response and Trauma Counseling functions.
2. Locate the damaged and collapsed structures and rescue the population buried and trapped in rubble.
3. The injured people should be taken out of damaged buildings etc with utmost care.
4. Special care to women and children groups should be given as they are expected to be more affected and helpless incase of any emergency situation.
5. In case of fire, the CD team members should do fire fighting.
6. First Aid should be provided along with the members of ESF on Medical Response
7. Demonstrate Search and Rescue.

Equipments to be brought:

1. Extension Ladders
2. Sledge Hammers
3. Lifting Tackles
4. Stretchers
5. Tarpaulins
6. Any other

Department of Irrigation and Flood Control:

Response Activation:

1. Team leader of ESF will activate Quick Response Team
2. QRTs will be deployed at all three sites

Actions to be taken:

1. QRT to report situation and progress of action to the EOC
2. Coordinate with Team leader for water supply
3. Provide arrangements for transportation means across river Yamuna in case bridge network fails

ESF 4: **Law and Order**

Nodal Agency: Delhi Police

Support Agencies: Home guards, Civil Defence, Army, Home Reps, CPMF

Role:

The ESF on Law and Order maintains the law and protects the property and valuable commodities. It is mainly responsible to control crowd and avoid riots situations.

Action Plan

Response Activation:

1. The Nodal Officer from Delhi Police will activate the Quick Response teams.
2. The Quick Response Teams will be deployed at the Onsite EOCs.
3. As per the information from IMTs, more officers may be sent at site.

Actions to be taken:

1. If felt, cordoning of area to restrict movement of onlookers, vehicular and pedestrian traffic should be done.
2. Quick assessment of law and order situation in affected areas.
3. Prepare updates on the law and order situation every 2-3 hours and brief the Incident Commander.
4. Arrangements for controlling situations like rioting and looting.
5. QRTs will guard property and valuables in affected areas.
6. Control and monitor traffic movement.
7. QRTs will provide diversion of traffic on alternate routes as and when it is necessary.
8. The QRTs will also provide information about traffic flow along various corridors, especially heavy traffic or congested roads.
9. QRTs will communicate to police control rooms, details on the field activities including deployment and reinforcement of staff and resources and communicate nature of additional requirements.

ESF 5: Medical Response & Trauma Counseling

Nodal Agency: District Health Department

Support Agencies: CATS, Indian Red Cross, Civil Defence, NSS CATS, DHS, Indian Red Cross, Civil Defence, NSS

Role:

The ESF on Medical Response and Trauma Counseling will look after emergency treatment for the injured people immediate after the disaster take place.

Action Plan

Response Activation:

1. Nodal Officer will call nodal officers of supporting agencies.
2. In coordination with the transportation ESF, it will ensure a critical number of medical professionals to reach the sites including specialists.
3. If temporary living arrangements are being made from the affected populace, must ensure high standards of sanitation in settlements in order to prevent the multiplicity of the disaster.
4. Also ensure the provision of medicine and other medical facilities required at the disaster site and the hospital health centers catering to disaster victims.
5. In case of orthopedic care required, immediate response would have to be complimented by a follow up treatment schedule for a majority of the patients' in/ near their place of residence.
6. Trained professionals should be mobilized by psychosocial support.
7. Ensure setting up of temporary information centers at hospitals with the help of ESF on help lines and warning dissemination.
8. Coordinate, direct, and integrate state level response to provide medical and sanitation health assistances.

Actions to be taken:

1. Ready all hospitals (including private hospitals) for managing large no. of casualties and severely injured population.
2. Sufficient stock of required medicines, vaccines, drugs, plasters, syringes, etc.
3. Provide systematic approach to patient care (Mass Casualty Management)

- i. Triage done to determine who needs to be taken to a medical facility on a priority basis and who can be treated on-site. (CATS, DHS, CGHS)
 - ii. First-aid provided as required (CATS, DFS, CD, Red Cross, St. Johns)
 - iii. Patients Stabilized before transport (CATS, DHS)
 - iv. Patients transported to nearest available medical facility having the required facilities (CATS, CD, St. Johns)
 - v. Trauma counseling provided to the victims and their relatives at the site and in the hospital
 - vi. In the hospital emergency department, triage carried out again to prioritize treatment, and appropriate care provided
 - vii. Maintain patient tracking system to keep record of all patients treated
 - viii. Deploy mobile hospitals as needed
4. Arrange for additional blood supply; organize blood donation camp for additional blood requirement.
 5. Provide for sending additional medical personnel equipped with food, bedding, and tents.
 6. Send vehicles and any additional medical equipment.
 7. QRTs will report the situation and the progress on action taken by the team to the respective EOCs
 8. QRT's Quickly assess type of injuries, no. of people affected, and possible medical needs
 9. QRTs will ensure timely response to the needs of the affected victims.
 10. Establish health facility and treatment centers at disaster sites.
 11. The district civil surgeon with district/State control room should coordinate the provision of medical services.
 12. Procedures should be clarified between
 - i. Peripheral hospitals
 - ii. Private hospitals
 - iii. Blood banks
 - iv. General hospitals and
 - v. Health services established at transit camps, relief camps and affected villages.

13. QRTs should maintain check posts and surveillance at each railway junction, ST depots and all entry and exit points from the affected area, especially during the threat or existence of an epidemic.

Equipments to be brought:

1. Mobile medical vans (Clinics) with paramedical staff as well
2. Mobile radiology units, pathology test arrangements.
3. Vehicles for carrying severely injured
4. Stretchers, life saving drugs, blood etc.
5. Other resources required during emergency for setting up medical camps

Support Agency (Health)

CATS:

Response Activation:

1. Upon receipt of notification about disaster, nodal officer will activate quick response teams.
2. The quick response teams will be deployed at the three sites

Actions to be taken:

1. Provide ambulance service.
2. Provide first aid at site
3. Alert hospitals to put their disaster management action plan into operation i.e. to evacuate wards, create additional bed facilities, arrangement for additional blood and medicines.
4. Transport casualty. If necessary contact Delhi transport corporation for providing buses from nearest depot.
5. Provide feedback to command posts on development.

RED CROSS SOCIETY/ ST. JOHN AMBULANCE BRIGADE

Response Activation:

1. Upon receipt of notification about disaster, nodal officer will activate quick response teams.
2. The quick response teams will be deployed at the three sites

Actions to be taken:

1. Establish camps to provide first aid and minor medical services to affected populace.
2. Mobilize stretchers
3. Organize blood donation camps and encourage people to donate blood.
4. Arrange for safe collection, storage, testing and supply of blood to needy populace.
5. Provide ambulance service

ESF 6: **Water Supply**

Nodal Agency: Delhi Jal Board

Support Agency: MCD, Irrigation and Flood Control

Role:

The ESF on drinking water and water supply will ensure provision of basic quantity of clean drinking water and water for other purposes in a manner that does not allow the spread of diseases through the contamination of water.

Action Plan

Response Activation:

1. Upon receipt of notification about disaster, DJB nodal officer will activate quick response teams.
2. The quick response teams will be deployed at the three sites

Actions to be taken:

1. Quick assessment of water line damage and contamination.
2. Supply of water tankers to disaster affected communities.
3. Deploy response teams to repair and restore water supply lines that may be damaged after disaster.
4. Quick assessment of water contamination levels and taking steps to restore clean drinking water.
5. Provide information to IMT, district EOC and state EOC about extent of damage.

ESF 7: Relief (Food & shelter)

Nodal Agency: Department of Revenue

Support Agency: Department of Food and Civil Supplies, Indian Red Cross, NGOs

Role:

In the event of a disaster there would be a need of disbursing relief materials due to massive destruction of life and property taken place. The ESF on Relief should ensure coordination of activities involving with the emergency provisions of temporary shelters, emergency mass feeding and bulk distribution of relief supplies to the disaster victims as also the disaster managers and relief workers.

Action Plan

Response Activation:

1. Team Leader will activate ESF on receiving information of the disaster from State EOC
2. Team leader will inform Nodal Officers of support agencies about the event and ESF activation

Actions to be taken:

1. Coordinate with ESFs related to transportation, debris and road clearance to ensure quality supply chain management and relief materials
2. QRTs to report to site of relief camps
3. QRTs responsible for management and distribution of food and relief items to affected victims
4. QRTs responsible for reporting progress of action taken to EOC
5. Preparing take-home food packets for families
6. Ensuring support to local administration

ESF 8: **Debris and Road Clearance**

Nodal Agency: Municipal Corporation of Delhi

Support Agencies: PWD, DJB, DDA, DMRC

Role:

The importance of this ESF emanates from the fact that most large-scale hazards such as earthquakes, cyclones, and floods primarily affect the building structures.

Action Plan

Actions to be taken:

1. MCD will bring debris of heavy RCC structures (having beams/columns) and put dummies beneath the debris. This will facilitate demonstration of search & rescue operations. Soon after search and rescue team leave the site, MCD will mobilize equipments for debris clearance
2. MCD will assume main role in Equipment support, debris and road clearance, on receiving the intimation of the disaster from State EOC.
3. MCD will coordinate with the supporting agency's officers to mobilize equipments from the ware houses
4. The respective supporting agencies will contact their respective personal to move the equipments to central warehouse
5. The equipments like JCB, concrete cutters identified as per the need will be transported to the site.
6. On receiving intimation on the intensity of the damages of structure, the nodal officer will make an assessment on of the damages of roads and structures reported at the site and surrounding areas
7. The Supporting Agencies nodal officers will call for personal to immediately start debris clearance operation to enable movement to the affected site.
8. A review of the current situation is taken up by the nodal agency to update the support agencies to delegate their respective personnel to take precautionary measure to plan de-routes for the transportation ESF's to be operational

9. All supporting agencies will inspect the road/rail network and structures within the disaster site and surrounding.
10. MCD will also ensure proper corpse disposal and post mortem by coordinating with ESF on medical response.
11. Assessment of damage (locations, no. of structures damaged, severity of damage)
12. The QRTs will be deployed at the affected site.
13. Enlisting the types of equipment as compiled from resource inventory required for conducting the debris clearance
14. The QRTs will report the situation and the progress in response activities to the respective EOCs.
15. Undertake construction of temporary roads to serve as access to temporary transit and relief camps, and medical facilities for disaster victims.
16. Undertake repair of all paved and unpaved road surfaces including edge metalling, pothole patching and any failure of surface, foundations in the affected areas by maintenance engineer's staff and keep monitoring their conditions.
17. Ensure a critical number of medical professionals to reach the site including specialists from outside the state.
18. If temporary living arrangements are being made from the affected populace, the MCD must ensure high standards of sanitation in settlements in order to prevent the multiplicity of the disaster.
19. It should also ensure the provision of medicine and other medical facilities required at the disaster site and the hospital health centers catering to disaster victims.
20. In case of orthopedic care required in disasters like earthquakes the immediate response would have to be complimented by a follow up treatment schedule for a majority of the patients in/ near their place of residence.
21. MCD should ensure setting up of temporary information centers at MCD hospitals with the help of ESF on help lines and warning dissemination.
22. MCD will coordinate, direct, and integrate state level response to provide Equipments support, relief camps establishment, and sanitation health assistances.
23. Mobilizes different modes of transportation e.g. trucks, etc to be put on stand-by.
24. Assist timely re-establishment of the critical transportation links.
25. Establish temporary electricity supplies for relief material go downs and relief camps.

26. Compile an itemized assessment of damage, from reports made by various receiving centers and sub-centers.

Equipments to be brought:

- a. JCB, concrete breakers, cranes, Grader, Bulldozers, Gas Cutter, Jack Hammer, Tipper, Folkanes, Dumper, Aeromatic Hammer for debris/road clearance, supporting rescue operations.
- b. Vehicles (Trucks)
- c. Earth movers, rescue equipments
- d. Mobile medical vans
- e. Other disaster management related equipments.

Support Agency (Debris & Road Clearance)

PWD

Actions to be taken:

1. The above agencies will bring debris of heavy RCC structures (having beams/columns) and put dummies beneath the debris. This will facilitate demonstration of search & rescue operations. Soon after search and rescue team leave the site, will mobilize equipments for debris clearance
2. Assume role in Equipment support, debris and road clearance, on receiving the intimation of the disaster from State EOC/Nodal Officer of MCD.
3. Coordinate with the MCD officers to mobilize equipments from the ware houses
4. Contact respective personal to move the equipments to central warehouse
5. The equipments like JCB, concrete cutters identified as per the need will be transported to the site.
6. On receiving intimation on the intensity of the damages of structure, the nodal officer will make an assessment on of the damages of roads and structures reported at the site and surrounding areas
7. The nodal officers will call for personal to immediately start debris clearance operation to enable movement to the affected site.
8. A review of the current situation should be taken up by the nodal agency to update the support agencies to delegate their respective personnel to take precautionary measure to plan de-routes for the transportation ESF's to be operational

9. All supporting agencies will inspect the road/rail network and structures within the disaster site and surrounding.
10. Ensure proper corpse disposal and post mortem by coordinating with ESF on medical response.
11. Assessment of damage (locations, no. of structures damaged, severity of damage)
12. The QRTs will be deployed at the affected site.
13. Enlisting the types of equipment as compiled from resource inventory required for conducting the debris clearance
14. The QRTs will report the situation and the progress in response activities to the respective EOCs.
15. Undertake construction of temporary roads to serve as access to temporary transit and relief camps, and medical facilities for disaster victims.
16. Undertake repair of all paved and unpaved road surfaces including edge metalling, pothole patching and any failure of surface, foundations in the affected areas by maintenance engineer's staff and keep monitoring their conditions.
17. Ensure a critical number of medical professionals to reach the site including specialists from outside the state.
18. If temporary living arrangements are being made from the affected public, the agencies must ensure high standards of sanitation in settlements in order to prevent the multiplicity of the disaster.
19. Coordinate, direct, and integrate response to provide Equipments support, relief camps establishment, and sanitation health assistances.
20. Mobilizes different modes of transportation eg. Trucks, etc to be put on stand-by.
21. Assist timely re-establishment of the critical transportation links.
22. Establish temporary electricity supplies for relief material go downs and relief camps.
23. Compile an itemized assessment of damage, from reports made by various receiving centers and sub-centers.

Equipments to be brought:

1. JCB, concrete breakers, cranes, Grader, Bulldozers, Gas Cutter, Jack Hammer, Tipper, Folkanes, Dumper, Aeromatic Hammer for debris / road clearance, supporting rescue operations.
2. Vehicles (Trucks), Earth movers, rescue equipments, Mobile medical vans

3. Other disaster management related equipments.

Delhi Metro Rail Corporation:

Response Activation:

1. Upon receipt of notification about disaster, nodal officer will activate quick response teams.
2. The quick response teams will be deployed at the three sites

Actions to be taken:

1. The QRT will reach the nodal office as soon as they get instruction from ESF Team leader
2. QRTs to report to site once they receive instruction from nodal officer
3. QRTs will report situation and progress of action taken to the EOC
4. QRT will send a requirement schedule for different modes of transportation
5. Provide equipments available at disposal for operations requested by any other ESF

ESF 9: Help Lines, Warning Dissemination

Nodal Agency: Department of Revenue

Support Agencies: Department of Information & Publicity, MTNL, Press Trust of India, AIR, Doordarshan, Private Cable Operators

Role:

The ESF on help lines and warning dissemination should process and circulate information about the welfare of citizens of affected area and managing the tremendous flow of information. The help lines will be responsible for providing, directing and coordinating logistical operations.

Action plan

HAM radio operators:

1. Inform other HAM clubs, individuals from other parts of Delhi
2. HAM radio operators, through their association, call active members to set up a HAM communication system
3. Coordination mechanisms to be shared with critical authorities.
4. Setup alternative communication network till the main communication linkages restored.

ESF 10: **Electricity**

Nodal Agency: TPDDL

Support Agencies: TRANSOCO, DERC

Role:

The ESF on electricity will facilitate restoration of electricity distribution systems after a disaster. In the event of a disaster there would be major electricity failure and many power stations damaged.

Action Plan

Response Activation:

1. As soon as the Nodal Officer gets information about the disaster reach the EOC.
2. The Quick Response Teams will be deployed at the three sites.
3. As per the information received from IMT, more officers may be sent at site.

Actions to be taken:

1. TL will dispatch emergency repair teams equipped with tools, tents and food.
2. Assist hospitals in establishing an emergency supply by assembling generators and other emergency equipments, if necessary.
3. The members of QRTs will establish temporary electricity supplies for other key public and private water systems.
4. The members of QRTs will make arrangements for temporary electricity supplies for transit camps, feeding centers, relief camps and Onsite EOC, District EOC and on access roads to the same.
5. The members of QRTs will establish temporary electricity supplies for relief material go downs.
6. Compile an itemized assessment of damage, from reports made by various electrical receiving centers and sub-centers.
7. Report about all the activities to the head office.

Equipments:

All material required for restoration of supply available with the company in Field Offices/ Stores.

TRANSCO:**Response Activation:**

1. Get the power ESF activated.
2. Nodal Officer of primary agency will call nodal officers of supporting agencies (BSES & NDPL).
3. As per the information from IMTs, the nodal officer of primary agency will activate the State Quick Response Teams at field level.
4. The Quick response teams will be deployed at the affected site.

Actions to be taken:

1. Team Leader will dispatch emergency repair teams equipped with tools, tents etc
2. Coordination with TPDDL for any local failures.

Equipments to be brought:

All Equipments required to restore failure in network at stations should be available.

ESF 11: Transport

Nodal Agency: Department of Transport

Support Agencies: DMRC, Northern Railways, PWD, and MCD

Role:

The ESF on Transport should ensure smooth transportation links at state and district level. Within the disaster context, quick and safe movement of material and humans are a priority. It should coordinate the use of transportation resources to support the needs of emergency support forces requiring transport capacity to perform their emergency response, recovery and assistance missions.

Action Plan

Response Activation:

1. Team Leader will activate ESF on receiving information of the disaster from State EOC
2. Team leader will inform Nodal Officers of support agencies about the event and ESF activation

Actions to be taken:

1. Team leader communicates situation to support agencies and requests for detailed information on the status of transportation infrastructure in the affected area(s)

7.6 INCIDENT COMMAND POST

In case of emergency IC should propose an Incident Command Post as a complimentary unit to EOC, which will operate close to the disaster site and shall be linked directly with the District Emergency Operations Centre. Concerned SDM shall be the Nodal Officer from District Administration responsible of coordinating with emergency response teams at field level. The Incident Commander shall also appoint an Administrative Officer to monitor and co-ordinate the activities of Incident Command Post. All information shall be conveyed to the Collector from the SDM and Administrative Officer appointed at SOC. The QRT unit of the respective vital departments would be responsible to execute activities at disaster site, however the tasks would be controlled and coordinated from EOC through nodal desk officers/ESF team leaders.

7.7 OVERALL ROLE OF DISTRICT MAGISTRATE (NORTH WEST DISTRICT)

The District Magistrate (NW) will be the focal point at the district level for directing, supervising and monitoring relief measures for disasters and for preparation of district level plans. He will exercise coordinating and supervisory powers over functionaries of all the departments at the district level. During actual operations for disaster mitigation or relief, the powers of all DCs are considerably enhanced, generally, by standing instructions or orders on the subject, or by specific Governments order, if so required. Sometimes, the administrative culture of the concerned state permits, although informally, the DC to exercise higher powers in emergency situations and the decisions are later ratified by the competent authority.

The Dy. Commissioner (NW) will maintain the close liaison with the Central Government Authorities in the Districts, namely Army, Air Force and Ministry of Water Resources etc, who supplement the effort of the district administration in the rescue and the relief operations. The Dy. Commissioner (NW) will also coordinate all voluntary efforts by mobilizing the non-government organizations capable of working in such situations.

In the event of a serious disaster, the Dy. Commissioner (NW) will have sole right to appoint senior officers of any State Government Department, posted in the district as '*Field Relief Managers*' for monitoring and coordinating the relief operations in the affected area.

7.7.1 Duties at the time of disaster

- Maintenance of law and order; prevention of trespassing, looting, keeping roads clear from sightseeing persons so that free movement of rescue vehicles is assured, etc.
- Evacuation of people
- Recovery of dead bodies and their disposal
- Medical care for the injured
- Supply of food and water and restoration of water supply lines.
- Temporary shelters like tents, metal sheds
- Restoring lines of communications and information
- Restoring transport routes
- Quick assessment of damage and demarcation of damaged areas according to grade of damage
- Cordoning off of severely damaged structures that are liable to collapse during aftershocks
- Temporary shoring of certain precariously standing building to avoid collapse and damage to other adjoining buildings.

7.7.2 Duties at post-disaster scenario

- Particular attention is paid to women's views in the assessment stage.
- Women's actual responsibility in domestic (in terms of household subsistence, health, and child care) and production and economic activity beyond the subsistence level are taken into account in determining the consultation process.
- Women representatives are included at all level of planning, decision-making, implementation, and evaluation.
- The particular constraints faced by households maintained by women are taken explicitly into account in designing and implementing relief programmes.
- Special attention is provided to unaccompanied women, lone parents and widows. Issue of legal, sexual and physical protection are properly identified and addressed.

7.8 RELIEF MEASURES

Once the rescue phase is over, the District Administration shall provide immediate relief assistance either in cash or in kind to the victims of the disaster. The DDMA North West shall enter in to pre-contract well in advance and procure materials required for life saving. The office of Deputy Commissioner is responsible for providing relief to the victims of natural & manmade disasters like fire, flood, drought, earthquakes, riots, terrorist attacks, accidents etc. **The scales for grant of ex-gratia relief in various eventualities after Cabinet decision No. 1751 dated 09.03.2011, as per details given below:-**

(i) Fire & Other Accidents (caused by individual or natural calamities):

a)	Death (Major)	:	Rs. 2,00,000/- in each case
b)	Death (Minor)	:	Rs. 1,00,000/- in each case
c)	Serious Injury	:	Rs. 50,000/- in each case
d)	Minor Injury	:	Rs. 10,000/- in each case
e)	Orphaned children	:	Rs. 1,00,000/- in each case

(ii) Bomb Blasts, Communal Riots & Other Riots, Terrorist Attacks:

a)	Death (Major)	:	Rs. 3,00,000/- in each case
b)	Death (Minor)	:	Rs. 1,50,000/- in each case
c)	Permanent Incapacitation	:	Rs. 1,50,000/- in each case
d)	Serious Injury	:	Rs. 1,00,000/- in each case
e)	Minor Injury	:	Rs. 10,000/- in each case
f)	Orphaned children	:	Rs. 1,00,000/- in each case

(iii) Loss of Moveable Property (in riots):

a)	Animals (Source of Income / livelihood)	:	Rs. 2,000/- each
	i) Farm Animals	:	Cows, Buffaloes, Sheeps
	ii) Cart Animals	:	Hoses, Oxen, Camel
b)	Rickshaw	:	Rs. 1,500/- each

(iv) Damage to residential unit (In riots / fire / natural calamities [other than jhuggies]):

- a) Total Damage : Rs. 50,000/-
b) Substantial Damage : Rs. 25,000/-
c) Minor Damage : Rs. 5,000/-

The extent of damage will be assessed by the Public Works Department.

(v) Damage to uninsured commercial property / commercial articles (In riots / fire / natural calamities etc.):

50% of the loss up to a maximum of Rs. 1,00,000/-.

(vi) Damage to Jhuggies (In case of fire / riots etc.):

Total damage of Jhuggies : Rs. 5,000/- in each case.
(Rupees Five thousand only)

The Principal Secretry (Revenue) & Divisional Commissioner, Delhi and District Offices each have been allotted budget under their respective heads of Accounts - Major Head 2245 Relief on account of Natural Calamities to meet the expenditure on payments of gratuitous relief, Tentage, food etc. in cases of natural calamities like fire, bomb blasts, flood, earthquake, etc.

Further, powers to sanction of relief to the victims have already been delegated to all the Deputy Commissioner, being Head of Department in all cases, in accordance with the scale approved in the order dated 04.01.2012 to ensure timely disbursal of relief.

CHAPTER 8

RECONSTRUCTION REHABILITATION AND RECOVERY MEASURES

Rehabilitation relates to the work undertaken in the following weeks and months, for the restoration of basic services to enable the population to return to normalcy. Actions taken during the period following the emergency phase is often defined as the recovery phase, which encompasses both rehabilitation and reconstruction.

Rehabilitation refers to the actions taken in the aftermath of a disaster to enable basic services to resume functioning, assist victims' self-help efforts to repair physical damage and community facilities, revive economic activities and provide support for the psychological and social well being of the survivors. It focuses on enabling the affected population to resume more-or-less normal (pre-disaster) patterns of life. It may be considered as transitional phase between immediate relief and more major, long-term development.

Reconstruction refers to the full restoration of all services, and local infrastructure, replacement of damaged physical structures, the revitalization of economy and the restoration of social and cultural life. Reconstruction must be fully integrated into long-term development plans, taking into account future disaster risks and possibilities to reduce such risks by incorporating appropriate measures. Damaged structures and services may not necessarily be restored in their previous form or location. It may include the replacement of any temporary arrangements established as part of emergency response or rehabilitation.

The following sectors can be vulnerable to disaster impact, and which, therefore, will require rehabilitation and reconstruction inputs.

- Buildings
- Infrastructure
- Economic assets (including formal and formal commercial sectors, industrial and agricultural activities etc.)
- Administrative and political
- Psychological
- Cultural
- Social
- Environmental

“The disaster scenario offers a range of opportunities for affected communities to respond to the crisis, how community responds to a disaster and post disaster aid sets the tone for the transition from disaster to development”. After earthquake in Latur, people of that area started to monitor construction works, retrofitting of houses and behaved like “community construction watch dogs” (IDR, Oxford, 2000).

As discussed earlier rehabilitation and reconstruction comes under recovery phase immediately after relief and rescue operation of the disaster. This post disaster phase continues until the life of the affected people comes to normal. This phase mainly covers damage assessment, disposal of debris, disbursement of assistance for houses, formulation of assistance packages, monitoring and review, cases of non-starters, rejected cases, non-occupancy of houses, relocation, town planning and development plans, awareness and capacity building, housing insurance, grievance redressal and social rehabilitation etc.

8.1 POST DISASTER RECONSTRUCTION AND REHABILITATION

Post disaster reconstruction and rehabilitation should pay attention to the following activities for speedy recovery in disaster hit areas. The contribution of both government as well as affected people is significant to deal with all the issues properly.

- Damage assessment
- Disposal of debris
- Disbursement of assistance for houses
- Formulation of assistance packages
- Monitoring and review
- Cases of non-starters, rejected cases, non-occupancy of houses
- Relocation
- Town planning and development plans
- Reconstruction as Housing Replacement Policy
- Awareness and capacity building
- Housing insurance
- Grievance redressal

8.2 ADMINISTRATIVE RELIEF

The district is the primary level with requisite resources to respond to any natural calamity, through the issue of essential commodities, group assistance to the affected people, damage assessment and administrating appropriate rehabilitation and restoration measures. The district level relief committee consisting of official and non-official members including the local legislators and the members of parliament review the relief measures. District North West is sub-divided into 3 sub-division i.e. Kanjhawala, Saraswati Vihar and Rohini. The head of a subdivision is called the Sub-Divisional magistrate (SDM) while the head of a Tehsil is known as a Tehsildar. When a disaster is apprehended, the entire machinery of the district, including the officers of technical and other departments, swings into action and maintains almost continuous contact with each village in the disaster threatened area.

8.3 RECONSTRUCTION OF HOUSES DAMAGED / DESTROYED

Houses should be reconstructed in the disaster hit areas according to the following Instructions:

- ✚ Owner Driven Reconstruction
- ✚ Public Private Partnership Program (PPPP)
- ✚ Under the PPPP the houses are reconstructed by the NGOs for the beneficiaries to be registered in the joint names of the husband and wife.
- ✚ All the houses should be insured.
- ✚ Owner Driven Reconstruction
- ✚ Financial, technical and material assistance provided by the government.
- ✚ The designs for seismic reconstruction of houses provided by the government.
- ✚ The material assistance provided through material banks at subsidized rates.
- ✚ Design of 20 model houses provided to the public to choose from with an option to have one's own design.

8.4 MILITARY ASSISTANCE

If District Administration feels that the situation is beyond its control then immediate military assistance could be sought for carrying out the relief operations.

8.5 MEDICAL CARE

Specialized Medical Care may be required to help the affected population. Preventive medicine may have to be taken to prevent outbreak of diseases.

8.6 EPIDEMICS

In the relief camps set up for the affected population, there is a likelihood of epidemics from a number of sources. The strategy should be to subdue such sources and immunize the population against them. The public health centers, health departments can practice vaccination drives, public awareness to drink boiled water, use chlorine tablets to purify the water sources.

8.7 CORPSE DISPOSAL

Disposal of dead bodies is to be carried out as a part of the operation to prevent outbreak of epidemics. Minimum official requirements should be maintained as it is a very sensitive issue. The following points may be considered by the concerned authorities at the time of corpse disposal:-

1. Mass photographs of corpses,
2. Consent of the relatives or hand over to them
4. Make a panchnama of concerned localities.

8.8 SALVAGE

A major effort is needed to salvage destroyed structure and property. Essential services like communications, roads, bridges, electricity would have to be repaired and restored for normalization of activities.

8.9 OUTSIDE ASSISTANCE

During disaster situations, considerable relief flows in from outside, thus there is an immediate need to co-ordinate the relief flows so that the maximum coverage is achieved and there is no duplication of work in the same area.

8.10 SPECIAL RELIEF

Along with compensation packages, essential items may have to be distributed to the affected population to provide for temporary sustenance.

8.11 INFORMATION

Information flow and review is essential part of the relief exercises. Constant monitoring is required to assess the extent of damage, which forms the basis of further relief to the affected areas.

8.12 SOCIAL REHABILITATION

Disabled persons

- ✚ Artificial limbs fitted to affected persons.
- ✚ Modern wheelchairs, supportive devices provided.

Children

- ✚ Orphaned children are fostered.
- ✚ Day centers set up
- ✚ Orphanages established.
- ✚ Child help lines established.

Paraplegics

- ✚ Pension scheme introduced for paraplegics.
- ✚ Physiotherapy under continuous supervision of doctors.

Old Persons

- ✚ Aged persons given pensions.
- ✚ Old Age Homes established.

Women

- ✚ Pension sanctioned.

8.13 RECOVERY

The long-term response plans are related with Recovery and Reconstruction activities on one side and institutionalizing Disaster Management in District Administration on the other side. There are Standard Operation Procedures (SOPs) for the Emergency Support Functions. In long term measures the following actions shall be undertaken duly:

1. Constitution of Disaster Management Teams, Quick Response Teams, Field Response Teams
2. Refresher trainings for all such teams in a regular interval of time and exercise of Mock Drills
3. Continuous awareness/sensitization programmes for the stakeholders and the general Public.
4. Getting pre-contract with venders and merchant establishments to procure relief materials in times of disaster.

Most of the Line Departments in the District, Autonomous Bodies and Organizations are part of the Emergency Support Functions. The action plans for ESFs for disaster management are discussed in other chapter of the plan. The DDMA (NW) shall ensure that these actions plans are updated biannually and practiced through mock drills and other activities in the district.

Recovery and rehabilitation is the final step. The Incident Command System shall be deactivated as the rehabilitation phase is over. Thereafter the normal administration shall take up the remaining reconstruction works in the disaster-affected areas. These activities shall be performed by the Working Group for relief and rehabilitation under the direction of the DDMA (NW).

CHAPTER 9 **BUDGET AND FINANCIAL ALLOCATIONS**

9.1 THE INDIAN CONTEXT

In most countries where relief activity is primarily the responsibility of State/ Provincial Governments, assistance from the Federal/Central Government to the lower levels of government is mostly in the form of case-specific grants/ reimbursement. These are more in the nature of the NCCF scheme of our country and, in that sense, the CRF scheme that provides for a structured fiscal transfer from the Central to State Governments for the purpose of financing relief expenditure is unique. Through the CRF scheme, successive Finance Commissions have built in the requirement of relief expenditure financing in the overall scheme of fiscal transfers. In the case of the NCT of Delhi, even calamity relief fund is not available. Fortunately, the concept is developing such a way that the Planning Commission has conceptually agreed to have an exclusive mechanism to fund and to monitor the financial arrangements of disaster management.

9.2 RECOMMENDATION BY 14TH FINANCE COMMISSION

The Fourteenth Finance Commission (2016-2020) has responded very positively to the long pending request for greater allocation of fund for disaster management. The finance commissioner suggested various recommendations to solve the issue in state and district level.

Every state has a State Calamity Relief Fund (CRF) for immediate action after math of a disaster. But in the case of the state of NCT of Delhi, there is no CRF. There is police modernization fund, which is utilized mostly to modernize the police department to fight against disaster.

An alternative mechanism is to be constituted in all the Districts of Delhi to tackle the disasters. As the 15th Finance Commission recommends it, District North West shall set apart 10 % of its development fund for disaster preparedness and mitigation measures. Every year, the annual allocation of 10 per cent will be a relief to the administration to organize various disaster preparedness activities in the district. Similarly each line department in the district shall allocate minimum 2 per cent to 10 per cent of its developmental fund with the same purpose.

9.3 STATE ALLOCATIONS

As an alternative option, the DDMA (NW)/ ESFs shall forward a request to the Government of NCT of Delhi to grant 50 per cent of the targeted DCRF as one time grant and a matching amount shall be collected from the general public through donations.

Section 46 to section 49 of Disaster Management Act, 2005 seeks to provide for the constitution of the following funds:

- Section 46, Constitution of National Disaster Response Fund
- Section 47, Constitution of National Disaster Mitigation Fund
- Section 48, Seeks to provide for the establishment of State & District Disaster Response Fund and Disaster Mitigation Funds.
- Section 49, Seeks to enjoin upon every ministry or department of Government of India to make provision of funds in its annual budget for the purposes of carrying out the activities or programmes set out in its Disaster Management Plan.

9.4 DISTRICT ALLOCATIONS

The District Authority gets 100% financial assistance from Govt. of NCT of Delhi for carrying out various activities such as sensitization programmes, trainings, street plays, mock drills etc.

The budgetary details of DDMA (NW) for the financial year 2021-22 are as under:

Budget allocated	Rs. 70,00,000/-
Utilized	Rs. 69,70,000/-

9.5 RISK POOLING AND INSURANCE

As regards risk pooling and insurance, we are inclined to agree with the views expressed by the earlier Finance Commissions on this subject, that the pooling of disaster risk at the individual level poses huge administrative challenges in a country like India where the majority impacted by disasters are primarily the poor who have, consequently, very little capacity to pay

the risk premia involved. Apart from the fact that payment of risk premia towards insurance against natural disasters could be a highly unpopular step, the administrative cost of collection of such premia from a large number of potential beneficiaries spread over a wide geographical area would, indeed, be daunting. Disaster relief has long come to be viewed as a public good, to be delivered gratis by the state, and in the very likely event that no (or an insignificantly small) insurance premia can be levied, the very concept of risk pooling would become infructuous. In our view, for high-frequency-low intensity disaster events, it would indeed be cheaper for the State Governments to directly provide disaster relief, as is being done presently, instead of going through an insurance intermediary. For low frequency-high impact disasters, financing through insurance mechanisms is certainly a feasible option. However, given the low level of insurance penetration in India, insurance products covering disaster events may only materialize sometime in the future.

CHAPTER 10
PROCEDURE AND METHODOLOGY FOR MONITORING, EVALUATION,
UPDATION AND MAINTENANCE OF DDMP

10.1 PREPARATION AND UPDATION OF DDMP

District Disaster Management Plan for North West Delhi is a public document. It is neither a confidential document nor restricted to any particular section or department of administration. The underlying principal of disaster management is that it has to be part of all departments and none can fold fingers against it.

The District Disaster Management Plan is the sum and substance of the *Horizontal and the Vertical* Disaster Management Plans in the District. Horizontal plans included plans prepared by line departments such as Delhi Police, Delhi Fire Service, MCD, Irrigation and Flood Control, Delhi Civil Defence, Department of Food and Civil Supplies, Public Works Departments etc where as the Vertical plan includes Sub Divisional Plans, Community Plans, School/Hospital Plans and all other logical units' plan at the lower level and State Disaster Management Plans and National Disaster Management Plans at the higher level.

- ❖ Preparation of plan is the ultimate responsibility of the District Disaster Management Authority (DDMA (NW)) or the person / committee appointed by the DDMA (NW) in the District. The first draft plan is to be discussed in the DDMA (NW) and later the Chairman of the DDMA (NW) shall ratify it.
- ❖ The same procedure is to be followed in updating of the plan document. The District plan is to be updated biannually by the District Disaster Management Authority or the Committee appointed by the DDMA (NW). In order to update the document, all Vertical and Horizontal plans shall be collected and incorporated to the District Plan.

10.2 REGULAR UPDATION OF DDMP

Besides the above said procedure of updation of the DDMP, a regular data collection system shall be set up at District EOC. This is just to be ready to face any situation, though the Plan Document has not been updated since last few couple of months. The EOC In-charge, under

the supervision of the DDMA (NW) shall enter the collected data to an online system or shall be documented properly.

10.3 POST DISASTER EVALUATION MECHANISM

Disasters are always unexpected. Each disaster causes huge loss of human lives, live stocks and property as well. It is said that, every disaster repeats after a particular interval. Also lessons learnt from a particular disaster will help to plan for another potential hazard.

The DDMA (NW) shall make special arrangements to collect data on a particular disaster irrespective of size and vulnerability. This post disaster evaluation mechanism shall be set up with qualified professionals and researchers and the collected data shall be thoroughly crosschecked and documented in the EOC for further reference.

10.4 MEDIA MANAGEMENT

Media Management is one of the core issues related to disaster management. Usually, in case of disaster, hundreds of media crew reaches the site even before the outside disaster management agencies and they assess the situation. The report they release on air is contradicting and creates panic. In order to control the situation certain arrangements shall be made by the District. As a disaster is noticed the Incident Commander shall do the following measures to control the media:

1. Along with information dissemination to the vertical and horizontal agencies, press people also shall be called and given preliminary data based on assessment. This shall reduce the guesswork of the media people.
2. Only the state owned electronic, print media should be taken to the site. More people mean more confusion and hazard in disaster management.
3. In every one hour, the Incident commander shall give press release in order to control false information to the outside world.
4. No media shall be allowed to air or print pictures of dead bodies with worst condition. There is a tendency to do so by the media to make sensitivity.

In a disaster situation, only the Incident Commander or his assignee in District level will communicate with the media and provide brief, no other parallel agency or ESF or voluntary agency involved in the Disaster Management shall give any sort of press briefings.

CHAPTER- 11
COORDINATION MECHANISM FOR IMPLEMENTATION OF DDMP

There are a number of participants in a typical disaster relief operation. Participants may include; national government, local government, national and international humanitarian organizations, expert and volunteer rescue teams, third-party logistics providers, suppliers of goods used for disaster relief, and the affected people.

11.1 DEPARTMENT WISE ROLE OF PRIMARY AND SECONDARY AGENCY

11.1.1 NORTH DELHI MUNICIPAL CORPORATION

NDMC will be involved in the following activities:

- ✓ Search and Rescue operations
- ✓ Providing Temporary Shelters
- ✓ Public Information
- ✓ Relief Distribution
- ✓ Construction materials
- ✓ Restoration of infrastructure

11.1.2 DELHI DEVELOPMENT AUTHORITY

DDA will be involved in the following activities:

- ✓ Providing Temporary Shelters
- ✓ Construction materials
- ✓ Restoration of infrastructure

11.1.3 DELHI FIRE SERVICES

Fire will be involved in the following activities:

- ✓ Search and Rescue operations
- ✓ Evacuation
- ✓ Disposal of Dead (as per customs)

11.1.4 PUBLIC WORKS DEPARTMENT (PWD)

PWD will be involved in the following activities:

- ✓ Construction materials
- ✓ Restoration of infrastructure
- ✓ Providing temporary shelters

11.1.5 CIVIL DEFENCE/ NYKS/ NCC

Civil Defence/ NYKS/ NCC will be involved for the assistance in the following activities:

- ✓ Cordoning off area
- ✓ Search and Rescue operations
- ✓ Evacuation
- ✓ First Aid Operations
- ✓ Traffic Management & Security of properties
- ✓ Relief Distribution

11.1.6 DIRECTORATE OF HEALTH SERVICES (DHS)

DHS will be involved in the following activities:

- ✓ Medical aid (Treatment of injuries and surgical operations)
- ✓ Health and sanitation
- ✓ Disposal of Dead (as per customs)

11.1.7 IRRIGATION AND FLOOD CONTROL DEPARTMENT

Irrigation and Flood Control Deptt. will be involved in the following activities:

- ✓ Construction materials
- ✓ Restoration of infrastructure

11.1.8 MTNL

MTNL will be involved in the following activities:

- ✓ Communication

- ✓ Reception/ Information Centres
- ✓ Restoration of infrastructure

11.1.9 DELHI JAL BOARD

Delhi Jal Board will be involved in the following activities:

- ✓ Drinking Water arrangements
- ✓ Restoration of infrastructure

11.1.10 DELHI TRANSPORT CORPORATION

Delhi Transport Corporation will be involved in the following activities:

- ✓ Providing vehicles
- ✓ Transportation of materials, manpower etc

11.1.11 TATA POWER DELHI DISTRIBUTION LTD. (TPDDL)

TPDDL will be involved in the following activities:

- ✓ Restoration of infrastructure
- ✓ Provision of power

11.1.12 CATS

Emergency ambulance services round the clock through trained paramedics who will be mainly performing following functions:

- ✓ Assessing the patients
- ✓ Resuscitation
- ✓ Stabilizing that includes clearing airway, control of bleeding and circulation, splintage etc
- ✓ Rushing the patient to the suitable hospital
- ✓ Paramedic services in case of disasters
- ✓ Training of the public, students and others in emergency first aid
- ✓ Maintaining round the clock control room, wireless connectivity with CATS control room numbers: 102/1099

11.1.13 INDIA RED CROSS SOCIETY

Indian Red Cross Society will be involved in the following activities:

- ✓ Providing Temporary Shelters
- ✓ Medical aid (Treatment of injuries and surgical operations)
- ✓ Health and sanitation
- ✓ Relief Distribution

11.1.14 ST. JOHN AMBULANCE BRIGADE

St. John Ambulance Brigade will be involved in the following activities:

- ✓ Providing first aid training
- ✓ Ambulance services
- ✓ Relief Distribution

11.1.15 DEPARTMENT OF REVENUE

Revenue Department will be involved in the following activities:

- ✓ Public Information
- ✓ Communication
- ✓ Reception/ Information Centres
- ✓ Food & Shelter
- ✓ Relief/ Ex-gratia Distribution

11.1.16 ARMY

Army will be involved in the following activities:

- ✓ Search and Rescue operations
- ✓ Evacuation
- ✓ Traffic Management and Security of properties
- ✓ Temporary Shelters
- ✓ Disposal of Dead
- ✓ Relief Distribution
- ✓ Relief Supplies

11.1.17 AIR FORCE

Air Force will be involved in the following activities:

- ✓ Search and Rescue operations
- ✓ Aerial Reconnaissance
- ✓ Evacuation
- ✓ Disposal of Dead
- ✓ Relief Distribution
- ✓ Relief Supplies
- ✓ Restoration of infrastructure

11.1.18 NGOs/ GRCs AND RWAs

Emerging trends in managing natural disasters have highlighted the role of Non-Governmental Organizations (NGOs)/ Gender Resource Centers (GRCs) and Resident Welfare Associations (RWAs) as one of the most effective alternative means of achieving an efficient communications link between the disaster management agencies and the effected community. In typical disaster situation, they can be of help in preparedness, relief and rescue, rehabilitation and reconstruction and also in monitoring and feedback. The role of NGOs/ GRCs and RWAs is a potential key element in disaster management. The NGOs/ GRCs and RWAs operating at grassroots level can provide a suitable alternative as they have an edge over governmental agencies for invoking community involvement. This is chiefly because; the NGO/ GRC and RWA sector has strong linkages with the community base and can exhibit great flexibility in procedural matters vis-à-vis the government.

CHAPTER 12

STANDARD OPERATING PROCEDURES (SOPS) & CHECKLIST

Disasters lead to loss of human lives on a large scale. If a formalized and timely response does not take place, the death toll can increase immensely. Therefore each district in coordination with various departments, formulates a District Response Plan consisting of 12 Emergency Support Functionaries (ESFs) related to Communication, Search and Rescue, Evacuation, Law and Order, Medical Response and Trauma Counseling, Water supply, Electricity, Warning and Transport etc. All of these emergency functions consist of emergency plans that would be activated at the time of emergency.

The ESFs document outlines the purpose, scope, organization setup and Standard Operating Procedures (SOPs) for each function of operation that is to be followed by the respective ESF, when the Incident Commander activates the response plan. Standard Operation Procedures (SOPs) provides a basic concept of the operations and responsibilities of Disaster Management Team, Nodal and Secondary agencies.

12.1 ESF RESPONSE ACTIONS, ORGANISATIONAL SETUP AND INTER RELATIONSHIPS

The Response plan establishes an organized setup to conduct ESF operations for any of the Natural and Manmade Disasters. It outlines an implementing framework of sharing resources as per the requirement within National and State level department will be engaged to support during an emergency situation. The Response Plan has structured the response of all line department i.e. primary and supporting departments to be organized and function together with grouping capabilities, skills, resources, and authorities across the State and District Government with the ESF plan. The plan unifies the efforts of State Departments and supporting agencies to be involved in emergency management for a comprehensive effort to reduce the effects of any emergency or disaster within the state.

The ESF activates under the guidance of Incident Commander (Deputy Magistrate/ Additional District Magistrate) who is also a head of Incident Response System (IRS). Under the IRS a team of 12 ESFs Nodal Officers works together also called as Disaster Management Team (DMT). The members of Disaster Management Team would also heads primary agency and simultaneously coordinate with the secondary agency. Each of the primary and secondary

agencies would also comprise of quick response team trained to carry out their functions at the response site. The success of ESF will be of critical importance and would reflect in the lives saved in the golden hour. Below a list of ESFs has been given which will activate at district level during emergency situation.

Table 12.1: ESFs Activated at the Time of a Disaster

ESF	FUNCTION	NODAL AGENCY	SUPPORTING AGENCIES
ESF-1	Communication	MTNL	Private telecom/ Mobile operators
ESF-2	Evacuation	Delhi Police	DFS, Civil Defence, NDRF, CISF, Army, Irrigation & Flood Control
ESF-3	Search and Rescue	Delhi Fire Services	Police, Civil Defense, NDRF, Army, Department of Health, Irrigation & Flood Control
ESF-4	Law and Order	Delhi Police	Home Guards, Civil Defense, Army, CISF, Metro Police
ESF-5	Medical Response & Trauma Counseling	Directorate of Health Services	CATS, GTB Hospital, Swami Dayanand Hospital, Jag Pravesh Hospital, Indian Red Cross, Civil Defense, NSS
ESF-6	Water Supply	Delhi Jal Board	MCD, Irrigation and Flood Control
ESF-7	Relief	Revenue Department	Food & Civil Supply, Indian Red Cross, NGOs
ESF-8	Debris and Road Clearance	MCD	PWD, DJB, DDA, DMRC
ESF-9	Help lines, Warning dissemination	Department of Revenue	Department of Information & Publicity, MTNL, Press Trust of India, AIR, Doordarshan, Private Cable Operators
ESF-10	Electricity	TPDDL	TRANSCO, DERC
ESF-11	Transport	Delhi Transport Corporation	DTC, DMRC, Northern Railways, Civil Aviation, PWD, MCD
ESF-12	Equipment Support	Urban Development	MCD, PWD, NDMC, Cantt. Board, DDA, JAL Board

All ESFs have to assist the Incident Commander i.e. Deputy Commissioner at District level as per their assigned duties described in the SOP's. A detailed organizational setup of all ESFs and team leaders has been given below.

12.2 STANDARD OPERATING PROCEDURES (SOPs) FOR EMERGENCY SUPPORT FUNCTIONARIES (ESFs)

ESF 1: Communication

Nodal agency: Mahanagar Telephone Nigam Limited (MTNL)

Supporting agencies: NIC, Police/Revenue Wireless, HAM Reps, and private telecom/
Mobile Operators

Role:

The MTNL is primarily responsible for restoration of communication facilities. The MTNL should ensure the smooth flow of information that can cater to the outreach in a time-sensitive manner at state level in response efforts.

Standard Operating Procedure (SOP)

Situation Assumptions:

1. There would be a congestion in the network because of increased calls to control rooms due to panic created in the community.
2. The initial reports on damage may not give a clear picture of the extent of damage to communication network.
3. The affected site may cut off from the state control rooms and the officials on site and find difficulty in communicating to the District/State EOC.

SOPs for Nodal Agency:

1. Team leader (TL) of Communication ESF will activate the ESF on receiving the intimation of occurrence of the disaster from the District EOC.
2. TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
3. TL would establish contact with the district EOC for First Information Report
4. TL requests for reports from local ESF contact persons (this would be the local office of ESF Nodal Agency) to understand the current situation and action taken
5. Based on information given by the supporting agencies, TL decides on the need to launch an assessment mission to estimate the extent of damage to telecom services

and network as well as to come up with possible arrangements to establishing reliable and appropriate network.

6. TL communicates situation to supporting agencies and also requests to provide details on the status of equipment and infrastructure in the affected area(s).
7. TL informs the Incident Commander on the status of telecom services.
8. TL works out a plan of action for private telecom companies and convenes a meeting of all ESF members to discuss and finalize the modalities.
9. TL issues orders to establish systems and reports to District EOCs on the action taken. New phone numbers and details of contact persons would also be communicated. If required mobile exchanges would be deployed.(need explanation--- mobile exchanges)
10. TL gets the temporary telephone facilities established for the public. Prior information on this would be announced through media
11. HAM radio operators would be informed about the current requirements and coordination mechanisms shared.
12. TL monitors the situation and arranges emergency staff required to operate established systems.
13. TL sends the District Quick Response team at the affected site with the required equipments and other resources.

SOPs for Quick Response Team on Communication:

1. The QRT (Quick Response Team) members will reach to the nodal office as soon as they will get instructions from the TL.
2. Once the QRTs receive any intimation from the nodal officer to reach at the site they would rush to the site.
3. At the emergency site QRT members will take stock of the situation from the IC and would also know about their counter parts.
4. QRTs would assess the ground situation and would send sectoral report to the District ESF agency.
5. A sectoral report would contain following:
 - An assessment of overall damage, listing specifically:
 - Overhead route damage (in miles/kilometers).
 - Cable damage (in yards/meters).
 - Specific equipment damaged.
 - Establish a temporary communication facility for use by the public

6. Identify requirements of manpower, vehicles and other materials and equipments
Give priority and concentrate on repairs and normalization of communication system at disaster-affected areas.
 - Begin restoration by removing and salvaging wires and poles from the roadways with the help of casual laborers.
 - Carry out temporary building repairs to establish a secured storage area for the equipments and salvaged materials.
 - Report all activities to head office
 - Begin restoration by removing and salvaging wires and poles from the roadways through recruited casual laborers.
 - Establish a secure storage area for incoming equipments and salvaged materials.

ESF 2: **Evacuation**
Nodal agency: Delhi Police
Supporting agencies: DFS, Civil Defence, NCC, Army

Role:

The ESF on evacuation is primarily responsible for establishing evacuation plans, identification of fastest evacuation routes and alternate routes and coordinating evacuation logiest IRS during field operations.

Standard Operating Procedure (SOP)

Situation Assumptions:

1. Most of the buildings would be damaged and would not remain serviceable.
2. Many structures would be damaged and there would be an urgent need to evacuate.

SOPs for Nodal Agency:

1. Team leader (TL) of Evacuation ESF would activate the ESF on receiving the warning of the disaster from District EOC.
2. TL would inform Nodal Officers (NOs) of supporting agencies about the event and ESF activation.
3. TL will direct the QRTs to be deployed at the affected site.
4. TL will gather information on availability of predefined evacuation routes.
5. Where the predefined evacuation routes are not available, the nodal officer would coordinate through District EOC with other ESFs nodal officers and the support agencies about clearing of routes and identifying alternate routes.

SOPs for Quick Response Team on evacuation:

1. The QRT members will reach the nodal office as soon as they get instructions to do so from the TL.
2. Once the quick response teams receive an order from the nodal officer for reaching the site they would rush to the site.
3. On reaching at the site the QRT members will take stock of the situation from the Incident Management Team at the site and their counter parts.
4. The quick response teams with the help of local task forces will start evacuating peoples to safe shelters or open areas.
5. The QRT members should concentrate more on evacuation in areas that have been worst affected by the disasters.
6. Reporting about all the activities to head office.

ESF 3: Search & Rescue

Nodal Agency: Delhi Fire Service

Support agency: Police, Civil Defence, NCC, Army and Health Reps

Role:

Search and Rescue operations are one of the primary activities taken up in a post disaster situation. The promptness in these operations can make a remarkable difference in the amount of loss of life and property.

Standard Operating Procedure (SOP)

Situation Assumptions:

1. Local community task forces will initiate search and rescue at residential level
2. Spontaneous volunteers will require coordination
3. Access to affected areas will be limited.
4. Some sites may be accessible only through air routes only

SOPs for Nodal Agency:

1. IC will call the TL of Primary Agency and get the ESF activated.
2. TL of primary agency will call nodal officers of supporting agencies.
3. TL would activate the District Quick Response Team.
4. Quick Assessment of the S& R operations through Aerial surveys
5. Assessments of the specific skill sets and the other equipments required.
6. Using IDRN network to check and map the availability of resources in and round the disaster site.

SOP for Quick Response Team on Search & Rescue:

1. Assessment of damage (locations, number. of structures damaged, severity of damage)
2. The QRTs will be deployed at the affected site.
3. Enlisting the types of equipment required for conducting the S&R
4. QRTs will report the situation and the progress in response activities to the respective EOCs.

ESF 4: **Law and Order**

Nodal Agency: Delhi Police

Support Agencies: Home Guards, Civil Defense, Army, Home Reps, CPMF

Role:

The ESF on Law and Order maintains the law and protects the property and valuable commodities. It is mainly responsible to control crowd and avoid riots situations.

Standard Operating Procedure (SOP)

Situation Assumptions:

1. There would be panic and people will gather at a place.
2. The crowds may go out of control.
3. Riots may also take place.

SOPs for Nodal Agency:

1. IC will call the TL of Primary Agency and get the ESF activated.
2. TL of primary agency will call nodal officers of supporting agencies.
3. TL would activate the District Quick Response Team.
4. The QRTs will be deployed at the affected site.
5. Cordoning of area to restrict movement of onlookers, vehicular and pedestrian traffic should be done.
6. Any additional requirements at site to be taken care of.

SOP for Quick Response Team on Law and order:

1. Quick assessment of law and order situation in affected areas
2. Support and coordinate with Local Administration
3. Prepare updates on the law and order situation every 4-6 hours and brief the authorities
4. Controlling situations like rioting and looting, and cordon off sensitive areas
5. QRTs will guide property and valuables in affected areas.
6. Control and monitor traffic movement.
7. QRTs will provide diversion of traffic on alternate routes as and when it is necessary.
8. The QRTs will also provide information about traffic flow along various corridors, especially heavy traffic or congested roads.

9. QRTs will communicate to police control rooms, details on the field activities including deployment and reinforcement of staff and resources and communicate nature of additional requirements.

ESF 5: **Medical Response & Trauma Counseling**

Nodal Agency: District Health Department

Support Agencies: CATS, Indian Red Cross, Civil Defence, NSS CATS, DHS, Indian Red Cross, Civil Defence, NSS

Role:

The ESF on Medical Response and Trauma Counseling will look after emergency treatment for the injured people immediate after the disaster take place.

Standard Operating Procedure (SOP)

Situation Assumptions:

1. Emergency Medical services will be required by affected population
2. Likely outbreaks of epidemic diseases after the disaster.
3. Hospital services would be affected

SOPs for Nodal Agency:

1. IC will call the TL of Primary Agency and get the ESF activated.
2. Team leader (TL) of primary agency will call nodal officers of supporting agencies.
3. In coordination with the transportation ESF, it will ensure a critical number of medical professionals to be reached at the site including specialists from other Districts.
4. If temporary housing arrangements are being made for the affected population, the ESF must ensure high standards of sanitation in settlements in order to reduce epidemic outbreak.
5. Ensuring the provision and continuous supply of medical facilities (medicines, equipments, ambulances, doctors and manpower etc) required at the disaster affected site and the hospital health centers catering to disaster victims.
6. In case of orthopedic care required in disasters like earthquakes the immediate response would have to be complimented by a follow up treatment schedule for a majority of the patients in/ near their place of residence.
7. Trained professionals should be mobilized by psychosocial support.
8. Ensuring setting up of temporary information centers at hospitals with the help of ESF through help lines and warning dissemination system.

9. TL will coordinate, direct, and integrate state level response to provide medical and sanitation health assistances.
10. On the recommendations of the EOC, the TL also responsible to :
 - i) Send required medicines, vaccines, drugs, plasters, syringes, etc.
 - ii) Arrange for additional blood supply. Send additional medical personnel equipped with food, bedding and tents etc.
 - iii) Send vehicles and any additional medical equipment.

SOP for Quick Response Team (QRT) on Medical Response and Trauma Counseling:

1. QRTs will provide situation and progress reports on the action taken by the team to the respective EOCs
2. QRT's will assess type of injuries, number of people affected and possible medical assistance needs
3. QRTs will ensure timely response to the needs of the affected victims such as:
 - Establishing health facility and treatment centers at disaster sites.
 - Providing medical services as reported by the District Civil Surgeon with District EOC and State EOCs.
 - Procedures should be clarified in between
 - Peripheral hospitals
 - Private hospitals
 - Blood banks
 - General hospitals and
 - Health services established at transit camps, relief camps and affected villages.
4. QRTs should maintain check posts and surveillance at each railway junction, ST depots and all entry and exit points from the affected area, especially during the threat or existence of an epidemic.

ESF 6: **Water Supply**

Nodal Agency: Delhi Jal Board

Support Agency: MCD, Irrigation and Flood Control

Role:

The ESF on drinking water and water supply will ensure provision of basic quantity of clean drinking water and water for other purposes in a manner that does not allow the spread of diseases through the contamination of water.

Standard Operating Procedure (SOP)

Situation Assumptions:

1. Existing water storage bodies will be damaged and unusable.
2. There would be an urgent need of water to assist victims in rescue operation.
3. Break down of sanitation system.
4. Contamination of water due to outflow from sewers or due to breakage of water pipelines.

SOPs for Nodal Agency:

1. Team leader (TL) of ESF on Water Supply will activate the ESF on receiving the intimation of the disaster from District EOC.
2. TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
3. TL will ensure special care for women with infants and pregnant women.
4. Provide for sending additional support along with food, bedding, tents
5. Send vehicles and any additional tools and equipments needed.

SOP for Quick Response Team (QRT) on Water Supply:

1. QRTs will ensure that supply of drinking water is made available at the affected site and relief camps
2. QRT's will ensure the temporary sewerage lines and drainage lines are kept separate.
3. QRTs will report the situation and the progress on action taken by the team to the EOC.
4. QRTs will intimate their TL of the additional resources needed.

5. Carry out emergency repairs of all damages to water supply systems.
6. Assist health authorities to identify appropriate sources of potable water.
7. Identify unacceptable water sources and take necessary precautions to ensure that no water is accessed from such sources, either by sealing such arrangements or by posting the department guards.
8. Arrange for alternate water supply and storage in all transit camps, feeding centers, relief camps, cattle camps, and also the affected areas, till normal water supply is restored.
9. Ensure that potable water supply is restored as per the standards and procedures laid down in “Standards for Potable Water”.
10. Plan for emergency accommodations for staff from outside the area.
11. QRTs will ensure timely response to the needs of the affected victims.
12. QRTs will set up temporary sanitation facilities at the relief camps.

ESF 7: Relief (Food & shelter)

Nodal Agency: Department of Revenue

Support Agency: Department of Food and Civil Supplies, Indian Red Cross, NGOs

Role:

In the event of a disaster there would be a need of disbursing relief materials due to massive destruction of life and property taken place. The ESF on Relief should ensure coordination of activities involving with the emergency provisions of temporary shelters, emergency mass feeding and bulk distribution of relief supplies to the disaster victims as also the disaster managers and relief workers.

Standard Operating Procedure (SOP)

Situation Assumptions:

- Probability of shortage of a critical resources
- Immediate assistance to the community at the time of resource shortage particularly when affected area is larger.

SOPs for nodal agency:

- TL will activate the ESF on receiving the information of the disaster from District EOC.
- TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
- TL will coordinate with all state and district level suppliers as identified with under IDRN.
- TL will coordinate with other ESFs related to transportation, debris and road clearance to ensure quality supply chain management of relief materials.
- Ensuring composite relief with availability of complimentary relief material.

SOP for Quick Response Team (QRT) on Relief:

1. QRTs will report to site of the relief camps
2. QRTs will be responsible to management and distribute relief items to the affected victims
3. QRT's will be responsible for reporting the progress on action taken by the team to the EOC.
4. QRTs will provide information to their TL about the need of additional resources.
5. Clearing of the areas to establish relief camps

6. Setting up relief camps and tents using innovative methods that can save time
7. Assist local authorities to set up important telecom and other service related facilities
8. Initiate, direct and market procurement of food available from different inventories and ensuring food supplies to the affected population
9. Preparing take-home food packets for the families
10. Ensuring distribution of relief material to the all the people including vulnerable groups of the target area such as women with infants, pregnant women, children, aged people and handicapped.
11. Ensuring support to Local Administration
12. Locating adequate relief camps based on damage survey
13. Develop alternative arrangements for population living in structures that might be affected even after the disaster

ESF 8: **Debris and Road Clearance**

Nodal Agency: Municipal Corporation of Delhi

Support Agencies: PWD, DJB, DDA, DMRC

Role:

The importance of this ESF emanates from the fact that most large-scale hazards such as earthquakes, cyclones, and floods primarily affect the building structures.

Standard Operating Procedure (SOP)

Situation Assumptions:

1. Access to disaster-affected area would depend upon the re-establishment of ground and water routes.
2. Early damage assessment may be incomplete, inaccurate and general. A rapid assessment may be required to determine response time.
3. Engineers and masons may be required in large scale for the inspection of present buildings

SOPs for Nodal Agency:

1. Team leader (TL) will activate the ESF on receiving the information of the disaster from District EOC.
2. TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
3. TL will coordinate with the supporting agency to mobilize equipments from the ware houses through IDRN database
4. The respective supporting agencies will contact their respective personal to move the equipments to central warehouse
5. The equipments like JCB, concrete cutters identified as per the need will be transported to the site.
6. As per the information the nodal officer of Debris road clearance will make an assessment on of the damages of roads and built structures at the site and surrounding areas
7. The nodal officers of Supporting Agencies will immediately start debris clearance operation to enable movement to the affected site.
8. Review of the current situation is taken up by the nodal agency to update the support agencies and to delegate their respective personnel to take precautionary measure to plan de-routes for the transportation ESF's to be operational

9. All supporting agencies will inspect the road and rail network and structures within the disaster site and surrounding.
10. TL will also ensure proper corpse disposal and post mortem by coordinating with ESF on medical response.

SOP for Quick Response Team on Equipment support, debris and Road Clearance:

1. Damage assessment including locations, number of structures damaged and severity of damage
2. The QRTs will be deployed at the affected site.
3. Enlisting the types of equipment as compiled from IDRN resource inventory required for conducting the debris clearance
4. The QRTs will report the situation and the progress in response activities to the respective EOCs.
5. Undertake construction of temporary roads to serve as access to temporary transit and relief camps, and medical facilities for disaster victims.
6. Repairing of all paved and unpaved road surfaces including edge metalling, pothole patching and any failure of surface, foundations in the affected areas by maintenance engineer's staff and keep monitoring their conditions.

ESF 9: **Help Lines, Warning Dissemination**

Nodal Agency: Department of Revenue

Support Agencies: Department of Information & Publicity, MTNL, Press Trust of India, AIR, Doordarshan, Private Cable Operators

Role:

The ESF on help lines and warning dissemination should process and circulate information about the welfare of citizens of affected area and managing the tremendous flow of information. The help lines will be responsible for providing, directing and coordinating logistical operations.

Standard Operating Procedure (SOP)

Situation Assumptions:

1. There may be a flood of information and confusion about the injured population.
2. The communication with affected area may be partially impaired.

SOPs for Nodal Agency:

- IC will call the TL of Primary Agency and get the ESF activated.
- TL of primary agency will call nodal officers of supporting agencies.
- TL would activate the District Quick response Team.
- The QRTs will be deployed at the affected site.
- QRTs will report the situation and the progress in response activities to the respective EOCs.
- Sending flash news of latest updates/donation requirements for disaster area all over the state
- Assisting the EOC in providing updated information to national as well as at the District level.
- Setting up of toll free numbers for emergency information assistance.

SOP for Quick Response Team on Help Lines, Warning Dissemination:

1. The QRT members will reach to the nodal office as soon as they will get instructions.
2. QRT teams would reach to the site immediately after receiving instructions from the nodal officer
3. On the site QRT members will take stock of the situation from the IC at the site and their counter parts.

4. The QRTs will coordinate, collect, process, report and display essential elements of information and facilitate support for planning efforts in response operations.

ESF 10: Electricity
Nodal Agency: TPDDL
Support Agencies: TRANSCO, DERC

Role:

The ESF on electricity will facilitate restoration of electricity distribution systems after a disaster. In the event of a disaster there would be major electricity failure and many power stations damaged.

Standard Operating Procedure (SOP)

Situation assumptions:

1. Prolonged electricity failure.
2. The affected victims may be panicked
3. Halt of all activities specially jamming communication-networking systems in the affected site.

SOPs for Nodal Agency:

1. IC will call the TL of Primary Agency and get the ESF activated.
2. TL of primary agency will call nodal officers of supporting agencies.
3. TL would activate the District Quick response Team.
4. The QRTs will be deployed at the affected site.
5. TL will dispatch emergency repair teams equipped with tools, tents and food.

SOP for Quick Response Team on electricity:

1. The QRT members will reach the nodal office as soon as they get instructions to do so from the TL.
2. QRT members would reach to the site immediately after receiving instructions from the nodal officer
3. On the site QRT members will take stock of the situation from the IC at the site and their counter parts.
4. The QRTs will coordinate, collect, process, report and display essential elements of information and facilitate support for planning efforts in response operations.
5. Begin repairing and reconstruction work
6. Assisting hospitals in establishing an emergency supply by assembling generators and other emergency equipments, if necessary.
7. The members of QRTs will establish temporary electricity supplies for other key public and private water systems.
8. The members of QRTs will establish temporary electricity supplies for transit camps, feeding centers, relief camps, District Control Room and on access roads to the same.
9. The members of QRTs will establish temporary electricity supplies for relief material go downs.
10. Compile an itemized assessment of damage, from reports made by various electrical receiving centers and sub-centers.
11. Report about all the activities to the head office.

ESF 11: **Transport**
Nodal Agency: Delhi Transport Corporation
Support Agencies: DMRC, Northern Railways, PWD, and MCD

Role:

The ESF on Transport should ensure smooth transportation links at state and district level. Within the disaster context, quick and safe movement of material and humans are a priority. It should coordinate the use of transportation resources to support the needs of emergency support forces requiring transport capacity to perform their emergency response, recovery and assistance missions.

Standard Operating Procedure (SOP)

Situation assumptions:

1. The state civil transportation infrastructure will sustain damage, limiting access to the disaster area.
2. Access will improve as routes are cleared and repaired.
3. The movement of relief supplies will create congestion in the transportation services.

SOPs for Nodal Agency:

1. TL of Transportation ESF will activate the ESF on receiving the intimation of the disaster from District EOC.
2. TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
3. TL establishes contact with the district EOC for FIR
4. TL requests for reports from local Transportation ESF contact person
5. TL communicates situation to support agencies and requests for detailed information on the status of transportation infrastructure in the affected area(s).

SOP for Quick Response Team on Transport:

1. The QRT members will reach to the nodal office as soon as they will get instructions to do so from the TL.
2. As quick response teams will receive instructions from the nodal officer they would reach to the site immediately.
3. QRTs would report the situation and the progress on action taken by the team to the respective EOCs
4. QRT will send a requirement schedule for the different modes of transportation e.g. trucks, boats, helicopters to be put on stand-by.
5. QRTs will ensure timely re-establishment of the critical transportation links.
6. The members of QRTs will establish temporary electricity supplies for relief material go downs.
7. Compile an itemized assessment of damage, from reports made by various electrical receiving centers and sub-centers.
8. Reporting about all activities to the head office.

Table 12.2: SOPs for Community Task Forces

Task Force Group	Primary	Secondary
Search and Rescue	<p>To trace and locate people who are physically trapped and distressed, people in the buildings and houses etc.</p> <p>To move out these people to the safe locations identified in advance and to organize further care</p>	<p>Administering primary health care to rescued victims</p> <p>Assisting the sanitation group in carcass disposal and the cremation of dead bodies</p> <p>Coordination with the evacuation team to shift rescued persons to safe shelters in case of recurring heavy rains</p>
First Aid and Health	<p>To provide primary health care to the ill or injured until more advanced care is provided and the patient is transported to a hospital</p>	<p>Assisting the sanitation team to inoculate against water borne and other diseases</p> <p>Assisting the communication team to disseminate precautionary information on post-disaster health hazards and remedies</p>
Water	<p>Restoring and maintaining the water supply and minimum quality and quantity parameters</p>	<p>Assisting the sanitation team in ensure that there is enough water stored in buckets at latrines and for bathing</p> <p>Assisting the sanitation team in deciding the location for the construction of latrines away from ground water sources</p> <p>Assisting the shelter group to ensure that there is sufficient water stored in the water tank in the safe shelter</p>
Sanitation	<p>To ensure that the minimum basic facilities such as temporary toilets and common bathing units are constructed near the relief camp, that these facilities and the surroundings are kept clean, garbage disposed, dead bodies cremated and that normal drainage systems function smoothly</p>	<p>Assisting the shelter team to ensure that water spouts and water harvesting tanks at the safe shelter are clean and functional</p> <p>Assisting the relief group to ensure that containers for storing water are clean, narrow necked and covered</p>
Relief Coordination	<p>To establishing contact with the District Control Room and organising the distribution of assistance in terms of food, water, medicines and so on, in a fair and equitable manner</p>	<p>Co-ordinating with the shelter group in the distribution of material for the construction of temporary shelters</p> <p>Assisting the shelter group to ensure that the safe shelter is well stocked in terms of dry food, water and so on in order to cater for the needs of evacuees after a cyclone or flood warning has been issued</p>

Warning and communication	To ensure that: (a) the warning of the impending disaster reaches every single household, thereby allowing people to take timely action to protect their lives and property (b) accurate information is provided regularly as events unfold (c) information flows quickly and reliably upwards to District level and downwards from District level to Community/ Neighbourhood/ Village level.	Assisting the relief group in disseminating information about the quantity and type of ration to be distributed for each distribution cycle Assisting the sanitation group in raising awareness about water borne diseases and vaccination programs
Evacuation and Temporary Shelter Management	To construct/identify maintain and make repairs to the flood shelter, to evacuate people on receipt of a warning and to make all the necessary arrangements to accommodate evacuees during a flood.	Assisting the communities in accessing compensation Assisting the relief group in stocking up dry food, medicines, water and temporary shelter materials Assisting the sanitation group in the construction of latrines, soak pits and drainage channels

DISTRICT PROFILE

Total Area	35 Sq. Km.
Population (Census 2011)	2,246,311 Total population (Male = 1,200,468 & Female = 1,045,843)
Population Growth	26.73% (2011), 62.92% (2001)
Density of population	8,298 per sq. km. (2011)
Male-Female Ratio	1000:886 (2011)
Literacy Rate	86.09% (2011)

CRITICAL PROFILE IN NUTSHELL

S. No.	Item name	Total numbers
1.	Villages	27
2.	RWAs	174 approx.
3.	Industrial Areas	02 1. Mangol Puri 2. Wazirpur
4.	JJ Cluster	07
5.	Market Traders Associations	11
6.	Govt. Hospitals	05
7.	Private Hospitals	12
8.	Dispensaries (including SEED PUHC, M&C W)	89
9.	Maternity Homes	02
10.	Private Nursing Homes	146
11.	Colleges	14
12.	Bus Depot	07
13.	Night Shelters	22
14.	Water Treatment Plants	01
15.	Sewage Treatment Plant	01
16.	Power Stations of TPDDL	17

FIRE STATIONS IN DISTRICT NORTH-WEST

S. No.	Sub-Division	No. of Fire Stations	Name of Fire Station
1.	Kanjhawala	NIL	-
2.	Rohini	2	1. Rohini Sec-5 2. Mangol Puri
4.	Saraswati Vihar	3	1. Wazir Pur 2. Keshav Puram 3. Madhuban Chowk

POLICE STATIONS IN DISTRICT NORTH-WEST

S. No.	Sub Division	No. of Police Stations	Name of Police Station
1.	Kanjhawala	1	1. Kanjhawala
2.	Rohini	7	1. Sultanpuri 2. Aman Vihar 3. Begampur 4. Mangolpuri 5. Vijay Vihar 6. Rohini South 7. K.N. Katju Marg
3.	Saraswati Vihar	9	1. Keshav Puram 2. Ashok Vihar 3. Bharat Nagar 4. Rani Bagh 5. Subhash Place 6. Morya Enclave 7. Rohini North 8. Prashant Vihar 9. Shalimar Bagh

VILLAGES IN DISTRICT NORTH-WEST

S. No.	Name of the Sub Division	Name of the Villages
1.	Kanjhawala	<ol style="list-style-type: none">1. Kanjhawala2. Karala3. Nizampur4. Sawada5. Ladpur6. Mohhamadpur Majri7. Tatesar8. Jounti9. Punjab khore10. Qutubgarh11. Jatkhod12. Chandpur13. Budhanpur majra14. Salahpur majra15. Garhi Rindhala
2.	Rohini	<ol style="list-style-type: none">1. Mangol pur Khurd2. Kirari Suleman Nagar (Pati Nithari)3. Sultan Pur Mazra4. Ranikhera5. Madanpur Dabas6. Begumpur7. Mubarakpur Dabas8. Kirari Suleman Nagar9. Rasul Pur
16.	Saraswati Vihar	<ol style="list-style-type: none">1. Yakut Pur2. Salem pur mazra madipur3. Chokri Mubarkabad

**GOVT. HOSPITALS/ DISPENSARIES/ PRIVATE NURSING HOMES/PRIVATE
HOSPITALS IN DISTRICT NORTH-WEST**

GOVT. HOSPITAL

S. No.	Name & Address of Hospital	Phone No.
1.	Sanjay Gandhi Hospital S Block Mangol Puri Delhi-83	27921117 27916664
2.	Baba Sahab Ambedkar Hospital Sec-6 Rohini New Delhi	27055585
3.	Attar Sain Jain Eye General Hospital Near Britania Chowk Lawrance Road Delhi-35	27188342
4.	Bhagwan Mahaveer Hospital Govt Hospital Delhi Guru Harkishan Marg Pitam pur Delhi-110088	27034537
5.	Deep Chand Bandhu Hospital, GNCTD, Kokiwala Bagh, Ashok Vihar, Phase – IV, Delhi – 11 00 52.	27305953
6.	Muni Maya Ram Jain Hospital, KD Block Pitampura Delhi	2731 7402

LIST OF PRIVATE HOSPITALS

S. No.	Name & Address of Private Hospitals	Phone No.
1	Bhagwan Mahavir Hospital Sector 14 Extension, Near Madhuban Chowk, New Delhi, Delhi 110085	27550441
2	Fortis Healthcare Ltd. A Block shalimar bagh new delhi	45302202
3	Jivodaya hospital Ashok Vihar, Phase-I, Delhi -	27253204
4	Saroj Super Specialty Hospital Maduban Chowk Rohini-85	27903333
5	Jaipur Golden Hospital Institutional Lory Sec Rohini -3 Delhi-85	27907324
6	Rajiv Gandhi Cancer Hospital Sec-5 Rohini delhi-85	27050111
8	Max Super Specialty Hospital FC-50 CNG Block Shalimar Bagh Delhi	66422222
9	Bhagwati Hopital Rohini Sec-13 Delhi-85	27868935
10	Braham Shakti Hospital, Budh Vihar, Delhi	27531683
11	Savitri Hospital, Kanjhawala, Delhi	9818709813
12	Cygnus MLS, Rama Vihar, Delhi	9999655155
13	Maharja Agarsen Hospital, Sec-22, Rohini, Delhi	4077 7666

DISPENSARIES

S. No	Name	Address of Dispensaries	Phone No.
1.	DGD Ashok Vihar,	H-Block, (Near Mont Fort School) Phase-1, Ashok Vihar, Delhi-52	27224165
2.	DGD Jai Dev Park 144	A Madan Park ,Jai Dev Park, Delhi-26	28313111
3.	DGD Jaunti	Village, Jaunti, Delhi-81	25951922
4.	DGD Keshavpuram	C-7 Block C-7, Keshavpuram, Near Gurudwara, Delhi-35	27188270
5.	DGD Kirari	Village Kirari, Delhi-86	25967788
6.	DGD Madan Pur Dabas	Madan Pur Dabas Village, Delhi-81	25951099
7.	DGD Majra Dabas	Village Majra Dabas, Delhi-81	27755536
8.	DGD Mangolpuri	N-Block, Mangolpuri, Resettlement Colony, Delhi-83	27922997
9.	DGD Nizampur	Village Nizampur, Delhi-81	25952916
10.	DGD Prashant Vihar	B-Block, Prashant Vihar, Near Agarwal Dharmshala, Delhi-85	27562092
11.	DGD Rani Khera	Vill. Rani Khera, Delhi-81	25954508
12.	DGD Rohini Court	Address:- Rohini Court Complex, Delhi-85	27552550
13.	DGD Saraswati Vihar	C-Block, Saraswati Vihar, Delhi-34	27023849
14.	DGD Savda Ghevra	Savda Ghevra, Delhi-81	
15.	DGD Sector-13, Rohini	Near Bhagwati Hospital, DGD Building, Sector-13, Rohini, Delhi-85	27867278
16.	DGD Sector-8 Rohini	C-8, Near Church, Rohini, Delhi-85	27940061
17.	DGD Shakurpur	Block-I, DDA Resettlement Colony, Delhi-34	27187380
18.	DGD Shalimar Bagh AC- Block	AC-1, Shalimar Bagh, Delhi-52	27487505
19.	DGD Shalimar Bagh BB-Block	BB Block, Shalimar Bagh, LIG Flats, Delhi-52	27486246
21.	DGD Sultanpuri	B-3 Block, Resettlement colony, Sultanpuri, Delhi-83	25968044
22.	DGD Wazirpur Industrial Area	Wazirpur Ind. Area, Delhi-52	27373814
23.	DGD Wazirpur J.J. Colony	K-Block, Wazirpur, J.J. Colony, Delhi-52	27306145

SEED PUHC

S. No.	Name of Seed PUHC	Address	Contact No.
1	Seed PUHC Aman Vihar	Plot no. 89, Khasra No. 518, Pratap Vihar-II, Suleman Nagar, Kirari, Delhi-86	25180543
2	Seed PUHC Begumpur	Near Indraprastha Public School, Delhi-86	27581424
3	Seed PUHC Budh Vihar	Ph-I, V-26, Budh Vihar, Delhi-86	27531895
4	Seed PUHC Inder Enclave - II	Plot No. B-117, Inder Enclave - II, Delhi – 110086	
5	Seed PUHC Laxmi Vihar	C-1/1, Khasra No. 21/8, Prem Nagar-III, Suleman Nagar, Kirari, DL-86	
6	Seed PUHC Prem Nagar II	U-1686, Prem Nagar-II, Delhi-86	25186103
7	Seed PUHC Prem Nagar III	B-41, Agar Nagar, Prem Nagar - III, Delhi-86	
8	Seed PUHC Pratap Vihar	Plot No 89, Khasra No. 518, Kirari Suleman Nagar, Pratap Vihar, Delhi	

Aam Aadmi Mohalla Clinic:-

S. No.	Area & Location of M&CW Center	Phone No.
1.	Shakurpur Maternity Home; Address:- G Block Shakurpur delhi	27151078
2.	Haiderpur Maternity Home; Address:- In side aurvedic disp. Haiderpur village delhi 83	27492414

MOTHER & CHILD WELFARE CENTER

S. No.	Area & Location of M&CW Center	Phone No.
1.	Satyawati Colony M&CW Centre; Address:- Near MCD Priamary School Satyawati Park Behind Laxmi Bai College Delhi 52	27308107
2.	MCW Rohini Sec.07; Address:- in the premises of Lal Hansraj poly clinic Pkt D 16 Sctr.07 Rohini Delhi 85	27044007
3.	MCW Rohini Sec.03; Address:- G-26, near DDA Sports Complex Sec-3 Rohini	27510385
4.	Keshav Puram M&CW Centre; Address:- Behind MCD Pramary School C-7 Keshav Puram Delhi 34	27153266
5.	Naresh Kumar Goyal M&CW Centre (Ram pura Centre); Address:- Near MCD Priamry Jai Mata Market Delhi 34	27395521
6.	Rani Bagh M&CW Centre; Address:- Near Community center sant nagar road Shakurbasti,rani bagh delhi -34	27308107
7.	Shakurpur E block M&CW Centre; Address:- E Block, Near Samrat Cinema	27183448
8.	Wazirpur M&CW Centre; Address:- Adjacent to police station Ashok Vihar Phase-I	27435615
9.	Pitampura M&CW Centre; Address:- near MCD Primary school UU Block Pitam pura Delhi 34	27344119
10.	MCW Budh Vihar; Address:- M&CW Center MCD Budh Vihar Phase I near MCD Primary School Delhi-86	27531716
11.	MCW Mangolpuri A-Block; Address:- A block Mangolpuri N Delhi 83	27923558
12.	MCW Mangolpuri S Block; Address:- S Block Mangolpuri Delhi	27911080
13.	MCW Sultanpuri C block; Address:- Engineering Works Deptt Office,C Block Sultanpuri Delhi	
14.	MCW Sultanpuri F block; Address:- F Block Janta qtr(Near MC Primary School) Sultanpuri delhi 41	
15.	MCW Karala; Address:- Village Karala	
16.	MCW Ghevra; Address:- Village Ghevra	

LIST OF APPROVED DIAGNOSTIC CENTERS IN NORTH-WEST DISTRICT

S. No	Name of the Diagnostic centre	Location
1	Adhunik Diagnostic Centre	4, (FF) JD Market, Pitam Pura , Delhi -110088
2	Annand Imaging	IA/22A MiG, Ashok Vihar. Phase-I Delhi-110052
3	CD Diagnositc (Sunder Lal Jain Hospital)	Ashok Vihar, Phase-III, Delhi-110052
4	Classic Diagnostic Lab	IA/16B, Ashok Vihar Phase-I Delhi -110052
5	Echo and Colour Doppler Centre	C-1/16 Ashok Vihar. Phase-11 Delhi-110052
6	Ganesh Diagnostics & Imaging Centre (P) LTD.	A-1/109, Sector-8 Pocket –A Near Deepali Chowk Rohini. Delhi-110085
7	Nanda Diagnostic Centre	ED-(A & 31A Madhuban Chowk , Pitam Pura. Delhi-110088
8	Sachdeva Diagnostics Pvt. Ltd.	E-991, Saraswati Vihar. New Delhi-110034
9	Shree the Physiotherapy Clinic	C-509, Saraswati Vihar (facing Main C-Block Park), Pitampura, New Delhi-110034
10	Arham Path Lab.	AD-23A, Outer Ring Road, Pitam Pura. New Delhi-110034
11	Dewan Medical Centre	SD-219 Pitampura. Delhi-88
12	Nasa Scan Centre (P) LTd.	Plot No. 38, Pocket C-9, Sector-8, Rohini Delhi- 110085
13	Shalimar Diagnostic Centre	Ad-130-A Shalimar Bagh Delhi-110088
14	Dr. Aggarwal Diagnostics	Pocket G-29/62 Sector-3, Rohini Delhi

List of Approved Blood Bank in District North-West

S. No.	Name of the Blood Bank	Address
1	Blood Bank	Sanjay Gandhi Memorial Hospital, Mangolpuri. Delhi-110083
2	Blood Bank	Baba Saheb Ambedkar Hospital Sector-6 Rohini, Delhi
3	Lions Blood Bank	Ak-100 Shalimar Bagh. New Delhi-88
4	Blood Bank	Jaipur Golden Hospital, Sector-3, Rohini New Delhi-110085
5	Blood Bank	Ranjiv Gandhi Cancer Hospital Rohini, Delhi-110085
6	Blood Bank	Braham Shakti Hospital Research Centre. U-1/78 Budh Vihar, New Delhi -110041
7	Blood Bank	Saroj Hospital & Heart institute Sector-14 Rohini, Madhuban Chowk, new Delhi -110085
8	CD Diagnostic CT Scan Centre	Sunder Lal Jain Hospital, Ashok Vihar Delhi-52
9	Ganesh Diagnostic & imaging Centre,	109 Pocket A1, Sector-8 Rohini Near Deepali Chowk New Delhi-85 Clinical Laboratory and Radiology investigations including Histopathology, PFT. OPG. EEG, EMG, NCV, VEP, Holter, Mammography and Bone Densitometry
10	Premadhar Research institute and Hospital	In ayurveda- Naturopathy. Yoga Sciences, Deep Vihar, Prahladpur Road, Pooth Kalan (Opp.Sec-24 Rohini) Delhi42 Indian System of Medicine
11	Rajiv Gandhi Cancer institute & Research Centre	Sector-05 Rohini. Delhi-85 Specilized Purpose – Cancer Diagnosis. Cancer Chemotherapy and Radiotherapy
12	Saral Advanced Diagnostic Pvt. LTD.	Shakti Vihar, Delhi-34 MRI Centre & Nuclear, Med. Lab; E-1073 Saraswati Vihar, Delhi -34 Neurological Lab Investigations, Nuclear Medicine Laboratory Investigations. All Radiological investigations, MRI Ct, Ultrasound Color Doppler, Echocardiography, TMT and EEG,
13	Saroj Hospital and heart institute	Instt. Area Madhuban Chowk, rohini, Delhi-85 General And specialized purpose including Cardiothoracic Surgery
14	Sunder Lal Jain Charitable Hospital	Ashok Vihar, Phase III Delhi-52 General and Specialized purpose except cardiac surery, diagnostic procedures
15	Santom Hospital Pvt. LTd	D-56 prashant Vihar, Rohini-85 General purpose
16	Sai Mobident Dental Center,	D-14/231 , 1 st floor, Sector-7 Rohini, Delhi-85 Dental
17	CD. Diagnostic CT Scan Centre,	Sunder Lal Jain Hospital Ashok Vihar Delhi-52
18	Ganesh Diagnostic & Imaging Centre,	109 Pocket A1 Sector 8, Rohini Near Deepali Chowk New Delhi-85 Clinical Laboratory And Radiology Investigations Including Histopathology, PFT. OPG, EEG. EMG, NCV. VEP. TMT, Holter Mammography and Bone Densitometry

PRIVATE NURSING HOMES

S. No.	Name of Private Nursing Home	Address
1.	Krishna Polyclinic	Main Road, Qutab Garh, Delhi
2.	Adarsh Imaging Centre,	D-31, Budh Vihar, Hanuman Mandir wali Gali Delhi
3.	Anand Clinic	N-226-227-228, Mangolpuri,
4.	Baba Girver Dass Charitable Hospital	Main Barwala Road, Opp. Rohini Sec.22, Begumpur, Delhi-110086,
5.	Banke Bihari Nisskam	Plot No.2, Sector-5 Rohini
6.	Care Clinic,	77, Pkt-10, Sector-20, Rohini, Delhi
7.	Chauhan Med. Centre,	D-4/285,286,291 Sultan Puri,
8.	Dr. Jain's Navkar Diagnostics,	B-6/69 Sec-5 Rohini Delhi.
9.	Asha Ultra Sound Clinic	H. No. 183, Ground Floor Pocket-12, Sector-24, Rohini, Delhi-110085,
10.	Dr. Sethi Clinic,	X-432, Mangolpuri Delhi
11.	Dr. Suresh Diagnostic Centre	70 Ground Floor Pocket 10 Sector-22
12.	Ganesh MRI Centre Pvt. Ltd,	Shop no. 5, Isc Market K-Block Mangolpuri Delhi Opp. Sgm hospital
13.	Dr. Rajni Gupta Hospital Pvt Ltd.	New Address – A-72/1, Budh Vihar Ph-I, Delhi-86
14.	Jiwan Charitable Hospital	R.226, 227,228, Mangol Puri, Delhi
15.	Krishna U/S Clinic	225-D-7 Sec.-06 Rohini, Delhi
16.	Megavision Diagnostic,	140, GF, Pocket-12, Sector-24, Rohini, Delhi
17.	Must & More Health Care & Pvt. Ltd. Kings Mall,	3rd Floor, Near Rohini West Metro Station, Sec- 10, Rohini Delhi
18.	Nazar Charitable Hospital	H-1/187, Sultanpuri Delhi
19.	Shashi Ultrasound Centre	B-5/6, Opposite - Mother Divine School, Sector - 4, Rohini, Delhi 110085
20.	Umesh Hospital	E-7/2&3, Shani Bazar Road, Sultanpuri Delhi
21.	Vijay U/S Centre,	H.No-9, Block F-1, Sultanpuri, New Delhi
22.	Dr. Pradeep Nehra,	U/S Clinic, 65, Pocket B-3/65, Sector-6 , Rohini Delhi
23.	Mayur X-Ray & Diag. Centre,	I-1177, Mangolpuri, Delhi

24.	Tomar Multispeciality Hospital,	House No 35 Gali No 2 , Pratap Vihar, Kirari, Nithari Road, Delhi
25.	Muskaan Hospital & Maternity Centre	50-51, Mange Ram Park, Budh Vihar Delhi ,
26.	Family Hospital	B-859-870 , Avantika , Sector-1 , Rohini , Delhi
27.	Accurate Imaging Center	IA, 16-A, Ashok Vihar, Phase-1, Delhi-52
28.	Aggarwal Diagnostic	G-29/62, Sec-3, Rohini, Delhi
29.	Agarwal Hospital	B-1, Rohit Kunj Pitampura, Delhi
30.	Agrawal Hospital	B-16/1, Shalimar Village, Delhi
31.	Agrawal Nursing Home,	2528 & 2469/192, Tri Nagar, Delhi
32.	Anand Imaging Center	IA-22-Ashok Vihar Ph -1 Delhi,
33.	Anupam Diagnostic Center-	BN(Poorvi) 55, Shalimar Bagh, Delhi
34.	Arihant Fertility Centre,	112, 1st Floor, Mp Mall, Pitampura Delhi
35.	Bharat Clinics & Maternity Centre,	169, H.34, Sec-3 , Rohini.
36.	Braham Shakti Charitable Medical Centre	Bhagwan Parshuram Bhawan, Shankar Chowk Tri Ngr. Delhi
37.	Centre Point Clinic	C-8/50, Sec-8 Rohini Delhi-85
38.	D.R. Maternity & Nursing Home,	C2/3, D.R.House, Pragati Market, Ashok Vihar-II, Delhi-52
39.	Delta Diagnostics,	63-Pkt. H.32, Sector-3, Rohini, Delhi 110085
40.	Dito Pitam Pura Clinic,	KP-4, Gopal Mandir Road, Near City Park Hotel, Pitampura
41.	Dr. Jain's Heart Clinic,	B-1/24A Shalimar Bagh Delhi
42.	Dr. S.K.Gupta's Delhi Heart Clinic	529, Pocket-C8, Sector-8, Rohini, Delhi-85,
43.	Dr. Ajay Aggarwal	F-87, Ashok Vihar Ph-I, Delhi
44.	Saransh Poly Clinic,	2932, Sant Nagar, Rani Bagh, New Delhi-110034
45.	Dr. Anu's U/S Center,	112 Engeneers Enclave Pitam Pura Delhi
46.	Dr. B.d. Attam Hospital,	10 Pragatee Mkt.Ph. -2 Ashok Vihar Delhi -
47.	Dr. B.M. Gupta , Bp Sugar, Thyroid Clinic	1662, Shanti Nagar , Tri Nagar Delhi-110035
48.	Dr. Mittal Diag. Center	C-8/193 Sec-8 Rohini Delhi -

49.	Dr. N.C. Krishnamani,	KC-46A,Phase-1,Ashok Vihar,Delhi.
50.	Sehgal Diagnostic	188 Anand Vihar, Pitam Pura.
51.	Dr. Kalra Ultrasound Clinic	E-978 Ground Floor, Saraswati Vihar Delhi
52.	Echo &Color Doppler Center	C-1/16, Ashok Vihar, Ph-II , Delhi
53.	Express Clinic Pvt. Ltd.	E-1/13, BM GF,Sec-7, Rohini Delhi
54.	Fortis Ridge Fertility & IVF Centre	A Block, Shalimar Bagh, Delhi
55.	Friend's X-Ray Centre Lab, E.C.G. U/S.	WZ-2, Yadav Mkt Shakur Pur, Delhi,
56.	Gagan Pathology & Imaging Pvt. Ltd	F-26/21-22, Sec-7, Rohini, Delhi
57.	Ganesh Diag. Center G/F Basement,	CS-Ofc-7, Sec-8 Rohini Delhi -
58.	Ganpati Diagnostic,	E-20/227, Sec-3, 9811110954 Rohini, Delhi
59.	Gupta Diagnostic Center,	27 Bh(W)Dda Mkt Shalimar Bagh Delhi -
60.	Gnh Excel Medical Centre	Bn. -56(E), Shalimar Bagh, Delhi,
61.	Handa X Ray And Clinical Lab.	Pkt H-17 Sector-7 Rohini.
62.	Heart & Hypertension Clinic,	H.No. 30, E-1, Sector-7, Rohini, Delhi
63.	Hitaishi Hospital,	E-15/154 Sec-8 Rohini Delhi -
64.	Images U/S Center,	A1/81 Sec-8 Rohini Delhi
65.	Indira Gandhi Poly Clinic,	Shakur pur, Delhi
66.	Ipp-VIII, Haiderpur, H/C & Maternity Home, MCD	Haiderpur
67.	Jain Child & Maternity Hospital Pvt Ltd.	A.E.7,Shalimar Bagh Delhi
68.	Jain Muni Roshan Lal Charitable	Hospital-2559, Tri Nagar Delhi
69.	Janta Diagnostic Center,	Tu-8 Pitam Pura Delhi.
70.	Kanta Sethi Hospital,	A-777,778 Avantika Sec-2 Rohini, Delhi
71.	Dr. Vivek Kashyap, Kashyap Diagnostics.	Bc-62, (W) Shalimar Bagh,
72.	Kuber Hospital,	12 Chanderlok Pitam Pura, Delhi -
73.	(Lala Hansraj) Mpns Polyclinic MCD	Sector-7, Rohini, Delhi,

74.	Maharaja Agarsein Diagnostic Medical Centre	Shanker Chowk Jai Mata Mkt Lala Rajpat Rai Marg Tri Nagar Delhi
75.	Maharaja Agarsein Hospital,	Ashok Vihar, Delhi
76.	Maheshwari Hospital,	F-1U-41 Pitam Pura, Delhi
77.	Manna Clinic & Maternity & Eye Care	Wz-1367, Rani Bagh,
78.	Mannushree Maternity & Surgery,	Ad-55A, Pitampura, Delhi-
79.	Medha Hospital,	Kp-12 Pitampura Delhi-74
80.	Mega Diagnostic Centre,	A-2/8a, Lawrence Road, Keshavpuram, Delhi - 35
81.	Mother's Lap IVF Centre,	47, Harsh Vihar, IInd Floor, Pitampura, Delhi,
82.	Dr. Nanda Diag. Center ,	Ed-9A Madhuban Chowk Rohini, Delhi
83.	Nasa Scan Center,	C-9/38 Sec-8 Rohini, Delhi
84.	M/s Nasa Scan Centre ,	D-11/150 Sector-8,Rohini Delhi
85.	Navjeevan Hospital	A-12 Pushpanjali Enclave Pitam Pura Delhi
86.	North West Heart Centre,	Citizen Hospital Complex G Floor, B-11/4a, Ground Floor Phase 3, Ashok Vihar Delhi-52
87.	Nulife Skin Care & Diagnostic Centre	Flat No 354 (No. 4, 5) Pocket C-8, Sec-8
88.	Nutas Breast Conservancy Therapy Centre	Gd-21, opp. Pillar no.368, metro station, pitampura, delhi
89.	One Plus Ultrasound	Lab 47, Harsh Vihar Pitam Pura Delhi
90.	Platinum Path Lab,	K-32A, Ashok Vihar Ph-I, Delhi
91.	Prakash Diagnostic & Health Care Centre,	367, Kothi Wala Bagh, Bharat Nagar, Ashok Vihar, Ph-IV, Delhi
92.	Prashant Hospital	C1/17, Prashnat Vihar, Delhi
93.	R.B. Clinic	98, Pkt. 4, Sector-2, Rohini, Delhi
94.	R.G. Stone Urology & Laproscopy Hospital	194, Deepali, Pitam Pura
95.	Raghav Clinic Center	A-1/33 Sec.-7 Rohini, Delhi
96.	S.R. Handa Maternity Clinic,	A-1/138, Lawarane Road, Delhi,
97.	Sachdeva Diag.Pvt Ltd.	E-991 Saraswati Vihar Delhi
98.	Samyak Hospital,	Bm-7, East Shalimar Bagh, Delhi

99.	Samyak U/S Center	H/10, Ph-I Ashok Vihar, Delhi
100.	Sandhu X-Ray & Lab,	Bp-25, (Mig Flats), Pitampura Delhi
101.	Santom Hospital,	D-5, Prashant Vihar, Outer Ring Road, Delhi -
102.	Saral Diagnostic Centre	2 Shakti Vihar Pitam Pura Delhi-34
103.	Shalimar Diag. Center,	Ad-130A, Shalimar Bagh, Delhi -
104.	Sigma Diagnostic & Imaging Centre	17 Tarun Enclave,
105.	Sonography Clinic,	J-137, Ashok Vihar Ph-1, Delhi 52
106.	Suraksha U/S Clinic	B-7 Rana Pratap Bagh Delhi
107.	Swastik Clinic,	G-20/27& 33, 1st Floor, Sect-7, Rohini Delhi-85.
108.	Tara Devi U/S And Imaging Centre,	2A-U&V Block Shalimar Bagh,(Near RBI Colony) Delhi
109.	Tara Memorial Heart, Lung & Diabetes Clinic	Rajdhani Enclave Pitam Pura
110.	The Heart Clinic	U.U.-7, Pitampura, Delhi-110034,
111.	The Heart Lab	546, C-8, Sec-8, Rohini, Delhi
112.	Universal X-Ray & Laboratory	C-143, Shakur Pur Colony, Delhi.
113.	Upchaa,	A-95, Ashok Vihar,Ph-II, Delhi,
114.	Urogyn	F-22/135, Sector-3, Rohini Delhi -
115.	Vardhman Clinic	A-1/5, Sec-8, Deepali Chowk, Rohini, Delhi
116.	Veena Nursing Home	3/A1, Sec-8, Rohini, Delhi
117.	Vikas Diagnostic Centre	Plot No. 291,Gali N0 2, Ambedker Nagar, Haider Pur, Delhi.
118.	Vinod N/H & Mat. Center	287/D-14 Sec-3 Rohini Delhi
119.	Maternity Home, Rani Bagh, Shakurbasti, Delhi Shifted To (Ipp-Viii, Haiderpur, H/C & Maternity Home, MCD	Rani Bagh, Shakurbasti,
120.	Dr. Nishant Heart Centre,	G-29/61, Sector-3, Rohini (Near Mother's Divine School) Main Avantika Road, Delhi-85
121.	Sarvodaya Fertility & IVF Centre,	Gd -28, 1st Floor Pitampura Delhi-34
122.	Dr. Seema Chopra Ultrasound Clinic	B -210, Prashant Vihar Delhi-110034
123.	The Heart Center,	C8/353 Sec-8 Rohini Delhi
124.	Mother's Care Clinic	C-2/1 Prashant Vihar Delhi-85

125.	Dr. Sinha's Medical Diagnostic & Imaging	Wz-2158, Rani Bagh Pitampura Delhi-110034
126.	SRL Ltd ,	Plot No 160, D-11 Sector-8 , Rohini Delhi-85
127.	Medicover Fertility	C-9/63, First Floor Sector-8, Rohini Delhi
128.	Doggy World (Veterinary Clinic)	Plot No 147-148, Pocket B-6, Sector-8 Rohini, Delhi-110085
129.	Saral Advanced Diagnostic Pvt Ltd	E-1073, Saraswati Vihar Delhi
130.	Rajmit Health Care	Bm-185 (West) Shalimar Bagh, Delhi
131.	Hemraj Jain Hospital	A-6, Pushpanjali Enclave, Pitam Pura Delhi
132.	Origyn Fertility And IVF	4th Floor, Netaji Subhash Place, Hb Twin Tower , Wazirpur District Centre , New Delhi-110034
133.	Ganesh Dignostic And Imaging Centre Pvt Ltd	A-1/109, Near Deepali Chowk Sect-8 Rohini Delhi-85
134.	Orbit Diagnostics	A-1/2, G.F and Basement , Prashant Vihar , Delhi
135.	Dr. Lal Path Labs Ltd.	D-11/148 (GF) Sect-8, Rohini, Delhi-85
136.	Indira Ivf Clinic (A Unit Of Indira IVF Hospital Pvt. Ltd)	D-11/145 (GF) near Rohini East Metro Station Opp. Metro Pillar No 391, Sec-8, Rohini Delhi-85
137.	Shubham Clinic Pocket	H 17 House No 102 Sector 7 Rohini Delhi 85
138.	Saral Advanced Diagnostic Pvt Ltd	2 Shakti Vihar, Pitampura, Delhi
139.	The Heart And Bone Clinic	C-8/1, Sector-8 Rohini, Delhi-85
140.	Dr. Lal Path Labs Ltd.	B-2/9, Ground Floor, Ashok Vihar Delhi 52
141.	Namya Medical & Heart Centre	F-18/66, Sector-8, Rohini, Delhi-85
142.	Dreamz IVF	C-573, Ist Floor, Saraswati Vihar , Pitampura Delhi-34

LIST OF EQUIPMENTS AVAILABLE IN EOC (NORTH-WEST)

S. No.	Equipments	Quantity
1.	Lalten Lamp	4
2.	Sleeping Bag	3
3.	Helmet	3
4.	Mega Phone	1
5.	Aska Search Light Tower	2
6.	Rope Ladder (30 fit)	1
7.	First-aid box	2
8.	Diamond concrete cutter with water pump	1
9.	Fire Extinguisher	2
10.	Human Life detector Machine	1
11.	Helmet face visor	7
12.	Floating Water Pump	1
13.	PA System	5
14.	Canopy	2

**LIST OF EQUIPMENTS AVAILABLE IN QUICK RESPONSE VEHICLE OF
DISTRICT NORTH-WEST**

S. No.	Name of Equipment	Qty.
1.	Folding Stretcher (04 Fold)	01
2.	First Aid Kit	02
3.	Search Light	01
4.	Ambu Bag	02
5.	Hammer	01
6.	Rope	01
7.	Shovel	01
8.	Oxygen Cylinder	01
9.	Helmets	06
10.	Aska Light	01
11.	Rubber Gloves	02
12.	Life Jacket	01
13.	Watermist Fire Extinguisher	01
14.	Chainsaw Cutter with Water Pump & Rubber Tub	01
15.	Life Detector Machine	01
16.	PA System	01
17.	Blanket	01
18.	Light Force Torch	01

DISASTER PREPAREDNESS:**DISTRICT LEVEL QUICK RESPONSE TEAM (QRT)**

S. No	ESF	Function	Nodal Agency	Nodal Officer	Alternative Nodal Officer
1.	ESF-1	Communication	MTNL	Sh Hitesh (DGM) Address: MTNL Office Sanchar Parisar, Near Jai Pur Golden Hospital,Sec-3 Rohini, Delhi-110085 Contact No: 9013413418 27915300	Sh B. V. Mishra (AGM) Address: MTNL Office Sanchar Parisar, Near Jai Pur Golden Hospital,Sec-3 Rohini, Delhi-110085 Contact No 9013139974 27925922
2.	ESF- 2	Evacuation	Delhi Police	Smt. Usha Rangnani DCP North-West Address: Deep Cinema Market Ashok Vihar Phase-II Delhi-52 Contact No: 9818099046 27229835	Sh. Pranav Payal DCP Rohini Address: DCP Office PS Begumpur Ist Floor, Sec- 23, Rohini, Delhi-81 Contact No 9818099051 27579001,27579004
3.	ESF- 3	Search & Rescue	Delhi Fire Services	Sh. D. B. Mukherji Div. Officer Address: Roop Nagar Fire Station Delhi-07 Contact No: 8368384684, 25158082	Sh C. L. Meena Asstt. Div. Officer Address: Roop Nagar Fire Station Delhi-07 Contact No: 9968411425, 23842505
4.	ESF- 4	Law & Order	Delhi Police	Smt. Usha Rangnani DCP North-West Address: Deep Cinema Market Ashok Vihar Phase-II Delhi-52 Contact No: 9818099046 27229835	Sh. Pranav Payal DCP Rohini Address: DCP Office PS Begumpur Ist Floor, Sec- 23, Rohini, Delhi-81 Contact No 9818099051 27579001,27579004
5.	ESF- 5	Medical Response & Trauma Counseling	Department of Health	Dr. Minakshi Hembram CDMO (NW) Address: Delhi Govt Dispencery Complex Near Baghwati Hospital, Sec-13 Rohini Delhi-85 Contact No: 8447865086 27861592	Dr. Renu Aggrwal Addl. CDMO (NW) Address: Delhi Govt Dispencery Complex Near Baghwati Hospital Sec-13 Rohini Delhi-85 Contact No: 9873266639 27861592
6.	ESF- 6	Water Supply	Delhi Jal Board	Sh. Mukesh Jindal, Superintending Engineer Address: MU Block Pitampura Near Citi park Delhi-34 Contact No:	Sh Vashist Superintending Engineer Address: Office Of The Delhi Jal Board Sewage Treatment Plant Rithala

				9650291130, 27344701	Delhi
7.	ESF- 7	Relief	Department of Revenue	Smt. Cheshta Yadav, IAS (District Magistrate North-West) Address: O/o District Magistrate North West Kanjhawala Delhi-81 Contact No: 25953785	Sh. Sudhakar (Addl. District Magistrate North-West) Address: O/o District Magistrate North West kanjhawala Delhi-81 Contact No: 25953786
8.	ESF-8	Debris and Road Clearance	MCD	Sh. Ankit Mishra Deputy Commissioner NDMC Rohini Zone Contact No: 8860061158	Ms Anjali Sehrawat Deputy Commissioner NDMC Narela Zone Contact No: 9910768918, 27283262
9.	ESF- 9	Help lines, Warning dissemination	Department of Revenue	Smt. Cheshta Yadav, IAS (District Magistrate North-West) Address: O/o District Magistrate North West Kanjhawala Delhi-81 Contact No: 25953785	Sh. Sudhakar (Addl. District Magistrate North-West) Address: O/o District Magistrate North West kanjhawala Delhi-81 Contact No: 25953786
10.	ESF- 10	Electricity	TPDDL	Sh. Sanjay Chadda, Assistant General Manager Address: Corporate office NDPL House Hudson-9 Kingsways Camp delhi-110009 Contact No: 9717704151	Sh Rajesh Bahl Urban Circle Head Address: Distt. Office Building, 33 KV Grid, Sub Station, Near Jaspal Kaur Public School, Shalimar Bagh, Delhi Contact No. 9810191664
11.	ESF- 11	Transport	DTC	Sh. Sakil Ahmed Khan Regional Manager (NW) Address: Subhash Place Depot, Wazir Pur Delhi-110035 Contact No: 8744073050 27198567	

OPEN AREAS IN DISTRICT NORTH WEST

S. No.	Area
1	E-sub registrar Office Kanjhawala,
2	Adventure Island, Metro Walk, Rithala, Delhi.
3	Govt. Boys and Girls Senior Secondary School, Sec-20 Rohini Delhi.
4	Govt. Boys Senior Secondary School, FU block Pitam Pura Delhi
5	Govt. Girls Senior Secondary School, Karala, Delhi
6	MCD, Community Hall of Karala, Delhi
7	MCD, Community Hall of Wazir Pur Village, Delhi
8	MCD Community Hall, Sahi Pur Village, Shalimar Bagh, Delhi
9	Govt. Boys, Senior Secoundry School No. 2 Shakur Pur, Delhi

List of Disaster Management equipment under at North Delhi Municipal Corporation Disaster Management Centre, Opp. Rohini District Court, Madhuban Chowk, Delhi		
S. No.	Name of Items	Quantity
1.	Diamond Blade Disk Cutter	2
2.	Torzen Power Pack Unit with Gas Cutter	1
3.	Crow Bars (5' Long)	8
4.	Safety Helmet	55
5.	Joseph Cyril Bam ford (JCB)	1
6.	Rope Bundle	1
7.	PA System	1
8.	Combination Safety Shower	1
9.	Traffic Cones	30
10.	Full Face Mask (Respirator)	4
11.	Portable Oxygen Cylinder	2
12.	Hydraulic Hammer JCB Attachment	1
13.	Dumper	1
14.	Hydraulic Dice Cutter Saw	1

Annexure-XII

List of Equipments available in Delhi Civil Defence, District North-West

S.No.	Description of Items	Number of Items
1	Ladder Ext.35 Aluminium	2
2	Structure Wooden	4
3	Guide Line 40x1/1/2	4
4	Rope 200x3	1
5	Rope 200x2	1
6	Bucket Teen	12
7	Fire Stand	2
8	Light Axe	10
9	Fire Hook	2
10	Shovel GS	4
11	Stirrup Pump	10
12	Petro max	5
13	Torch 03 Cell	20
14	Blanket	10
15	Helmet Green	8
16	Helmet White	8
17	Gum Boot	16
18	Splint Set Small	1
19	Splint Set Large	1
20	Fire Ext. Water Type	2
21	Fire Ext.DCP	2
22	Fire Ext.CO2	1
23	Fire Tray	1
24	Hammer 10 lbs	2
25	Hammer Small	2
26	Crow Bar	10
27	Durries 6x3	15
28	Durrie Big	2
29	Pulley Single Shive	2
30	Pulley Double Shive	2
31	Pulley Three Shive	2
32	Pulley Single Shive Block	2
33	Siren Hand Operated	2
34	Jumping Sheet	2
35	Rope Steel Wire 1,100”	1

36	Tasla Iron	10
37	First Aid Box	4
38	Shesh Cord	15

ANNEXURE-XIII

SCHOOLS IN DISTRICT NORTH-WEST

DELHI GOVERNMENT SCHOOL:

S. NO.	ZONE	SCHOOL NAME	ADDRESS	PHONE
1	North West B	Chandpur Majra-SV	Chandpur Majra	27751546
2	North West B	Ghevra-SV	Ghevra	25951517
3	North West B	Jaunti-SV	Jaunti	25953200
4	North West B	Kanjhawala-SKV	Kanjhawala	25951417
5	North West B	Karala-SKV	Karala	25951691
6	North West B	Karala-GBSSS	Karala	25950398
7	North West B	Punjab Khore-G(Co-ed) MS	Punjab Khore	25951533
8	North West B	Qutabgarh-SKV	Qutabgarh	27741029
9	North West B	Sawada(Ghevra) Colony H-Block- SV	Sawada(Ghevra) Colony H-Block	24533400
10	North-West B	Sawada (Ghevra) Colony, A-Block SKV	Sawada(Ghevra) Colony A-Block	24522997
11	North-West B	Sawada(Ghevra) Colony,A-Block-SBV	SBV,A-Block,Sawada (Ghevra)Colony,Delhi	25185221
12	North West B	Ladpur-GBSS	Ladpur	25951780
13	North West B	Nizam Pur-G(Co-Ed)SSS	Vill & P. O. Nizampur	25953634
14	North West B	Sultanpuri, Block-C, Sarvodaya Sr. Sec. Vidyalaya	Block-C, Sultanpuri	25478635
15	North West B	Mangolpuri, Block K-SBV	Mangolpuri, Block K-I	27923469
16	North West B	Sultanpuri, Block C- SBV	Sultanpuri	25961656
17	North West B	Sultanpuri, Block BC-GBSSS	Block-BC, Sultanpuri	25479702
18	North West B	Pooth Kalan-SBV	V. & P. O. Pooth Kalan, Nangoli Road	25472351
19	North West B	Sultanpuri, Block H- SBV	Block-H, Sultanpuri	25483312
20	North West B	Mangolpuri, Block U-GBSSS	Block-U, Mangolpuri	27918931
21	North West B	Mangolpuri, Block R-SBV	Block-R, Mangolpuri	27917066
22	North West B	Mangolpuri, Plot	Plot No. 2, Kamdhenu,	27911284

		II,Kamdhenu- SBV	Mangolpuri	
23	North West B	Mangolpuri, Block O- SBV	Block-O, Mangolpuri	27912157
24	North West B	Sultanpur Majra, G (Co-ed) Secondary School	Sultanpur Majra	25961414
25	North West B	Mangolpuri, Block Y- SBV	Block-Y, Mangolpuri	27913476
26	North West B	Sultanpuri, Block P-G(Co- ed)SSS	Block-P-2 Sultan Puri	25489691
27	North West B	Mangolpuri, Block-C, S(Co- ed)Sr. Sec. Vidyalaya	Mangolpuri, Block-C	27921323
28	North West B	Mangolpuri, Block H-SKV	Block-H, Mangolpuri	27924464
29	North West B	Mangolpuri, Block D-SKV (Kamdhenu)	Mangolpuri, Block -D, Kamdhenu	27924465
30	North West B	Sultanpuri, Block C-SKV	Block-C, Sultanpuri	25477160
31	North West B	Pooth Kalan-SKV	V. & P. O. Pooth Kalan, Nangoli Road	25962455
32	North West B	Sultanpuri, Block H-SKV	Block-H, D-41, Sultan Puri	25478850
33	North West B	Mangolpuri, Block U-SKV	Block-U, Mangolpuri	27914467
34	North West B	Mangolpuri, Block O-SKV	Mangolpuri, Block -O	27921129
35	North West B	Mangolpur Kalan-G(co-ed)sss	Mangolpur Kalan	27917190
36	North West B	Sultanpuri, Block BC-GGSSS	Sultanpuri, Block BC	25483479
37	North West B	Mangolpur Khurd- GBSSS	Mangolpur Khurd	27921704
38	North West B	Mangolpuri, Block Q-SKV	Block-Q, Mangolpuri	27911145
39	North West B	Mangolpuri, Block-K-2,SV	Block-k-2, Mangolpuri	27921533
40	North West B	Sultanpuri, F-Block, GBSSS	Block-F, Sultanpuri	25961509
41	North West B	Pooth Kalan, Rohini Extn., Sector 20- SKV	Pooth Kalan, Rohini Extn.	25183211
42	North West B	Sultanpuri, D-Block, GBSSS	Block-D, Sultanpuri	25470548
43	North West B	Sultanpuri, E-Block, GBSSS	Block-E, Sultanpuri	25961616
44	North West B	Sultanpuri, A-Block- SBV	Block-P-2, Sultanpuri	25483618
45	North West B	Sultanpuri, D-Block,GGSSS	Block-D, Sultanpuri	25181544
46	North West B	Sultanpuri, Block F-GGSSS	Block-F, Sultanpuri	25961507
47	North West B	Mangolpuri, Block P- SBV	Mangolpuri, Block P	27922299
48	North West B	Mubarkpur Dabas, No.1- GBSSS	Mubarakpur Dabas	25961527
49	North West B	Nithari Village- SBV	Nithari	25968399
50	North West B	Nithari-SKV	Village Nithari	25183000
51	North West B	Rani Khera-S(Co-ed)V	Rani Khera	25952410

52	North West B	Mongolpuri, Block D GBSSS	Mongolpuri, Block D	27911389
53	North West B	Nithari-GGSSS	Village Nithari	25480832
54	North West B	Nithari-GBSSS	Village Nithari	25961334
55	North West B	Mubarikpur Dabas-GGSSS	Mubarakpur	25483451
56	North West B	Pooth Kalan, Rohini Extn., Sector 20- SBV	Pooth Kalan, Rohini Extn.,Sector 20	27581399
57	North West B	Mubarakpur Dabas, No-2,GGSSS-1412253	Mubarakpur Dabas	25961719
58	North West B	Mubarkpur Dabas, No.2-GBSSS	Mubarakpur Dabas	
59	North West B	Nithari Village- GGSS	Nithari Village, Delhi	
60	North West B	Nithari Village- GBSS	Nithari Village, Delhi	
61	North West B	Rohini, Sector 6-SV	Rohini, Sect.6	27046685
62	North West B	Rohini, Avantika, Sec-1 GBSSS	Avantika, Rohini, Sect-I	27512620
63	North West B	Rithala-GBSSS	Vill & P.O. Rithala	27052432
64	North West B	Rohini, Avantika, Sector 1-GBSSS	Sector-1, Avantika, Rohini	27510913
65	North West B	Rithala-SKV	Rithala	27056647
66	North West B	Rohini, Avantika, Sector 1-SKV	Avantika, Rohini, Sect-I	27517094
67	North West B	Rohini, Avantika, Sector 1-GGSSS	Opp. Block-D, Sector-I, Avantika	27521064
68	North West B	Begumpur-GBSSS	Begumpur	25185221
69	North West B	Begampur, GGSSS	Begampur	27581947
70	North West B	Rohini, Sec-24- GGMS	GGMS, Sec-24, Rohini, Delhi	
71	North West B	Rohini, Sec-24- GBMS	GBMS, Sec-24, Rohini, Delhi	27052432
72	North-West A	Mubarakpur Dabas, No-2,GGSS	Mubarakpur Dabas	
73	North West B	Anandwas-SBV	Anandvas, Lok Vihar	27354488
74	North West B	Shakurpur, No.1-SBV	Shakurpur	27188179
75	North West B	Ashok Vihar, Phase I, Block H-SBV	Block-H, Phase-I, Ashok Vihar	27416585
76	North West B	Kailash Enclave-SV	Kailash Enclave	27024974
77	North West B	Pitampura, Block GP-Sarvodaya Co-ed SSS	Pitampura, Block GP	27325477
78	North West B	Pitampura, Block FU-SV	Pitampura, Block GP	27344780
79	North West B	Keshavpuram, No.1-GBSSS	Keshawpuram,	27194992

80	North West B	Keshavpuram, No.2-GBSSS	C-4, Keshav Puram	27193562
81	North West B	Shakurpur, No.2-GBSSS	Shakurpur	27184760
82	North West B	Tri Nagar, Narang Colony-GBSSS	Narang Colony, Tri Nagar	27392125
83	North West B	Ashok Vihar, Block D-GBSSS	Block-D, Ashok Vihar	27118298
84	North West B	Ashok Vihar, Phase II-GBSSS	Phase-II, Ashok Vihar	27144668
85	North West B	Rani Bagh-GBSSS	Rani Bagh	27014681
86	North West B	Pitampura, Block SU-GBSSS	Pitampura	27343081
87	North West B	Rampura- GBSSS	RAMPURA, DELHI	27395005
88	North West B	Bharat Nagar-GBSSS	Bharat Nagar	27444928
89	North West B	Keshavpuram, Block A-SKV	Keshav Puram	27101192
90	North West B	Wazirpur, J.J. Colony-GBSSS	Wazirpur, JJ Colony	27451262
91	North West B	Ashok Vihar, Phase I, Block H-SKV	Block-H, Phase-I, Ashok Vihar	27416588
92	North West B	Ashok Vihar, Phase II-SKV	Phase-II, Ashok Vihar	27217190
93	North West B	Keshavpuram, No.1-SKV	Keshav Puram	27107990
94	North West B	Keshavpuram, No.2-SKV	Keshavpuram,	27193562
95	North West B	Shakurpur, No.2-SKV	Shakurpur	27101348
96	North West B	Bharat Nagar-SKV	Bharat Nagar	27304928
97	North West B	Rampura-SKV	Rampura	27391669
98	North West B	Wazirpur, J.J. Colony-SKV	J. J. Colony, Wazirpur	27451263
99	North West B	Wazirpur Village-SV	Wazirpur Village	27215661
100	North West B	Tri Nagar, Narang Colony-GGSSS	Tri Nagar	27395482
101	North West B	Anandwas-GGSSS	Anandwas	27190074
102	North West B	Ashok Vihar, Block D-GGSSS	Ashok Vihar,Phase-1	27413527
103	North West B	Pitampura, Block SU-GGSSS	Block-SU, Pitampura	27341035
104	North West B	Saraswati Vihar, Block A-GGSSS	Block-A, Saraswati Vihar	27026384
105	North West B	Rani Bagh-GGSSS	Rani Bagh	27014681
106	North West B	Anandwas- GGSSS	Block-B, Anandwas, ShakurPur	27035254
107	North West B	Saraswati Vihar, Block C-SV	Block-C, Saraswati Vihar	27018451
108	North West B	Sharda Niketan-SV	Sharda Niketan	27023127
109	North West B	Shakurpur, No.1-GGSSS	Shakurpur	27184760

110	North West B	Sainik Vihar-G(Co-ed)SSS	Sainik Vihar,Delhi-110034	27015176
111	North West B	Rohini, Sector 3-SV	Rohini,Sect.3	27524352
112	North West B	Rohini, Sector 2 - G(Co-ed) Sarvodaya Vidyalaya	Sector-2, Rohini	27511847
113	North West B	Parshant Vihar-GBSSS	Prashant Vihar	27862745
114	North West B	Sarvodaya Co-ed Vidyalaya Sec. 8 Rohini	Scct-8, Rohini	27944242
115	North West B	Prashant Vihar-SKV	Block-D, Sector-14, Prashant Vihar	27567915
116	North West B	Rohini, Sector 7-SV	Sector-7, Rohini	27050353
117	North-West A	Shalimar Bagh, Block BT-SV	BT-Block, Shalimar Bagh	27479597
118	North-West A	Shalimar Bagh, Block B(AH)- GBSSS	Block-B(AH), Shalimar Bagh	
119	North-West A	Shalimar Bagh, Block AP- GGSSS	AP-Block, Shalimar Bagh	
120	North-West A	Shalimar Bagh, Block AP- GBSSS	AP-Block, Shalimar Bagh	27482689
121	North-West A	Shalamar Village-GGSSS	Shalimar Village-Delhi	27496060
122	North-West A	Haider Pur-GGSS	Haider Pur- Delhi	27498870
123	North-West A	Shalimar Bagh, Block BL- SKV	BL-Block, Shalimar Bagh	27495281
124	North-West A	Shalimar Bagh, Block B(AH)- SKV	Block-B(AH), Shalimar Bagh	27489964
125	North-West A	Shalimar Bagh, Block BT- RPVV	Block-BT, Shalimar Bagh	27483136
126	North-West A	Haider Pur-GBSS	Haider Pur, Delhi	
127	North-West A	Shalamar Village-GBSSS	Shalimar Village-Delhi	
128	North-West A	Sharda Niketan-SV	Sharda Niketan	27023127

PRIVATE/ PUBLIC SCHOOL:

S. NO	SCHOOL NAME	ADDRESS	CONTACT NO.
1	ST. ROSIER PUBIC SCHOOL	BH-732 SHALIMAR BAGH DELHI	27497367
2	ST. VYAS SCHOOL	BK-1, SHALIMAR BAGH, POORVI, DELHI	27495145
3	DARBARI LAL DAV MODEL SCHOOL	BN-BLOCK, SHALIMAR BAGH, DELHI	27477634
4	NORTH DELHI PUBLIC SCHOOL	B/P BLOCK, SHALIMAR BAGH, DELLHI	27471879
5	NEW SHALIMAR PUBLIC SCHOOL	BLOCK BM PASHCHIMI SHALIMAR BAGH DELHI	27481393
6	PRABHU DAYAL PUBLIC SCHOOL	DAKSHINI BLOCK-A, SHALIMAR BAGH, DELHI	27482091
7	GOODLEY PUBLIC SCHOOL	B/D BLOCK SHALIMAR BAGH DELHI - 110088	27471797
8	MODERN PUBLIC SCHOOL	B-BLOCK,SHALIMAR BAGH, DELHI-88	27480118
9	TAGORE MODERN PUBLIC SCHOOL, BN (WEST) SHALIMAR BAGH	TAGORE MODERN PUBLIC SCHOOL, BN (WEST) SHALIMAR BAGH, DELHI-88	9811598688
10	JASPAL KAUR PUBLIC SCHOOL	BLOCK B-PASCHIMI , SHALIMARBAGH,DELHI-88	27476597
11	GURU ANGAD PUBLIC SCHOOL	GURUDWARA COMPLEX PHASE-I ASHOK VIHAR DELHI	30948245
12	MAHARAJA AGRASEN MODEL SCHOOL	PITAM PURA NEW DELHI-110088	27311113

13	APEEJAY SCHOOL PLOT NO-10 ROAD NO-42	SAINIK VIHAR PITAMPURA NEW DELHI-110034	27022140
14	D.A.V. PUBLIC SCHOOL	ASHOK VIHAR PHASE IV DELHI-110052	2748016
15	MAHARAJA AGARSEN PUBLIC SCHOOL	ASHOK VIHAR PHASE-IV DELHI-110052	27131431
16	SPRING FIELD SCHOOL	F D-BLOCK PITAM PURA DELHI-110088	27315284
17	JAGANNATH INTERNATIONAL SCHOOL	F-1/4 VISHAKHA ENCLAVE PITAMPURA NEW DELHI-88	27341230
18	LIONS PUBLIC SCHOOL	J-BLOCK PHASE I ASHOK VIHAR NEW DELHI-110052	27228178
19	M.M. PUBLIC SCHOOL	VASUDHA ENCLAVE PITAM PURAM DELHI-110034	27187701
20	JAGANNATH INTERNATIONAL SCHOOL	PUSHPANJALI ENCLAVE, PITAMPURA, DELHI-32	27017118
21	R.N.PUBLIC SCHOOL	915 RANI BAGH DELHI-110034	0
22	ST.PRAYAG PUBLIC SCHOOL	ZONE H-4/5 PITAM PURA DELHI-110034	27011134
23	ROSE MARRY PUBLIC SCHOOL	PITAMPURA DELHI-110088	27315608
24	INDIAN CONVENT SCHOOL	CU-BLOCK PITAM PURA DELHI-110088	27346980
25	MATA SHIV DEVI PUBLIC SCHOOL	A-2 KESHAV PURAM DELHI-110035	27182850
26	BLOOM ERA PUBLIC SCHOOL	285/23 ONKAR NAGAR-B TRI NAGAR DELHI-110035	27384207
27	NAV BHARTI PUBLIC SCHOOL	DEEPALI PITAMPURA DELHI-110034	27010908
28	MAHAVIRA INTERNATIONAL SCHOOL	1149 DEVA RAM PARK TRI NAGAR DELHI-110035	27384381
29	ST.COLUMBO PUBLIC SCHOOL	M.P.ENCLAVE PITAM PURA DELHI-34	27195514
30	BRILLIANTS CONVENT	WEST ENCLAVE, PITAMPURA, DELHI	27032325
31	BAL BHARTI MODEL SCHOOL	30 RISHI NAGAR RANI BAGH DELHI-34	27015333

32	RISING STAR ACADEMY	110 RAJ NAGAR PITAM PURA DELHI-110034	27194677
33	MATA JAI KAUR PUBLIC SCHOOL	ASHOK VIHAR PH-III DELHI- 110052	27221674
34	MUNI MAYA RAM JAIN PUBLIC SCHOOL	PP BLOCK PITAM PURA DELHI- 110034	27428440
35	GURU NANAK PUBLIC SCHOOL	PUSHPANJALI ENCLAVE PITAM PURA DELHI-110034	27017260
36	S.D.PUBLIC SCHOOL	BU-BLOCK PITAMPURA DELHI- 110088	27344932
37	SUNRISE CONVENT SCHOOL	D-16 SATYAWATI NAGAR ASHOK VIHAR III DELHI-110052	27226364
38	MONFORT SCHOOL	ASHOK VIHAR DELHI-110052	27130841
39	RAVINDRA PUBLIC SCHOOL	SD-QD BLOCK PITAMPURA DELHI-88	27312598
40	CRESCENT PUBLIC SCHOOL	SARASWATI VIHAR PITAM PURA DELHI-110034	27016688
41	RUKMINI DEVI PUBLIC SCHOOL	CD BLOCK PIAMPURA DELHI- 110088	27314235
42	NEW STATE ACADEMY SR.SEC.SCHOOL	ZONE H/4 PITAMPURA NEAR TELEPHONE EXCH SARASWATI VIHAR	27011619
43	SACHDEVA PUBLIC SCHOOL	FP BLOCK MAURYA ENCLAVE PITAMPURA DELHI-110088	27322252
44	KULACHI HANSRAJ MODEL SCHOOL	ASHOK VIHAR PHASE-III DELHI- 110052	27143364
45	BAL BHARATI PUBLIC SCHOOL	PUSHPANJALI ENCLAVE PITAMPURA DELHI-110034	27028600
46	TYAGI PUBLIC SCHOOL	B-3 KESHAV PURAM DELHI	27184769
47	LITTLE FAIRY PUBLIC SCHOOL	ASHOK VIHAR PH-I DELHI- 110052	27120635
48	ST. STEPHENS SCHOOL	PU BLOCK, PITAMPURA, DELHI- 110088	27342777
49	DLDV PUBLIC SCHOOL	PITAMPURA	27318067
50	SPRINGDAYS MODEL SCHOOL	ASHOK VIHAR	27228317
51	ST. MICHEAL ACADEMY	RANI BAGH	27019587
52	MAHARAJA AGARSEN ADARSH VIDYALAYA	PITAMPURA	27342984

53	DAV PUBLIC SCHOOL	PUSHPANJALI ENCLAVE, PITAMPURA	27010377
54	J.N.MODERN PUBLIC SCHOOL	1220 RANI BAGH DELHI-11034	27025862
55	ABHINAV PUB. SCHOOL	PITAM PURA,DELHI	27344147
56	AADHARSHILA VIDYA PEETH	CD-BIK, PITAM PURA,DELHI	27311222
57	PRESIDIUM SCHOOL (Morning Shift)	ASHOK VIHAR,PHASE-II,DELHI	32417772
58	PRESIDIUM SCHOOL (Evening Shift)	ASHOK VIHAR,PHASE-II,DELHI	
59	MAXFORT SCHOOL	PARWANA ROAD, PITAMPURA,DELHI	27034035
60	LAUREL HIGH THE SCHOOL	BEHIND IDPL,CHBS(NEAR ASHIANA CHOWK), PITAMPURA, DELHI	
61	ROCKFIELD PUBLIC SCHOOL	SECTOR-3 ROHINI, DELHI	27516889
62	NEW BAL BHARTI PUBLIC SCHOOL	SEC. SCHOOL SECTOR-7 ROHINI DELHI	27050227
63	DECENT PUBLIC SCHOOL	B-BLOCK SECTOR-3 NEAR JAIN STHANAK ROHINI DELHI	9711555603
64	HAPPY HOME PUBLIC SCHOOL	POCKET B-4 SECTOR-2 ROHINI DELHI	27048370
65	HIMALAYA PUBLIC SR. SEC. SCHOOL	D-12, SECTOR-7 ROHINI, DELHI	27046118
66	DELHI INTERNATIONAL SCHOOL	PKT-B-5 SECTOR-3 ROHINI DELHI	27525293
67	MOTHER DIVINE PUBLIC SCHOOL	SECTOR-3 ROHINI DELHI	27523467
68	MANVI PUBLIC SCHOOL	BLOCK-C SECTOR-7 ROHINI DELHI	27045080
69	MERRY INTERNATIONAL SENIOR SECONDARY PUBLIC SCHOOL	H-19 SEC-7 ROHINI	27049347
70	ST. MARGARET SR. SEC. SCHOOL	D-BLOCK PRASHANT VIHAR (ROHINI) DELHI	27562015
71	GITARATTAN JINDAL PUBLIC SCHOOL	SECTOR-7 ROHINI DELHI	27045607

72	YUVASHAKTI MODEL SCHOOL	SECTOR-3 ROHINI DELHI-85	27515659
73	ROHINI PUBLIC SCHOOL	VILLAGE AND POST OFFICE NEHAR PUR ROHINI SEC-7 DELHI	27040270
74	ST. GIRI SR. SEC. SCHOOL	SECTOR-3, ROHINI, DELHI-85	27516622
75	DAV PUBLIC SCHOOL	SECTOR-7, ROHINI, DELHI-85	27043298
76	PRESTIGE CONVENT SR.SEC. SCHOOL	SECTOR-8 ROHINI,DELHI	27912442
77	TULA RAM PUBLIC SCHOOL	SECTOR-2 ROHINI, DELHI	11647604
78	NORTH-EX PUBLIC SCHOOL	POCKET-G/27, SECTOR-03, ROHINI, DELHI-85	27515777
79	TECNIA INTERNATIONAL SCHOOL	F-19,SECTOR-8,ROHINI,NEW DELHI-85	27948500
80	HIMALAYA FOUNDATION SCHOOL	NS 26 BEHIND JP BLCK MRKT MOURYA ENCLAVE PITAMPURA D 34	
81	ABHINAV SENIOR SECONDARY PUBLIC SCHOOL	SECTOR-3 ROHINI DELHI-110085	27510264
82	LANCERS CONVENT	PRASHANT VIHAR, DELHI	27562815
83	DELHI CITY SCHOOL	PKT C8, SECTOR-8, ROHINI, DLEHI	
84	VISHAL BHARTI PUBLIC SCHOOL	SARASWATI VIHAR PITAM PURA DELHI	47155666
85	P.P. INTERNATIONAL SCHOOL	PITAMPURA, DELHI	9560892325
86	BAL BHARTI PUBLIC SCHOOL	SECTOR-14, ROHINI, DELHI	9810469166
87	REMAL PUBLIC SCHOOL	SECTOR-3, ROHINI, DELHI-85	9810408228
88	POLESTAR PUBLIC SCHOOL	SECTOR-2 ROHINI, DELHI	8076958824
89	G.D. GOENKA PUBLIC SCHOOL	SECTOR-9, ROHINI, DELHI	
90	CRPF Public School	PRASHANT VIHAR, DELHI	
91	P.S.M. PUBLIC SCHOOL	PRATAP VIHAR KIRARI EXTN NANGLOI NEW DELHI-110041	5182872

92	TIN PUBLIC SCHOOL	E-57 KISHAN VIHAR NEW DELHI-110041	25471565
93	DEVENDRA PUBLIC SCHOOL	Z-105 PREM NGR KIRARI NEW DELHI-110041	25478501
94	SUN SMILE PUBLIC SCHOOL	A1/155 AMAN VIHAR NEW DELHI-110041	25187730
95	C.P.M. PUBLIC SCHOOL	D1/40 HARI ENCLAVE SULTANPURI NEW DELHI-110041	25965834
96	P.D.MODEL SEC.SCHOOL	6/88 P.F.E.SULTANPURI NEW DELHI-110041	25476720
97	BALESHWAR MEMORIAL PUBLIC SCHOOL	G-120 PREM NAGAR I NANGLOI NEW DELHI-110041	25188313
98	BAL STHALI PUBLIC SCHOOL	KIRARI NANGLOI NEW DELHI-110041	25474271
99	NAVEEN PUBLIC SCHOOL	VILL NITHARI DELHI-41	25181257
100	JOHNEY PUBLIC SCHOOL	70 FEET ROAD PREM NAGAR-II NANGLOI NEW DELHI-110041	9213939445
101	M.D. MEMORIAL PUBLIC SECONDARY SCHOOL	INDRA JHEEL SULTANPURI NANGLOI NEW DELHI-41	25187237
102	BAL VIDYA MANDIR MODEL SCHOOL	ROHINI POOTH KALAN DELHI-110041	25785938
103	AKASH MODEL SCHOOL	BALJEET VIHAR EXT NITHARI NANGLOI DELHI	25476467
104	R.K.MEMORIAL PUBLIC SCHOOL	KARAN VIHAR DELHI-110041	9717422266
105	AKHIL BAL VIDYALAYA	221-23 FRIENDS ENCLAVE S.P.ROAD NANGLOI DELHI-	25474512
106	NAV JYOTI PUBLIC SCHOOL	KARAM VIHAR HARI ENCLAVE SULTAN PURI NEW DELHI-110041	3128263
107	S.M.PUBLIC SCHOOL	Z-183 PREM NAGAR II KIRARI NANGLOI DELHI-41	25472597
108	CH. KHUSHI RAM MODEL SCHOOL	MAIN MUBARIK PUR ROAD INDER ENCLAVE NEW DELHI-110041	55196740
109	BHARAT SHAKTI PUBLIC SCHOOL	KRISHAN VIHAR DELHI-110041	25484213
110	SHRI TULA RAM PUBLIC SCHOOL	AMAN VIHAR DELHI	25470699
111	G.N.PUBLIC SCHOOL	A-97 RAJ PARK S.P ROAD DELHI-110041	30925009

112	B.S.M.PUBLIC SCHOOL	VILLAGE NITHARI NANGLOI DELHI-110041	25475436
113	R.R.GITA BAL BHARTI PUBLIC SCHOOL	JALABI CHOWK SULTAN PURI DELHI	25181134
114	DEEP MODERN PUB. SCHOOL	PREM NAGAR-III, MUBARAK PUR, NANGLOI, DELHI-41	
115	HEERA LAL PUB. SCHOOL	BHAGYA VIHAR, JAIN COLONY, MADAN PUR, DABAS,DELHI-81	55769739
116	MEER PUB. SCHOOL	A-666-667,MEER VIHAR, MADAN PUR DABAS,DELHI	39586924
117	CH. BALDEV SINGH MODEL SCHOOL	BALDEV PARK MAIN MUBARIK PUR ROAD NEW DELHI-110041	25475315
118	G.D. GOENKA PUBLIC SCHOOL	PLOT NO3,POCKET-7,SECTOR- 22,ROHINI,DELHI	27582410
119	JEEVAN PUBLIC SEC. SCHOOL	PRATAB VIHAR PART-II, KIRARI EXTN., NEW DELHI	65488257
120	PARKASH BHARTI PUBLIC SCHOOL	S.T. BLOCK,PREM NAGAR- II,DURGA MANDIR ROAD,NEAR KIRARI NEHAR,DELHI-41	9213333338
121	R.D.SR.SEC. PUBLIC SCHOOL	KRISHAN VIHAR DELHI	25473692
122	QUEEN MARY'S SCHOOL	SECTOR-25,ROHINI,DELHI	27934571
123	LITTLE STAR MODEL SCHOOL	T-1/8 BUDH VIHAR PHASE-I NEW DELHI-110041	27532095
124	AUROBINDO PUBLIC SCHOOL	BUDH VIHAR NEW DELHI	27536608
125	SOLANKI SECONDARY PUBLIC SCHOOL	HARSH DEV PARK BUDH VIHAR PHASE-II DELHI-110041	27537985
126	RYAN INTERNATIONAL SCHOOL	SECTOR-25 ROHINI NEW DELHI- 110085	27932770
127	DIVYA PUBLIC SCHOOL	F1/48 BUDH VIHAR DELHI	27535571
128	INDRA PRASTHA CONVENT	SR. SEC. SCHOOL ,	25477845
129	VIKAS BHARATI PUBLIC SCHOOL	SECTOR-24 ROHINI, NEW DELHI	27052641
130	BRAHMA SHAKTI PUBLIC SCHOOL	BHARAT VIHAR, BEGUM PUR , DELHI	31087101
131	NAV DURGA ADARSH VIDYALAYA	165-A BUDH VIHAR PHASE-2 DELHI	27537777
132	B.R.TYAGI SR. SEC. SCHOOL	V-6 BUDH VIHAR COLONY PHASE- 2 DELHI-41	27531529

133	GOOD LUCK SECONDARY PUBLIC SCHOOL	BEGUMPUR EXTN. BARWALA ROAD DELHI	25470924
134	PRINCE PUBLIC SCHOOL	SECTOR-24, ROHINI, DELHI	27932964
135	PRINCE PUBLIC SCHOOL	BUDH VIHAR DELHI	27534031
136	DELHI PUBLIC SCHOOL ROHINI	SECTOR-24 PHASE-3 ROHINI NEW DELHI	27055942
137	BAL BHARATI PUBLIC SCHOOL	SECTOR 24 ROHINI DELHI	27055942
138	BALDEEP PUBLIC SCHOOL	L-181-182, VIJAY VIHAR PH-2 , ROHINI DELHI	27045973
139	VIDYA JAIN PUBLIC SCHOOL	SECTOR-6 ROHINI DELHI	27057538
140	MOUNTI ABU PUBLIC SCHOOL	SECTOR-5 ROHINI DELHI-110005	27041516
141	D.V.PUBLIC SCHOOL	F-205 PHASE-I VIJAY VIHAR ROHINI DELHI-110085	27044360
142	RUKMINI DEVI PUBLIC SCHOOL	B-5 SEC-4 ROHINI, DELHI	27044711
143	YUVA SHAKTI MODEL SCHOOL	BUDH VIHAR DELHI	27537889
144	CITIZEN MODEL SCHOOL	BUDH VIHAR-II DELHI-41	27532221
145	JUTHEDAR SANTOSH SINGH KHALSA SCHOOL	BUDH VIHAR, PH-I, DELHI-41	32536065
146	RUN SINGH MODEL PUBLIC SCHOOL	PRATAP VIHAR, PART III, KIRARI, DELHI - 86	
147	CHANDER BHAN MEMORIAL PUBLIC SCHOOL	X-50 BUDH VIHAR PHASE-I, DELHI	55130224
148	THE HERITAGE SCHOOL	PLOT NO.8 SECTOR-23 ROHINI-110085	27062800
149	LAUREL CONVENT	RITHALA ROAD,BUDH VIHAR-I,DELHI-86	7923910
150	MAXFORT SCHOOL	SECTOR-23(H-2),ROHINI	
151	DE INDIAN PUBLIC SCHOOL	PCKT 11, SECTOR 24, ROHINI, DELHI 85	27050252
152	HANSRAJ MODEL SCHOOL	SHANI BAZAR ROAD, RAMESH ENCLAVE, ROHINI, SECTOR-21, DELHI	
153	J.S.INTERNATIONAL SCHOOL	AGAR NGR.,PREM NGR III, NEAR MUBARAKPUR, D 86	9210384000

154	PREM RAJ KANWAR PUBLIC SCHOOL	KH.NO.890 RATAN VIHAR SULTAN PURI DELHI 86	9999082868
155	SONA MEMORIAL PUBLIC SCHOOL	A 1/11,HARI ENCLAVE KIRARI NEW DELHI 86	9968323812
156	DHRUV PUBLIC SCHOOL	Z134 PREM NAGAR KIRARI NANGLOI DELHI 86	9868900836
157	SWAMI SATYANAND CONVENT SCHOOL	B BLK PH 5 KARAN VIHAR KIRARI EXTN. DELHI 86	9811130337
158	SRP PUBLIC SCHOOL	LAXMI VIHAR, PREM NGR III, NANGLOI, ND	9811118301
159	BAL DEEP MODEL SCHOOL	KARAN VIHAR PART, SEC 20, ROHINI D 86.	9868263129
160	SHIVAM MODEL PUBLIC SCHOOL	E 2, PREM NGR III, KIRARI SULEMAN NGR, D 86	9868387495
161	ST.FRANCIS CONVENT SCHOOL	A/146, JASWANT CLNY, BUDH VIHAR PHASE II, DEL	
162	SHRI KRISHNA PUBLIC SCHOOL	KH.NO.72/8 JASWANT COLONY, BUDHVIHAR, PH II, DELHI 96	9015431113
163	HAPPY FIELD PUBLIC SCHOOL	A 31, BUDH VIHAR MAIN RD, DELHI - 86	9899297500
164	S D INDRAPRASTHA MODERN SCH.	PLOT NO.447, V & PO BEGAMPUR, ROHINI SEC 22, ND 86	9868878685
165	DEEP CHAND PUBLIC SCHOOL	VILL. BEGUMPUR DELHI 86	9873723379
166	ADRIEL HIGH SCHOOL	POCKET 2,SECTOR-24,ROHINI-110085	27933377
167	S.R.PUBLIC SCHOOL	Y 1/9 BUDH VIHAR JP I, N.D. 86	9911626700
168	VIDHYA SAGAR PUBLIC SCHOOL	O 1/50 BUDH VIHAR D 86	9868140280
169	SANGWAN MODEL SECONDARY SCHOOL	RAM PARK POOTH KAKAN DELHI-41	27533223
170	TULIP PUBLIC SCHOOL	PCKT 20 SEC.24 ROHINI D 85	9811031751
171	SANSKAR PUBLIC SCHOOL	PCKT I, SEC 24, ROHINI, N.D. 85	9560771666
172	SREE CHAITANYA PUBLIC SCHOOL	SECTOR-5,ROHINI,NEAR RITHALA METRO STATION,NEW DELHI-110085	9810064173
173	C.M MODEL SCHOOL	J-1, VISHWANATH MAHADEV MANDIR , BUDHVIHAR, PHASE-11 DELHI	35112619

174	SWAMI RAMTIRTH PUBLIC SCHOOL	C-9 VIJAY VIHAR RITHALA DELHI	27043017
175	D S M PUBLIC SCHOOL	Z BLOCK,PREM NAGAR II,NANGLOI,DELHI-110086	
176	BALDEV INTERNATIONAL PUBLIC SCHOOL	KH.NO.26/19/1(4-16) MUBARAKPUR RD., DELHI	9213333000
177	NATIONAL CONVENT SCHOOL	INDER ENCLAVE PH II, G BLOCK, MUBARAK PUR NANGLOI, DELHI	9911080222
178	ROYAL PUBLIC SCHOOL	ROOP VIHARMUBARAKPUR DABAS DELHI 81	9211370340
179	ROSE CONVENT SCHOOL	POOTH KALAN, DELHI	8810441504
180	SAARTHI INTERNATIONAL SCHOOL	BEGUMPUR EXTN., PANSALI RAOD, DELHI	9210772920
181	THE SOVEREIGN SCHOOL	SEC-24 ROHINI DELHI	
182	CITIZEN MODEL SCHOOL	Z-183, PREM NAGAR KIRARI, DELHI	
183	S.D.SARASWATI BAL MANDIR	C-5 RAJIV NAGAR PHASE-II DELHI-110041	Hari Madhav Jha 25473338 (9968986544)
184	B.M. BHARTI MODEL SCHOOL	MAJRI PO KARALA DELHI-81	Sushil Kumar (9899203057)
185	NORTH-EX PUBLIC SCHOOL	JAIN COLONY KAROLA DELHI-110081	25488019
186	RAHUL PUBLIC SCHOOL	D-16 RAJIV NAGAR EXTN. DELHI	22465324
187	M.S. MODEL SEC. SCHOOL	KARALA DELHI	Lalit Mathur 25953207 (9810156756)
188	PARAG JYOTI PUBLIC SCHOOL	SHIV VIHAR KARALS DELHI	25951192
189	NEW RURAL DELHI PUBLIC SCHOOL	KARALA DELHI-81	
190	INDRAPRASTHA PUBLIC SCHOOL	A-3, RAJEEV NAGAR, BEGAMPUR, SECTOR-22, ROHINI DELHI-86	
191	M.R. PUBLIC SCHOOL	RAJEEV NAGAR EXT. BARWALA ROAD BEGUMPUR, DELHI	Neelam 27581553 (9810546165)

192	ST. VIVEKANAND SECONDARY SCHOOL	QUTAB GARH ROAD VILL. LADPUR DELHI	25953509
193	ARISTOTLE PUBLIC SCHOOL	NEAR BUS STAND QUTOAB GARH DELHI	Radha Bhardwaj (9911736904)
194	RACHNA MONTESORI SCHOOL	1237-38 JAIN NAGAR DELHI- 110081	Indirash 9350280992 9811446537
195	B.V.M. MODEL SCHOOL	RAJIV NAGAR, BEGUMPUR, DELHI-41	9654846219
196	DEEN BANDHU PUBLIC SCHOOL	GHEVRA, NEW DELHI-110081	Bindiya (9911090124)
197	B.S.M PUBLIC SCHOOL	KARALA,DELHI	Sheela Maan (8130516201)
198	GANGA INTERNATIONAL SCHOOL	SWADA NIZAMPUR,DELHI	25953469
199	YUVASHAKTI MODEL SCHOOL	RAMA VIHAR COLONY DELHI - 110081	Jagriti Joon (8802449299)
200	LAVI PUBLIC SCHOOL	KH.NO.141, VILLAGE GHEVRA, DELHI - 81	Kulwant Singh (9818789639)
201	VENUS PUBLIC SCHOOL	V & P.O.KANJAWALA DELHI -81	9582259902
202	BHAGAT INTERNATIONAL SCHOOL	KH.NO.26/8 MOHD. PUR MAZARI RAMA VIHAR DELHI 81	Harish Kumar (9999099059) 9711149290
203	SHANTI MODEL PUBLIC SCHOOL	VILL. GHEVRA DELHI 81	Gajendra (9971367800)
204	G.R.M. PUBLIC SCHOOL	KH.NO.88/23/2, SHIV VIHAR, KARALA, DELHI-81	Manjulata (9212085249) 9899133113
205	R.L.M. PUBLIC SCHOOL	TATESAR JAUNTI, DELHI 81	Sushila (9266384467) 9968376001
206	D R M PUBLIC SCHOOL	1050 JAIN NGR, KARALA ROAD	Anshul Mathur (9899154489) 9136773137

207	S.D. PUBICL SCHOOL	PLOT NO.13 TO 18 TEERTHNKAR NAGAR, JAIN COLONY, KARALA	Munish Sharma (7011728787) 9811483658
208	R.K. INTERNATIONAL SCHOOL	V & PO NIZAMPUR, DELHI	9871087321
209	VANI MODEL SCHOOL	A-5, RAJIV NAGAR, MAIN ROAD, BEGUMPUR, DELHI	Amit Kumar (9654614755)
210	M. D. INDRAPRASTHA PUBLIC SCHOOL	KHASRA NO. 2/24, RAJEEV NAGAR EXTN., BEGUMPUR, DELHI-86	9899905910
211	INDRAPRASTHA MODERN SCHOOL	B-246-247, RAJEEV NAGAR, OPP. ROHINI SEC-22 DELHI	9250018848
212	VANASTHALI PUBLIC SCHOOL	GHEWRA, NIZAMPUR MAIN ROAD, DELHI 81	Nand Kishor (9250582201)
213	DABAS PUBLIC SCHOOL	KH.NO.132 BUDHANPUR, MAJRA DABAS D 81	9818369380
214	CIAT PUBLIC SCHOOL	MADANPUR ROAD, KANJHAWALA, DELHI	
215	SIDDHARTHA PUBLIC SCHOOL	TATESAR, DELHI	

NORTH MCD SCHOOL:

S. No.	ZONE	NAME OF THE SCHOOL	Contact No.
1.	NARELA ZONE	JAT KHORE	8130562256
2.	NARELA ZONE	PUNJAB KHORE	8130562205
3.	NARELA ZONE	RAJIV NAGAR(G)	8130561824
4.	NARELA ZONE	RAJIV NAGAR(B)	8588887823
5.	NARELA ZONE	BEGUM PUR-I	8130561831
6.	NARELA ZONE	BEGUM PUR-II	8130547916
7.	NARELA ZONE	QUTABGARH(B)	8130562393
8.	NARELA ZONE	QUTABGARH(G)	8130562366

9.	NARELA ZONE	KARALA(B)	8130540224
10.	NARELA ZONE	KARALA(G)	8130540358
11.	NARELA ZONE	MOHAMEDPUR MAJRI (B)	8130540462
12.	NARELA ZONE	KANJHAWALA(B)	8130540516
13.	NARELA ZONE	KANJHAWALA(G)	8130540641
14.	NARELA ZONE	LADPUR(B)	8130540717
15.	NARELA ZONE	LADPUR(G)	8130540747
16.	NARELA ZONE	JAUNTI	8130540801
17.	NARELA ZONE	TATESAR	8130540812
18.	NARELA ZONE	GARHI RANDHALA	8130540897
19.	NARELA ZONE	GHEWRA (BOYS)	8130566516
20.	NARELA ZONE	GHEWRA (GIRLS)	8130539973
21.	NARELA ZONE	RANI KHERA (BOYS)	8130540593
22.	NARELA ZONE	RANI KHERA (GIRLS)	8130566670
23.	NARELA ZONE	SAWADA	8130566683
24.	NARELA ZONE	J.J. SAWADA I.BLK	8130566598
25.	NARELA ZONE	J.J. SAWADA B.BLK BOYS	8588887844
26.	NARELA ZONE	J.J. SAWADA B.BLK NEW	8130566174
27.	NARELA ZONE	J.J. SAWADA F. BLK	8130566759
28.	NARELA ZONE	NIZAMPUR CO-ED	8130566812
29.	NARELA ZONE	MADANPUR DABAS (B)	8130539630
30.	NARELA ZONE	MADANPUR DABAS (G)	8588882155
31.	NARELA ZONE	SAWRAN PARK-I	8130540392
32.	NARELA ZONE	SAWRAN PARK-II	8130540960
33.	KESHAVPURAM ZONE	JAI MATA MARKET	8130543233
34.	KESHAVPURAM ZONE	TRI NAGAR DEVA RAM PARK	8130543304
35.	KESHAVPURAM ZONE	RAM PURA	8130548574
36.	KESHAVPURAM ZONE	SHAKUR PUR VILLAGE-I	8130548658
37.	KESHAVPURAM ZONE	SHAKUR PUR VILLAGE-II	8130548684
38.	KESHAVPURAM ZONE	PITAM PURA VILLAGE	8130548689
39.	KESHAVPURAM ZONE	HARSH VIHAR	8130548702
40.	KESHAVPURAM ZONE	SHAKUR PUR E-BLK	8130548703
41.	KESHAVPURAM ZONE	SHAKUR PUR F-BLK TAMIL	8130548744

42.	KESHAVPURAM ZONE	SHAKUR PUR G-I	8130548754
43.	KESHAVPURAM ZONE	SHAKUR PUR G-II	8130548768
44.	KESHAVPURAM ZONE	SHAKUR PUR H-I	8130548799
45.	KESHAVPURAM ZONE	SHAKUR PUR H-II	8130548806
46.	KESHAVPURAM ZONE	SHAKUR PUR I-I	8130548902
47.	KESHAVPURAM ZONE	SHAKUR PUR I-II	8130548915
48.	KESHAVPURAM ZONE	WAZIRPUR J.J. NEW-I	8130548924
49.	KESHAVPURAM ZONE	WAZIRPUR J.J. NEW-II	8130548976
50.	KESHAVPURAM ZONE	WAZIRPUR J.J. OLD-I	8130549018
51.	KESHAVPURAM ZONE	WAZIRPUR J.J. OLD-II	8130549061
52.	KESHAVPURAM ZONE	NIMRI COLONY-I	8130549088
53.	KESHAVPURAM ZONE	NIMRI COLONY-II	8130549102
54.	KESHAVPURAM ZONE	BHARAT NAGAR	8130549113
55.	KESHAVPURAM ZONE	SHAKTI NAGAR EXT.	8130549125
56.	KESHAVPURAM ZONE	SATYAWATI NAGAR	8130549149
57.	KESHAVPURAM ZONE	SAWAN PARK	8130537742
58.	KESHAVPURAM ZONE	ASHOK VIHAR PHASE-III	8130549157
59.	KESHAVPURAM ZONE	ASHOK VIHAR A-I	8130549166
60.	KESHAVPURAM ZONE	ASHOK VIHAR A-II	8130549167
61.	KESHAVPURAM ZONE	ASHOK VIHAR B-2	8130549181
62.	KESHAVPURAM ZONE	ASHOK VIHAR C-2	8130549185
63.	KESHAVPURAM ZONE	WAZIRPUR VILLAGE-I	8130549216

64.	KESHAVPURAM ZONE	WAZIRPUR VILLAGE-II	8130549226
65.	KESHAVPURAM ZONE	ASHOK VIHAR H-BLK	8130549558
66.	KESHAVPURAM ZONE	ASHOK VIHAR-E PHASE-I	8130549574
67.	KESHAVPURAM ZONE	ASHOK VIHAR C-I	8130549591
68.	KESHAVPURAM ZONE	WAZIRPUR IND. AREA BLK C-I	8130549627
69.	KESHAVPURAM ZONE	WAZIRPUR IND. AREA BLK C-II	8130549629
70.	KESHAVPURAM ZONE	WAZIRPUR IND. AREA BLK- A	8130549653
71.	KESHAVPURAM ZONE	SHAKTI NAGAR GIRLS	8130569256
72.	KESHAVPURAM ZONE	RANA PRATAP BAGH	8130569280
73.	KESHAVPURAM ZONE	SANGAM PARK-I	8130569484
74.	KESHAVPURAM ZONE	SANGAM PARK-II	8130569488
75.	ROHINI ZONE	ROHINI SEC-5A	
76.	ROHINI ZONE	ROHINI SEC-5B(G)	
77.	ROHINI ZONE	BUDH VIHAR- I	
78.	ROHINI ZONE	BUDH VIHAR- II	
79.	ROHINI ZONE	RITHALA-I	
80.	ROHINI ZONE	RITHALA-II	
81.	ROHINI ZONE	ROHINI SEC-24-I	
82.	ROHINI ZONE	ROHINI SEC-24-II	
83.	ROHINI ZONE	ROHINI SEC-25	
84.	ROHINI ZONE	KRISHAN VIHAR-I	
85.	ROHINI ZONE	KRISHAN VIHAR-II	
86.	ROHINI ZONE	POOTH KALA (G)	
87.	ROHINI ZONE	POOTH KALAN BOYS	
88.	ROHINI ZONE	ROHINI SEC-20 NEW	
89.	ROHINI ZONE	ROHINI SEC-21-I	
90.	ROHINI ZONE	ROHINI SEC-21-II	
91.	ROHINI ZONE	ROHINI SEC-23-I	
92.	ROHINI ZONE	ROHINI SEC-23-II	
93.	ROHINI ZONE	ROHINI SEC-20 EXT	
94.	ROHINI ZONE	NITHARI NO. 1-I	

95.	ROHINI ZONE	NITHARI NO. 1-II	
96.	ROHINI ZONE	NITHARI NO. 2-I	
97.	ROHINI ZONE	NITHARI NO. 2-II	
98.	ROHINI ZONE	KIRARI-I	
99.	ROHINI ZONE	KIRARI-II	
100.	ROHINI ZONE	PREM NAGAR-I	
101.	ROHINI ZONE	PREM NAGAR-II	
102.	ROHINI ZONE	MUBARAKPUR-I	
103.	ROHINI ZONE	MUBARAKPUR-II	
104.	ROHINI ZONE	SULTANPURI C4-I	
105.	ROHINI ZONE	SULTANPURI C4-II	
106.	ROHINI ZONE	SULTANPURI C6-I	
107.	ROHINI ZONE	SULTANPURI C6-II	
108.	ROHINI ZONE	SULTANPURI P1-I	
109.	ROHINI ZONE	SULTANPURI P1-II	
110.	ROHINI ZONE	SULTANPURI P4-I	
111.	ROHINI ZONE	SULTANPURI P4-II	
112.	ROHINI ZONE	MANGOLPURI H	
113.	ROHINI ZONE	MANGOLPURI J-I	
114.	ROHINI ZONE	MANGOLPURI Y2	
115.	ROHINI ZONE	MANGOLPURI Y-I	
116.	ROHINI ZONE	SULTANPURI A2-I	
117.	ROHINI ZONE	SULTANPURI A2-II	
118.	ROHINI ZONE	SULTANPURI A-I	
119.	ROHINI ZONE	SULTANPURI A-II	
120.	ROHINI ZONE	SULTANPURI B2-I	
121.	ROHINI ZONE	SULTANPURI B2-II	
122.	ROHINI ZONE	SULTANPURI B-I	
123.	ROHINI ZONE	SULTANPURI B-II	
124.	ROHINI ZONE	SULTANPURI D-I	
125.	ROHINI ZONE	SULTANPURI D-II	
126.	ROHINI ZONE	RAJ PARK CO-ED	
127.	ROHINI ZONE	SULTANPUR MAZRA	
128.	ROHINI ZONE	SULTANPURI E-I	
129.	ROHINI ZONE	SULTANPURI E-II	
130.	ROHINI ZONE	SULTANPURI F-I	
131.	ROHINI ZONE	SULTANPURI F-II	
132.	ROHINI ZONE	SULTANPURI G-I	
133.	ROHINI ZONE	SULTANPURI G-II	
134.	ROHINI ZONE	AVANTIKA-I	

135.	ROHINI ZONE	AVANTIKA-II	
136.	ROHINI ZONE	ROHINI SEC-3 F/G	
137.	ROHINI ZONE	ROHINI SEC-3A	
138.	ROHINI ZONE	ROHINI SEC-3B	
139.	ROHINI ZONE	ROHINI SEC-3C	
140.	ROHINI ZONE	ROHINI SEC-4-I	
141.	ROHINI ZONE	ROHINI SEC-4-II	
142.	ROHINI ZONE	MANGOLPURI A-I	
143.	ROHINI ZONE	MANGOLPURI A-II	
144.	ROHINI ZONE	MANGOLPURI C-I	
145.	ROHINI ZONE	MANGOLPURI C-II	
146.	ROHINI ZONE	MANGOLPURI F-I	
147.	ROHINI ZONE	MANGOLPURI F-II	
148.	ROHINI ZONE	MANGOLPUR BOYS	
149.	ROHINI ZONE	MONGOLPUR GIRLS	
150.	ROHINI ZONE	MANGOLPURI X	
151.	ROHINI ZONE	MANGOLPURI P-I	
152.	ROHINI ZONE	MANGOLPURI P-II	
153.	ROHINI ZONE	MANGOLPURI Q-I	
154.	ROHINI ZONE	MANGOLPURI Q-II	
155.	ROHINI ZONE	MANGOLPURI R-I	
156.	ROHINI ZONE	MANGOLPURI R-II	
157.	ROHINI ZONE	MANGOLPURI S-I	
158.	ROHINI ZONE	MANGOLPURI S-II	
159.	ROHINI ZONE	MANGOLPURI T-I	
160.	ROHINI ZONE	MANGOLPURI T-II	
161.	ROHINI ZONE	MANGOLPURI U	
162.	ROHINI ZONE	MANGOLPURI E-I	
163.	ROHINI ZONE	MANGOLPURI E-II	
164.	ROHINI ZONE	MANGOLPURI K-I	
165.	ROHINI ZONE	MANGOLPURI K-II	
166.	ROHINI ZONE	MANGOLPURI L-I	
167.	ROHINI ZONE	MANGOLPURI L-II	
168.	ROHINI ZONE	MANGOLPURI M-I	
169.	ROHINI ZONE	MANGOLPURI M-II	
170.	ROHINI ZONE	MANGOLPURI O-I	
171.	ROHINI ZONE	MANGOLPURI O-II	
172.	ROHINI ZONE	PRASHANT VIHAR	
173.	ROHINI ZONE	ROHINI SEC-8	
174.	ROHINI ZONE	NAHARPUR	
175.	ROHINI ZONE	ROHINI SEC-7A	

176.	ROHINI ZONE	ROHINI SEC-7B	
177.	ROHINI ZONE	RAZAPUR VILLAGE	
178.	ROHINI ZONE	EU PITAMPURA	
179.	ROHINI ZONE	HAIDERPUR-I	
180.	ROHINI ZONE	HAIDERPUR-II	
181.	ROHINI ZONE	HU PITAMPURA	
182.	ROHINI ZONE	LU PITAMPURA	
183.	ROHINI ZONE	HAIDERPUR J.J.	
184.	ROHINI ZONE	SAHIPUR VILLAGE	
185.	ROHINI ZONE	SHALAMAR VILLAGE-I	
186.	ROHINI ZONE	SHALAMAR VILLAGE-II	
187.	ROHINI ZONE	SHALIMAR BAGH -BB	
188.	ROHINI ZONE	SHALIMAR BAGH -BG	
189.	ROHINI ZONE	SHALIMAR BAGH -U&V	
190.	ROHINI ZONE	SHALIMAR BAGH -AB	
191.	ROHINI ZONE	SHALIMAR BAGH -AC	
192.	ROHINI ZONE	SHALIMAR BAGH -AG	
193.	ROHINI ZONE	SHALIMAR BAGH -BT	
194.	ROHINI ZONE	SHALIMAR BAGH-AK	
195.	ROHINI ZONE	SHALIMAR BAGH-BK2	
196.	ROHINI ZONE	PITAMPURA- CP	
197.	ROHINI ZONE	PITAMPURA- ED	
198.	ROHINI ZONE	PITAMPURA- GP	
199.	ROHINI ZONE	PITAMPURA- SP	
200.	ROHINI ZONE	PITAMPURA- UU	
201.	ROHINI ZONE	SARASWATI VIHAR	
202.	ROHINI ZONE	RANI BAGH BOYS	
203.	ROHINI ZONE	RANI BAGH GIRLS	

Annexure-XIV

LIST OF COLLEGES OF DISTRICT NORTH-WEST

S. No.	Colleges Names	Address	Contact Details	Sub-division
1	Keshav Mahavidalaya	H-4-5 Zone, Road Number 43, Pitam Pura, New Delhi, 110034	011-27018805	Saraswati Vihar
2	Lakshmi Bai College	Ashok vihar III, Delhi-110052	011-27308598	Saraswati Vihar
3	Satyawati College	Ashok Vihar III, Sawan Park, Ashok Vihar, New Delhi-52	011 2724 0406	Saraswati Vihar
4	Satyawati College (Evening)	Ashok Vihar III, Sawan Park, Ashok Vihar, New Delhi-52	011-27213402	Saraswati Vihar
5	Sri Guru Gobind Singh College of Commerce	University of Delhi, Pitam Pura, Opposite TV Tower, Delhi-88	011 2732 1528	Saraswati Vihar
6	Rukmini Devi Institute of Advanced Studies	2A & 2B, Phase-1, Madhuban Chowk, Outer Ring Road, Rohini, Delhi, 110085	011-27864596, 27867301	Saraswati Vihar
7	Delhi Institute of Advanced Studies	Plot No 6, Sector-25, Rohini, Delhi	011-27932742, 27934011, 27934400,	Rohini
8	Technia Institute of Advanced Studies	3 PSP Institutional Area, Madhuban Chowk, Rohini, Delhi	011-27555123- 124,	Saraswati Vihar
9	Jagan Institute of Management Studies	Institutional Area Sec-5, Rohini, Delhi	011 4518 4000; 45184001, 45184002	Rohini
10	Maharaj Agersan Institute of Technology	Sec-22 Rohini, Delhi	011-65647742	Rohini
11	Sirifort College of Computer Technology and Management	8, Rohini Institutional Area, Sector 25, Rohini, Delhi, 110085	011 6513 1313; 27061404; 27061405	Rohini
12	Kasturba Polytechnic for Women – Delhi	Pitampura (New T.V. Tower), Delhi	011-27325252, 27325997	Saraswati Vihar
13	Chhotu Ram Rural Institute Of Technology	Kanjhawala, New Delhi, Delhi 110081	011 2595 3489	Kanjhawala
14	Vivekananda Institute of Professional Studies	AU- Block (Outer Ring Road), Pitampura, Delhi - 110034.	011-27343401, 27343402, 27343403	Saraswati Vihar

ANNEXURE-XV

DISABLED POPULATION BY TYPE OF AGE IN DISTRICT NORTH-WEST

Rural/ Urban	Age-group	Total number of disabled persons		
		Total	Male	Female
Rural	Total	2683	1691	992
Rural	0-4	110	68	42
Rural	5-9	190	128	62
Rural	10-19	515	322	193
Rural	20-29	483	311	172
Rural	30-39	417	280	137
Rural	40-49	296	200	96
Rural	50-59	226	143	83
Rural	60-69	226	136	90
Rural	70-79	137	63	74
Rural	80-89	50	25	25
Rural	90+	32	15	17
Rural	Age Not Stated	1	0	1
Urban	Total	44187	26364	17823
Urban	0-4	1420	792	628
Urban	5-9	2716	1553	1163
Urban	10-19	7646	4580	3066
Urban	20-29	7641	4840	2801
Urban	30-39	6190	3908	2282
Urban	40-49	5205	3382	1823
Urban	50-59	4147	2587	1560
Urban	60-69	4665	2559	2106
Urban	70-79	2850	1404	1446
Urban	80-89	1337	603	734
Urban	90+	334	133	201
Urban	Age Not Stated	36	23	13