

**DISTRICT DISASTER MANAGEMENT PLAN**  
**SHAHDARA**  
**2022-23**



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**DISTRICT MAGISTRATE SHAHDARA**

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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.

### **Aims & Objectives of the District Disaster Management Plan :**

The aim of District Disaster Management Plan is to make District Shahdara safe, secure and prepared for any unforeseen disaster. So as to minimize the impact of any disaster on life, environment and property.

This plan is a multi response plan and outlines the institutional framework required for managing disaster situations. The front-end or local level, response of any disaster response organization may differ depending upon the type of disaster, but the back-end i.e. the controlling level at the district will remain almost the same for all types of disasters. This plan provides an insight into Hazard, Vulnerability, Capacity & Risk Assessment, Institutional Arrangements, Prevention, Mitigation & Preparedness Measures, Capacity Building & Training Measures, Response & Relief Measures, Reconstruction, Rehabilitation & Recovery Measures and Financial Resources for implementation of DDMP, procedure & methodology for monitoring, evaluation, updation & maintenance of DDMP, Coordination Mechanism & Standard Operating Procedures (SOP) of various Departments.

### **The basic objectives for formulating a Plan are as under :**

The basic objective of the District Disaster Management Plan is to protect all the residents of the district and all property from all sorts of untoward incidents through the following objectives:

- Institutionalization of Disaster Management in District Administration
- Encouraging a culture of Disaster Preparedness in the district
- Creation of the best government mechanism to handle any unprecedented events
- Instant response and effective decision making in disasters
- Encouraging and empowering the local community to own Disaster Management

Essentially, communities draw their support from the existing social institutions, the administrative structures, and their values and aspirations they cherish. Disasters may temporarily disorganize these institutions and the administrative system and disrupt their lives built around these values and aspirations. A systematic effort to put back the social life on its normal footing, with necessary technology support and resources, will contribute significantly to the resilience of the community and nation. In pursuance of this policy, the District Disaster Management Plan addresses itself to strengthening the pre-disaster and post-disaster responses of Emergency Support functionaries and stakeholders including the “victims” of the disaster.

**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.

**Evolution of the Plan in brief :**

Preparation of the District Disaster Management Plan is the responsibility of the District Disaster Management Committee of the district. The first draft plan is to be discussed in the DDMA 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

**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.**

**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 lowest 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.

**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.

**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.

**Evolution of the Plan:**

**The main steps involved in the development of this plan are:**

1. Data collection from all line departments
2. Data analysis
3. Discussion with experts
4. Reference of national and international literature
5. Preparation of action plans for all line departments
6. Preparation of draft plan document
7. Mock drill to check the viability and feasibility of the implementation methodology
8. Wide circulation for public and departmental comments
9. Preparation of the final plan document

## CHAPTER-2

# HAZARD, VULNERABILITY, CAPACITY & RISK ASSESSMENT

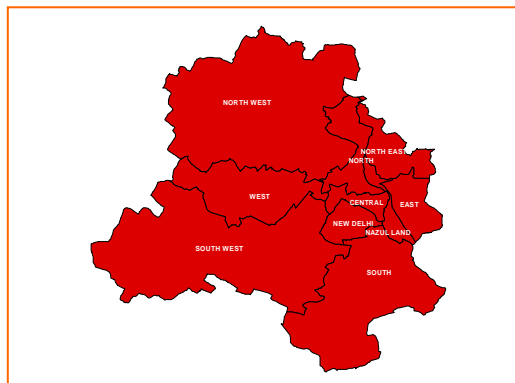
Shahdara District is highly prone to multi hazards like earthquake, flood, fire accident, LPG cylinder blast as well as building collapse and epidemics. The low socio-economic development in the district along with the high density of population is one of the most important reasons for this menace. The history of disasters in the district will provide a clear picture of the vulnerability to which the district is prone.

**TABLE-1**  
**HAZARD & VULNERABILITY PROFILE OF DISTRICT SHAHDARA**

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

## **2.1 TYPES OF HAZARDS THE DISTRICT PRONE TO DISTRICT SHAHDARA**

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. The Yamuna Pusta of the National Capital Region of Delhi has been considered as the most vulnerable area in Delhi itself. The map of Delhi given below shows the Seismic zone.



People living in District Shahdara 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 back ground of the district.

## **2.2 IMPACT ANALYSIS OF THE WORST CASES**

The worst of the disaster case in the district was a human induced disaster that has already got a mention above. Following the assassination of the then Prime Minister Mrs. Indira Gandhi, riots embarked upon against the Sikhs in the district as it was in the case of other parts of the state. This was one of the human induced disasters. The preparedness towards protecting human lives was very poor and due to the very fact large numbers of lives were lost. The entire Shahdara district victimized this disaster.

Another case of the worst disaster in District Shahdara was the flood caused by overflow of River Yamuna in 1980s. During that flood, preparedness and management was not up to date and even disaster management was not as popular as it is now. Modern machineries and advanced technologies were not available that time to fight against the calamity.

The most vulnerable groups of the hazard were people who lived in JJ clusters and slums on the Yamuna Pusta. Even relief activities were not sufficient and satisfactory. People of Seelampur Sub Division were highly vulnerable to flood on Yamuna as well as the fire accidents, since large number of unauthorized colonies and slums existed there. Even today the condition is not different. Though an institutional mechanism of disaster management is in place, numbers of slums and resettlement colonies and JJ clusters have multiplied.



Immediately after the independence, the other side of River Yamuna faced severe migration from Punjab and Jammu and Kashmir and this created severe cases of epidemic IRS, environmental disasters and socio-cultural disasters. The major areas of relief and rehabilitation under taken in District Shahdara are as follows:

- Relief in Hit & Run Cases
- Relief to the families of J & K Migrants
- Relief to the families of Punjab Migrants
- Draught Relief
- Flood Relief
- Relief to 1984 riots victims

The compensation and pension to the J & K Migrant and Punjab Migrant are still continuing. Large numbers of religio-centric communities still exist in District Shahdara.

### **2.3 IMPACT ANALYSIS OF THE WORST AREAS**

District Shahdara of the NCT of Delhi is ill reputed for its slums and resettlement colonies. The people of this district are of less civic sense and low security concern. Illegal constructions, large number of cottage industries, stealing electricity, disordered weekly markets, illegal setting up of tent houses etc leads to fire accidents in the district. If taking record of the last five years, one can see that fire accidents are overtaking all other disasters in the district.

#### **2.3.1 Mandoli Industrial Area**

This is basically a village and now Mandoli Extension also has come up. Small industries in Mandoli are characterized by one room cottage industries run and managed by the house owners. Most of these industries are non-registered and no license has been issued. It is estimated that more than 12000 small industries are there in the district. Also it is alarming that a large number of cracker shops and industries are running in this area without the knowledge and approval of the administration.

#### **2.3.2 Seemapuri Resettlement Colonies**

This is a resettlement colony comprising two communities called New Seemapuri and Old Seemapuri. People in these colonies are mainly migrants from neighboring Uttar Pradesh, Punjab, and Bihar etc. Major occupations of the people of this area are selling fish, meat and poultry products. Numerous rag pickers and street children are seen here. Roads in these colonies are too narrow and houses are mainly in one room set up on multi-storied buildings. Neither open area, parks nor any better community centre available here. Seemapuri has been considered as one of the worst areas in the district prone to multi disasters. People comprise mainly Muslims and Hindus.

### **2.3.3 HAZARD/ VULNERABILITY ANALYSIS**

#### **2.4.1 Vulnerability Due to Tent Houses**

This is a major concern in the district. A large number of fire accidents take place in District Shahdara due to lack of precaution while setting up tent houses. District Shahdara has a limited number of standard community centers and marriage halls. Also open grounds and parks are not sufficient to organize party or festivals in the district. Because of these constraints, people prepare makeshift tent houses for occasions like marriage, cultural events, political meetings and religious festivals. Unfortunately they neither seek permission from the administration nor take any precaution to prevent calamity. There are a large number of fire accidents in such tents where electricity has been taken illegally from the eclectic poles directly.

#### **2.4.2 Forewarning and Speed of Disaster Onset**

In the present scenario, there is no scope of forewarning for any disaster in the district unless it is in the main land of the district. Although warning has been issued for a case like fire accident, the fire fighting teams cannot reach the spot in time due to congested traffic and narrow road. The fruit and vegetable vendors and other small business units occupy most of the roads as well. The fire fighting teams located in three strategic spots in the district are still far away from disaster prone sites like Seemapuri, Seelampur and Mandoli. Besides the poor infra structure facility and heavy traffic in the main roads of district prevent fire fighters entering to the district from neighboring areas.

### **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.

#### **2.5.1 Civil Society Organizations**

District Shahdara 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 more than 334 RWAs (registered-approx.) 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 Shahdara play 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.

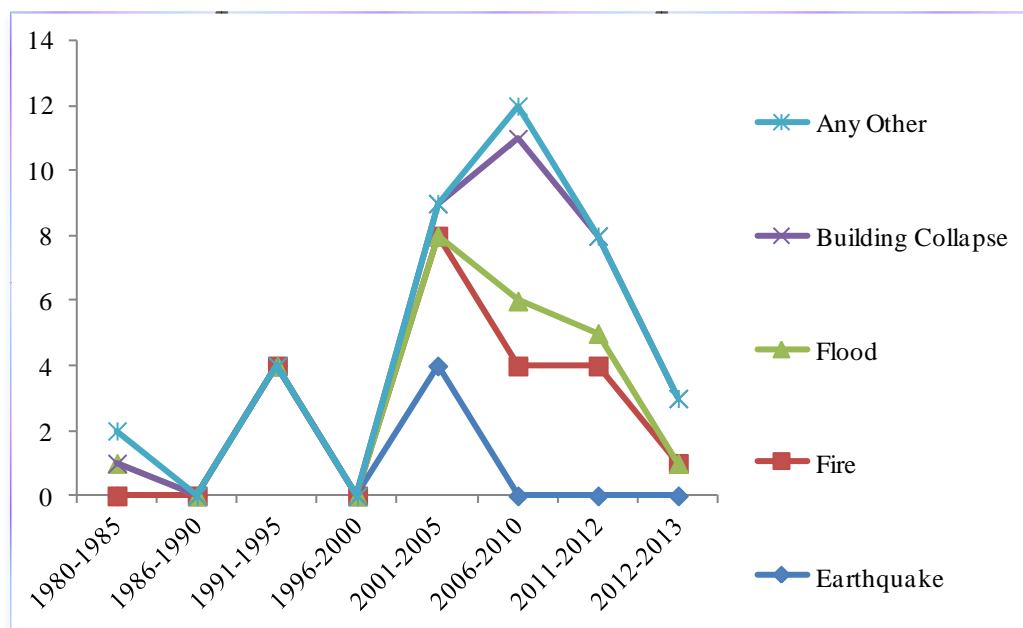
Though numerous NGOs are working in the district, most of their Head Quarters are in other districts of Delhi. The day-to-day operations of these NGOs take place through their project offices. This creates problem in quick decision making in cases of disaster management.

## **2.6 RECORD OF PREVIOUS DISASTERS**

In the district records, no major disaster has been mentioned for the last 25 years, except a single case of communal riots following the killing of the then Prime Minister Mrs. Indira Gandhi and another flood occurred due to overflow of river Yamuna in the 1980s leading to massive loss of property. Most of the other disasters for which compensation has been given or registered as untoward incident are minor cases of accidents, which may not come under the definition of a Disaster.

But at the same time a large number of earth quakes and fire accidents are registered in the district. According to Delhi Fire Service, in the last 10-year span a total number of 13336 fire assistance calls have been received in the district. Though most of these calls were of minor cases, the number is alarming. Similarly more than half a dozen of minor tremors were registered in the last decade in district Shahdara.

**DIAGRAM 1**  
**GRAPHICAL PRESENTATION OF DISASTERS IN DISTRICT SHAHDARA**



Being on the other side of River Yamuna, access to the Shahdara part of Delhi has always become a problem for the district. There are only three bridges over Yamuna to commute to the district one is ITO Bridge and the second Wazirabad Bridge and third is Yamuna Bridge. While the latter two are narrow and old in nature the former one is highly traffic bound. In case of a high magnitude Earth Quake in the Yamuna Pushta, existence of all these bridges will be in question. For better solution the Yamuna Bridge and Wazirabad Bridge needs to be strengthened and the roads leading to it needs broadening.

The road and ways leading to the district head quarters are narrow in nature and old in capacity. Increased number of Cycle Rickshaws and trucks on these roads create acute problem even in emergency traffic. Lack of over bridges over Vikas Marg and GT road as well as Wazirabad Road may thwart progress in relief and response in disaster management. All roads in the district colonies are very narrow in nature and even annual maintenance is nor sustainable. Though limited in number, a couple of bus terminals and bus depots are in the district, which may help in moving or storing relief materials.

The public distribution system in the district is not completely successful. Lack of modern and basic equipments, vehicle, and storage facility in the system may delay the process of relief and rehabilitation in a worst case. To cope up with an earth quake of 8.0 magnitudes will not leave even the cornerstone of the public distribution system.

As mentioned earlier there is only one hospital in the district, which has the capacity of 1000 beds. But people from other states too approach this hospital for their medical requirements. There are large numbers of private nursing homes and clinics in the district. Still the Government hospital system needs updation, exclusive wards and equipments for disaster-affected patients.

The Centralized Accident and Trauma Services (CATS) were conceptualized as a plan scheme in 1984 during the 6th Five Year Plan. The scheme was to be implemented under the aegis of All India Institute of Medical Science (AIIMS). In April 1988, the ambulance service was transferred to the Delhi Fire Service (DFS) with a fleet of 14 ambulances. In Shahdara District the CATS service is available near Shyam Lal College IHBAS, Shahadra, Loni Chowk Crossing Govt. Dispensary, Yamuna Vihar and I.S.B.T. Sushrut Trauma Centre Crossing. The service of Fire service is appreciable even though there are only two fire stations in the district. They need to be updated with modern sophisticated equipments and vehicles and more number of personnel.

## CHAPTER 3

# INSTITUTIONAL ARRANGEMENTS FOR DISASTER MANAGEMENT

Report of the High Powered Committee (HPC) on Disaster Management, set up with the approval of the Prime Minister also recommends immediate formation of District Disaster Management Committee (DDMC) with representative of all concerned departments/agencies/NGOs etc. who may contribute in both pre and post disaster phase in the district. The DDMC was an apex planning body responsible for disaster risk reduction initiatives at the district and below district level units.

District Disaster Management Committee set up on recommendation of HPC, has been super seeded with Delhi / District Disaster Management Authority after enactment of DM Act, 2005.

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**  
**INSTITUTIONAL MECHANISM AND THEIR FUNCTIONS**

DM Mechanism	Institutions/ Nodal Department	Functions
<b>National Level Mechanism</b>	National Disaster Management Authority (NDMA)	<p>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.</p> <p>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.</p>

## District Disaster Management Authority (Shahdara)

**“Call 1077 for any disaster help in Delhi”**

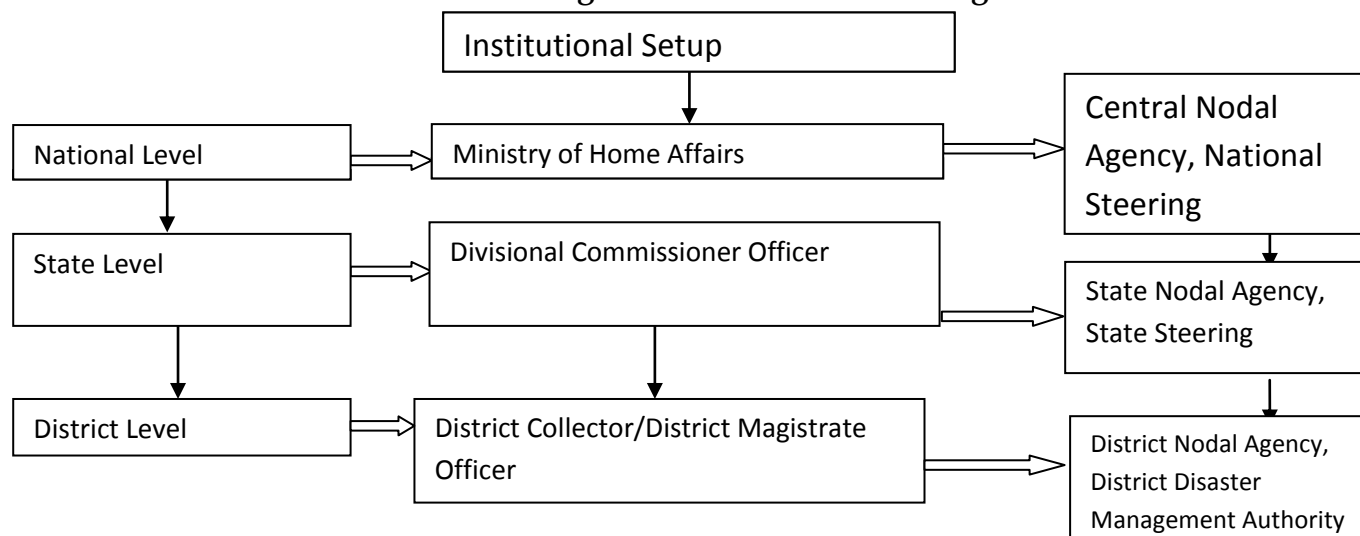
<b>State Level Mechanism</b>	Delhi Disaster Management Authority (DDMA)	Delhi Disaster Management Authority (DDMA) is constituted under the chairmanship of Lt. Governor of Delhi with the Chief Minister of Delhi as Vice Chairperson and Ministers of relevant Departments as members. For Delhi, the Department of Revenue has been identifies as nodal department to tackle disasters, being the Divisional Commissioner as its Nodal Officer and convener of the DDMA.
<b>District Level Mechanism</b>	District Disaster Management Authority, District East (DDMA-East)	District Disaster Management Authority (DDMA) is constituted under the Chairmanship of District Magistrate of District Shahdara, elected representative of the Distirct (Member of Legislative Assembly / Municipal Councillor) is the Co-Chairperson, ADM (Shahdara) as CEO, DDMA (Shahdara), Delhi Police, PWD, MCD and DHS as members.

### National Disaster Management Authority:

As per Sub-Section (2) of Section (3) of Disaster Management Act 2005, the National Authority shall consist of the Chairperson and such number of other members, not exceeding nine, as may be prescribed by the Central Government and, unless the rules otherwise provide, the National Authority shall consist of the following:-

- a) The Prime Minister of India, who shall be the Chairperson of the National Authority, ex officio;
- b) Other members, not exceeding nine, to be nominated by the Chairperson of the National Authority.
- c) The Chairperson of the National Authority may designate one of the members nominated under clause (b) of sub-section (2) to be the Vice Chairperson of the National Authority.
- d) The term of office and conditions of service of members of the National Authority shall be such as may be prescribed.

### **Institutional Arrangements for Disaster Management**



**Powers and functions of the National Authority:**

As per Section (6) of Disaster Management Act 2005, the National Authority shall have the responsibility for laying down the policies, plans and guidelines for disaster management for ensuring timely and effective response to disaster.

**The National Authority may**

- a. Lay down policies on disaster management;
- b. Approve the National Plan;
- c. Approve plans prepared by the Ministries or Departments of the Government of India in accordance with the National Plan;
- d. Lay down guidelines to be followed by the State Authorities in drawing up the State Plan;
- e. Lay down guidelines to be followed by the different Ministries or Departments of the Government of India for the purpose of integrating the measures for prevention of disaster or the mitigation of its effects in their development plans and projects;
- f. Coordinate the enforcement and implementation of the policy and plan for disaster management;
- g. Recommend provision of funds for the purpose of mitigation;
- h. Provide such support to other countries affected by major disasters as may be determined by the Central Government;
- i. Take such other measures for the prevention of disaster, or the mitigation, or preparedness and capacity building for dealing with the threatening disaster situation or disaster as it may consider necessary;
- j. Lay down broad policies and guidelines for the functioning of the National Institute of Disaster Management.

**Meetings of the National Authority:**

As per Section (4) of Disaster Management Act 2005, the National Authority shall meet as and when necessary and at such time and place as the Chairperson of the National Authority may think fit.

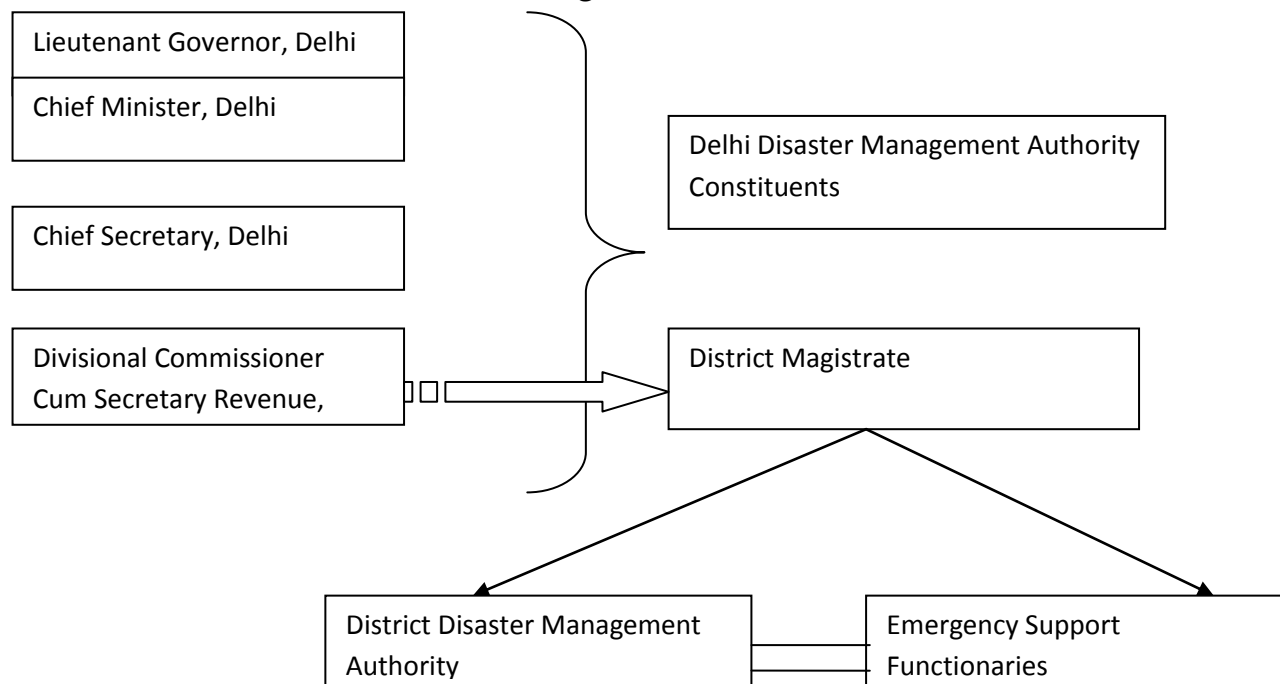
**State Disaster Management Authority:**

**Institutional Structure at State Level**

The subject of disaster management is a matter under the direct control of the Revenue Department of the Government of NCT Delhi. Looking at the extremely complex requirements in terms of manpower and material resources, all the line departments of the district administration are involved for managing emergency.



***Institutional Arrangements for Disaster management***  
**Disaster Management Hierarchical in Delhi**



**Powers and functions of the State Authority:**

As per Section (18) of Disaster Management Act 2005, a State Authority shall have the responsibility for laying down policies and plans for disaster management in the State. The State Authority may-

- a. Lay down the State disaster management policy;
- b. Approve the State Plan in accordance with the guidelines laid down by the National Authority;
- c. Approve the disaster management plans prepared by the departments of the Government of the State;
- d. Lay down guidelines to be followed by the departments of the Government of the State for the purposes of integration of measures for prevention of disasters and mitigation in their development plans and projects and provide necessary technical assistance there for;
- e. Coordinate the implementation of the State Plan;
- f. Recommend provision of funds for mitigation and preparedness measures;
- g. Review the development plans of the different departments of the State and ensure that prevention and mitigation measures are integrated therein;
- h. Review the measures being taken for mitigation, capacity building and preparedness by the departments of the Government of the State and issue such guidelines as may be necessary.

### **Control Room of State / Delhi Disaster Management Authority**

There is a State Disaster Control Room in the Office of the Divisional Commissioner, 5 Sham Nath Marg, Delhi to provide Secretarial support to the Delhi Disaster Management Authority and also facilitate the functioning of the Authority. 1077 is the Helpline Line No. of State Disaster Control room which is operational 24 x 7. This Control Room will receive the information from various sources. It shall be in constant contact with the District Disaster Control Rooms, Police Control Rooms. The State Disaster Control Room will receive the information, record it properly and put up to the Delhi Disaster Management Authority instantly. Similarly the instructions passed by the State Authority shall be conveyed to the addressees and a record maintained to that effect.

The Delhi Disaster Management Authority is involved in the Management of large scale Disasters. The Divisional Commissioner in consultation with other members of the Authority shall decide its involvement after the receipt of the report from the District Magistrate of the Districts.

### **District Disaster Management Authority (DDMA):**

District Disaster Management Authority (DDMA) is created under Section 25 of the Disaster Management Act, 2005 by the Parliament of India. The same has been notified by L.G. under F. DRM/ADM (HQ)/DM/Rules/2006(i). DDMA, Shahdara, is the apex planning body responsible for disaster risk reduction initiatives in the district.

### **The DDMA consist of the following:**

- |   |  |
|---|--|
| 1. District Magistrate of the District:                                   | Chairperson, ex-officio  |
| 2. Elected representatives (MLAs/Councilor)                               | Co-Chairperson, ex-officio of the District nominated by the LG |
| 3. Additional District Magistrate/<br>Ex-officio, Chief Executive Officer | Member, ex-officio   |
| 4. Deputy Commissioner of Police  | Member, ex-officio   |
| 5. Zonal Deputy Commissioner, MCD   | Member, ex-officio   |
| 6. Chief District Medical Officer, DHS                                    | Member, ex-officio   |
| 7. Superintending Engineer, PWD   | Member, ex-officio   |

The Chairperson of the District Authority shall, in addition to presiding over the meetings of the District Authority, exercise and discharge such powers and functions of the District Authority as the District Authority may delegate to him.

## **District Disaster Management Authority (Shahdara)**

**“Call 1077 for any disaster help in Delhi”**

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The Chairperson of the District Authority shall, in the case of an emergency, have power to exercise all or any of the powers of the District Authority but the exercise of such powers shall be subject to ex post facto ratification of the District Authority.

The District Authority or the Chairperson of the District Authority may, by general or special order, in writing, delegate such of its or his powers and functions, under sub-section (1) or (2), as the case may be, to the Chief Executive Officer of the District Authority, subject to such conditions and limitations, if any, as it or he deems fit

### **Powers and functions of the District Authority :**

As per Section (30) of Disaster Management Act 2005, a District Authority shall have the responsibility for laying down policies and plans for disaster management in the District. 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.

### **The District Authority may-**

- i) Prepare a disaster management plan including district response plan for 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 National Authority and the State Authority are followed by all 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 the 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 purposes of integration of measures for prevention of disasters and mitigation in their

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- ix) Development plans and projects and provide necessary technical assistance there for;
- x) Monitor the implementation of measures referred to in clause
- xi) Review the state of capabilities for responding to any disaster or threatening disaster situation in the district and give directions to the relevant departments or authorities at the district level for their up gradation as may be necessary;
- xii) 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 levels required for responding effectively to any disaster or threatening disaster situation;
- xiii) Organize and coordinate specialized training programmes for different levels of officers, employees and voluntary rescue workers in the district;
- xiv) Facilitate community training and awareness programmes for prevention of disaster or mitigation with the support of local authorities, governmental and non-governmental organizations;
- xv) Set up, maintain, review and upgrade the mechanism for early warnings and dissemination of proper information to public;
- xvi) Prepare, review and update district level response plan and guidelines;
- xvii) Coordinate response to any threatening disaster situation or disaster;
- xviii) 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;
- xix) 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;
- xx) Advise, assist and coordinate the activities of the Departments of the Government at the district level, statutory bodies and other governmental and non-governmental organizations in the district engaged in the disaster management;
- xxi) 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;
- xxii) Provide necessary technical assistance or give advice to the local authorities in the district for carrying out their functions;
- xxiii) 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;
- xxiv) Examine the construction in any area in the district 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;

## **District Disaster Management Authority (Shahdara)**

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- xxv) 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;
- xxvi) Establish stockpiles of relief and rescue materials or ensure preparedness to make such materials available at a short notice;
- xxvii) Provide information to the State Authority relating to different aspects of disaster management;
- xxviii) Encourage the involvement of non-governmental organizations and voluntary social-welfare institutions working at the grassroots level in the district for disaster management;
- xxix) Ensure communication systems are in order, and disaster management drills are carried out periodically;
- xxx) Perform such other functions as the State Government or State Authority may assign to it or as it deems necessary for disaster management in the District.

### **Meetings of the District Authority:**

As per Section (27) of Disaster Management Act 2005, the District Authority shall meet as and when necessary and at such time and place as the Chairperson of the District Authority may think fit.

### **SUB- DIVISIONAL RESPONSE TEAM**

There shall be a Sub- Divisional Response Team at each Sub- Division. Composition of the SRT and its functions will be similar to the District Disaster Management Committee to the extent feasible.

### **Composition of Sub- Divisional Response Team:**

The Sub-Divisional Response Team shall consist of the following:

1. Sub-Divisional Magistrates (Vivek Vihar, Seemapuri and Shahdara): Chairman
2. Representative from Deputy Commissioner of Police, Shahdara District: Member
3. Representative from Deputy Commissioner, Municipal Corporation of Delhi.
4. Representative from Public Works Department of the Shahdara District: Member
5. Representative from Irrigation & Flood Control Department of the Shahdara District: Member
6. Representative from Directorate of Education: Member
7. Representative from B.S.E.S. Shahdara District: Member
8. Representative from Delhi Health Services: Member
9. Representative from Delhi Development Authority (D.D.A.): Member
10. Representative from Delhi Fire Services : Member
11. Instructor Civil Defence/District Staff Officer : Member
12. Representative from Food and Civil Supply Department: Member

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13. Representative from DTC: Member
  14. Representative from Delhi Metro Rail Cooperation and Airport Line: Member
  15. Representative from N.C.C , Nehru Yuva Kendra (N.Y.K), Rotary Clubs: Members
  16. Indian Red Cross Society, St. John’s Ambulance Brigade, Centralized Accident and Trauma Services (CATS) : Members
  17. District Project Officer, District Disaster Management Authority : Ex-Officio Member
- All concerned Heads of the Departments shall intimate the Sub-Divisional Magistrate of each Sub- Division the name and the designation of their authorized representative in the first week of every December and whenever there is any change of personnel. The Sub-Divisional Magistrate shall intimate the composition to the District Magistrate.
  - The Sub- Divisional Response Team shall meet at least twice a year. The exact date and time of the meeting shall be communicated to every member by the SDM Office a week in advance.

### Functions of Sub-Divisional Response Team

The following shall be the functions of SRTs:

- 1) Monitoring of Rescue, Relief and rehabilitation Operations.
- 2) Review the *Disaster preparedness* and *Sensitization of Disasters Management Machinery* in the Sub- division twice a year.
- 3) Review the Rehabilitation Operations following the Disasters.
- 4) Review the implementation of long-term projects intended to reduce the impact of Disasters.
- 5) Recommend long-term projects/ Schemes to the District Disaster Management Committee, the implementation of which shall reduce the impact of Disasters and keep the people in preparedness.
- 6) Build up a Disaster Information Bank to collect all available information in print and audio – visual form and disseminate the same in the sub- Divisional.
- 7) Assess the Disaster Vulnerability in the sub division
- 8) Self-appraisal of Disaster Management following the visit of a Disaster.
- 9) Mobilization of Village Volunteers from other unaffected villages to manage the Disaster in the worst affected villages.
- 10) Monitoring the maintenance of essential services during disasters
- 11) Assess the scale of disasters.
- 12) Assisting the District Disaster Management Cell
- 13) Recognition of meritorious Service rendered by persons in Disaster Management.
- 14) Submission of Disaster Vulnerability report to District Disaster Management Cell once in a year.

The Rescue Operations shall be reviewed and report will be sent to the District Magistrate by the SRT within a week, if the Disaster Management culminated with closure of Rescue Operations. Such report shall be received by the District Magistrate within two weeks if the Rescue Operation is culminated with the Relief Operation.

The minutes of the meetings of the SRT shall be drawn and sent to each member and with a copy to District Disaster Management Authority. The action taken shall be reviewed in next following meeting of Sub-Divisional Response Team.

There shall be a Control Room functioning round the clock at the sub Divisional Headquarters. It shall be manned by trained Civil Defence Volunteers during regular days, but during disaster the Tehsildar of the respective Sub-Division along with other revenue personnel should take charge of the Control Room. The Sub-Divisional Magistrate shall assign the Control Room duties to team following the visit of a disaster.

#### **Emergency Operation Centre**

There is a District Disaster Control Room in the Office of the District Magistrate (Shahdara), D.C Office Complex Nand Nagri, Delhi-110093 to provide secretarial support to the District Disaster Management Authority and also facilitate the functioning of the Authority. The Emergency Operation Centre is operational 24 x 7 as it is manned by 2 trained Volunteers per shift. The EOC (Shahdara) functions under the control of District Project Officer who is further responsible ADM as CEO, DDMA (Shahdara).

This Control Room will receive the information from various sources. It shall be in constant contact with the Delhi Disaster Control Rooms, Police Control Rooms. The District Disaster Control Room will receive the information, record it properly and pass on to the Delhi Disaster Management Authority instantly. Similarly the instructions passed by the State Authority shall be conveyed to the District Disaster Management Authority and a record maintained to that effect.

Chief Executive Officer/ Additional District Magistrate will be the Key Officer to coordinate the functions of the District Control Room.

## CHAPTER 4

# PREVENTION AND MITIGATION MEASURES

### 4.1 Introduction

Disaster Mitigation contributes to lasting improvement in safety and is essential to integrate disaster management in mainstream planning. Broadly mitigation ways can be divided into two parts i.e. structural measure and non-structural measures. Structural measures undertake to strengthen buildings, lifelines and infrastructure to withstand any hazard. Non-structural measures emphasis on land-use planning, programmes for sustaining awareness, dissemination of information materials on do's and don'ts at the time of disaster. Once the area has been identified as hazard prone, it becomes important that the government and the community should practice these above-said measures. Based on this ideology, mitigation plan may vary according to hazards. The Shahdara district is being considered prone to earthquake and fire related hazards, incidences of building collapse are also very frequent in District Shahdara, Delhi.

### 4.2 Disaster Management Prevention and Mitigation Measures

As it has been discussed in the previous chapters that district Shahdara lies in Zone IV. Risk gets compounded when hazard meets with Vulnerabilities as high dense population, weak physical structures and conventional construction technologies. Similarly, district is also vulnerable to high degree of fire and chemical explosions. Although, district has not faced any high intensity earthquake but studies envisages that Delhi can receive an earthquake of 6 to 7.5 Richter scale band.

Earthquakes can destroy buildings and infrastructure with secondary effects i.e. fires, embankments failures, release of poisonous gases, release of nuclear radiations, liquefaction etc. Therefore it is important to consider both primary and secondary effects into earthquake disaster mitigation planning.

So, an effective mitigation planning is necessary to reduce the risk involved in the district. For efficient disaster mitigation, the pre-disaster phase needs to be utilized for planning and implementing preventive measures on the one hand and working on preparedness activities on the other. Disaster is caused due to failure of manmade structures, lack of preparedness and awareness. So far, disaster mitigation efforts are mostly reactive. (HPC, 2001)

#### 4.2.1. 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.

#### 4.2.2. Structural Mitigation Measures

- a. **Retrofitting of Buildings:** Generally buildings of the district can be characterized in three parts i.e. Slums and JJ clusters, non-engineered and engineered buildings (Table 5.1).

**Table 4: 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 moderate to high 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

The Bureau of Indian Standards (BIS) has developed its first code on a seismic design in 1962 (IS:1893-1962). However, till date there is lack of efficient legal framework to implement seismic code provisions in Delhi. As a result most of the building in Delhi does not meet codal requirements on seismic resistance. Even if new constructions may fulfill the requirement of seismic code provisions in their buildings, still a very large inventory of old buildings will remain deficient for seismic safety. Therefore we need to develop a rational seismic retrofitting plan for the government owned buildings and private constructions on priority bases. Generally public buildings are given first priority because they are lesser in number and at the time of disaster people can take shelter in these public buildings. Some of the important public buildings are schools, hospitals, government officers, community halls, fire and police stations, cultural buildings, communication buildings, cinema halls, meetings halls, historical monuments and

important installations etc. The proposal for certification of such critical buildings from the point of view of disaster resilience is under consideration.

### **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 Delhi.

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 storey, 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 storeys, 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, alternations 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.

#### **b. Need of systematic study to evaluate construction typology in the district:**

As per Vulnerability Atlas of India (2007), out of 33.8 Lakh buildings in Delhi, over 31 Lakh are at medium risk of being affected by an earthquake, while 1.46 Lakh are at high risk. Out of 5,23,703 houses in Shahdara district, only 32,381 are concrete (Census of India, 2011). Systematic studies are needed on vulnerability of different types of constructions in the area. This will require experimental studies to evaluate strength,

stiffness and ductility of different types of constructions as well as analytical studies such as the Push Over Analysis. Experiences of past earthquakes both in India and abroad have clearly outlined the vulnerability of multistory reinforced concrete buildings if not designed and constructed correctly. Huge number of multistory reinforced concrete buildings in Delhi, particularly those with open ground storey to accommodate vehicle parking, could also pose a major challenge in the event of a strong earthquake.

### **c. Construction Control**

The best mitigation measure is to build strong built-in environment in the district. The district must ensure the implementation of building codes. The quality of buildings measured by their seismic resistance has its fundamental importance. Minimum designs and construction standards for earthquake resistant structures legislated nationally are an important step in establishing future minimum level of protection for important structure. India has building codes and regulations for seismic resistant design which needs to be enforced by municipal bodies. Some of the policy measures taken at state level are: Municipality Corporation has been asked to bring a circular shortly to make submission of actual structural drawings, besides the structural safety certificates mandatory for all buildings while seeking building plan approval. The Urban Shelter Board, GNCTD has been asked to urgently carry out structural audit of buildings in Delhi with the assistance of experts from NDMA, using RVSA (Rapid Visual Screening Assessment) and DVA (Detailed Vulnerability Assessment) methods.

### **4.2.3 Non-Structural 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.

### **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 DDMC shall suggest the proper methodology for preparedness on regular basis and the district shall plan various activities.

#### **a. 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 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 22 lakhs 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
- Distribution of reading materials/ pasting of posters
- Street plays
- Involvement of Electronic media
- Audio/video shows
- 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 by 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.

**b. Land Use Planning**

Damage of buildings depends primarily upon the soil conditions and topology of the area which are moderately favorable in the district. Anyhow, to analyze risk within district microzonation planning should take place. It will help to guide modify land use planning in the district accordingly.

**4.3 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 and NGOs (See Annexure XI) 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.

**c. Insurance**

Insurance brings quality consciousness in the infrastructure and a culture of safety by insisting to follow building codes, norms, guidelines, quality materials in construction. It would enforce safety standards by bringing accountability. Hazardous area should be announced, notified and publicly displayed so that people would be motivated not to settle in those areas and insurance be mandatory in insurance prone areas. Premiums can be changed on the basis of risk proneness. Urban Development Department, GNCTD has been asked to draft a scheme to incentivize house owners to take up retrofitting of their houses.

**Table 5: Important Mitigation Measures**

S. No.	Strategies	Actions involved	Suggested Institutions involved
1	Retrofitting of buildings	<p>Prioritization of buildings according to their importance during emergency.</p> <p><i>First priority buildings are:</i></p> <ol style="list-style-type: none"><li>1. District administration office building, all police and fire stations</li><li>2. Nodal</li><li>3. All Schools (Government, SDMC and Public )</li><li>4. Residences of District Magistrate (Revenue), District Magistrate of Police</li></ol> <p><i>Second priority buildings are:</i></p> <ol style="list-style-type: none"><li>1. Hospitals and clinics</li><li>2. Community centres</li><li>3. Residences of other key officials</li><li>4. Office buildings of SDMC, PWD, CD &amp; HG and DDA</li></ol> <p><i>Third Priority buildings are</i></p> <ol style="list-style-type: none"><li>1. Remaining Government Buildings and colonies</li></ol>	South/North Delhi Municipal Corporation (SDMC)/PWD engineers

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2.	<b>Enforcement of Building codes</b>	Review and updation of building codes	<b>BIS</b>
		Implementation of codes in new engineered and non-engineered constructions	<b>SDMC</b>
3.	<b>Community Awareness</b>	Large-scale information dissemination about basics of new constructions and retrofitting of existing buildings and encouraging fire-fighting arrangements in the building	<b>SDMC, PWD, District Administration</b>
		Information dissemination about dos' and don'ts at the time of earthquake event and fire-outbreak	<b>District administration, Fire and police department, NGO's</b>
4.	<b>Capacity Building</b>	Priority-wise training to the engineers, architects, and masons for disaster-resistance. These people may further utilized for providing assistance in retrofitting and reconstruction exercises.	<b>District administration, SDMC, PWD and DDA</b>
5.	<b>Insurance</b>	Identification of hazardous areas in the district	<b>DM Office, SDMC</b>
		<b>Provisions of insurance according to building bye laws, codes and hazard proneness</b>	<b>Insurance companies, SDMC</b>

#### 4.3. Conclusion

- ✚ District consists of weak and illegal constructions which compounds its vulnerability to earthquake and fires.
- ✚ Buildings constructed through good design are not necessarily built with earthquake safe design
- ✚ There is a need of an urgent mitigation planning under which new constructions should come up as per building-byelaws and standard codes.
- ✚ Retrofitting techniques are very much important to re-strengthen old and weak constructions which needs to be taken up by SDMC and district administration
- ✚ Fire safety assessments and fire-fighting arrangements shall be promoted in multistoried buildings and residential communities
- ✚ Insurance of buildings according to their hazard proneness is important to promote in the district under the supervision of local administration
- ✚ Life-line buildings like Major hospitals, Deputy-commissioner office, residences of key officials, schools, community spaces, police and fire stations etc. shall be retrofit on priority basis.

## CHAPTER 5

# PREPAREDNESS MEASURES

### **5.1 Introduction**

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 administration, 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 (UNDRO, 2004).

### **5.2 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 West 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.

### **5.3 Components of Preparedness Plan**

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

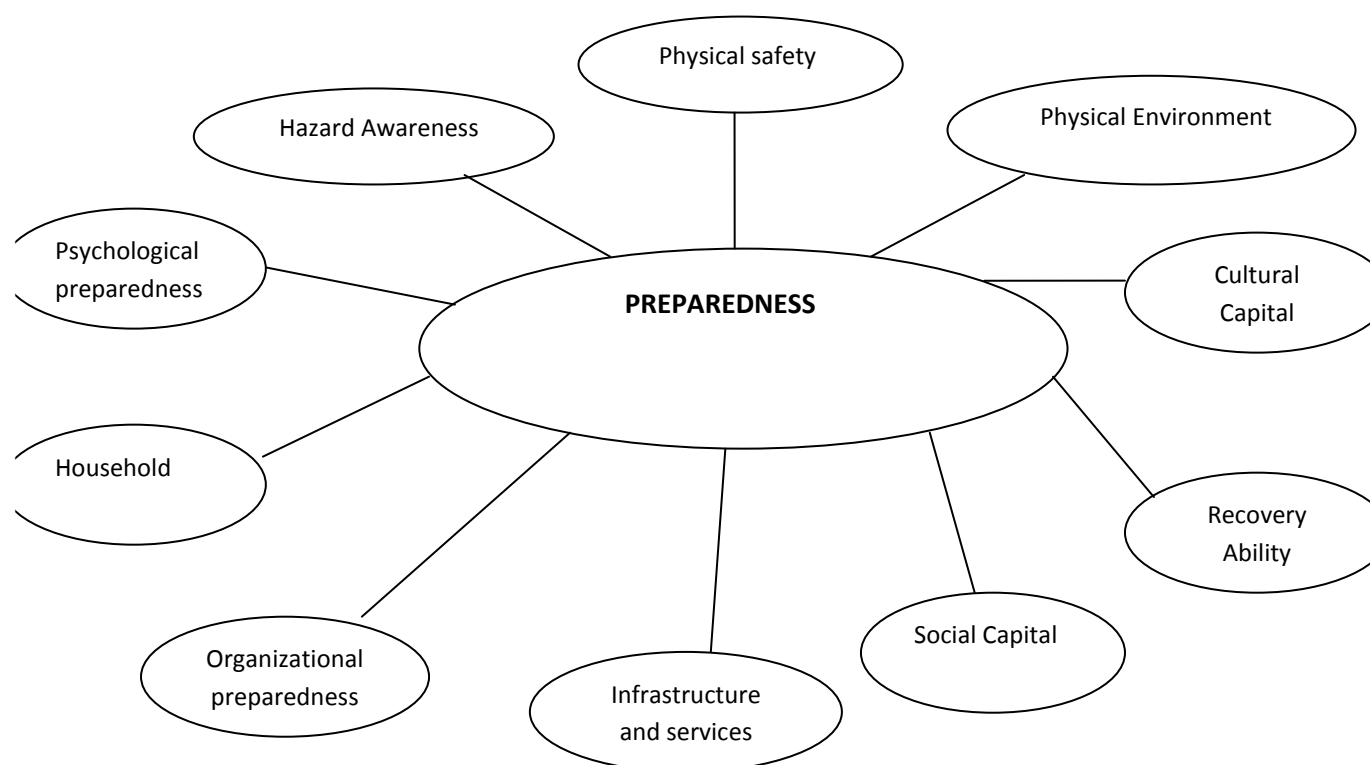
### **5.3.1 Components of Community Preparedness Plan**

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 below.

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



### Components of Community Preparedness



### 5.3.2 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 response 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

#### **5.4 Preparedness Plan**

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

##### **5.4.1 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 Commissioner and his team to meet these conflicting demands. Keeping this in view, District Magistrate has established an EOC at district level. The building of District Magistrate Office is a temporary one and will shift to another place in future; therefore a temporary EOC has been established in the office. 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.
- Conducting district, sub-division and community level mock drills
- Networking and coordination with community, district and state level departments
- Monitoring and evaluation of community and inter-intra organization level disaster management plans
- Develop a status report of preparedness and mitigation activities under the plan
- 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 24/7 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 and inter and intra district departments would be strengthened
- Inventory of manpower resources with address, telephone numbers of key contact persons has been maintained
- EOC have to identify desk arrangements during disaster situations
- Frequently required important phone numbers would be displayed on the walls so that they can be referred while other phones and addresses would be kept under a easy-retrieval and cross-referring system
- Retrofitting of building shall be done so that it can be operational during disaster also.
- EOC shall be operational 24 hours with the help of police, fire and home guard department

**(c) Transport Facility**

A vehicle is proposed to be assigned to the EOC (Shahdara) during normal times. However, additional vehicle may 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:

Identification of stakeholders involved in disaster response

ESFs Activated at the Time of a Disaster

ESF	Function	Nodal Agency/ Officer	Supporting Agencies
ESF1	Communication	MTNL	private telecom service operators, mobile phone services operators
ESF2	Evacuation	Department of Revenue	Delhi Police, Delhi fire Service, Directorate of Health Service and Civil Defence etc
ESF3	Search and Rescue	Delhi Fire Service	Department of Revenue, Delhi Police, Civil Defence and Directorate of Health Services..
ESF4	Law & order	Delhi Police	Home guards, central paramilitary forces etc
ESF5	Medical Response and Trauma Counseling	State Health Department	CATS, MCD, DGHS (Central Govt), Indian Red Cross, Civil Defence, Delhi Fire Servic
ESF6	Water Supply	Delhi Jal Board	MCD, NDMC, CGWC, CWC, Irrigation and Flood Control.
ESF7	Relief (Food and Shelter)	Department of Food and Civil Supplies	Department of Revenue, Urban Development, MCD, PWD/CPWD, MES, HUDCO, DDA
ESF8	Equipment support, debris and road clearance	MCD	NDMC, PWD, CPWD, Cant Board, Military Engineering Services
ESF9	Help lines, warning dissemination	Department of Revenue	Department of Information and Publicity, MTNL, AIR, Doordarshan, UNI, Press Information Bureau, Press Trust of India, PTI
ESF10	Electricity	Secy. Power	TRANSCO, BSES, NDPL, DERC
ESF11	Transport	Secy. Transport	DTC, DMRC, Northern Railways, Civil Aviation, PWD, MCD and Civil Defence etc.

#### **5.4.2 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 home guards etc in HAM operations.

#### **5.4.3 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 7.

## CHAPTER 6

# CAPACITY BUILDING AND TRAINING MEASURES

### 6.1 Trainings and Capacity Building

To enhance organizational and capability skills to deal with emergency situations requires trainings and capacity building exercises of the 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 crises management such as

- ✓ Skill training,
- ✓ Planning,
- ✓ Trainings on Emergency Response Functions such as first-aid, search and rescue, emergency operation centre, emergency feeding and welfare, communication and damage assessment etc.
- ✓ 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:

- ❖ Government Officers at par with the rank requirement under Incident Response System
- ❖ Team leaders and members under Emergency Support functions
- ❖ Quick Response Teams at headquarter and field level
- ❖ Community level taskforces including Volunteers, NGOs and home guard volunteers, school and college students, NCC and NSS scouts and NYKS etc

District Administration can organize seminars and workshops with the help of State disaster management authority, Civil Defence and Home Guard, Fire fighting department, 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:

- Types of disasters and basic do's and don'ts related to those disasters
- Post disaster epidemic problems
- Construction and retrofitting techniques for disaster resistant buildings
- Communication of possible risk based vulnerable areas in the district
- 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.

**Different methods and techniques are utilized to spread awareness on disaster in the district. Some sample techniques and methods are listed below:**

- ✚ Public meetings and loud speaker announcements
- ✚ Group meetings of RWAs and other logical units
- ✚ Wall painting in the communities
- ✚ Distribution of reading materials to the general public
- ✚ Distribution of posters and other Information Education and Communication (IEC) materials to children and community people
- ✚ Street plays, documentaries and films on the subject
- ✚ Use of electronic media, especially cable channels
- ✚ Quiz-painting competitions, special types of books, etc for students
- ✚ Any other means the DDMC feels apt and proper

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 and promotes preparedness & planning at community level. District administration is also imparting trainings on regular basis to the volunteers of Civil Defence and Home Guards, Nehru Yuva Kendra Sangthan, 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 taskforces 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, NYKS 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.

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Medical Officer has organized seminars to train taskforces 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 Service 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

### 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. Details of various mock drills conducted in Shahdara District are given below.

#### Mock Drills conducted in District Shahdara

S. No.	Scenario	Venue	Date
1.	Mega Mock Drill under DEMEX in District Shahdara at various places (03 Venues).	1. ITI, Vivek Vihar 2. Gagan Cinema, Shahdra 3. Shyam Lal College, Seelampur	4 <sup>th</sup> December, 2012



Table 6: Community Preparedness Strategies

S. No.	Tasks	Mode of conduct	Nodal Agencies	Supporting Agencies
1	<ul style="list-style-type: none"> <li>❖ 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.</li> <li>❖ First priority shall be given to the schools, industrial clusters, Market Trade Associations and Residential areas, slums and resettlement colonies etc located in                             <ul style="list-style-type: none"> <li>• Mauj Pur,</li> <li>• Babarpur,</li> <li>• Jafrabad,</li> <li>• Saqdar Pur,</li> <li>• Saboli,</li> <li>• Mandoli,</li> <li>• Shahdara,</li> <li>• Ghondali,</li> <li>• Seelampur etc.</li> </ul> </li> <li>❖ Second Priority shall be given to the communities living in the outer part of the district especially villages.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Through Nukaad Nataks</li> <li>✓ Film Shows</li> <li>✓ Rallies</li> <li>✓ Media</li> <li>✓ Newspaper Media</li> <li>✓ Posters</li> <li>✓ Pamphlets</li> <li>✓ Group discussions</li> <li>✓ Workshops etc.</li> </ul>	District Administration	<ul style="list-style-type: none"> <li>✓ Civil Defence and Home guards volunteers (CD &amp; HG)</li> <li>✓ Nehru Yuva Kendra Sangthan(NYKS)</li> <li>✓ Residential Welfare Associations(RWAs),</li> <li>✓ Market trade Unions(MTAs)</li> <li>✓ Rotary Clubs</li> <li>✓ Non Government organizations(NGOs)</li> <li>✓ Schools and colleges volunteers</li> <li>✓ NSS</li> <li>✓ NCC etc.</li> </ul>
2.	<ul style="list-style-type: none"> <li>❖ Constitution of Community Based Disaster Management Committees and Taskforces</li> </ul>	Through community level meetings	District Administration	<ul style="list-style-type: none"> <li>✓ RWAs and MTAs Members</li> <li>✓ Local Volunteers etc.</li> </ul>
3.	<ul style="list-style-type: none"> <li>❖ Capacity Building of Community Members</li> </ul>	<ul style="list-style-type: none"> <li>✓ Through mock-drills</li> <li>✓ Preparation of community plans</li> <li>✓ Ttrainings and workshops on disaster specific topics</li> </ul>	District administration	<ul style="list-style-type: none"> <li>✓ CD &amp; HG</li> <li>✓ Local NGOs</li> <li>✓ NYKS</li> <li>✓ St. John Ambulance</li> <li>✓ C.A.T.S etc.</li> </ul>

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4.	<ul style="list-style-type: none"> <li>❖ Trainings to the taskforces and committee members               <ul style="list-style-type: none"> <li>• First-Aid and Trauma Counseling</li> <li>• Search and rescue and fire-fighting</li> <li>• Warning Dissemination etc.</li> </ul> </li> </ul>	<p style="text-align: center;"><b>Trainings and Workshops</b></p>	<p style="text-align: center;"><b>Revenue Department along with Health, Police and Fire Departments</b></p>	<ul style="list-style-type: none"> <li>✓ CD &amp; HG,</li> <li>✓ St. John Ambulance</li> <li>✓ CATS and NGOs</li> </ul>
5.	<ul style="list-style-type: none"> <li>❖ Post disaster epidemic problems</li> </ul>	<p style="text-align: center;"><b>Seminars and community meetings</b></p>	<p style="text-align: center;"><b>Health department</b></p>	<ul style="list-style-type: none"> <li>✓ Local health departments</li> <li>✓ NGOs</li> </ul>
6	<ul style="list-style-type: none"> <li>❖ Trainings for construction of seismic resistant buildings and retrofitting of the buildings.</li> <li>❖ 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)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Showing Films</li> <li>✓ Videos, distributing posters and brochures</li> <li>✓ Reading Materials, etc in trainings and workshops or any other community gathering</li> </ul>	<p style="text-align: center;"><b>Revenue department</b></p>	<ul style="list-style-type: none"> <li>✓ SDMC</li> <li>✓ PWD</li> <li>✓ Private contractors and</li> <li>✓ NGOs etc.</li> </ul>

## CHAPTER 7

# RESPONSE AND RELIEF MEASURES

### 7.1 Introduction

#### Introduction

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.

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.

### 7.2 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

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- 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

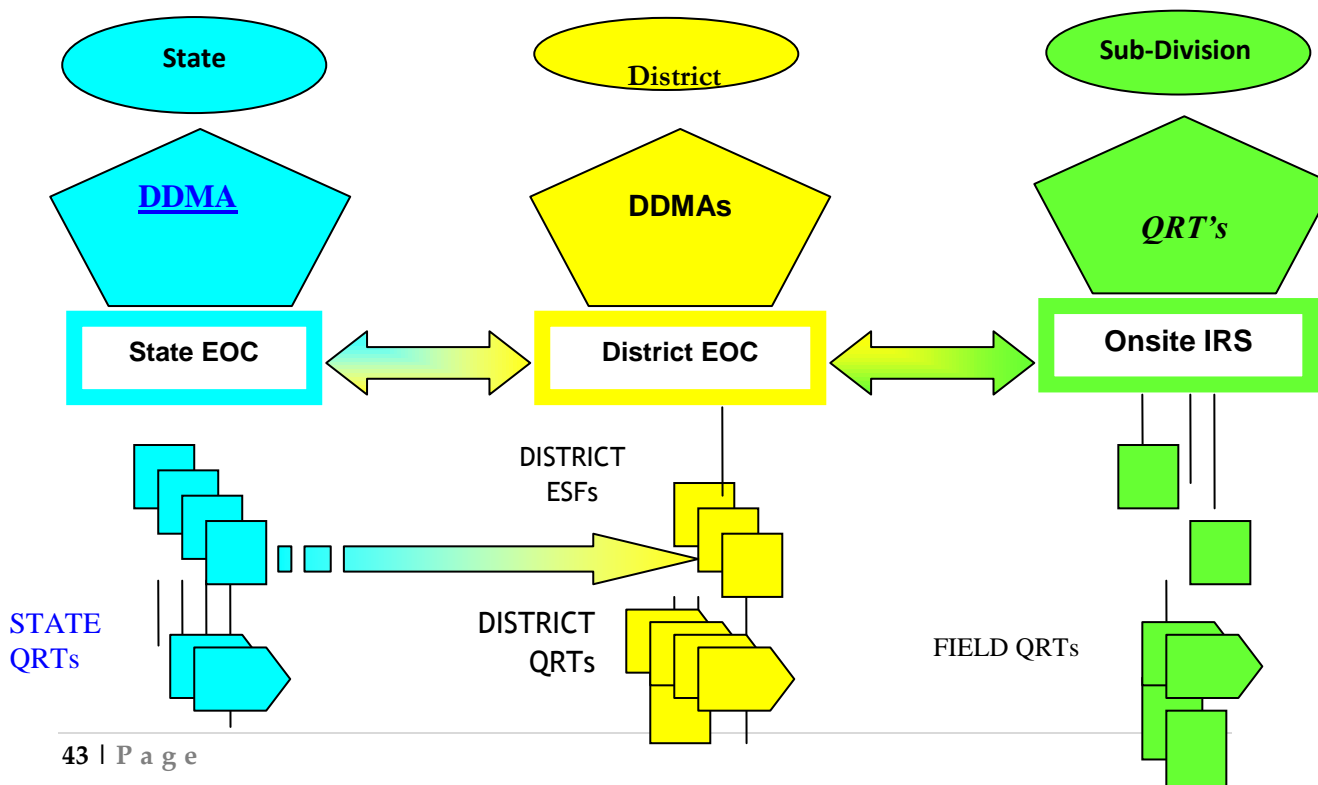
**7.3 Various Response Levels**

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)

Incase disaster may be managed at the district level, district emergency operation system 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.

**Various Response Levels for Disaster Management**



## **7.4 Important Terminologies Used in the Plan**

### **7.4.1 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 department's 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.

### **7.4.2 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.

### **7.4.3 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 11 ESFs nodal officers works 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.

### **7.4.4 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.

#### **7.4.5 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.

#### **7.4.6 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.

#### **7.4.7 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.

### **7.5 Operational –Coordination Structure**

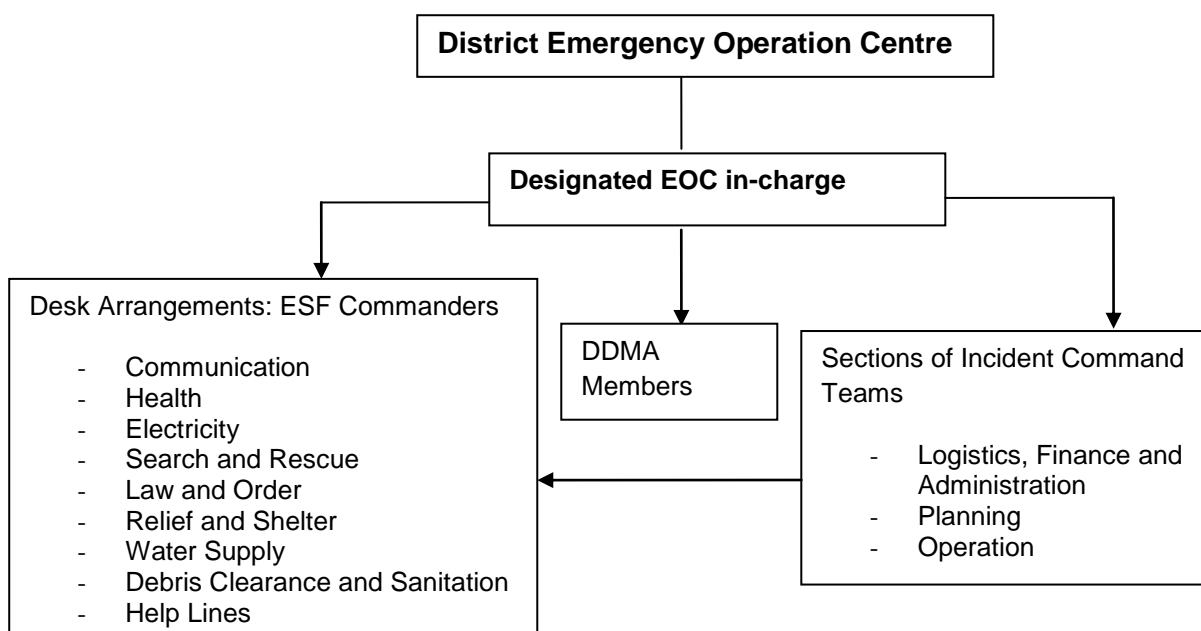
Each organization generally has a framework for direction of its operation and coordination between its different units. Disaster Management generally requires partnership between organizations and stakeholders. An effective and early response requires mobilization of manpower, equipments and materials 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.

#### **7.5.1 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 the DM-Shahdara 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 Functions-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 Response Team members will also be informed to immediately report at District EOC. Incident Response team and Desk officials would respond as per their Standard Operating Procedures and directions of Incident Commander(IC).

**Trigger Mechanism for District EOC**

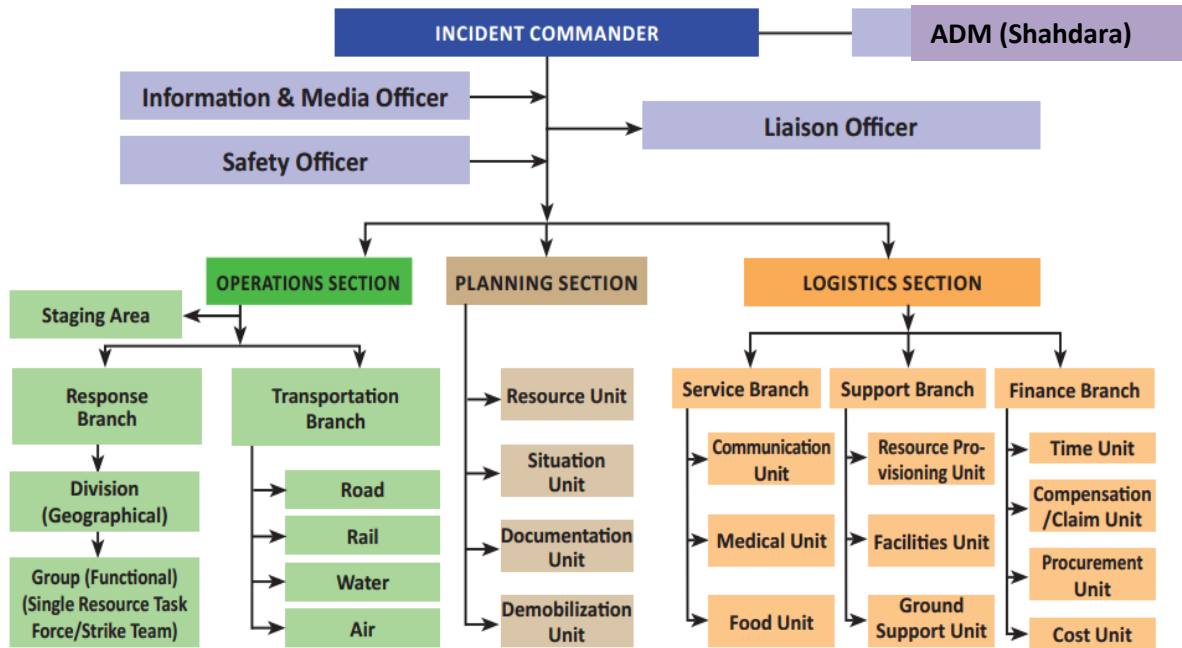


**7.5.2 Activation of Incident Response System**

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. In this system, the District Magistrate is the commanding officer in case of emergency pertaining to his own district.

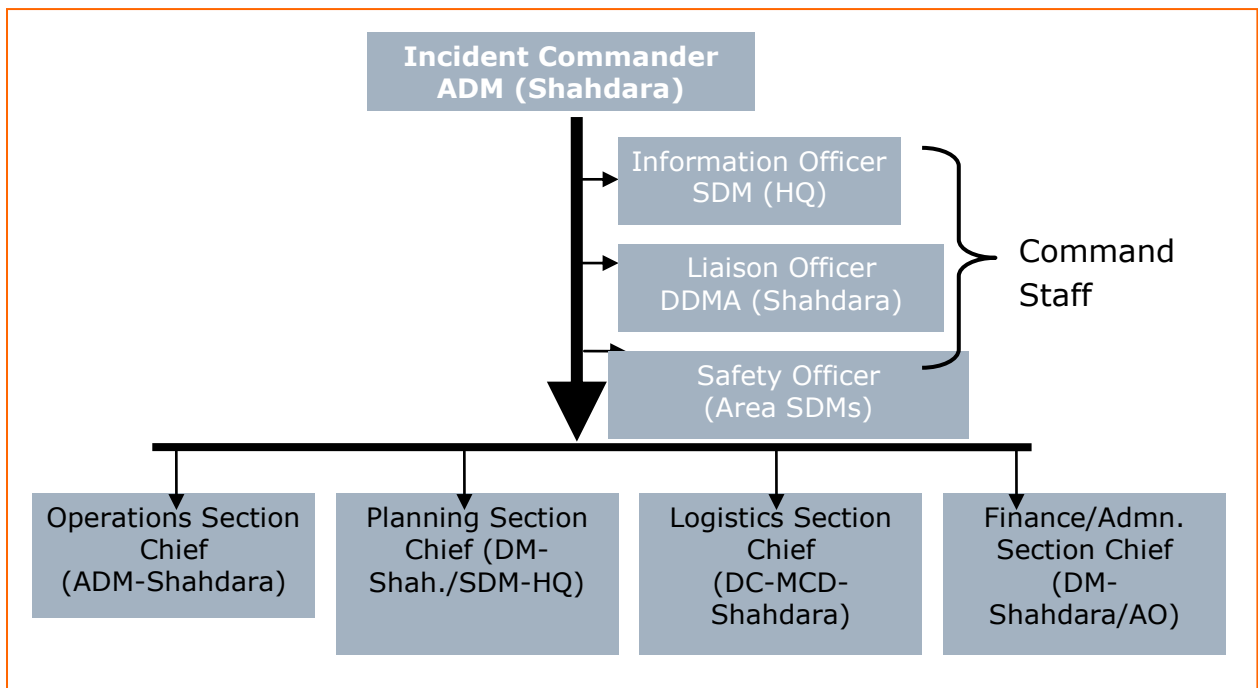
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**Structure of Incident Response Team**

During Emergency period ADM (Shahdara) would be designated as Incident Commander (IC) and shall take up following immediate actions.



**Incident Response System (Shahdara)**

IC will designate IRS members according to the rank requirement and assign responsibilities under four sections of logistics, planning, finance and administration.



**District Disaster Management Authority (Shahdara)**

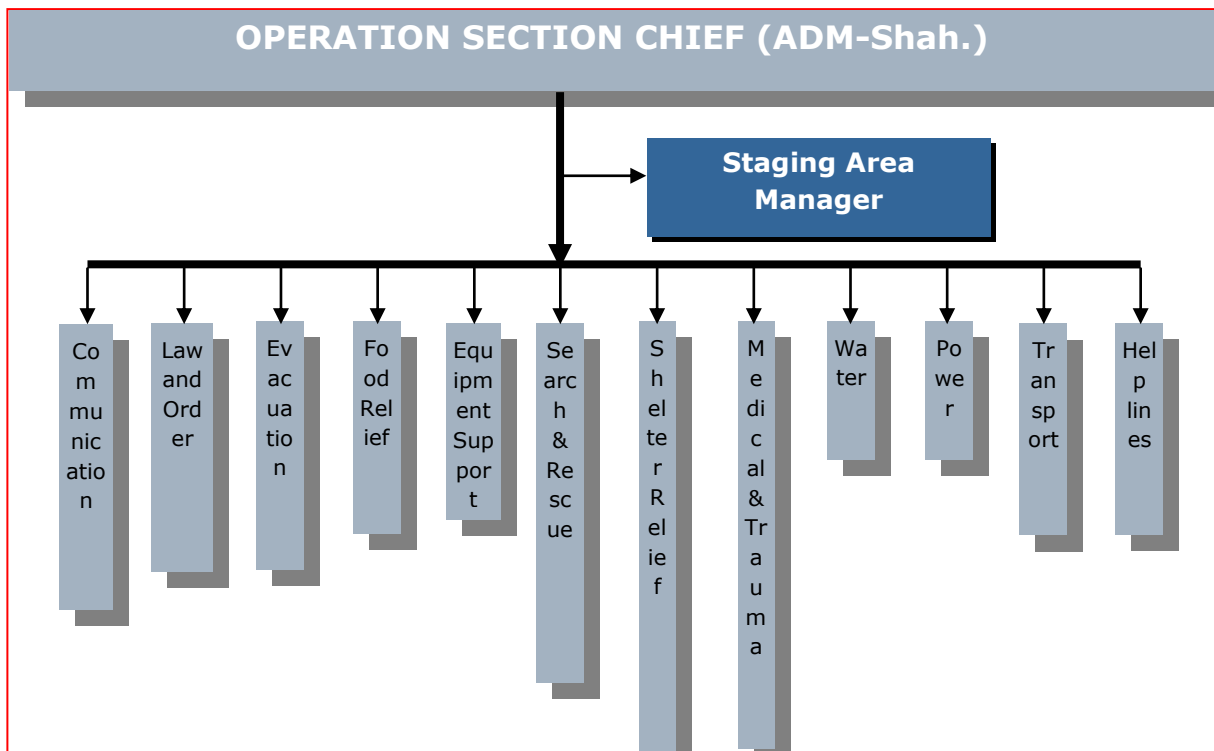
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1. IC will also direct to the EOC in-charge to inform all the DDMA members about the incident and ICP (Incident Command Post).
2. IC will direct ADM-Shahdara to coordinate with the team leader of Emergency Support Functions (ESFs)
3. EOC/PCR will also pass the information to the DDMA members about the location of ICP.
4. Direct EOC in-charge to pass the information to the State apex body/Unified commander.

If the disaster is in more than one district, the D.M. 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 DM as Incident Commander in his/her own district.

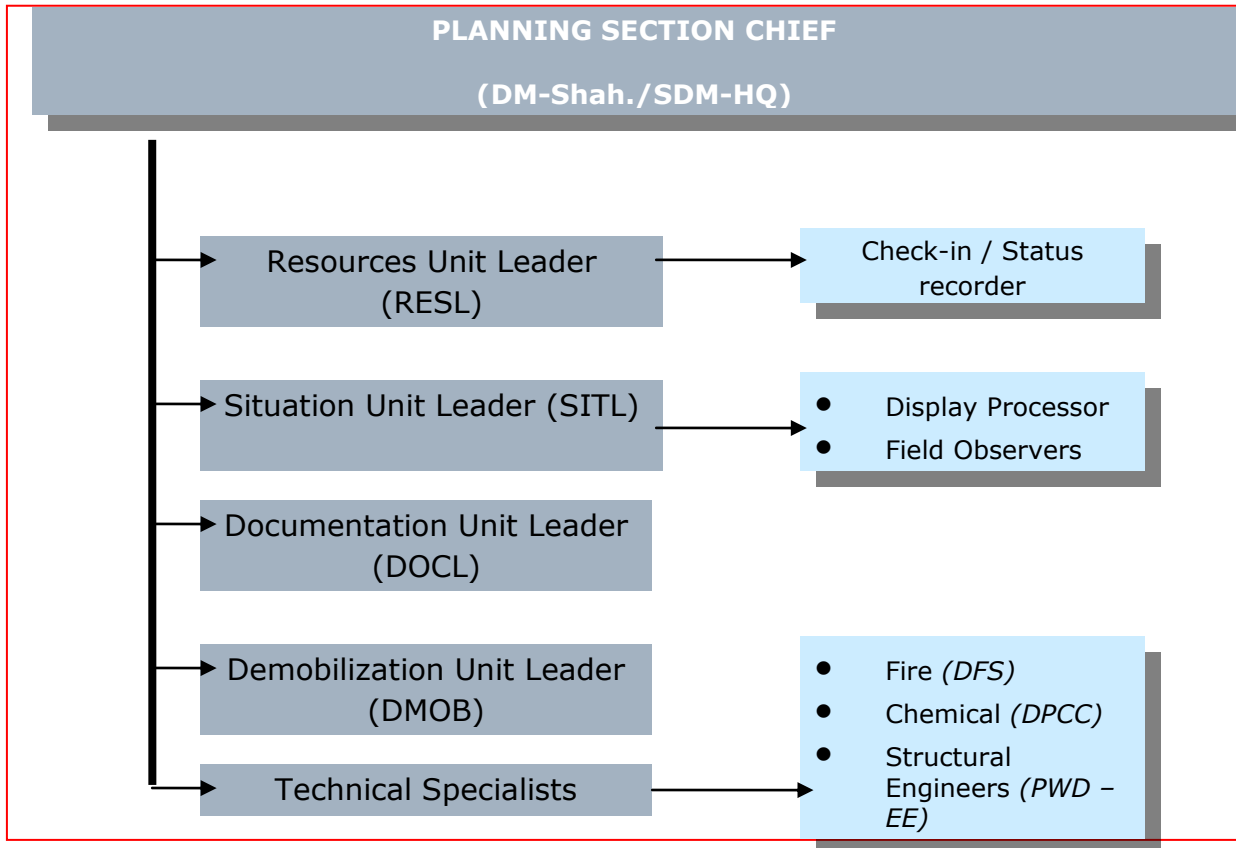
It is mandatory that all line departments/Organizations/individuals should obey the command of the Incident Commander as condition demands. He can divert all mechanisms and resources in the district to fight against a scenario leading to disaster/calamity in the district. The entire Incident Response system is shown in the **Figures below:**

**TREE DIAGRAM  
OPERATION SECTION IN ICS**

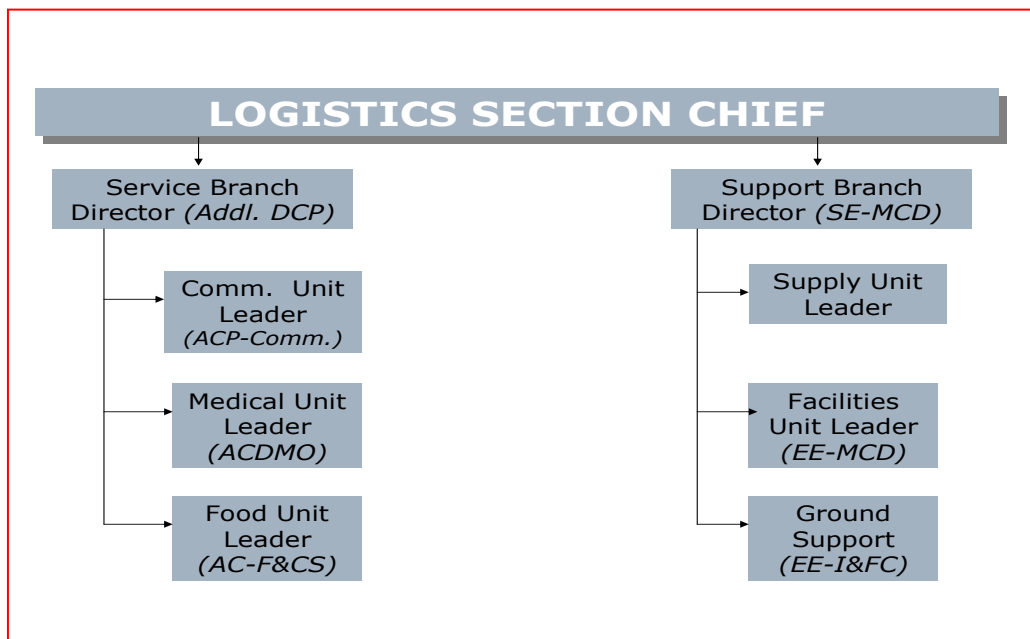


**TREE DIAGRAM**

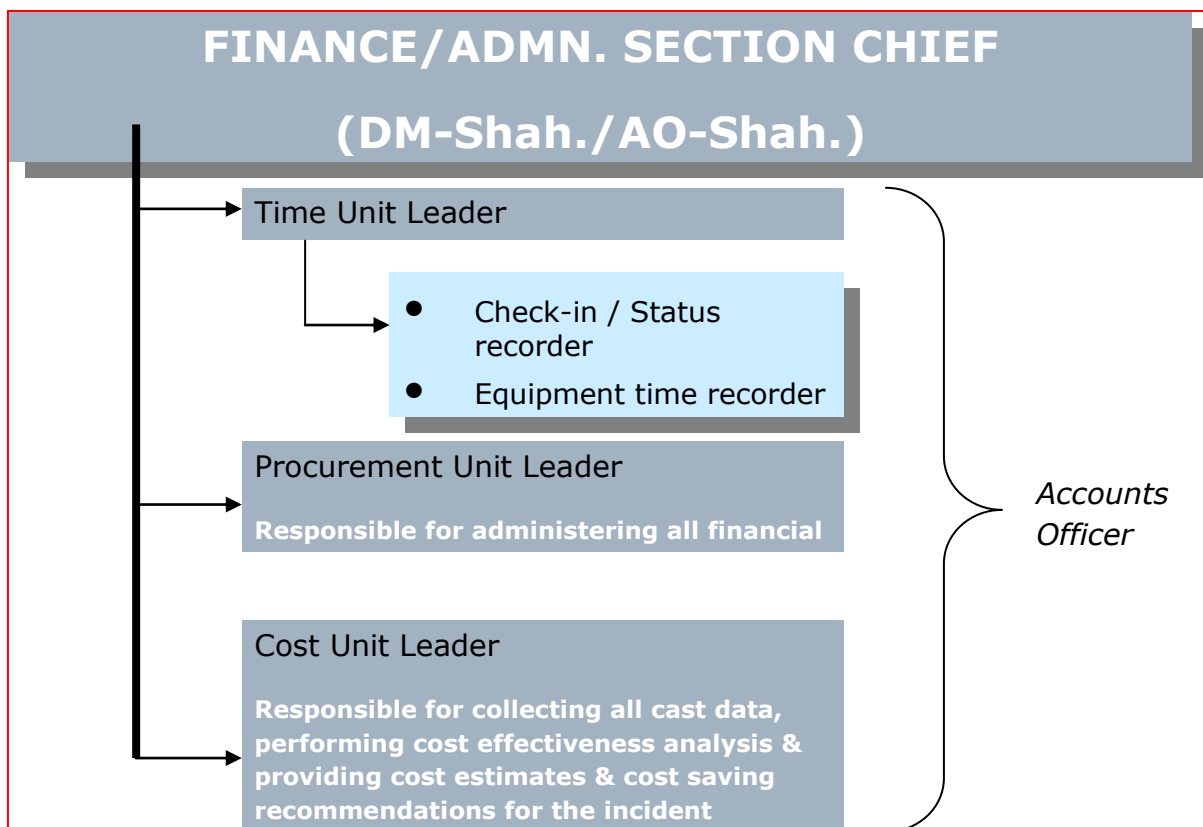
**PLANNING SECTION IN IRS**



**TREE DIAGRAM  
LOGISTIC SECTION IN IRS**



**TREE DIAGRAM  
FINANCE/ADMINISTRATION SECTION IN ICS**



**Rank for District level Incident Response Team**

S.No	IRS Position	Suggested rank and position for District level IRS
1.	<b>Incident Commander</b>	Additional District Magistrate (Shahdara)
2.	Liaison Officer	DDMA (Shahdara)
3.	Information and Media Officer	Additional District Magistrate (Shahdara) / SDM (HQ)
4.	Safety Officer	Specialist from DDMA/NDMA
5.	<b>Operations Section Chief</b>	Additional District Magistrate- Shahdara
6.	Staging Area Manager	Area SDMs
7.	Response Branch Director	Divisional Fire Officer
8.	Transportation Branch Director	Motor Licensing Officer (Shahdara)

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9.	<b>Planning Section Chief</b>	District Magistrate (Shahdara)
10.	Situation Unit Leader	Respective Tehsildar and SHO of Police Station concerned
11.	Resource Unit Leader	Area Tehsildar
12.	Documentation Unit Leader	Area Tehsildar
13.	Demobilisation Unit Leader	Area Tehsildar
14.	Technical Specialist	Specialist from NDMA/DDMA
15.	<b>Logistic Section Chief</b>	DC (EDMC)
16.	Service Branch Director	SDM(HQ) / Area SDM
17.	Support Branch Director	SDM(HQ) / Area SDM
18.	Communication Unit Leader	SDM(HQ) / Area SDM
19.	Food Unit Leader	SDM(HQ) / Area SDM
20.	Facilities Unit Leader	Concerned Area Tehsildar
21.	Ground Support Unit Leader	Concerned Area Tehsildar
22.	Medical Unit Leader	CDMO, Distt. Shahdara
23.	Finance Branch Director	Accounts Officer (Shahdara)
24.	Cost Unit Leader	Accounts Officer, O/o District Magistrate(Shahdara)

**7.5.3 Responsibilities under Incident Response System**

**(i) Incident Commander: ADM (Shahdara)**

- Incident Commander (IC) shall rush to the Emergency Operation Center (EOC) where technical experts and section chiefs shall join him. He shall remain in the contact of EOC to know the updated status of incident.
- In consultation to technical experts Incident Command Post (ICP) shall be selected near incident site. Site selection shall be on the basis of the wind prevailing directions and probability of secondary hazards etc.
- Obtain updates of the incident situation from ICP and establish a link for continuous communication through dedicated telephone lines with speaker phones, set of walkie-talkies, computer link etc. with the help of coordinator
- Supervise the overall management of each function through respective members of DDMA and expediting response whenever required
- Identify the hazardous and threatened areas based on map and information received ICP
- Take a decisions on requirement and priorities of evacuation and organize the resources to execute the same

## District Disaster Management Authority (Shahdara)

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- Based on the inputs from the first responders, and experts available at ICP, identify the additional resources requirement and initiate mobilization with the help of section chiefs.
- Coordinate with the other district authorities and state authority
- After making required arrangement, IC shall visit incident site to supervise the situation
- He shall also take decisions in demobilizing the resources after the incident

Following three officers will support Incident Commander along with Operation, logistic, planning and finance section chiefs.

### **Safety Officer:-**

1. Recommend measures for assuring safety of responders and to assess or anticipate hazardous and unsafe situations and review it regularly;
2. Ask for assistants and assign responsibilities as required;
3. Participate in planning meetings for preparation of IAP (Incident Action Plan);
4. Review the IAP for safety implications;
5. Obtain details of accidents that have occurred within the incident area if required or as directed by IC and inform the appropriate authorities;
6. Review and approve the Site Safety Plan, as and when required;

### **Liaison Officer:-**

1. Maintain a list of concerned line departments, agencies (CBOs, NGOs) and their representatives at various locations.
2. Carry liaison with all concerned agencies including NDRF and Armed forces and line department of Government.
3. Monitor Operations to identify current and potential inter-agency problems.
4. Participate in planning meetings and provide information on response by participating agencies.
5. Ask for personnel support if required.
6. Keep IC informed about arrival of all Government and Non – government agencies and their resources.
7. Help in organizing briefing sessions of all Government and Non-governmental agencies with IC.

### **Information Officer:-**

1. Prepare and release information about the incident to the media agencies and others with the approval of IC.
2. Jot down decision taken and directions issued in case of sudden disasters when Incident Response Team has not been fully activated.
3. Ask for additional personal support depending on the scale of incident and workload.

4. Monitor and review various media reports regarding the incident that may be useful for incident planning.
5. Organize Incident Action Plan meeting as directed by the Incident Commander.
6. Coordinate with IMD to collect weather information and disseminate it to all concerned.

**(ii) Operation Chief: Additional District Magistrate-Shahdara**

Most preferred rank for the operation chief is Additional District Magistrate. Following are the duties designated for Operation Chief:

- ✚ Responsible for the management of all operations directly applicable to the primary mission. He will activate the emergency support functions and will coordinate with the team leaders of ESFs.
- ✚ Activates and supervises organization elements in accordance with the Incident Action Plan (IAP) 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
- ✚ Make expedient changes to IAP as necessary
- ✚ Report Information about special activities, events or occurrences to Incident Commander
- ✚ Maintain Unit / Activity details

**(d) Emergency Support Functions**

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

- a. On the receipt of information about the off-site emergency Team Leaders (TLs) will activate their own Emergency Support Functions (ESFs)
- b. TLs will join IC and Operation Chief (ADM-SHAHDARA) in EOC to ensure coordination and to provide assistance
- c. TLs would also move to the site for better operational control
- d. 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
- e. They further reinforce their teams by deploying additional resources from surrounding areas so the effective first respond can be rendered at site
- f. A high alert would be notified to move additional resources and manpower to the incident site
- g. 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

**(iii) Planning Section Chief**

*Planning section chief shall be responsible for performing following duties:*

- Collection, evaluation, dissemination and use of information about the development of incident and status of resources. Information is required to understand the current situation and to prepare alternative strategies and control operations
- Supervise preparation of Incident Action Plan (IAP)
- Provide input to Incident Commander and Operation Chief in preparation of IAP
- Reassign out 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
- Facilitate the preparation and implementation of Incident Demobilization Plan.
- Incorporate Plans (e.g. Traffic, Medical, Site Safety, Communication) into IAP.
- Maintain Unit / Activity details.

**(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.

**(a) 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.

**(b) 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

**(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

**(g) 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

**(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 Vapour 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.

*e. Selection of Personal Protective Equipments (PPEs)*

Technical persons should be 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.

**(iv) Logistic Section Chief**

Responsible to provide facilities, services and materials for effective management of disaster. Participates in development and implementation of Incident Action Plan (IAP) and activates & supervise Logistic section.

- Assign work locations & tasks to section personnel
- Participate in preparation of IAP
- 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

- Prepare service and support elements of IAP
- Recommend release of unit resources as per DMOD plan
- Maintain Unit/ Activity details

**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 to between 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 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

**(v) Finance and Administration 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

**i. Desk Arrangements**

District EOC will expand to include desk arrangements with responsibilities for specific tasks. The desk arrangement may continue to operate from EOC till the time long term plan for rehabilitation are finalized. The desk arrangements provide for divisions of tasks, information gathering and record keeping and accountability of the desk officer to the district commissioner. The Team leaders of emergency support functions shall be the desk officer and work under the coordination of Operation Chief. The desk officers shall be responsible to prepare, update and process reports according to the formats. Below emergency support functions of each desk officer/team leader has been discussed in detail.

**7.5.5 Emergency Support Functions**

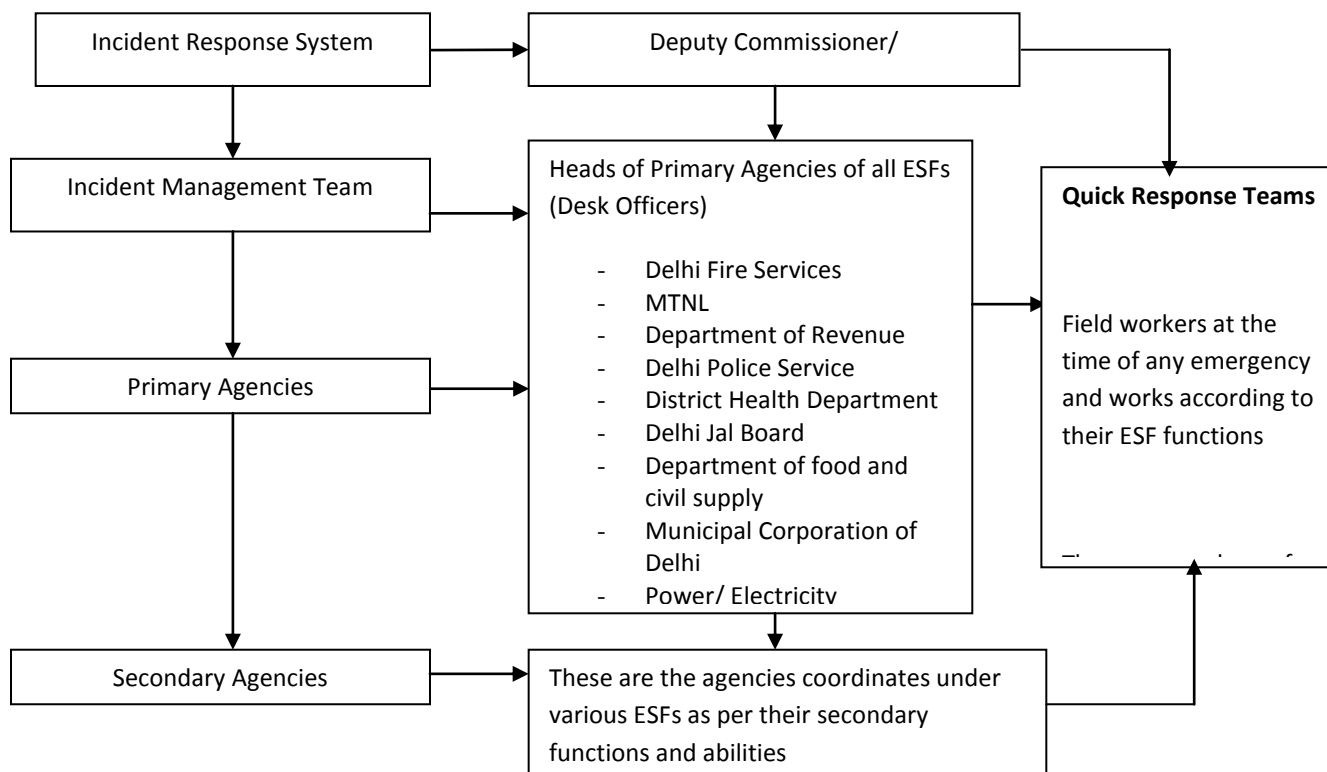
Emergency Support Functions (ESFs) are the essentials of Emergency Management comprising of various coordinating agencies, which manage and coordinate specific kinds of assistance common to all disasters types. The plan establishes an organised set-up to conduct ESF operations for any of the Natural and Manmade Disasters. It outlines an implementing framework of sharing resources and co-coordinating, preparedness,

Mitigation, response and recovery as per the requirement. The Plan has structured the activities of concerned agencies i.e. primary/nodal and support agencies into an organised manner according to their capabilities, skills, resources and authorities across the state and district government. It also attempts to unify efforts of state departments so that they are involved in emergency management comprehensively to reduce the effects of any emergency or disaster within the state.

**(i) Organisation Setup of the ESF at District Level**

The Revenue Department of the district, which may be renamed as ‘Department of Revenue and Disaster Management’, as directed by the Ministry of Home Affairs, is the prime co-coordinating agency for disaster risk management efforts. However there will be other agencies involved in-charge of different ESFs. Each ESF is headed by a lead organization and assisted by supporting organizations for coordinating the delivery of resources and services to the disaster-affected area.

**Emergency Support Functions in Response Mechanism**



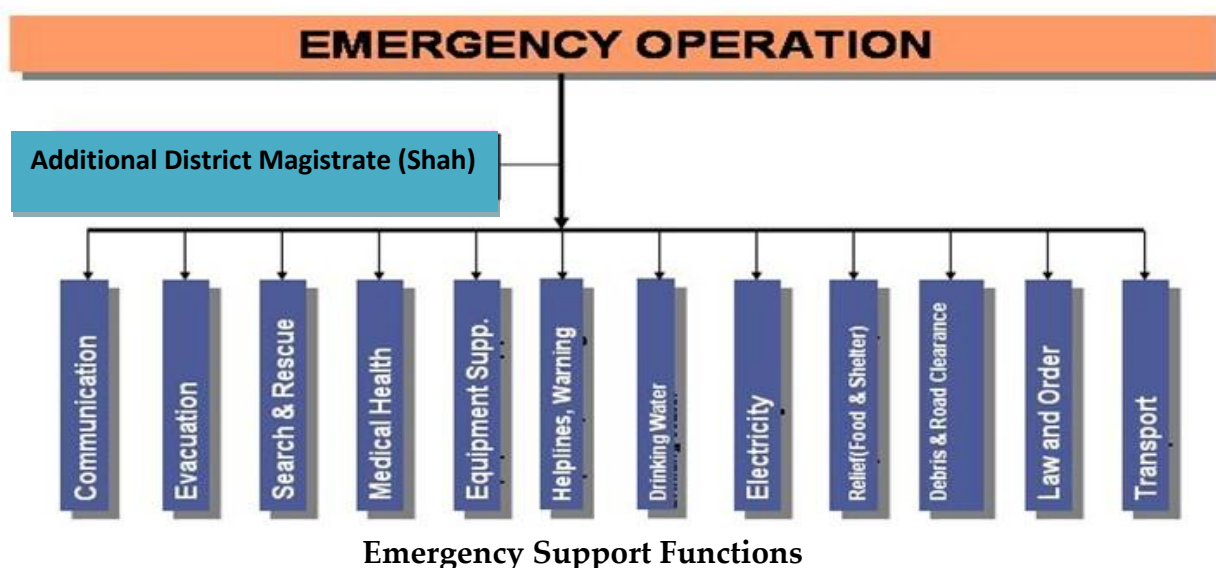
These ESFs form an integral part of the EOC and each ESF should coordinate its activities form the allocated EOC. Extension teams and quick response teams (QRTs) would be required to follow their response procedures at the affected site. Nodal officers of all the ESFs would constitute Incident Management Team. Nodal officer would also nominate names for the QRT members who will accomplish disaster management related work at the field level. Similarly supporting agencies would also nominate their nodal officers

and QRT members who will assist to the primary officers during response phase. Additional names should also be proposed to backstop the requisite positions.

Nodal and Supporting agencies comprising of QRTs shall be 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. All ESFs have to assist the Incident Commander i.e. Additional District Magistrate State level as per their assigned duties described in the SOP’s and to be followed during emergency within the District/State.

*A detailed organizational setup of all ESFs and team leaders has been given below:*

In any case of any disaster Police, Fire, Medical and revenue department have been identified as first responder.



A set of clearly defined responsibilities for all the ESFs have been mentioned below:

*Table 7: ESFs Teams*

ESF	Function	Coordinator	Members
ESF1	Communication	MTNL	NIC, Police, Revenue Wireless, Private Telecom
ESF2	Evacuation	Police Department	Army, Health Dept, Civil Defence, Delhi fire Service, NCC
ESF3	Search and Rescue	Secy. Home	Fire Deptt, Police, Civil Defence, Army
ESF4	Medical Health/Trauma	Secy. Health	Major Hospitals, CATS, St. John Ambulance, Civil Defence

ESF5	Equipment Support	Secy. Urban Development	MCD, PWD, NDMC, Cantt. Board, DDA, JAL Board
ESF6	Hiplines, Warning Dissemination & coordination Media coverage	Pr. Secretary (Revenue/Disaster Management)	All Emergency Support Functionaries (ESFs), Media Agencies
ESF7	Drinking Water	CEO, Jal Board	DJB
ESF8	Electricity	Secy. Power	, Power Companies (TPDDL)
ESF9	Relief (Food and Shelter)	Pr. Secretary (Revenue/Disaster Management)	Civil Supplies Corporation, Civil Defence, Volunteer Organizations
ESF10	Debris and Road Clearance	Commissioner, EDMC	PWD, NDMC, Cantt. Board, DDA, MES, CPWD
ESF11	Law and Order	Commissioner, Police	Civil Defence, Home Guards
ESF12	Transport	Secy. Transport	DTC,DMRC

### 7.5.6 Action plan for Emergency Support Function

#### 1. Communication

##### **Situation Assumption:**

Due to extreme fire explosions or a high intensity earthquake telephone wires might get damaged so communication from the site is not possible there is a need to inform to various departments and to establish a temporary communication system

**Primary Agencies:** Mahanagar Telephone Nigam Limited (MTNL)

**Supporting Agencies:** NIC, Private telecommunication and Mobile phone operators

##### **Immediate Actions:**

1. Team Leader (TL) will activate ESF immediately and intimate to his supporting officers
2. He will establish a contact with district EOC for First Information Report
3. He will decide upon the extent of damage to telecom services and network and will provide possible arrangements to establish reliable networks
4. In such kind of large explosion, the communication systems of the affected installation may get severely damaged and be rendered useless. In such case communication coordinator would be responsible to provide emergency communication system to the incident site. It shall comprise through wireless (available within the Delhi Administration), mobile phones and land lines available with the industries.



5. Coordinator will establish an all call system on telephonic network for notification of emergency in the areas likely to be affected
6. Prepare a standard message format (in Hindi and English) for use in radio/television broadcast or outdoor notification through megaphone to facilitate and reduce time necessary to alert the public of a problem and inform them of the protective actions to be taken.
7. Establish a warning system for different levels of emergency
8. TL should send Quick Response Team(QRT) at the incident site with required equipments and resources
9. TL will inform to IC about the restoration of telecom services and will communicate new phone numbers
10. HAM radio operators would be informed about the current requirement and coordination mechanism
11. TL monitors the situation and arranges staff required to operate established systems

**Action to be undertaken by Quick Response Teams (QRTs)**

1. QRT members will reach to the incident site as soon as they get instructions
2. QRT will take stock of the situation from the IC and also from the members of the other QRTs
3. QRT will assess the ground situation and send reports to state ESF agencies. The report would contain assessment of overall damage listing, overhead route damage(mts/kms), cable damaged( in yards/mts) and specific equipment damage
4. Establish a temporary communication facility for the use of public
5. Identify requirement of manpower, resources and equipments
6. Begin restoration by removing and salvaging wires and poles
7. Reporting to the head office

**Coordinating ESFs:** Help lines, Relief, Medical response, Law and order, Search and rescue, etc.

**2. Evacuation**

***Situation Assumption:***

*People who are residing in vulnerable location may get affected due to the chemical explosions/fire/earthquake. These areas may be nearby installation, industries, railways and other institutions. Under such circumstances TL should take up decision either to evacuate the places or not.*

**Primary Agency** : **Police department**

**Supporting Agencies** : Police department, Fire department, NDMC-Rohini, Narela and Civil line Zone, Civil Defence and Home Guard department, NCC, NSS, NYKS, NGOs

**Task Involved** : 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 nearby 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

**Coordinating ESFs** : Law and Order, Search and Rescue, Food and Shelter

### **3. Search and Rescue, Fire Fighting**

**Situation Assumption:** There may be a massive destruction, aggressive fire explosions, there may be a need of repairing leakages to reduce fire explosions, situation can aggravate due to mishandling or carelessness

**Primary Agency** : **Delhi Fire Service**

**Supporting Agencies** : Trained fire fighting/search and rescue team of incident site and nearby installations (IOCL, BPCL, HPCL), Civil Defence and Home Guard, Police department

**Immediate Tasks** :

1. TL will activate the ESF and give instructions to the QRTs to reach at incident site to person rescue operations
2. TL will coordinate with LCP and EOC to judge the situation
3. TL will coordinate in deputing rescue team to enter in hazardous areas
4. TL will coordinate with technical experts, safety coordinators and material coordinator for quick response in case of any requirement in conducting rescue operations

**Immediate Tasks of QRTs:**

Fire fighting teams will undertake these services in case of extreme fire explosions and chemical disaster

**On-scene Assessment:**

1. First fire vehicle to reach at incident site will contact the site controller and collect the necessary information regarding chemical leak, action taken, current status and type of equipment required
2. Driver will park their vehicle in a manner to prevent exposure to air-borne chemical contaminants and fire explosions

3. Each crewmember will wear the necessary PPEs (Personnel Protective Equipments) before entering in the “hot zone”. They will work in pairs and coordination
4. The situation will be communicated to the FCR to provide the update of additional resource and manpower requirement

#### **Plugging/Stopping of Leaks:**

Few crewmembers having good knowledge of basic tools and knowledge to limit the losses from punctured or leaking tanks will work for plugging holes. Plugs of varying sizes and shapes (conical, cylindrical, square or wedge shaped wood pieces, rubber or metal sheets) can be jammed in the wholes to reduce the leaking.

**Suppression of Hazardous Gas or Vapour Releases** Based on the guidance of technical coordinators, the response team shall take rapid measures to reduce the rate of amount of hazardous vapors or gases entering in the atmosphere using one or combination of the following measures

- Physical restriction of liquid pool surface areas, transfer to an alternate or standby container if available.
- Use of fire-fighting or specialized hazardous material foams, dilute or coverage of liquid pools with water or other compatible liquids.
- Use of water sprays or fogs, neutralization of spilled liquids, cooling of spilled liquids or venting tanks

#### **Search and Rescue Operations**

1. According to the instructions of rescue coordinators QRTs should enter into the hazardous areas and rescue injured and trapped people
2. For common safety practice, QRTs should work in pairs
3. QRT should initiate search and rescue operations of trapped people under the guidance of technical experts
4. QRT of rescue operations should carry a self-contained breathing apparatus (SCBA) to carry out their mission without falling victim. They should also carry a spare SCBA unit which will help them to escape people trapped in the hazardous areas and also sometimes rescue workers require extra air supplies to accomplish prolonged rescue.

**Coordinating ESFs** : Law and Order, Relief, Evacuation, Water Supply

#### **4. Law and Order**

**Situation Assumption:**

There may be a chaos in the affected area. People may rush without proper following proper instructions which may increase the expected loss. Traffic may become out of control and lead to jams.

**Primary Agency** : **Police Department (Police and Traffic Police)**

**Supporting Agencies** : Civil Defence and Home Guard

**Immediate Actions of Police:**

1. Deploying quick response teams (QRTs) to maintain law and order at the incident site
2. QRTs deployed at the site will be equipped and will coordinate with following activities
3. Quick Assessment of law and order situation in affected areas
4. Cordon off the site to restrict movement of curious onlookers, vehicles and pedestrians
5. Control and monitor traffic movements
6. Support and coordinate with local administration
7. Prepare updates on the law and order situation in every 2 hours and brief the authorities
8. Ensure law and order at assembly points and evacuation points
9. Control situation of rioting and looting and cordon off affected areas
10. Provide traffic diversions so as to ease movement of response vehicles to incident site
11. Gather and disseminate information about the traffic flow on alternate routes for decongestion
12. Ensuring law and order in rehabilitation centers
13. Communicate with PCR on regular basis regarding field activities including deployment of manpower and resources
14. To advice home-guards and civil defence to remain alert for responding to call from Police
15. To contact nearby hospitals for making emergency arrangements for receiving injured persons

**Immediate actions of Traffic Police:**

1. To coordinate and communicate with concerned functionaries
2. To detail traffic staff to reach the place of occurrence
3. To give directions whenever necessary to ensure free passage for fire brigade ambulance, police vehicles and vehicles of other respondents
4. DCP (traffic) to coordinate with the DTC and other private transporters for additional vehicles

### **Coordinating ESFs**

Communication, Search and Rescue, Transport, Help lines and Warning dissemination and Relief Supply etc.

### **5. Medical Response and Trauma Counseling**

#### **Situation Assumption:**

Expect large number of casualties There may be a requirement of more trained professionals and specialists in various fields There may be a requirement to maintain a close contact with the other major hospitals in case of more severe conditions

**Primary Agency : Directorate of Health Service**

**Secondary Agencies :** CATS, BSA Hospital, Mahavir Hospital, NDMC-  
Health department (Narela, Rohini and Civil Line),  
DHS , St. John Ambulance, Installations (IOCL, BPCL,  
HPCL), CD & HG, IMA representatives, NCC, NSS,  
NYKS and NGOs

#### **Immediate Actions :**

1. Ensure the adequate number of medical professional to reach at the site including specialist in chemical exposure handling
2. DDHS in consultation with the respective medical superintendents of major hospitals should also responsible to prepare a mass causality plan
3. Ensure high sanitation standards at resettlement site to reduce epidemic outbreak
4. Providing adequate treatments to the victims of explosions
5. Trained profession should be mobilized by psychological support
6. Ensure setting up of temporary information center at hospitals with the help of communication ESF
7. Send vehicle and additional equipments

#### **Immediate Actions of QRTs:**

#### ***Establishment of Triage Station***

- a. Mass casualty situation will require establishment of field hospitals to take care for the injured and to identify stabiles and transport more serious cases to the hospitals
- b. Codes should be used to recognize serious and stable cases such as red –critical, yellow-stable and green-wounded
- c. Treatment should be provided according to the casualty of the victims
- d. Medical coordinators should propose rehabilitation centers as per the type of casualties
- e. Field hospitals shall maintain a record of all the patients so as to enable accounting of personnel and their destinations after triage

### ***Medical Support for Response Personnel***

Properly equipped medical personnel and ambulances should be made available to check and treat injured or contaminated response personnel

### ***Medical support at temporary shelters***

- a. A team will take care of the people who become ill during evacuation or later.
- b. Team should be aware of the signs and symptoms of exposure to toxic materials so that they can easily identify victims and provide them treatment and care
- c. Contaminated individuals should be segregated from the unexposed people until they are adequately decontaminated
- d. Special facility should be given for care of the handicapped and elderly

**Coordinating ESFs** : Search and Rescue, Evacuation, Communication

## **6. Water Supply**

### **Situation Assumptions:**

There may be a need of supplying water for fighting operation there may be a need for drinking purpose rehabilitation site might be requiring temporary/mobile toilets, there may be need to ensure clean environment.

**Primary Agency** : **Delhi Jal Board (DJB)**  
**Supporting Agencies** : **Irrigation and Flood Control Department,  
NDMC, Railways**

### **Immediate Tasks:**

- a. The team leader will ensure that Quick Response Teams are on the site along with the required resources
- b. He shall be ensuring uninterrupted supply of water for fire-fighting to all the brigades in operation.
- c. He shall coordinate with the transport coordinator for replenishing the depleted stock of fire water at the incident site through water tanks
- d. Carry out the task of repairing all damages to water supply system
- e. Arranging alternate storage of potable water at temporary shelters
- f. Ensure restoration of potable water as per standards and procedures laid down under ‘Standards for Potable Water ‘
- g. Plan for emergency accommodation of water supply in or near temporary shelters
- h. Establish temporary sanitation facilities at the shelters
- i. Ensure cleanliness of sanitation facilities, relief shelters and local commandant post

**Coordinating ESFs : Shelter, Relief, Evacuation, Medical, Search and Rescue**

**7. Relief (Food and Shelter) Supply**

***A. Food Supply Situation Assumption:***

*There may be a need to distribute food packets and drinking water to the victims*

**Action to be taken by:** Food and Civil Supplies Department

**Supporting Agencies:**

NGOs, NCC, NSS and Education department

**Immediate Tasks:**

1. The team leader(TL) will activate ESF on receiving the information about the incident and will also inform to the supporting agencies
2. Food coordinator would gather information about the locations of shelters and number of persons housed in each of these shelters.
3. The TL will guide QRTs to reach at rehabilitation centers to provide food packages
4. The TL will keep on coordinating about the distribution of food items to the evacuees and will give appraisal to the IC
5. In case of shortage of food items the TL will arrange more food packages and will ensure continuous supply

**Tasks for QRTs:**

1. Management and distribution of relief items to affected victims
2. Report the progress on action them to the TL
3. Inform the TL about more requirements of staff members, additional materials and food packages.
4. Initiate procurement of food items available at nearby markets
5. Prepare take-home food packets for the families
6. Ensuring equal distribution of relief material including children, aged groups, women and poor people

**Coordinating ESFs:** Evacuation, Shelter, Water and Sanitation and Medical response

***B. Shelter Arrangements***

***Situation Assumption:***

*There may be a situation of transferring victims to the safer temporary shelter, there may also be a need to establish triage station for medical treatments*

**Primary Agency : Revenue Department**

**Supporting Agencies :** Nehru Yuva Kendra Sangthan, GRC's, Education  
Dept, NSS, NCC, DUSIB.

- a. Immediate Actions :



- b. The team leader (TL) would be the in-charge of rehabilitation centers who will ensure number of people evacuated , care of evacuees and availability of essential supplies
- c. Those who will reach to the relief centers would also like to know about their missing members. TL will response to their queries and also pass on the message to the evacuation and rescue related coordinators
- d. The Quick Response Team(QRT) will help them in arranging temporary shelters, food and sanitary facilities
- e. Medical facilities will also be provided to the victims and injured people

**Coordinating ESFs:** Search and Rescue, Evacuation, Medical Response, Law and Order, Relief Supply and Water and Sanitation

### **8. Equipment Support, Debris and Road Clearance, Sanitation**

**Situation Assumptions :** There may be a requirement of arranging equipments to perform fire fighting and search and rescue Roads may get blocked due to debris

**Primary Agency :** NDMC (Narela Zone, Civil line Zone, Rohini Zone)

**Supporting Agencies :** PWD, DJB, DMRC, DDA, Installations (BPCL, IOCL, HPCL),

#### **Task Involved**

- a. The team leader (TL) will inform Quick Response Teams(QRTs) and Supporting agencies about the incident
- b. Coordinate with supporting agencies to mobilize equipment form warehouse
- c. Assessing road blockage and building damage through QRTs

**In addition to the above, coordinator would also coordinate with following activities**

#### **a. Availability of respiratory protective devices**

In case of large scale explosion, sometimes there may be a shortage of protective devices. Therefore, coordinator would judge the requirement of personal protective equipments and clothing for members of emergency teams.

#### **b. Availability of Special Protective Clothing**

In the crises situation sometimes there may be requirement of more complete protection of the body by clothing that is resistant to the damaging effects of the spilled substance. Such situation may require clothing such as boots, gloves and disposable suits, air-tight fully encapsulating ‘astronaut’ suits made of chemical resistant materials.

#### **c. Ensuring availability of support services for response teams**

Field response teams would be working day and night at incident site. These personnel will require rest areas, food and sanitation facilities etc. Therefore material coordinator along with the NGOs and coordinators of food and shelter will arrange rest areas, food, shelter and other facilities.

#### **d. Maintenance of Apparatus and Equipments**

There would be few equipments requiring refueling and minor maintenance for uninterrupted operation. Therefore on-scene services should be arranged so that operation can be continued without any problem.

#### ***Tasks for Quick Response Teams :***

- a. Conduct damage assessment including location, number of structure damaged and severity of damage
- b. Enlisting type of equipments required for conducting debris clearance
- c. Report the situation and progress report to EOC and TL
- d. Undertake construction of temporary roads to serve as access to the site by other response agencies

**Coordinating ESFs:** Search and Rescue, Medical, Evacuation, Help lines and warning dissemination, Food and Shelter

### **9. Help Lines**

**Situation Assumptions:** **A large number of reporters are arriving at the scene to get the correct information. There is a need to spread cautions to the local people about their movement towards safer areas. There may be rumors about the information.**

**Primary Agency : Revenue Department**

**Supporting Agencies :** NIC, MTNL, Publicity and Information department, Press trust of India, Important Media channels and newspapers, AIR, Doordarshan and Press Information Bureau

#### **Tasks Involved :**

- a. Coordinator will transfer an adequate information to the large number of reporters arriving on scene and attempting to interview response teams and officers so that unwanted rumors can be reduced
- b. Designate one specific individual and an alternate press officer to join the team of press officers
- c. Coordinator should try to communicate the timely and right information so that confusions and rumors can be reduced
- d. Compile the list of telephone numbers of local radio, televisions and other related personnel who can help in air announcements

- e. Provide the desired support to the press officers with secretariat support, photocopy machines, and means of communications with overall command of the response operations
- f. Establish a firm policy among all local officials and response personnel as to who should speak or should not speak to media personnel
- g. Ensure that key emergency response personnel understand the need to relay up-to-date “status report” to press on a regular basis

**Coordinating ESFs:** Search and Rescue, Evacuation, Relief and Shelter, Transport, law and Order and Medical Response etc.

### **10. Electricity**

**Situation Assumptions:** Expect electric short circuits in the affected area which may aggravate the fire explosions. Electric fitting of the affected areas may get damaged and may need to be repaired; there may be a requirement of temporary lightening arrangements in the relief shelters and local commandant post.

**Primary Agency** : TPDDL-Tata power Delhi distributor limited

**Supporting Agencies:** NDPL, NDMC (NZ, RZ, Civil line Z), TRANSCO

**Task Involved** : **Team leader will activate the Emergency Support Function (ESF) by informing his headquarter team and field team**

: Informing nodal and supporting agencies about the incident

**a. Notification and shutdown of electricity utilities**

Major explosions may be caused by breaking of power supply line and electrocution hazard to those who might contact with any downed lines. To avoid such cases, it is desired to shutdown electric power system rapidly in the area and nearby areas. As per the instruction given by IC, coordinator should instruct to concerned officers of TPDDL to shut down the power supply immediately.

**b. Provisioning Backup Power during Emergency**

Once power system is closed down, but power would still be required for response teams, LCP, EOC, water supply stations, temporary houses and temporary hospitals. Therefore electricity coordinator will be responsible for providing back-up or alternate source of uninterrupted power supply for smooth operations

*In addition to the above, QRTs should also undertake following responsibilities:*

- a. Take stock of situation immediately on reaching the incident site
- b. Coordinate with other team leaders and provide essential help expected from the electricity department
- c. Conduct repairing work of dismantled connections
- d. Provide temporary electricity supply to EOC, LCP and relief centers
- e. Report to the team leader about the situation appraisal

**Coordinating ESFs:** Road and Debris Clearance, Incident Command Post, Relief and Shelter, Medical response etc.

### **11. Transport**

**Situation Assumptions:** *There may be a need of diverting transport immediately or there may be a need to transport affected population to the safer places*

**Primary Agency : Department of Transport**

**Supporting Agencies : Delhi Transport Corporation, NDMC (NZ, RZ, Civil line Z)**

#### **Immediate Tasks:**

1. Direct the local transport coordinator to direct the fleet(drivers)and coordinate the following transport activities during emergency
2. Closely liaison with the communication and evacuation coordinators
3. On the basis of instructions delivers by IC, he will effect the warning/ Instructions/ notification /operation
4. Arrange for the fleet of vehicles at a pre-designated location so that they can transport the affected population of safer areas(relief centre)
5. Transporting people from vulnerable areas to safer areas
6. Also transporting required equipments, materials and personnel etc.

**Coordinating ESFs:** Medical Response, Law and Order, Debris and Clearance, Evacuation, Search and Rescue.

### **7.5.7 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.

### **7.6 Overall Role of District Magistrate (Shahdara District)**

The Dy. Commissioner/Magistrate (Shahdara) 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/DM 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/Magistrate (Shahdara) 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 Deputy Commissioner/Magistrate (Shahdara) 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/Magistrate (Shahdara) 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.

#### **7.6.1 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.

#### **7.6.2 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.

### **7.7 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 (Shahdara)/ESFs Shahdara shall enter in to pre-contract well in advance and procure materials required for life saving. The office of Deputy Commissioner/Magistrate 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 decisions No. 1005 of 31.10.2005 and No. 912 of 11.09.2004 are 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        |
| b) Farm Animals                            | : | Cows, Buffaloes, Sheeps |
| c) 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/-  |

**District Disaster Management Authority (Shahdara)**

**“Call 1077 for any disaster help in Delhi”**

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**(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 Divisional Commissioner’s Office, 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/Magistrate, 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

# REHABILITATION AND RECONSTRUCTION MEASURES

### 8.1. 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.



## **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. Shahdara district is sub-divided into 3 sub-division i.e. Shahdara, Seemapuri, Vivek Vihar. The head of a subdivision is called the Sub-Division 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 the 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
3. 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 Emergency Support Functions, 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 vendors 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 (Shahdara)/ESFs shall ensure that these actions plans are updated bi annually 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 (Shah.)/ESFs.

***General Policy Guidelines adopted by DDMA (Shah.)***

#### **Rescue Operations**

After disaster immediately, the Dy. Commissioner (Shah.) would act as the focal point for control and co-ordination of all activities. His/her responsibilities have been identified as follow:

- Get in touch with the local Army/ Navy/ Air Force units for assistance in rescue, evacuation and relief;
- He/she will have the authority to requisition resources, materials and equipment from all the Departments/Organizations of the government and also from the private sector;
- He/she will have the power to direct the industry to activate their onsite and offsite disaster management plans;
- He/she will set up '*Site Operations Centre*' (SOC) in the affected area with desk arrangements;
- He/she will authorize the establishment of transit and/or relief camps, feeding centers and cattle camps;
- He/she will send '*Preliminary Information Report*' and '*Action Taken Report*' to the State Relief Commissioner and Divisional Commissioner;
- He/she will authorize immediate evacuation, whenever necessary.

Traditionally, the concerned SDM office and local police station, both are the main government agencies below the district level, which initiate trigger mechanism for emergency operations in the event of major accidents / disaster threats. In view of limited availability of resources for disaster management, below the district level, the DDMP has not proposed any administrative structure for co-ordinated operation during emergency. In the event of less serious disaster threat/accident, the SDM office or police station would continue to initiate trigger mechanism and provide an emergency response with the help of locally available resources. The DDMA on receipt of information, from any of the two agencies, would take appropriate decision to augment local resources and give appropriate instructions to the concerned response agencies.

**Relief & Recovery Coordination:** (to and when be done by DDMA: District Magistrate (DM) to announce what kind of support required from other agencies & when)

After 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 office of District Magistrate is responsible for providing relief to the victims of either natural or human-made disasters like earthquake, fire, flood, riots, CBRN, terrorist attack etc in the district.

1. The amount of resource material required to be mobilized as relief may be based on the statistics of the intensity and spread of various disasters in the area in the past disaster records.
2. Certain areas are prone to disaster and each time relief is provided, a number of short-comings come to light; these become lessons to serve as inputs for future planning of relief and rescue exercises.

3. Short-term plans should be based on the declared vulnerability of the area to particular types of disasters. Forecasts on future disasters should be usefully interpreted in action plans on exercises which would be most required.
4. Short-term plans should incorporate suggestions and capabilities of all departments concerned of the district/state, non-government organizations and community based organizations. Therefore plans may be prepared by setting up committees at appropriate level to incorporate their inputs.

### **Rehabilitation:**

While rescue operations and relief measures take care of the immediate post disaster situation, rehabilitation is a long drawn out measure.

### **Rehabilitation involves:-**

- Physical and economic rehabilitation of the affected population.
- Restoration of community services- street lighting, water supply, scavenging, schools and medical services.
- Restoration of physical infrastructure-roads, public buildings, community centres etc.
- Restoration of private enterprises including farming activities.
- Restoration of private residential buildings.
- Helping organizing institutional finance in restoration work.
- Medical rehabilitation of people seriously affected by the disasters.
- Psychological rehabilitation of persons and families traumatized by the disaster.

### **Recovery Programme:**

#### **Short-term Plan:**

In short term response 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.

#### **Long-term Plan:**

The situation may not always warrant long-term plans, but such plans should have the ability to build a culture of disaster mitigation and be aimed at reducing vulnerability of the area. As such any long-term plan should incorporate policy directives on preparedness as well as post disaster reconstruction and rehabilitation phases (the later as a follow up of the short-term contingency plans).

1. The foremost requirement for the preparation of a long-term plan is establishing its need in an area. Need may be established on the basis of the vulnerability of the area and the resource trade off between the cost of its implementation and other

competing needs for overall development. In this context the long-term disaster mitigation plan or rehabilitation plan as part of overall development plan becomes significant.

2. In case of rehabilitation plan, the level of damage that has taken place in the community decides whether long-term intervention is required or not. The strategies of the rehabilitation would depend considerably on the damage assessment report.
3. A detailed survey of the community, which studies its needs and expectations in detail and seeks out their traditions and customs which they would like to preserve, has to be carried out. This would serve as an input in deciding an intervention strategy that is acceptable to the community.
4. The long-term plan should seek an objective of achieving overall development and satisfying basic needs-shelter, economic and social of the community. Reducing disaster vulnerability should be a means to achieve the objective and not an end in itself.
5. Long-term plans are resources intensive; many of the interventions decided therein should be based on resources available. In many cases, where the need for rehabilitation through relocation is established the same may not be implemented due to non-availability of land.
6. Long-term plans may be implemented successfully only through partnerships with NGOs and community participation. The involvement of these bodies should be solicited at the outset itself while deciding the interventions required.

## **CHAPTER 9**

# **FINANCIAL RESOURCES FOR IMPLEMENTATION OF DDMP**

### **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 13<sup>TH</sup> FINANCE COMMISSION**

The Thirteenth Finance Commission (2010-2015) 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 13<sup>th</sup> Finance Commission recommends it, District North East 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 DISTRICT CALAMITY RELIEF FUND**

Besides, the DDMA (Shahdara)/ ESFs Shahdara Delhi shall constitute a District Calamity Relief Fund (DCRF). This amount shall be raised purely from the General Public through donations. There can be a committee under the leadership of the District Magistrate Shahdara, to operate the fund. Once the fund is created, every year the

DDMA (Shahdara)/ ESFs shall prepare reports on the utilization of fund, disasters faced in the previous financial year as well as potential programme planning for utilization of this fund.

#### **9.4 STATE ALLOCATIONS**

As an alternative option, the DDMA (Shahdara)/ 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.

#### **9.5 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 (Shahdara) for the year 2013-14 are as under:**

Budget allocated	Rs. 1,00,00,000/-
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However, as per Section 48 of the DM Act 2005 the financial provisions are as under:

#### **Establishment of funds by State Government –**

**1. The State Government shall, immediately after notifications issued for constituting the State Authority and the District Authorities, establish for the purposes of this Act the following funds, namely:-**

- a. The fund to be called the State Disaster Response Fund;
- b. The fund to be called the District Disaster Response Fund;



- c. The fund to be called the State Disaster Mitigation Fund;
- d. The fund to be called the District Disaster Mitigation Fund.

**2. The State Government shall ensure that the funds established-**

- i. Under clause (a) of sub-section (1) is available to the State Executive Committee;
- ii. Under sub-clause (c) of sub-section (1) is available to the State Authority;
- iii. Under clauses (b) and (d) of sub-section (1) are available to the District Authority.

**Other financing options for restoration of infrastructure/livelihoods.**

**Allocation of funds by Ministries and Departments –**

**As per Section 49 of the DM Act 2005 the financial provisions are as under:**

- 1) Every Ministry or Department of the Government of India shall make provisions, in its annual budget, for funds for the purposes of carrying out the activities and programmes set out in its disaster management plan.
- 2) The provisions of sub-section (1) shall, *mutatis mutandis*, apply to departments of the Government of the State.

**Emergency procurement and accounting.**

**As per Section 50 of the DM Act 2005 the financial provisions are as under:**

Where by reason of any threatening disaster situation or disaster, the National Authority or the State Authority or the District Authority is satisfied that immediate procurement of provisions or materials or the immediate application of resources are necessary for rescue or relief,-

- (a) it may authorise the concerned department or authority to make the emergency procurement and in such case, the standard procedure requiring inviting of tenders shall be deemed to be waived;
- (b) A certificate about utilisation of provisions or materials by the controlling officer authorised by the National Authority, State Authority or District Authority, as the case may be, shall be deemed to be a valid document or voucher for the purpose of accounting of emergency, procurement of such provisions or materials.

## **CHAPTER 10**

### **PROCEDURE AND METHODOLOGY FOR MONITORING, EVALUATION, UPDATION & MAINTENANCE OF DDMP**

#### **Authority for maintaining & reviewing the DDMP:**

As per Section 31 of the DM Act 2005 there shall be a plan for disaster management for every district of the State. As per Clause (2) of Section 31 of the DM Act 2005, 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.

As per Clause (4) of Section 31 of the DM Act 2005, The District Plan shall be reviewed and updated annually. The copies of the District Plan referred to in sub-sections (2) and (4) 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.

#### **Proper monitoring & evaluation of the DDMP:**

The organizational structure suggested in DDMP will be based on following three concepts:

- 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 lowest 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.

District Disaster Management Plan of the district shall be a public document. The DDMP is the sum and substance of all the Horizontal and Vertical disaster management plans in the district. Horizontal plans include plans prepared by line departments such as Delhi Police, Delhi Fire Service, MCD, I & FC deptt, Civil Defence and other line departments and the Vertical plans include Sub divisional plans, Community plans, School plans,

Hospital plans, etc., at the lower level and state disaster management plan and National disaster management plan at the higher level.

- Preparation of the District Disaster Management Plan is the responsibility of the District Disaster Management Committee of the district. The first draft plan is to be discussed in the DDMA/DDMC and later the Chairperson of the DDMA/DDMC shall rectify it.
- The same procedure is to be followed in the updation of the plan document. The District Disaster Management Plan is to be updated biannually by the District Disaster Management Committee. In order to update the document, all vertical and horizontal plans shall be collected and incorporated to the District Disaster Management Plan (DDMP).
- After each biannual updation of the District Disaster Management Plan (DDMP), a version number shall be given serially. Copy of the updated document shall be circulated to each stakeholder of disaster management in the district.

**Post-disaster evaluation mechanism for DDMP:**

Disasters are always unexpected. Each disaster causes huge loss of human lives and property. And every disaster repeats after a particular interval. Also lessons learnt from a particular disaster will help to plan for another potential hazard.

The DDMC Chairman 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 professions, experts and researchers and the collected data shall be thoroughly crosschecked and documented in the EOC for further reference. This document shall be made with proper attention keeping in view the relief and rehabilitation measures.

**Schedule for updation of DDMP:**

Besides the above procedure of updation of the DDMP, a regular data collection system shall be set up at the district Emergency Operations Centre (EOC) and the data will be verified and uploaded by the EOC in-charge under the supervision of Chairperson, DDMC.

**Uploading of updated plans at DDMA/SDMA websites:**

District Disaster Management Plan of the district shall be a public document & should be uploaded at the DDMA/SDMA websites under the supervision of the District Information Officer.

**Conducting of Mock Drills:**

As per Section 30 (2) (x) of DM Act 2005, the District Authority shall review the state of capabilities for responding to any disaster or threatening disaster situation in the district & give directions to the relevant departments or authorities at the district level for their up gradation as may be necessary.

As per Section 30 (2) (xi) of DM Act 2005, the District Authority shall review the preparedness measures & give directions to the concerned departments at the district level or other concerned authorities where necessary for bringing the preparedness measures to the levels required for responding effectively to any disaster or threatening disaster situation.

Awareness Generation, prevention and mitigation measures, Training and Capacity Development, Conduction of Mock Drills are vital activities to be covered under Pre Disaster Phase of the Disaster Management Cycle. Mock-drills help in evaluating response and improving coordination within various government departments, non-government agencies and communities. They help in identifying the extent to which the SOPs and Plans are effective and also aid in revising these if required. These drills enhance the ability to respond faster, better and in an organized manner during the response and recovery phase.

Drills/Simulations/Exercises are based on a set of assumptions about the circumstances during a disaster:

- A high level of tension and anxiety under which the concerned personnel would operate both at the central and field levels
- Highly unreliable information which requires critical assessment criticality of time where rapid decisions must be taken.
- Necessity for coordination among technical personnel and government officers, who do not usually interact
- Prominence of political and social factors in the aftermath of a disaster

The approach for conducting a mock-drill varies as per the complexity of scenario depending upon the potential hazards, response system of the institution and the target community. Therefore, to ensure proper implementation of a drill programme, roles and responsibilities (SOPs) of the concerned personnel, departments, corporate bodies, stakeholders, and mechanisms for conducting the drill should be delineated clearly.

Regardless of the size, complexity and risk involved in the implementation of the drill, an effective drill/exercise programme should have the following essential elements as prerequisites:

- Emergency Response Plan: explaining institutional response structure, emergency response functions and standard operating procedures for various departments

- Team personnel at head quarter and field level trained on their standard operating procedures
- Trained quick response teams in various possible operations like search and rescue, law and order, fire-fighting, medical, water arrangements, relief and shelter and electricity restoration etc.
- Updated database of resources, equipment and manpower available
- Updated Emergency Directory with important contact details of members of Incident Management Team and Emergency Response function
- Mock-drill Scenario and detailed action plan for Mock-drill
- Evaluation formats for concerned departments and definite criteria for evaluation
- Observers and Qualified evaluators

Lessons learnt from the actual drills and exercises would be useful to revise operational plans and serve as a basis for the training of various stakeholders across different sectors. The drills and exercises will help to -

- Identify planning gaps
- Revise SOPs to enhance coordinated emergency response
- Increase public awareness and community readiness
- Enhance capacities of professionals, departments and trained volunteers
- Test plans and systems in simulation exercises

**Monitoring & gap evaluation:**

The District Authority shall check whether all the personnel involved in execution of DDMP are trained & updated on the latest skills necessary in line with the updated plans. As per Section 30 (2) (xii) of DM Act 2005, the District Authority shall organize & coordinate specialized training programmes for different levels of officers, employees & voluntary rescue workers in the district.

**Plans of Major Accidental Hazard Units ;**

India has traditionally been vulnerable to natural disasters on account of its unique geo climatic conditions and it has, of late, like all other countries in the world, become equally vulnerable to various man-made disasters. Nuclear, Chemical and radiological emergencies as one such facet of man-made disasters are of relevance and concern to us. Any radiation incident resulting in or having a potential to result in exposure and/or contamination of the workers or the public in excess of the respective permissible limits can lead to a nuclear/radiological/Chemical emergency.

## **CHAPTER- 11**

### **COORDINATION MECHANISM FOR IMPLEMENTAION OF DDMP**

#### **11.1 Introduction**

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.

#### **11.2 Department wise role of Primary and Secondary agencies**

##### **11.2.1 SDMC**

**SDMC will be involved in the following activities:**

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

##### **11.2.2 DDA**

**DDA will be involved in the following activities:**

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

##### **11.2.3 Fire Services**

**Fire will be involved in the following activities:**

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

#### **11.2.4 PWD**

**PWD will be involved in the following activities:**

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

#### **11.2.5 Civil Defence**

**Civil Defence and Home Guards will be involved in the following activities:**

- ✓ Cordoning of area
- ✓ Search and Rescue operations
- ✓ Evacuation
- ✓ First Aid operations

#### **11.2.6 Home Guards**

- ✓ Providing Temporary Shelters
- ✓ Relief Distribution
- ✓ Reception/ Information Centres

#### **11.2.7 Department of Health**

**Department of Health will be involved in the following activities:**

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

#### **11.2.8 Irrigation and Flood Control**

**Irrigation and Flood Control Department will be involved in the following activities:**

- ✓ Construction materials
- ✓ Restoration of infrastructure

#### **11.2.9 MTNL**

**MTNL will be involved in the following activities:**

- ✓ Communication
- ✓ Reception/ Information Centres
- ✓ Restoration of infrastructure

#### **11.2.10 Delhi Jal Board**

**Delhi Jal Board will be involved in the following activities:**

- ✓ Drinking Water arrangements
- ✓ Restoration of infrastructure

#### **11.2.11 Delhi Transport Corporation**

**Delhi Transport Corporation will be involved in the following activities:**

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

#### **11.2.12. BSES/NDPL**

**BSES will be involved in the following activities:**

- ✓ Restoration of infrastructure
- ✓ Provision of power

#### **11.2.13 CATS**

**CATS will be involved in the following activities:**

- ✓ 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: 102/1099/23861102/23860160

#### **11.2.14 Red Cross**



**Red Cross will be involved in the following activities:**

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

**11.2.15 St. John Ambulance**

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

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

**11.2.16 I & PR Department**

**I & PR will be involved in the following activities:**

- ✓ Public Information
- ✓ Communication
- ✓ Reception/ Information Centres

**11.2.17 Army and NCC**

**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

**11.2.18 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

#### **11.2.19 NGOs/ RWAs and NYKS**

Emerging trends in managing natural disasters, have highlighted the role of non-governmental organizations (NGOs) 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 is a potential key element in disaster management. The NGOs 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 sector has strong linkages with the community base and can exhibit great flexibility in procedural matters vis-a`-vis the government.

**EDMC Disaster Management Centre:** It is located at **Road No.-29, Baba Ramdev Marg near EDMC Cement Godown, Raghuvir Nagar, New Delhi-58 and Gazipur, Shadara South.** For details please refer Annexures.

## CHAPTER 12

# STANDARD OPERATING PROCEDURES (SOPS)

### Introduction

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 the State formulates a District Response Plan consisting of 11 Emergency Support Functions(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 agencies 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.

### *ESF Response Actions, Organisational Setup and Inter-relationships*

The Response plan establishes an organised 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 (District Magistrate/ Additional District Magistrate) who is also a head of Incident Command System (ICS). Under the ICS a team of 11 ESFs nodal officers works 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 golden hour. Below a list of ESFs has been given which will activate at district level during emergency situation.

**Table 8: ESFs Activated at the Time of a Disaster**

ESF	Function	Nodal Agency/ Officer	Supporting Agencies
ESF1	Communication	MTNL	private telecom service operators, mobile phone services operators
ESF2	Evacuation	Department of Revenue	Delhi Police, Delhi fire Service, Directorate of Health Service and Civil Defence etc
ESF3	Search and Rescue	Delhi Fire Service	Department of Revenue, Delhi Police, Civil Defence and Directorate of Health Services..
ESF4	Law & order	Delhi Police	Home guards, central paramilitary forces etc
ESF5	Medical Response and Trauma Counseling	State Health Department	CATS, EDMC, DGHS (Central Govt), Indian Red Cross, Civil Defence, Delhi Fire Service
ESF6	Water Supply	Delhi Jal Board	EDMC, NDMC, CGWC, CWC, Irrigation and Flood Control.
ESF7	Relief (Food and Shelter)	Department of Food and Civil Supplies	Department of Revenue, Urban Development, EDMC, PWD/CPWD, MES, HUDCO, DDA
ESF8	Equipment support, debris and road clearance	EDMC	NDMC, PWD, CPWD, Cant Board, Military Engineering Services
ESF9	Help lines, warning dissemination	Department of Revenue	Department of Information and Publicity, MTNL, AIR, Doordarshan, UNI, Press Information Bureau, Press Trust of India, PTI
ESF10	Electricity	Secy. Power	TRANSCO, BSES, NDPL, DERC
ESF11	Transport	Secy. Transport	DTC, DMRC, Northern Railways, Civil Aviation, PWD, EDMC and Civil Defence etc.

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

## **ESF - 1 Communications:**

### ***Background:***

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

### ***Situation Assumptions:***

- There would be a congestion in the network because of increased calls to control rooms due to panic created in the community.
- The initial reports on damage may not give a clear picture of the extent of damage to communication network.
- 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.

***Nodal agency at state level:*** Mahanagar Telephone Nigam Ltd. (MTNL)

***Suggested supporting agencies:*** NIC, Revenue wireless, Ham Operators, Private tele-communication service operators and mobile phone services operators

### **SOPs for Nodal Agency:**

- Team leader (TL) of Communication ESF will activate the ESF on receiving the intimation of occurrence of the disaster from the State EOC.
- TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
- TL would establish contact with the district EOC for First Information Report
- 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
- 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.
- TL communicates situation to supporting agencies and also requests to provide details on the status of equipment and infrastructure in the affected area(s).
- TL informs the Incident Commander on the status of telecom services.
- TL works out a plan of action for private telecom companies and convenes a meeting of all ESF members to discuss and finalise the modalities.
- TL issues orders to establish systems and reports to State and 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.

- TL gets the temporary telephone facilities established for the public. Prior information on this would be announced through media
- HAM radio operators would be informed about the current requirements and coordination mechanisms shared.
- TL monitors the situation and arranges emergency staff required to operate established systems.
- TL sends the District Quick Response (SQR) team at the affected site with the required equipments and other resources.

#### **SOPs for Quick Response Team on Communication**

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

**District Disaster Management Authority (Shahdara)**

**“Call 1077 for any disaster help in Delhi”**

**Supporting Agency: MTNL**

OFFICE OF THE DEPUTY COMMISSIONER(SHAHDARA)

Government of NCT

Name of the department & Sub Division MTNL SHD & YVR

List of designated officers of Field/Regional offices

Field Office	Field OfficerName/Designation/office address/residential address	Phone with STD Code & Email address	Area
Shahdara & Yamuna Vihar Area	Sh. Davinder Singh AreaManager(SHD) (O) DDA Mkt, H-Pocket Dilshad Garden ® Flat No. 335C, Pkt-J&K Dilshad Garden, Delhi-110095	(O) 011-22572323 ® 011-22595073 (Fax)-011-22571900 (M) 9868137824 E-mail amshd@bol.net.in	Full MTNL Area of SHD and Yamuna Vihar
Shahdara Area	<u>Alternate Team Leader For Shahdara Area</u> Sh. Dhyan Singh DE(FRS)SHD (O) Telephone Exchange Dilshad Garden ®B-530/MIG DDA FLATS, East of Loni Road Delhi-110093	O) 011-22573131- 22584545 ® 011-22817989 (Fax)-011-22580000 (M) 9013132281, 9013134700 E-mail defrsshhd@bol.net.in	Delhi area surrounded with in Gokulpur drainage left bank and Shahdara- Ghaziabad Railway line

OFFICE OF THE DEPUTY COMMISSIONER(SHAHDARA)

Government of NCT

Name of the department & Sub Division MTNL SHD & YVR

S. No Men/Material/equipment/services Qty in Nos. Qty in WT/VOL Availability location

**1 Manpower**

Person from division field offices

8

4

Shahdara

Yamuna Vihar

**2 Services**

Restoration Of communication services

**3 Material**

Dropwire

200mts

PVC Cable 50mts  
(atleast 4 pairs)

4 Equipment

Instruments 2  
Land/line

Instruments Dolphin 6

**ESF - 2 Evacuation:**

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

*Situation Assumptions*

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

*Nodal agency at state level:* Department of Revenue

*Suggested supporting agencies:* Delhi Police, Delhi fire Service, Directorate of Health Service and Civil Defence, NCC, Army etc

**SOPs for Nodal Agency:**

- Team leader (TL) of Evacuation ESF would activate the ESF on receiving the warning of the disaster from State EOC.
- TL would inform Nodal Officers (NOs) of supporting agencies about the event and ESF activation.
- TL will direct the QRTs to be deployed at the affected site.
- TL will gather information on availability of predefined evacuation routes.
- Where the predefined evacuation routes are not available, the nodal officer would coordinate through State 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**

- The QRT members will reach the nodal office as soon as they get instructions to do so from the TL.
- Once the quick response teams receive an order from the nodal officer for reaching the site they would rush to the site.
- 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.
- The quick response teams with the help of local task forces will start evacuating peoples to safe shelters or open areas.
- The QRT members should concentrate more on evacuation in areas that have been worst affected by the disasters.
- Reporting about all the activities to head office

**Supporting Agency: Civil Defence** – DCD Shahdara District Delhi will provide emergency support to the office of the District Magistrate (Shahdara) in the event of natural or man-made disasters in regard to the following:

S. No.	Name	Rank	Contact No. / Email ID
1.	Sh. Hem Dutt Dexit	District In-Charge Civil Defence ( <b>Nodal Officer</b> )	9911008669 <a href="mailto:cdshahdara@gmail.com">cdshahdara@gmail.com</a>
2.	Sh. Nirmal Gupta	Sr. Chief Warden	9911989808
3.	Sh. L.S. Rawat	Chief Warden	9810758082
4.	M.S Shakuntala Sharma	Addl. Chief Warden (L)	9910624113
5.	Sh. Rajesh Aggarwal	Dy. Chief Warden (HQ)	9818160606
6.	Sh. Shri Prakash	Dy. Chief Warden	9013300502

### **ESF - 3 Search and Rescue:**

**Background:** 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.

#### **Situation Assumptions**

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

**Suggested Nodal Agency:** Delhi Fire Service

**Support agency:** Department of Revenue, Delhi Police, Army, Civil Defence and Directorate of Health Services.

#### **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 State Quick Response Team.
- Quick Assessment of the S& R operations through Aerial surveys
- Assessments of the specific skill sets and the other equipments required.
- 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**

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

➤ Supporting Agency: Delhi Fire Services

**Delhi FIRE SERVICE**  
(Govt of N.C.T of Delhi)  
Office of Divisional officer (ED)  
District – Shahdara

<b>DEPARTMENT - DELHI FIRE SERVICE</b>			
Delhi Fire Service, Near Super Bazar, GNCTD, C.P., New Delhi			
Name	Designation	Phone / Fax	Mobile
Sh. Atul Garg	Director	23414000 (F: 23412593)	9810705870
Rajesh Pawar	Chief Fire Officer	23414250 (F: ) 23412593	9868116052
Sh. Sunil Choudhary	Dy. Chief Fire Officer. (Shah.)	23414250 26189168	9811338552
Mandawali Fire Station, I.P. Extension, Delhi			
Sh. F. Brown (doed.dlfire@nic.in)	Divisional Officer (NE)	22530717 22726236	9871755306
Sh. Nagendar	ADO	22721190 22417747	9868332111
Geeta Colony Fire Station- 22513330			
Sh. Nagendar	ADO	22513330	9868332111
Tahirpur Fire Station		22594700	
Gokulpur Fire Station		22815612	
		22323322	

**District Disaster Management Authority (Shahdara)**

**“Call 1077 for any disaster help in Delhi”**

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Shahdara Fire Station		
Shastri Park Fire Station	22853933	
CBD Ground, Shah, vishwas Nagar	22392230	

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

S.No.	TYPE OF CALL	UNITS FOR TURN OUT	INCHARGE
1.	ELECTRICITY POLE/ METER BOARD	1-MC(BACK PACK)if available 1- WATER TENDER	1- SUB OFFICER
2.	SPECIAL JOB	1- WATER TENDER/WATER BOUSER	1-LEADING FIREMAN/ SUB OFFICER
3.	ANIMAL	1- WATER TENDER	1-LEADING FIREMAN/ SUB OFFICER
4.	FIRE IN HOUSEHOLD ARTICLE	1-MC(BACK PACK)if available 2- WATER TENDER	1-STATION OFFICER/SUB OFFICER
5.	BOMB/ HOAX CALL	1-MC(BACK PACK)if available 1- WATER TENDER	1- SUB OFFICER/ LEADING FIREMAN
6.	BOMB BLAST	2- WATER TENDER 2- WATER BOUSER	ASSITT DIVISIONAL OFFICER
7.	MOCK DRILL	1- WATER TENDER/ WATER BOUSER	1-SUB OFFICER/ STATION OFFICER(AS DESIRED BY COMPETENT AUTHORITY)
8.	STAND-BY	1- WATER TENDER	1-SUB OFFICER
9.	STAND –BY AGAINST PAYMENT	1- WATER TENDER	1- SUB OFFICER/ LEADING FIREMAN
10.	HARVEST CALL	1- WATER TENDER 1- WATER BOUSER	1-STATION OFFICER/SUB OFFICER
11.	ROAD ACCIDENT & LIFT RESCUE	1-WATER TENDER/RESCUE RESPONDER CATS AMBULANCE	1-STATION OFFICER/SUB OFFICER
12.	TERRORIST ATTACK	2- WATER TENDER 2- WATER BOUSER 1-MOTOR PUMP 1-RESCUE RESPONDER CATS AMBULANCE	1-DIVISIONAL OFFICER 2-ASSITT DIVISIONAL OFFICER
13.	HOUSE COLLAPSE	2-WATER TENDERS 1-RESCUE RESPONDER 1-CATS AMBULANCE	1-ASSISTANT DIV. OFFICER 2-STATION OFFICER
14.	DROWNING RESCUE	1-WATER TENDERS/BOAT EMERGENCY TENDER	1-STATION OFFICER/SUB OFFICER

**NOTE**

In addition to above more Emergency/Rescue Vehicles and Senior Officers Can be responded from other Fire Station of Delhi if needs arise.

#### **ESF - 4 Law and Order:**

**Background:** 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.

#### **Situation Assumptions**

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

**State Nodal Agency:** Delhi Police Service

**Suggested Support Agencies:** Civil Defence and Home guards, Central Paramilitary Forces, Army etc

#### **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 State Quick Response Team.
- The QRTs will be deployed at the affected site.
- Cordoning of area to restrict movement of onlookers, vehicular and pedestrian traffic should be done.
- Any additional requirements at site to be taken care of.

#### **SOP for Quick Response Team on Law and order**

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

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

#### **Situation Assumptions**

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

**Suggested Nodal Agency:** State Health Department

**Suggested Support Agencies:** CATS, MCD, DGHS (Central Govt), Indian Red Cross, Civil Defence, Delhi Fire Service

#### **SOPs for Nodal Agency**

- IC will call the TL of Primary Agency and get the ESF activated.
- Team leader (TL) of primary agency will call nodal officers of supporting agencies.
- 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 states.
- 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.
- 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.
- 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.
- Trained professionals should be mobilized by psychosocial support.
- Ensuring setting up of temporary information centers at hospitals with the help of ESF through help lines and warning dissemination system.
- TL will coordinate, direct, and integrate state level response to provide medical and sanitation health assistances.
- On the recommendations of the EOC, the TL also responsible to :
  - Send required medicines, vaccines, drugs, plasters, syringes, etc.
  - Arrange for additional blood supply. Send additional medical personnel equipped with food, bedding and tents etc.
  - Send vehicles and any additional medical equipment.

#### **SOP for Quick Response Team (QRT) on Medical Response and Trauma Counselling**

- QRTs will provide situation and progress reports on the action taken by the team to the respective EOCs

## District Disaster Management Authority (Shahdara)

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- QRT's will assess type of injuries, number of people affected and possible medical assistance needs
- 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 Control Room.
  - 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.
- QRTs should maintain check posts and surveillance at each railway junction, ST (full form) depots and all entry and exit points from the affected area, especially during the threat or existence of an epidemic.

### ➤ **Supporting Agency: Health Department**

1. **Institute of Human Behaviors and Allied Science (IHBAS)**, G.T. Road, Dilshad Garden, Delhi-110095  
**Contact No:** 91-11-22583056,22583322 (Ext. 662), **FAX:** 91-11-22583589, **Mobile:** 7859804943  
**Email:** [srivastav.deep@gmail.com](mailto:srivastav.deep@gmail.com), [dmsihbas@gmail.com](mailto:dmsihbas@gmail.com) [directorihbas@bsnl.net](mailto:directorihbas@bsnl.net)  
**Website:** [ihbas.delhigovt.nic.in](http://ihbas.delhigovt.nic.in)

### ✚ **Brief Information:**

- ✓ Type of Institute : Neuropsychiatric Institute
- ✓ Number of Beds : 336
- ✓ Number of Beds in the emergency : 10
- ✓ Number of extra beds in emergency room for crisis situation (Beds / Trolley Beds) : 10
- ✓ Possible crisis expansion of beds (Surge Capacity) : 50 (Vacant beds in the wards)

### ✚ **Alert Code for Various Disasters:**

- ✓ Code Black : Bomb threat, Physical threat & Earthquake
- ✓ Code Red : Fire
- ✓ Code Yellow : External Disaster

### ✚ **List of Ambulance Services:**

- ✓ IHBAS has two patient transport ambulances with basic facilities.
- ✓ CATS (01 ACLS & 02 BLS Ambulances) on shared basis.



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- ✓ Institute also has one transport ambulance under Mobile Mental Health Unit (MMHU).
- ✓ IHBAS also has plans of procurement of two BLS ambulances of its own which is currently in process.
- ✓ IHBAS has two transport ventilators and two transport monitors available which will be used in case of disaster to transport patients.

### **Blood Banks:**

- ✓ Regional Blood Transfusion Centre, GTB Hospital is the regional blood bank with component separation facility. IHBAS has blood transfusion facility and Blood Storage Unit under Neuropathology department of the institute to help suffice the need.

### **Contingency Planning:**

A team of “Quick Responders” is designated for any unforeseen event:

S. No.	Name of Office / Designation	Contact No.
1.	<b>Senior Residents on Duty:</b>	
✓	Neurosurgery	9868396847
✓	Neurology (DMO)	9868396844
✓	Psychiatry (DMO)	9868396841

S. No.	Name of Office / Designation	Contact No.
2.	<b>Senior Residents and Technicians of Neuro-anaesthesiology:</b>	
✓	Mr. Anshul Kumar, Technician	9811221697
✓	Mr. Shahid, Technician	8010165872
✓	Mr. Binod, Technician	9818981308
3.	Nursing Supervisor	9868396869
4.	Supervisors of Security and Housekeeping	Intercom – 247
5.	Supervisors Housekeeping	Intercom – 364/365
6.	Electrician on Duty and Junior Engineer (Electrical)	Intercom – 235
7.	Civil Maintenance Staff and Junior Engineer (Civil)	Intercom - 250

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”****✚ Contact Numbers of OICs & HODs :**

S. No.	Name of the Section	Officer In-Charge		Second Officer In-Charge	
		Name & Designation	Contact No.	Name & Designation	Contact No.
1.	OT & Day Care Centre	Dr. U.K. Sinha, Assoc. Prof. (Clinical Psy.)	9868396809	Dr. Suman Kushwaha, Assoc. Prof. (Neurology)	9868396814
2.	Reception, OPD & Public Grievance	Dr. Rajesh Kumar, Asstt. Prof. (Psychiatry)	9868396819	Dr. Manoj Kumar, Asstt. Prof. (Psychiatry)	9868396888
3. A)	Hostel No. 1 (SR Hostel)	Dr. Deepak Kumar Jha, Asstt. Prof. (Psychiatry)	9868396813	Dr. M.K. Jain, Asstt. Prof. (Neuro- anaesthesia)	9868396824
3. B)	Hostel No. 2 (JR & M Phil)	Dr. Ishita Pant, Asst. Professor of Pathology	9868396863	Mr. Ravi Kishan Jha, Pshychaitric Social Worker	9868396878
3 C)	Hostel No. 3(Nursing Hostel)	Mr. Anil Kumar RAI, ANS	9868396858	Ms. Pushpa Rai Nursing Sister	-
4.	News Bulletin, Annual Report	Dr. Sarabjeet Khurana, Asstt. Prof. (Epidemiology)	9868396823	Dr. Rachna Agarwal, Assoc. Prof. (Neurochemistry)	9868396820

**District Disaster Management Authority (Shahdara)**

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**➤ Supporting Agency: Delhi Health Service**

**Name of the Agency: O/o CDMO, DHS (Shahdara District)**

**Subject: EMERGENCY SUPPORT FUNCTIONS (ESF) PLAN**

1. Dr. Rajesh Kumar, CDMO (SHAHDARA) will provide emergency support to the office of the District Magistrate (Shahdara) in the event of natural or man-made disasters in regard to the following:-

(a) Primary Health Services

2. **Nodal Officers & Team Leaders:-** The details of Nodal Officer and the Alternate Nodal Officer for the purpose of coordinating Emergency Support Functions with office of the District Magistrate (Shahdara) along with the details of the Team Leader and the Alternate Team Leader are as under:-

<b>Name / Designation/Officer Address/Residential Address</b>	<b>Phone Nos.</b>
<b>Nodal Officer</b>	
<b>Dr. Rajesh Kumar, CDMO (Shahdara District)</b> O: O/o CDMO(Shahdara), A-14, G-1 DDA FLATS DILSHAD GARDEN DELHI-110095 R: D-11, IInd Floor- D-Block Dilshad Colony Delhi-95	<b>(O) 011-225835683</b> <b>(M) 8745011055</b>
<b>Alternate Nodal Officer</b>	
<b>Dr. S.K. Nayak, CDMO (Shahdara District)</b> O: O/o CDMO(Shahdara), A-14, G-1 DDA FLATS DILSHAD GARDEN DELHI-110095 R: 10 # C Pocket-A, Dilshad Garden Delhi-95	<b>(O) 011-22135083</b> <b>22582302</b> <b>(M) 8745011008</b>
<b>GTB HOSPITAL (Nodal Officer)</b>	
<b>Dr. Sunil Kumar, Medical Director, GTB Hospital</b> O: Dilshad Garden, Delhi-110095	<b>(O) 011-22581730</b> <b>(M) 9868399799</b>
<b>Alternate Nodal Officer</b>	
<b>Dr. Rajesh Kalra, H.S II. &amp; HOD, GTB Hospital</b> O: Dilshad Garden, Delhi-110095	<b>O) 011-22581732</b> <b>(M) 9868399512</b> <b>(R) 012024902406</b>
<b>Hedgewar Hospital (Nodal Officer)</b>	
<b>Dr. Sushil Kumar Medical Suprintendent, Hedgewar Hospital</b> O: Dr. Hedgewar Arogya Sansthan, GNCT of Delhi, Karkardooma, Delhi-110032 R: 397, Jagrati Enclave, Delhi-92	<b>O) 011-22395155</b> <b>22393150</b> <b>(M) 9582500312</b>
<b>Alternate Nodal Officer</b>	

**District Disaster Management Authority (Shahdara)**

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<b>Dr. S.P. Kalra Addl. Medical Suprintendent, Hedgewar Hospital</b> O: Dr. Hedgewar Arogya Sansthan, GNCT of Delhi, Karkardooma, Delhi-110032 R: 17/15, Rajpur Road, Delhi-54	<b>O) 011-22301314</b> <b>(M) 9711806523</b>
<b>Swami Dayanand Hospital(Nodal Officer)</b>	
<b>Dr. M.P Singh, Addl. Medical Suprintendent, SDN Hospital</b> O: Swami Dayanand Hospital, Dilshad Garden, Delhi-95	<b>(O) 011-22582512</b> <b>(M) 9810456706</b>
<b>Alternate Nodal Officer</b>	
<b>Dr. M.P Singh, Addl. Medical Suprintendent, SDN Hospital</b> O: Swami Dayanand Hospital, Dilshad Garden, Delhi-95	<b>O) 011-22314029</b> <b>(M) 9810456706</b>

**STANDARD OPERATION PROCEDURE (SOP)**

**NODAL AGENCY** : DELHI POLICE

**WORK** : TO MAINTAIN LAW AND ORDER

**Nodal Officer** : DCP/ North-East district  
: (M) 9818099043  
: (O) 22131049, (F) 22131059

**Alternate Nodal Officer** : Addl. DCP-I/North-East District  
: (M) 9818099063  
: (O) 22131056 (F) 22131042

: Addl. DCP-II/North-East District  
: (M) 8750871767  
: (O) 22131048, (F) 22131047

**SUPPORT AGENCIES** : Home Guards, Civil Defence, Army, Home Reps, CPMF

**ROLE:** The Emergency Support Functions will be activated during any Disaster to maintain Law & Order situation/protection of property and valuable commodities. The main responsibility of Police is to control crowd and avoid riots situations.

**ACTION PLAN**

**Response Activation:**

1. DCP will activate the Quick Response Teams and inform to the members of DMC.
2. The Quick Response Teams will be deployed at the onset Emergency Operation Centre.
3. As per the information from Incident Management Teams, more officers may be sent at site.

**Action to be taken:**

1. If felt, condoning 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.

### **Standard operation 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. Incident Commander will call the Team Leader of Primary Agency and get the Emergency Support Function activated.
2. Team Leader of primary agency will call nodal officers of supporting agencies.
3. Team Leader 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 1 hour and brief the authorities.
4. Controlling situations like rioting and looting, and cordon off sensitive areas.
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 of staff and resources and communicate nature of additional requirements.

➤ **Supporting Agency: CATS**

**SUBJECT: EMERGENCY SUPPORT FUNCTIONS (ESF) PLAN 2021-22**

**Emergency Support Functions (ESF)**

1. C.A.T.S will provide emergency support to office of the Deputy Commissioner (Shahdara District) in the event of natural or man-made disasters in regard to the following:

a.	Ambulance for shifting of casualties to the hospitals
b.	First Aid items
c.	Trained Ambulance Personnel

2. The details of Nodal officers and the Alternate Nodal officers for the purpose of coordinating Emergency Support functions with Office of the Deputy Commissioner Shahdara, Delhi are as under:

**Nodal Officer/ Alternate Nodal Officer at head Quarters**

Name/ Designation/Office Address/Residential Address	Phone with STD Code E-mail
Sh. Suneel Pardhan Administrative Officer(CATS) / Nodal Officer/HQs L.S. Rana  (O) Bela Road Yamuna Pushta near Vijay Ghat, New Delhi-110006	(O) 011- 023860524 Fax 011- 23860071 (M) 8130496363
Sh. Upendra Kumar. / Alternate Nodal Officer/ HQs  (O) Bela Road Yamuna Pushta near Vijay Ghat, New Delhi-110006	(O) 011- 023860529 Fax 011- 23860071 (M) 9717682666

**Nodal officer/Alternate Nodal Officer at Shahdara District**

Sh. Lokesh Kr. Sharma Zonal Ambulance Officer Off. Add: CATS Zonal Office, Shahdara Zone, Hedgawar Arogya Sansthan, Karkarduma. Res. Add: A-158, Sector-48, Noida, UP	(O) 011- 023861102 Fax 011- 23860071 (M) 9717655771
Sh. Satish Kumar, AssttAmb.Officer Off. Add: CATS Zonal Office, Shahdara Zone, Hedgawar Arogya Sansthan, Karkarduma. Res. Add: D-111, Sector-41, Noida, UP	(O) 011- 023861102 Fax 011- 23860071 (M) 9990387777

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**Quick Response Team (QRT) at the HQs**

3. CATS has set up the Quick Response Team (QRT) at the HQs for emergency response. The details of the team are given in attached Form No. **ESF-02**
4. CATS has set up the Quick Response Team (QRT) at the Field Levels for Emergency response and the details of the Teams are given in the Form No. **ESF-03**
5. CATS has designated the following Field Offices for providing Emergency Support Functions:

**Field Offices:**

Sr.No	Field Office	Postal Address	Phone/Fax
1.	CATS Control Room	Bela Road, Yamuna Pushta, Near Vijay Ghat, New Delhi-110006	011-23861102,102&1099 Fax- 011-23860071
2.	CATS Zonal Office (South District)	Charak PalikaHospital, Moti Bagh, New Delhi	Ph. No. 8130496362 Fax- 011-23860071
3.	CATS Zonal Office (Central District)	L.N.J.P Hospital New Delhi	Ph. No. 8130496360 Fax- 011-23860071
4.	CATS Zonal Office (East District)	L.B.S Hospital, Khichripur Delhi-110091	Ph. No. 8130496365 Fax- 011-23860071
5.	CATS Zonal Office (New Delhi District)	G.B Pant Hospital, New Delhi	Ph. No. 8130496364 Fax- 011-23860071
6.	CATS Zonal Office (South West District)	Delhi Govt. Dispensary. Sec-14, Dwarka, New Delhi	Ph. No. 8130496369 Fax- 011-23860071
7.	CATS Zonal Office ( West District)	Acharya Shree Bhikshu Hospital, Moti Nagar, New Delhi	Ph. No. 9717682333 Fax- 011-23860071
8.	CATS Zonal Office ( NorthWest District)	Dr. B.S.A. Hospital Rohini.Sec.6, Delhi-110040	Ph. No. 8130496368 Fax- 011-23860071
9.	CATS Zonal Office ( North District)	Satyawadi Raja Harish chander Hospital, Narela New Delhi-110040	Ph. No. 9717682727 Fax- 011-23860071
10.	CATS Zonal Office ( North-East District)	Jag Parvesh Chand Hospital, Shastri Park, Delhi	Ph. No. 8130496361 Fax- 011-23860071
11.	CATS Zonal Office ( South-East District)	PWD Office, Modi Mill Flyover, Sukhdev Vihar	Ph. No. 8130976633 Fax- 011-23860071
12.	CATS Zonal Office ( Shahdara District) K.K Mishra	Hedgawar Arogya sansthan, Karkardooma, Delhi	Ph. No. 9717655771 Fax- 011-23860071 CATS- 102

6. The Details of the Designated Officers in the anove field offices who will be coordinating the emergency support functions are given in the attached Form No. **ESF-04**.



**Resource Inventory**

7. CATS will be in the position to make available the following type of equipment/material/technical power and services:-

<b>Material/Description</b>	1. First Aid Items
	2. Resuscitation Items
<b>Equipment/Description</b>	1. Ambulances
	2. First-Aid life saving equipment
<b>Manpower</b>	1. Trained Ambulance Personnel
	2. Administrative/clerical Staff
<b>Services</b>	1. First aid at site
	2. Shifting of casualties to nearest Govt. Hospital

## **ESF- 6 Water Supply:**

### **Background**

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.

### **Situation Assumptions:**

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

**State Nodal agency:** Delhi Jal Board

**Support Agency:** MCD, Irrigation and Flood Control

### **SOPs for Nodal Agency**

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

### **SOP for Quick Response Team (QRT) on Water Supply**

- QRTs will ensure that supply of drinking water is made available at the affected site and relief camps
- QRT's will ensure the temporary sewerage lines and drainage lines are kept separate.
- QRTs will report the situation and the progress on action taken by the team to the EOC.
- QRTs will intimate their TL of the additional resources needed.
- Carry out emergency repairs of all damages to water supply systems.
- Assist health authorities to identify appropriate sources of potable water.
- 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.
- Arrange for alternate water supply and storage in all transit camps, feeding centres, relief camps, cattle camps, and also the affected areas, till normal water supply is restored.
- Ensure that potable water supply is restored as per the standards and procedures laid down in “Standards for Potable Water”.
- Plan for emergency accommodations for staff from outside the area.

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- QRTs will ensure timely response to the needs of the affected victims.
- QRTs will set up temporary sanitation facilities at the relief camps.

**➤ Supporting Agency: Delhi Jal Board (DJB)**

**DELHI JAL BOARD**

Sub:- **District Disaster Management Plan of Distirct Shahdara of DJB**

1. Resources available

Water Tankers	-- Departmental tankers 10 Nos. Hired Tankers 20 Nos. S.S. Tankrs 15 Nos. Trailer Tankers 27 Nos.
Sewer jetting cum-suction machine	-- 11 Nos.
Remarks	-- Tankers/Jetting Machines can also shifted from other divisions as per requirement.

**MAJOR UGRs**

Name/Location of UGR	Capacity	Command area.	Name of WTRs that are source of water
Tahirpur I & II	4.51 MG	Mandoli Village Saboli, harsh Vihar, Nand nagari, Sunder Nagari, GTB Enclave, Tahirpur, Dilshad Colony, New Seemapuri Jhilmil Ind. Area	Sonia Vihar WTP
Bhagirathi UGR	5.44 MG	East Gokalpur, Amar Colony, meet Nagar, Ashok Nagar, Hardevpuri, Durgapuri, Chander Lok, Ram Nagar Kabir Nagar, Kardampuri, Babarpur, Chajjupur, Balbir Nagar, East & West Gorkh Park, Shivaji Park, West Rohtash Nagar, Naveen Shahdara, Subhash Park, Panchsheel Garden etc.	Bhagirathi WTP
G.T. Road Shahdara UGR	1.03 MG	Mansarover Park, Shri Ram Nagar, Kabool Nagar, East Rohtash Nagar, Old Shahdara	Bhagirathi WTP
Jagatpuri/ AGCR/UGR	2.24 MG	AGCR Enclave, Jagrati Enclave, Anand Vihar, Ashok Niketan, Manak Vihar	Bhagirathi WTP
Surajmal Vihar UGR	3.00 MG	Surajmal Vihar, Vishwas Nagar, Vishwakarma Nagar, kastorba Nagar, Jhilmil Colony, Jwala Nagar, Pratap Khand, Govind Khand.	Bhagirathi WTP

**Water Emergencies/Control Room/ Filling Point:**

Name & Location	Nos of filling points	Phone Nos	Remarks
Sh. Virender Singh Loni Road Flats Under E E (NE)-I	4 Nos	22814651,22814518 (M)-9650291457	All Water Emergencies are working round the clock

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Tahirpur, GTB Enclave Under EE(NE)-I	4 Nos	22132012	
Yamuna Vihar Under EE(NE)-III	2 Nos	22814399,22817228	
Jagriti SPS Under (Eest)-II	3 Nos	22374237,22374834	

2. Additional resources required-NIL
3. Standard operating Procedure:

The above resources are under control of concerned Executive Engineer of the division's under area of DM(Shah) & operated by ZE&JE's. The water tankers are procured on contract basis and through deptt. Similar sewer jitting cum-suction machine used for removal of blockaged in sewer lines is engaged on contract basis.

### 6. Vulnerability Mapping

The above resources are helpful in case of disaster like earthquake and fire.etc. DJB during disaster can provide drinking water to the affected area through water tankers and restore the water supply network. The sewer suction cum-jetting machine are important tool for smooth functioning of sewerage system.

In case of fire, DJB has water emergencies installation where 24 hrs water supply is maintained and these are well equipped with filling station and minimum storage capacity these emergencies can be use for filling fire tender.

### 7. Alternative arrangement in case of Disaster.

In case of any disaster at Sonia Vihar W.T. Plant the water supply can be taken from bhagirati W.T.P for which peripheral system is already available. In case of disaster at any water Emergency the water tankers can be sent from other water Emergencies Two Nos. **Tubewells** are also available for alternative arrangement.

#### Detail of Tubewells

1. Mandoli O.H.T
2. Leprosy Complex Tahirpur

The above resources can have similar use/application in other type of disaster also.

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**➤ Supporting Agency: Irrigation & Flood Control**

INFORMATION REGARDING JURISDICTION & RESIDENTIAL, ADDRESS OF EXECUTIVE ENGINEER  
ASSISTANT ENGINEER & JUNIOR ENGINEER,  
IRRIGATION AND FLOOD CONTROL DEPARTMENT: GOVT. OF NCT OF DELHI IN DISTRICT  
SHAHDARA

S.No.	Division	Name of officer/ official	Designation of officer	Telephone No.			Jurisdiction
				Office No.	Residence No.	Mobile No.	
		Sh. Punit dudeja	Nodal Officer/ Executive Engineer	011-22545608	-	9958890104	Seemapuri, Shahdara & Vishwas Nagar Assembly Constituency in District Magistrate Shahdara
2.	CD-III	Sh. Sanjay Saxena	-	011 22523457	-	9868261111	Same as above
3.	CD-III	Sh. Raj Singh	Assistant Engineer-IV	011 22523457	-	9958052733	Trunk Drain No. - I(RD Om to RD 5260m), Karkarimore Store, Works of other Deptt. In Vishwas Nagar & Shahdara Assembly Constituency
4.	CD-III		Junior Engineer	011 22523457	-		Trunk Drain No. - I(RD 1940m to RD 5260m), Works of other Deptt. In Vishwas Nagar & Shahdara Assembly Constituency

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**List of Material and Location of Stores**

**Details of Pumps deployed location wise**

DIVISION	No. of pumps available	H.P of Pumps.	Type of Fuel	Location of pump Sets	Kind of Base	Name of The Pump Operatore/Bp at Operator	Mobile No.	Name of Junior Engineer	Remark
1	2	3	4	5	6	7	8	9	10
CD-III	1	6.5 HP	DIESEL	Surya Nagar Store	Small Trolley Mounted	Sh. Ranvir singh W/C Beldar	-	Sh. Punit Dudeja 9958890104	
CD-III	Boat	01 No. (1 No. 15HP)	DIESEL	Karkari Mod, Karkar-dooma	Movement by Truck	Sh. Vinod Kumar, Motor Boat Operator	-	Sh. Punit Dudeja 9958890104	
CD-III	10-15 Nos.	Labour	--	CD-III Office Complex	Shifted By Vehicle	--	--	Sh. Punit Dudeja 9958890104	

**ESF – 7 Reliefs (Food and Shelter):**

**Back Ground:** 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.

**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.

**State Nodal Agency:** Department of Food and Civil Supplies

**Support Agency:** Department of Revenue, Urban Development, Municipal Corporation of Delhi, PWD, Delhi Development Authority,

**SOPs for Nodal Agency**

- TL will activate the ESF on receiving the information of the disaster from State 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**

- QRTs will report to site of the relief camps
- QRTs will be responsible to manage and distribute relief items to the affected victims
- QRT's will be responsible for reporting the progress on action taken by the team to the EOC.
- QRTs will provide information to their TL about the need of additional resources.
- Clearing of the areas to establish relief camps
- Setting up relief camps and tents using innovative methods that can save time
- Assist local authorities to set up important telecom and other service related facilities
- Initiate, direct and market procurement of food available from different inventories and reassuring food supplies to the affected population
- Preparing take-home food packets for the families

## District Disaster Management Authority (Shahdara)

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- 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.
- Ensuring support to Local Administration
- Locating adequate relief camps based on damage survey
- Develop alternative arrangements for population living in structures that might be affected even after the disaster

### Supporting Agency: DUSIB

S. No.	Name	Designation	Contact No.
1.	Sh. Atul Jain	CE (Civil)	9650596092
2.	Sh. Arun Saxena	SE (Civil)	9717999112
3.	Sh. Anil Bhan	SE (E/M)	9717999347

**Action to be taken by DUSIB during Disaster:** in case of Disaster DUSIB will immediately provide toilet facilities at the site of Disaster which is under the over all control of Sh. Arun Sharma, Superintending Engineer (E/M).

### ESF- 8 Equipment support, Debris and Road clearance:

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

### Situation Assumptions

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

**State nodal agency:** Municipal Corporation of Delhi

**Support Agencies:** PWD, DDA, DMRC, DTC,

### SOPs for Nodal Agency:

- Team leader (TL) will activate the ESF on receiving the information of the disaster from State EOC.
- TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
- TL will coordinate with the supporting agency to mobilize equipments from the ware houses through IDRN database



## District Disaster Management Authority (Shahdara)

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- The respective supporting agencies will contact their respective personal to move the equipments to central warehouse
- The equipments like JCB, concrete cutters identified as per the need will be transported to the site.
- 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
- The nodal officers of Supporting Agencies will immediately start debris clearance operation to enable movement to the affected site.
- 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
- All supporting agencies will inspect the road and rail network and structures within the disaster site and surrounding.
- TL will also ensure proper corpse disposal and post mortem by coordinating with ESF on medical response.

### ➤ Supporting Agency: PWD

Public Works Department is the premier agency of GNCT of Delhi engaged in planning, designing, construction and maintenance of its building assets for social sectors and its road communication infrastructure.

The EE, M-222 has been nominated as Nodal officer. The address and contact nos are as under:

S. No.	Name	Nodal Officer	Address	Contact No.
1.	N/A	E.E. (Civil), M-222	276, Mansarover Park, DDA Flats, Shahdara, Delhi	(O) 22138359 (M) 9888813894 (F) 011-22134037
2.	Control Room No. (round the clock)	-	-	1800110093 01123490323

### ✚ List of Resources (material and human):

- a) No Departmental tools and machineries are available with the PWD.
- b) Approx. 50 nos. of work charged staff of PWD is available in the Shahdara District for different works. However, they are not trained to deal with any disaster activity.

**✚ Annual Action plan for District Disaster Management:**

In case of any disaster, assets (buildings / roads) maintained by PWD are inspected by the field staff and normal restoration / maintenance of the assets (buildings / roads) are carried out as per the requirement.

**ESF – 10 Electricity:**

**Background:** 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.

**Situation assumptions**

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

**State nodal agency:** State Department of Power

**Support Agencies:** BSES, NDPL

**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 State Quick response Team.
- The QRTs will be deployed at the affected site.
- TL will dispatch emergency repair teams equipped with tools, tents and food.

**SOP for Quick Response Team on Electricity**

- The QRT members will reach the nodal office as soon as they get instructions to do so from the TL.
- QRT members would reach to the site immediately after receiving instructions from the nodal officer
- On the site QRT members will take stock of the situation from the IC at the site and their counter parts.
- The QRTs will coordinate, collect, process, report and display essential elements of information and facilitate support for planning efforts in response operations.
- Begin repairing and reconstruction work
- Assisting hospitals in establishing an emergency supply by assembling generators and other emergency equipments, if necessary.
- The members of QRTs will establish temporary electricity supplies for other key public and private water systems

- The members of QRTs will establish temporary electricity supplies for transit camps, feeding centres, relief camps and SOC, District Control Room and on access roads to the same.
- The members of QRTs will establish temporary electricity supplies for relief material godowns.
- Compile an itemized assessment of damage, from reports made by various electrical receiving centers and sub-centers.
- Report about all the activities to the head office.

### **ESF -11 Transport:**

**Background:** 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.

#### **Situation assumptions**

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

**State nodal agency:** State Department of Transport

**Support Agencies:** DTC, DMRC, Northern Railways, Civil Aviation, PWD, MCD and Civil Defence etc.

#### **SOPs for Nodal Agency:**

- TL of Transportation ESF will activate the ESF on receiving the intimation of the disaster from State EOC.
- TL would inform Nodal Officers (NOs) of support agencies about the event and ESF activation.
- TL establishes contact with the district EOC for FIR
- TL requests for reports from local Transportation ESF contact person
- 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**

- The QRT members will reach to the nodal office as soon as they will get instructions to do so from the TL.
- As quick response teams will receive instructions from the nodal officer they would reach to the site immediately.
- QRTs would report the situation and the progress on action taken by the team to the respective EOCs
- QRT will send a requirement schedule for the different modes of transportation e.g. Trucks, boats, helicopters to be put on stand-by.

**District Disaster Management Authority (Shahdara)**

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- QRTs will ensure timely re-establishment of the critical transportation links.
- The members of QRTs will establish temporary electricity supplies for relief material go-downs.
- Compile an itemized assessment of damage, from reports made by various electrical receiving centres and sub-centres.
- Reporting about all activities to the head office.

**District Disaster Management Authority (Shahdara)**

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**➤ Supporting Agency: Delhi Transport Corporation**

**Delhi Transport Corporation  
(Govt. of N.C.T. of Delhi)  
Office of the Regional Manager (East)  
Nand Nagari Depot Complex: Delhi. 110093**

**DISTRICT – SHAHDARA**

	Name/ Designation/Office (Sub Regional Level) Address/ Residential Address	Phone No. with STD Code/ E-mail	Office & Residence Phone Numbers
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**TEAM LEADER**

Regional Manager (East) Office, Delhi-110093	Sh. Munvinder Regional Manager (East) Nand Nagari Depot Complex, Delhi. 110093	(E-mail) <a href="mailto:Rm.east@yahoo.in">Rm.east@yahoo.in</a>	22599157, 22124300 8744073128  (Residence) NIL
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**ALTERNATE TEAM LEADER**

Seemapuri Depot, Delhi.110095	Sh. Navneet Choudhary Depot Mager, Seema Puri Depot, Seemapuri, Delhi. 110095	8744073036 (E-mail) <a href="mailto:Seemapuri20@yahoo.com">Seemapuri20@yahoo.com</a>	22354799, 22353056  (Residence) 011-22111935
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**TEAM MEMBERS OF REGION (Distirct:- SHAHDARA)**

S. NO.	Name Of Depot	Name Of Officers & Designation	Mobile No.	Phone No. of Depot	No. of Buses
1.	Seemapuri Depot, Delhi.110095	ShNavneet Choudhary Depot Manager	8744073036	22354799 22353056	–
2.	Nand Nagri Depot, Delhi.110093	Sh. Munvinder , Depot manager Manager (mech)	8744073128	22114400 22581577	–
3.	East- Control Room (0600-2230 hours)	Nand Nagri Depot Complex, Delhi, 110093	8744073242	22114500, 22581577	–
4.	Central- Control	Millennium Park Depot IVth, Between Pragati Maidan and Nizamuddin Bridge,	8744073229, 8744073248	23370209 23370210	–

**District Disaster Management Authority (Shahdara)**

**“Call 1077 for any disaster help in Delhi”**

Room (24 Hours) for all over DTC	Ring Road Delhi. 110002.	23370217	23370218	23370219
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*SOPs for Community Task Forces*

<b>Task Force Group</b>	<b>Primary</b>	<b>Secondary</b>
<b>Search and Rescue</b>	<ul style="list-style-type: none"> <li>✓ To trace and locate people who are physically trapped and distressed, people in the buildings and houses etc.</li> <li>✓ To move out these people to the safe locations identified in advance and to organize further care</li> </ul>	<ul style="list-style-type: none"> <li>✓ Administering primary health care to rescued victims</li> <li>✓ Assisting the sanitation group in carcass disposal and the cremation of dead bodies</li> <li>✓ Coordination with the evacuation team to shift rescued persons to safe shelters in case of recurring heavy rains</li> </ul>
<b>First Aid and Health</b>	<ul style="list-style-type: none"> <li>✓ To provide primary health care to the ill or injured until more advanced care is provided and the patient is transported to a hospital</li> </ul>	<ul style="list-style-type: none"> <li>✓ Assisting the sanitation team to inoculate against water borne and other diseases</li> <li>✓ Assisting the communication team to disseminate precautionary information on post-disaster health hazards and remedies</li> </ul>
<b>Water</b>	<ul style="list-style-type: none"> <li>✓ Restoring and maintaining the water supply and minimum quality and quantity parameters</li> </ul>	<ul style="list-style-type: none"> <li>✓ Assisting the sanitation team in ensure that there is enough water stored in buckets at latrines and for bathing</li> <li>✓ Assisting the sanitation team in deciding the location for the construction of latrines away from ground water sources</li> <li>✓ Assisting the shelter group to ensure that there is sufficient water stored in the water tank in the safe shelter</li> </ul>
<b>Sanitation</b>	<ul style="list-style-type: none"> <li>✓ 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</li> </ul>	<ul style="list-style-type: none"> <li>✓ Assisting the shelter team to ensure that water spouts and water harvesting tanks at the safe shelter are clean and functional</li> <li>✓ Assisting the relief group to ensure that containers for storing water are clean, narrow necked and covered</li> </ul>

	clean, garbage disposed, dead bodies cremated and that normal drainage systems function smoothly	
<b>Relief Coordination</b>	<ul style="list-style-type: none"> <li>✓ To establishing contact with the District Control Room and</li> <li>✓ organising the distribution of assistance in terms of food, water, medicines and so on, in a fair and equitable manner</li> </ul>	<ul style="list-style-type: none"> <li>✓ Co-ordinating with the shelter group in the distribution of material for the construction of temporary shelters</li> <li>✓ 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</li> </ul>
<b>Warning and communication</b>	<ul style="list-style-type: none"> <li>✓ <b>To ensure that:</b> <ul style="list-style-type: none"> <li>(a) The warning of the impending disaster reaches every single household, thereby allowing people to take timely action to protect their lives and property</li> <li>(b) Accurate information is provided regularly as events unfold</li> <li>(c) Information flows quickly and reliably upwards to District level and downwards from District level to Community/Neighbourhood/Village level.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Assisting the relief group in disseminating information about the quantity and type of ration to be distributed for each distribution cycle</li> <li>✓ Assisting the sanitation group in raising awareness about water borne diseases and vaccination programs</li> </ul>
<b>Evacuation and Temporary Shelter Management</b>	identify maintain and make repairs and to make all the necessary	<ul style="list-style-type: none"> <li>✓ Assisting the communities in accessing compensation</li> <li>✓ Assisting the relief group in stocking up dry food, medicines, water and temporary shelter materials</li> <li>✓ Assisting the sanitation group in the construction of latrines, soak pits and drainage channels</li> </ul>

**District Disaster Management Authority (Shahdara)**

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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 golden hour. Below a list of ESFs has been given which will activate at district level during emergency situation.

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**District Disaster Management Authority (SHAHDARA)**

OFFICE OF THE DISTRICT MAGISTRATE (SHAHDARA)

Government of NCT of Delhi

Updated on 17.12.2021

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5.	<b>Department-</b> Delhi Police / Traffic Polices
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10.	<b>Department-</b> Delhi Jal Board (DJB)
11.	<b>Department-</b> Irrigation & Flood Control (I & FC)
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13.	<b>Department-</b> Public Work Department (PWD)
14.	<b>Department-</b> Delhi Development Authority (DDA)
15.	<b>Department-</b> Food & Civil Supply (F & CS)
16.	<b>Department-</b> BSES

**District Disaster Management Authority (Shahdara)**

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17.	<b>Department-</b> Transport
18.	<b>Department-</b> Delhi Metro Rail Corporation (DMRC)
19.	<b>Department-</b> Delhi Urban Shelter Improvement Board (DUSIB)
20.	<b>Department-</b> National Disaster Rescue Force (NDRF)
21.	<b>Department-</b> Education
22.	<b>Department-</b> Medical Response & Trauma Counseling
23.	Government Hospital in District Shahdara
24.	Private Hospitals in District Shahdara
25.	Dispensaries in District Shahdara
26.	Mother & Child Welfare Centre in District Shahdara
27.	Maternity Home in District Shahdara
28.	Voluntary Organization (NGOs)
29.	Malls in District Shahdara
30.	Cinema Halls in District Shahdara
31.	Blood Bank in District Shahdara
32.	Railway Stations in District Shahdara
33.	Swami Vivekanand: Anand Vihar (ISBT)
34.	Delhi Transport Corporation (DTC)

HELPLINE

Reach us through Helpline

Help Line Number for Delhi Disaster Management Authority

1077

District Disaster Management Authority (Shahdara) Control Room Number

22111077

EMERGENCY NUMBERS

- ☞ Police: 100
- ☞ Fire: 101
- ☞ Ambulance: 102
- ☞ Disaster Management Help: 1077
- ☞ Terror Help: 1090
- ☞ Senior Citizen: 109
- ☞ Women / Child: 1098
- ☞ CATS Ambulance: 1099
- ☞ Burn Helpline: 011-26165060, 232324
- ☞ Women Helpline: 011-23317002 / 03 / 04
- ☞ IGL Helpline: 64644934, 64044933

**District Disaster Management Authority (Shahdara)**

**“Call 1077 for any disaster help in Delhi”**

<b>SHAHDARA DISTRICT</b>			
<b>Name</b>	<b>Designation</b>	<b>Mobile</b>	<b>Call Sigh</b>
Mrs. Patil Pranjal Lahensingh (IAS)	DM (Shahdara)	9013942353	
Sh. Tanvir Ahmad	ADM (Shahdara)	9687786557	
Sh. Debasis Biswal	SDM (Shah.)	9911221631	
Sh. Devendra Sharma	SDM (VV)	9868187400	
Vacant	SDM (Seemapuri)		
Sh. Subodh Rawat	SDM (Election)	7669372080	
Sh. Lokesh Prasad Sinha	SDM (HQ)	9868572321	
Sh. Kavita Amrish	SR IV B	9873097837	
Sh. Minakshi	SR IV A	8800569138	

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”****CONTACT DETAILS OF REVENUE (HQ)**

Office of the Divisional Commissioner, Government of NCT of Delhi,  
Delhi Disaster Management Authority, 5 Shamnath Marg, Delhi-110054  
Ph. 23919170 / 23970567, Fax-23970567

Name	Designation	Phone / Fax	Mobile	Email ID
Sh. K R Meena	(Secretary(Revenue)/ Divisional Commissioner)	23962825, 23914805 (F: 23931269)		<a href="mailto:divcom@nic.in">divcom@nic.in</a>
	PA to Div. Comm.	23962825		
Sh. Gajinder Kaushik	PSO to Div. Comm.	23962825, 23914805 (F: 23931269)	9818217879	
Sh. Shankar Kumar	PSO to Div. Comm.	23962825, 23914805 (F: 23931269)	9911159507 8800872753	
Ms. Veditha Reddy	DC (HQ)	23919170	9999201391	<a href="mailto:hqadm@nic.in">hqadm@nic.in</a>
Sh. Akriti Sagar	DC (HQ) II	23955015	7503743418	<a href="mailto:asrey.delhi@nic.in">asrey.delhi@nic.in</a>
Sh. Vishwendra	DC (HQ) III	23983036 (F: 22726786)	9717778491	<a href="mailto:dycommissionerhq.revenue@gmail.com">dycommissionerhq.revenue@gmail.com</a>
Sh. Sanjay Sondhi	SDM (HQ-I)	23913166		<a href="mailto:rkdada56@gmail.com">rkdada56@gmail.com</a>
Smt. Mithlesh Gupta	SDM (HQ-II)	23955018 23992494	9818113258	<a href="mailto:Akjhq16@gmail.com">Akjhq16@gmail.com</a>
Sh. Anil Sirohi	SDM (HQ-III)	23963788	9811726028	
Sh. Rajvir Singh	SDM (HQ-IV)	23963788	9211071647	<a href="mailto:sdmhq4divcomm.delhi@nic.in">sdmhq4divcomm.delhi@nic.in</a>
Sh. Prakash chand	SDM (HQ-V)	23991200	9873120475	
Vacant	SDM (HQ-VI)	23963788	9818425426	

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”****ALL DISTRICT’S DMs, ADMs, SDMs, TEHSILDARs, DPOs & PCs DETAILS****SHAHDARA DISTRICT****O/o the District Magistrate (Shahdara), DM Complex, Nand Nagari, Delhi-110093****Emergency Operation Centre No: 22111077**

<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>	<b>Call Sign</b>
Mrs. Patil Pranjal Lahensingh (IAS)	DM (Shahdara)	22126305 (F: 22455519)	9013942353	NIL
Sh. Tanvir Ahmad	ADM (Shahdara)	22127540	9687786557	NIL
Sh. Debasis Biswal	SDM (Shahdara)	22132201 (F: 22132201)	9911221631	NIL
Sh. Devendra Sharma	SDM (Vivek Vihar)	22127675	9868187400	NIL
	SDM (HQ/ Seemapuri)	22132202 (F: 22132202)		NIL
Sh Lokesh Prasad Sinha	SDM (Duda)	22124005	9868572321	NIL
Sh. Subodh Rawat	SDM (Election)	22127585	7669372080	NIL
Sh. Gulshan Rai Kumar	Tehsildar (Vivek Vihar)		9891936509	NIL
Ms. ALKA	Tehsildar (Shahdara)		8800569138	NIL
Sh. Jitendra Kumar	Tehsildar (Seemapuri)	22115434	9540175199	NIL
Smt. Durgesh Sharma	Care Taker Shahdara	22126492		
<b>DISTRICT DISASTER MANAGEMENT AUTHORITY (SHAHDARA)</b>				
<b>Emergency Operation Centre NO: 22111077</b>				
Bhawana Singh	DPO, DDMA (Shahdara)	22127831 22111077	9711040484	<a href="mailto:ddma.shah@gmail.com">ddma.shah@gmail.com</a>

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>EAST DISTRICT</b>				
<b>O/o the District Magistrate (East), L.M. Bundh, Shastri Nagar, Delhi-110031</b>				
<b>Emergency Operation Centre No: 22051234, Fax: 22455519</b>				
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>	<b>Email ID</b>
Ms. Sonika Singh	DM (East)	22421656 21210848 (F: 22455519)	9650003424	dceast@nic.in dc_east@yahoo.com
Sh. Punit Kumar Patel	ADM (East)	22457227 22047073 (F: 22457227)	949770331	<a href="mailto:eastadm@nic.in">eastadm@nic.in</a>
Sh. Rajeev Kumar	SDM (Gandhi Nagar / HQ)	21210847	9811131790	rdsharmad1962@gmail.com
Sh. Rajendra Kumar	SDM (Preet Vihar)	21210849	9811234035	<a href="mailto:rldad@yahoo.co.in">rldad@yahoo.co.in</a>
Sh. Rajeev Kr. Tyagi	SDM (Mayur Vihar)	21210856	9810558904	<a href="mailto:mgsatya@gmail.com">mgsatya@gmail.com</a>
Smt. Poonam	SDM (Election)	22050888	9810471080	
Sh. C P Panday	Tehsilder (Gandhi Nagar)		9968219333	
Sh. Sandeep Kumar	Tehsilder (Preet Vihar) (Preet Vihar)		9899088216	
Sh. Vinod Kumar	Tehsilder (Mayur Vihar)		8527858891	
<b>DISTRICT DISASTER MANAGEMENT AUTHORITY (EAST)</b>				
<b>Emergency Operation Centre No: 22051234</b>				
Ms. Anjali Diwakar	DDMA (East) (DPO)	22051234 21210857	8447276408	<a href="mailto:anjali.ddma@gmail.com">anjali.ddma@gmail.com</a>
Ms. Shrivridhi Sharma	PC, DDMA (East)		-	
Sh. Harish Kr.	Boat Club Incharge		9868235938 9650437938	

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>NORTH-EAST DISTRICT</b>				
<b>O/o the District Magistrate (North-East),</b>				
<b>DSIDC Weaver Complex Near Gagan Cinema, Nandi Nagri, New Delhi-110093,</b>				
<b>Ph. 22122732, Fax-22129686</b>				
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>	<b>Email ID</b>
Sh. Geetika Sharma	DM (North-East)	22122732 (F: 22129686)	9999134200	<a href="mailto:dcne@nic.in">dcne@nic.in</a>
Sh. Subhankar Ghosh	ADM (North-East)	22115490 (F: 22115513)	9818459801	
Sh. Sharat Kumar	SDM (Seelampur)	22827367 (F: 22823644)	9871542427	
Sh. Kishore Kumar Dutta	SDM (Yamuna Vihar)	22574468	9433459409	
Sh. Sanjay Sodhi	SDM (Karawal Nagar)	22574469	7389254004	
Sh. Kishan Veer	SDM (ELECTION)	22132054	9599430253	
Sh. Dinesh Kumar	Tehsildar ( Seelampur)	22827367	9868128194	
S. Dinesh Kumar	Tehsildar (Yamuna Vihar)	22574468	9868128194	
Sh. C. Ajay	Tehsildar (Karwal Nagar)	22574469	9871996467	
<b>DISTRICT DISASTER MANAGEMENT AUTHORITY (NORTH EAST DISTRICT)</b>				
<b>Emergency Operation Centre No: 22115289</b>				
Sh. Deepak Mishra	DPO North East	011-22115289	9013212964	
Ms. Versha Bhati	PC North East		9643426329	
Sh. Manoj Kumar	Care Taker		9962772550	

**CONTACT DETAILS OF DELHI POLICE (HQ)**

<b>TELEPHONE NUMBERS OF OFFICERS OF DELHI POLICE (HQ)</b>				
<b>S. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
1.	Sh. Rakesh Asthana	C.P OF DELHI	23490201 23319961 F: (24638859)	-



**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT - DELHI POLICE</b>			
<b>DCP OFFICE, SALIMAR PARK BHOLA NATHNAGAR SHAHDARA</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
Sh. R Sathiya Sundram	Dy. Commissioner (Shahdara)	22304001 21210801 21210804 (F: 22304070)	9818099052
Ms. Priyanka Kashyap	Dy. Commissioner (East)	22232102 (F: 22232108)	9818099042
Sh. Jitendra Meena	Add. DCP/Shah(I)	21210805 21210802 (F: 22304071)	9818099072
Sh. Nishant Gupta	Add. DCP/Shah(II)	(O) 22131048	7065036003
<b>Shahdara Police Station Contact No. 011-22131069,FAX-22131070</b>			
Sh. Rajesh Kumar Meena	A.C.P Shahdara	21210831 22824230 (F: 22324233)	7065036006
Sh. Shivraj Bhist	SHO Shahdara	22831778 22831785 (F: 22321100)	7065036027
<b>Nand Nagari Police Station</b>			
Sh. Sandeep Gupta	A.C.P Nand Nagari	22580948 (F: 22580948)	8750870706
Sh. Anupam Bhushan	SHO Nand Nagari	22585985 (F: 22585985)	8750870733
<b>Jafrabad Police Station</b>			
Sh. Grish Kumar	SHO Jafrabad	22560191-92 (F: 22560192)	8750870723 9911231895
<b>Jyoti Nagar Police Station</b>			
Sh. Lalan kesri	SHO Jyoti Nagar	22810522, 22810525	8750870731
<b>M.S. Park Police Station</b>			
Sh. Prashant Yadav	SHO M.S Park	22599375	7065036029
<b>GTB Enclave Police Station</b>			
Sh. Arun Kumar	SHO G.T.B Enclave	22580947-46	7065036031
<b>Welcome Police Station</b>			
Sh. Vikas Kumar	SHO Welcome	22822746	8750870731

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

Harsh Vihar Police Station			
Sh. Balram Singh	SHO Harsh Vihar	22342074-73 (F: 22342071)@	8750870732
Seemapuri Police Station			
Sh. Mahesh kumar	ACP Seemapuri	22580948	7065036007
Sh. Vinay Yadav	SHO Seemapuri	22599394-97, 22599395	7065036030 9582062982
Vivek Vihar Police Station			
Sh. Manoj Kumar Nagarg	ACP Vivek Vihar	22154102	7065036004 9958566200
Sh. Ajay Kumar	SHO Vivek Vihar	22146040 22163403 22150370	7065036021 9810537694
Gandhi Nagar Police Station			
Ms. Rashmi Sharma	ACP Gandhi Nagar	22513088	7065036005
Sh. Bhagwati Prasad	SHO Gandhi Nagar	22082235 22072761	7065036024
Farsh Bazar Police Station			
Sh. Ashok Kumar Singh	SHO Farsh Bazar	22303600 22385817	7065036028 9999089933
Krishna Nagar Police Station			
Sh. Rajnesh Kumar	SHO Krishna Nagar	22002959 22093224	7065036025
Anand Vihar Police Station			
Sh. Harish Gaba	SHO Anand Vihar	22384300 21210296 22384600	7065036022 7678520653
Parparganj			
Sh. Arun Singh		22146491-92	8750870626
Traffic Police (Shahdara District)			
Control Room No. 22326150, 23378840, 23379193, 25844444			
Sh. S.N. Mosbi	DCP Traffic	21210295/96 (F: 22431778)	8130099066 9818099081
Sh. Satish Kumar	ACP Traffic (North-East)	22116198 (F: 22116198)	8750871411
Sh. Gulam Saber	ACP Traffic (East)	22440743	8750871410

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT - DELHI FIRE SERVICE</b>			
Delhi Fire Service, Near Super Bazar, GNCTD, C.P., New Delhi			
Name	Designation	Phone / Fax	Mobile
Sh. Atul Garg	Director	23414000 (F: 23412593)	9810705870
Rajesh Pawar	Chief Fire Officer	23414250 (F: ) 23412593	9868116052
Sh. Sunil Choudhary	Dy. Chief Fire Officer. (Shah.)	23414250 26189168	9811338552
Mandawali Fire Station, I.P. Extension, Delhi			
Sh. F. Brown (doed.dlfire@nic.in)	Divisional Officer (NE)	22530717 22726236	9871755306
Sh. Nagendar	ADO	22721190 22417747	9868332111
Geeta Colony Fire Station- 22513330			
Sh. Nagendar	ADO	22513330	9868332111
Tahirpur Fire Station	22594700		
Gokulpur Fire Station	22815612		
Shahdara Fire Station	22323322		
Shastri Park Fire Station	22853933		
CBD Ground, Shah, vishwas Nagar	22392230		

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT – CIVIL DEFENCE</b>				
E-Block, 2 <sup>nd</sup> Floor, Nand Nagar, O/o the District Magistrate (Revenue), Shahdara District				
<b>Details of Shahdara District Senior Warden, C.W &amp; D.D.W.</b>				
<b>S. No</b>	<b>Div No, Zone No &amp; P.S Name</b>	<b>Name of warden</b>	<b>Rank</b>	<b>Contact No.</b>
1	–	Rahul Sudan	SSO	9013270901
1	Shahdara District	Sh. Hem Dutt Dixit	ICD	9911001669
2	All Div Shahdara Distt.	Sh. Nirmal Gupta	Sr. C.W	9911989808 9811017408
4	Addl. C.W ( Lady ) (Shahdara Distt)	Miss. Shakuntla Sharma	Add. C.W Lady	9540343535 9540252626
5	Zone 33 Vivek Vihar	Sh. Shri Prakash	Dy.C.W	9013300502
6	Zone no 40 Shahdara	Sh. Dr. T.P.S Verma	Dy. C.W	9350781896 9910991048
7	Zone No 41 Seema Puri	Sh. L.S Rawat	Dy.C.W	9810758082
8	211 ( Shahdara )		D.W	
9	212 ( M.S Park )		D.W	
10	213 ( Welcome )		D.W	
11	248 (Jyoti Nagar)		D.W	
12	214 ( Seemapuri )	Vacant	D.W	
13	215 (Nand Nagri)		D.W	
14	216 (Harsh Vihar)			
15	198 Farsh Bazar	Vacant	DW	
16	196 Vivek Vihar		DW	
17	248 ( Jyoti Nagar)	Sh. Akil Ahmad	D.D.W	9350496476
18	248 (Jyoti Nagar)	Sh. Rakesh Kumar	D.D.W	9873762034
19	211 ( Shahdara )		D.D.W	
20	211 ( Shahdara )	Sh. Gajender Kumar	D.D.W	9810725172
16	196 Vivek Vihar		DW	
17	248 ( Jyoti Nagar)	Sh. Akil Ahmad	D.D.W	9350496476
18	248 (Jyoti Nagar)	Sh. Rakesh Kumar	D.D.W	9873762034
19	211 ( Shahdara )		D.D.W	
20	211 ( Shahdara )	Sh. Gajender Kumar	D.D.W	9810725172

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

21	212 ( M.S Park )	Sh. O.P Sharma	D.D.W	9871805231
22	212 ( M.S Park )	Sh. Sunil Soni	D.D.W	9266420634
23	213 ( Welcome )		D.D.W	
24	213 ( Welcome )	Sh. Madan Sharma	D.D.W	9953391217
25	260 (GTB Enclave)		D.W	
26	215 (Nand Nagri)		D.D.W	
27	216 (Harsh Vihar)	Sh. Manish Partap Singh	D.D.W	8090701231
28	197 Anand Vihar	Sh. Rakesh Sharma	D.D.W	9213671419
29	198 Farsh Bazar	Sh. Rajesh Kapoor	D.D.W	9999138283
30	198 Farsh Bazar	Manju Jain	L.W.	9268884214 011-22305423
31	211 Shahdara	Deepa Gupta	L.W	9810721848 9811592582
32	212 M.S Park	Indu Maheshwari	L.W	9911978233
33	193 Gandhi Nagar	Sh. Daya Ram Sharma	D.D.W	9811109390
34	193 Gandhi Nagar	Sh. Gulshan	D.D.W	987315864
35	193 Gandhi Nagar	Sh. J.P Sharma	D.W	9810723116
36	195 Krishna Nagar	B.R. Gaur	D.W.	9654858688
37	195 Krishna Nagar	Sh. R.P Goshwami	D.D.W	9873984978
38	195 Krishna Nagar	Sh. Chattarpal Singh	D.D.W	9968057290

**DEPARTMENT - MTNL****DDA Shopping Center, H Poket Dilshad Gardern**

Name	Designation	Phone / Fax	Mobile
Sh. Davinder Singh	Area Manager	22129786 (F: 22571900)	9013131223
<b>Telephone Exchange, R-Block, Dilshad Garden, Delhi</b>			
Sh. Dhyan Singh	HOD	22132500 (F: 22580000)	9013136989

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT - DHS</b>			
<b>A-14/G-1, DDA Flats, Dilshad Garden, Delhi</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
Dr. Rajesh Kumar	CDMO	22111363 22127901 22583568 (F: 22593424)	8745011055
Dr. Satish Chandra Dr. Sandeep Gautam	Addl. CDMO (Nodal Officer)	22127902	87450110311
<b>DM Office Complex, Nand Nagri, Delhi-93</b>			
Dr. S.K. Nayak	Addl. Nodal Officer (Disaster Management)	22118753 22111363	9811451030
<b>DEPARTMENT - DELHI JAL BOARD (DJB)</b>			
<b>DJB, Varunalya, Ph-II, Karol Bagh, Delhi</b>			
<b>Control Room No. : 1916</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
Sh. Nikhil Kumar	CEO	23544795 (F: 23516182)	9999237373
<b>DJB, Jhandewalan, Delhi</b>			
Sh. Ajay Kumar Gupta	Chief Engineer	23527685 (F: 23527685)	9650804433
<b>2142, Janta Flat, GTB Enclave, Delhi</b>			
Sh. R.P Singh	S.E.	22137327 (F: 22137327)	9650290841
Sh. Vijender Singh	E.E.-I	22130695 (F: 22130695)	96502901457
<b>Pocket-R, Overhead Tank, Behind Petrol Pump, Dilshad Garden</b>			
Sh. Sukh Pal Chand	E.E.-II	22137250 22812683 22584843 22596645	96502901065
<b>G.T. Road, Shahdara</b>			
Sh. Pankaj Kumar Atry	E.E.-III	22596645	9650573355
Sh. Vijendra Kumar	Z.E.	22591171	9056291457
<b>Bhagrathi Water Treatment Plant</b>			
Sh. Dinesh Yadav	E.E.	22561930	9650291501
<b>Loni Road</b>			
Tanker Service	NE-I	22591171 22814651	

**District Disaster Management Authority (Shahdara)**

**“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT - EAST DELHI MUNICIPAL CORPORATION (EDMC) (SHAHDARA)-NORTH ZONE</b>			
<b>419, Udhog Sadan, Padpadganj Industrial Area, Delhi 92 MCD Control Room No. 22822700</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
	Commissioner, East Delhi	22144122 22165880	
<b>Near Shyam Lal College, Keshav Chowk, MCD Building North, Shahdara</b>			
Dr. Rainan Kumar	Dy. Commissioner (EMCD)	(O) 22824647 (F) 22821279	9250290424
Sh. Sunil Tripathi	Asst. Commissioner (MCD), Shahdara	(O)22826463, 22824647 (F) 22821279	
Sh. Amuj Kumar	AD, Shahdara (North), MCD	22823090 (F: 22821279)	9650798738
Sh. A.K. Gupta	S.E.(1) Shahdara North, MCD, <b>Drain</b>	22825121	9717788078
Sh. Viresh Kr. Tyagi	E.E. Maintenance-4	22827710 (F: 22821279)	8800696857
Sh. Narendar	Supt. Sanitation		8800696857
<b>Malaria Dep.</b>	Malaria Department	22380090	
<b>DEPARTMENT - EAST DELHI MUNICIPAL CORPORATION (EDMC) (SHAHDARA)-SOUTH ZONE</b>			
<b>419, Udhog Sadan, Padpadganj Industrial Area, Delhi 92 MCD Control Room No. 22300171, 22300175, 22303700</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
	Commissioner, (South Zone),	22303651	
<b>Karkardooma Opposite DSSSB Building, Delhi-110032</b>			
Sh. A. Naydu	Dy. Commissioner (South Zone)	22303651 22821279	
Sh. R.C. Shahu	Assistant Commissioner	22386462	

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT – PWD (SHAHDARA)</b>			
<b>Delhi Sachivalya, Control Room No. 23490323</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
Sh. S.C Raghav (Shahdara) Sh. Abhishek Raj (East)	S.E. (Nodal Officer)	23724390(Ravi Kant) 23392194, 23392192 (F: 23392191)	9650219435 9015973222
<b>276, Mansarover Park, DDA Flats, Shahdara, Delhi</b>			
Sh. V.K Singh (B.M) Sh. Rajendra Kumar (Road)	E.E. (Civil)	22138359 (F: 22134037)	9810284340 9414206010
<b>DC Office Complex, Nand Nagari</b>			
Sh. T.N Pandey	A.E. (Civil)	22138359 (F: 22134037)	9810136084
Sh. Ankit Kumar	J.E.(Civil)	22138359 (F: 22134037)	9999799945
Sh. Shankar Kumar	A.E.(Electrical)	22135469	9540775977
Sh. Kumar Chandan	J.E.(Electrical)	22135469	9205845817
<b>MSO Building, ITO, Delhi</b>			
Sh. Surender Singh	Chief Eastern Range	223319715 223326960 (F: 23329880)	9968662424
Sh. H.P Sharma	E.E. (Electrical) M-251 (North-East/Shahdara)	23711241	7014483097
Sh. Ravin Kant	S.E.(Shahdara) M-23	23378275	9871167700
Sh. Datta Ram Rawat	EE NANDI /(P) Shahdara	23370739	9560276229
Sriniwas Chand Jain	EE NANDI/ Karkardooma Court	22759512	9717558752
VACANT	EE NANDI/ (Shahdara) Building	23319475	
S.K. Modi	EE NANDI/ (Shahdara) Roads	22485217 22488165	9868207966
Sh. Vijay Kumar	S.E (East) M-22	23370798 23724390	9015913222



**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

VACANT	EE NANDI/ (P) East	23370798	
K.P. Singh	EE NANDI/ (East) Building/ Players	23379916 23724340	9810438957
A.R. Chandekar	EE (E)/ Players Building & East	23392199	8800862231
Iqbal Singh	EE NANDI/ (East)/ Roads	22752056 22791269	9910925748
Sh. Mukesh Kumar	S.E (North-East) M-21	22486228 22485181 (F: 22488226)	9871250055
M.C. Yadav	EE NANDI/ (P) North East	22486228	9999386202
K.C. Barolia	EE (Elect)/ (North-East)		9999888508
Jokhan Prashad	EE NANDI/ (North- East) Building	22138359 22134037	9810507479
Bishamber Dass	EE NANDI/ (North- East)/ Roads	22565497 22565986	9873245771
Rajender Singh	DD (H)/M214	22481229 22481228	9650485232 9968891340

**DEPARTMENT****DELHI DEVELOPMENT AUTHORITY (DDA)**

O/o the Land Management, Vikas Kutir, Bareek No.- 6, Delhi

DDA Control Room No. 24646382

Name	Designation	Phone / Fax	Mobile
Sh. Bhoop Singh	Deputy Director	23378373 (F: 23378373)	7533077952

**DEPARTMENT****FOOD & CIVIL SUPPLY (F & CS)**

DC Office Complex, Nand Nagari

Name	Designation	Phone / Fax	Mobile
Sh. M.S Premi	Asst. Commissioner cum Dy. Secretary (NE)	22115444, 22115453 (F: 22115444)	9810150090
Sh. Shyam Sundar	FSO Circle-63	22111707	9350692912
Sh. K.N.V Surya Kumar	FSO Circle-68	22111678	8860692324
<b>Mansarover Park, Near Police Station</b>			
Sh. Pawan Saini	FSO Circle-64	22139859	9811736033
Sh. Nilesh Kumar (Add. Charge)	FSO Circle-67	22587623	9818348301
Forest Dep. Vikas Bhawan		23370679 1800118600	
<b>Headquarter No. 23379836, 23370066</b>			

**District Disaster Management Authority (Shahdara)**

**“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT – BSES</b>			
<b>BYPL, Shakti karan Building, Karkardooma, Delhi</b>			
<b>BSES Helpline No. 39999707, 39999808, (46063751)</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
Sh. P.R Kumar	CEO	39999382 39999325	9350261033
Sh. Sandeep Bansal	General Manager (Safety)	39999239	9312072169
Sh. A.K Singh	Additional Vice President		9350261723
Sh. Upender Upadhyay	Assistant Vice President (Seemapuri)		8588887529
Sh. Rakesh I. Kumar	Assistant Vice President (Harsh Vihar)		8588887549
Sh. Vijay Mittal	Assistant Vice President (Vivek Vihar)		9350261250
<b>BSES, B-Block, Dilshad Garden</b>			
Sh. Rajeev Paliwal	Sr. Manager O&M GTR	32575127	8588887549
Vacant	Sr. Manager O&M GTR	32575127	9350261319

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT - TRANSPORT</b>			
<b>5/9, Under Hill Road, Delhi-110054</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
Smt. Ashish Kundra	Pr. Secy.-cum-commissioner	23933829 (F: 23933069)	
Sh. K.K Daiya Sh. Pankaj Kumar	Spl. Commissioner (Admn./Vig.)	23790290 23930740, 23925088 23961194	9868015084
<b>Nand Nagri Depot, DTC</b>			
Sh. Balraj	Regional Manager (E) DTC	22114400 22581577 22114500	
Sh. Navneet Chaoudhary	Depot Manager,	22581577 (F: 22581577)	8744073036
<b>DEPARTMENT - NATIONAL DISASTER RESCUE FORCE (NDRF)</b>			
<b>8th Batalian, NDRF, Sector 19, Kamla Nehru Nagar, Ghaziabad, U.P</b>			
<b>NDRF Delhi (HQ): 2617953, (F) 26105912</b>			
<b>Control Room No: 022-25505050, 25505151, 25519613</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
Sh. P.K Shrivastav	Dy. Commissioner	26105910, 0120-2351101, 0120-2351102 0120- 2617953 (F: 0120-2351105, 26105912)	
Sh. J.K. Rawat	DIG	26105910	
<b>DEPARTMENT - DELHI URBAN SHELTER IMPROVEMENT BOARD (DUSIB) Contact No. 23814305</b>			
<b>A-2, Vikas Kutir, ITO, Delhi</b>			
<b>Name</b>	<b>Designation</b>	<b>Phone / Fax</b>	<b>Mobile</b>
Sh. Govind Gupta	CEO	23379626	-
Sh. Atul Jain	Ex.En.Se	26342896	-
Sh. Ashok Kumar	SE	23378872 23378872	9811648689

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>DEPARTMENT – EDUCATION</b>			
<b>O/o the Pr. Secretary</b>			
<b>Room No. 6, Old Secretariat, Delhi-110054</b>			
Name	Designation	Phone / Fax	Mobile
Sh. H. Rajesh Prasad	Principal Secretary	23890119 (F: 23890187, 23890119)	9868871466
<b>O/o the Director Education</b>			
<b>Room No. 12, Old Secretariat, Delhi-110054</b>			
Sh. Udit Raj Rai	Director Education	23890172 (F: 23890355)	
<b>O/o the Deputy Director Education</b>			
<b>RPVV School Building, B-Block, Yamuna Vihar, Delhi</b>			
Sh. Suresh Chand Meena	DDE (Shahadra )	22913251	8285913726
<b>O/o the Education Officer Zone IV</b>			
<b>RPVV School Building, B-Block, Yamuna Vihar, Delhi</b>			
Sh. Rajeev Sharma	D.D.E. Zone-IV	22910917	9891948700
Sh. Hemraj	D.E.O. Zone-IV		
<b>O/o the Education Officer Zone V</b>			
<b>Gandhi Memorial School Building, Shahdara, Delhi</b>			
Sh. S.K. Sharma	D.D.E. Zone-V	22129364 22326244	9868097343
Sh. Suresh Chand Meena	D.D.E. Zone-02		
<b>O/o the Education Officer Zone VI</b>			
<b>C-Block, Dilshad Garden</b>			
Sh. Meena Kumar	D.D.E. Zone-VI	22129364	8860575755
Sh. Neelam Yadav	D.D.E. Zone-01		9818193232
<b>DEPARTMENT</b>			
<b>MEDICAL RESPONSE &amp; TRAUMA COUNSELING</b>			
<b>INDIAN RED CROSS SOCIETY</b>			
<b>Seemapuri, Shahdara, Delhi</b>			
Name	Designation	Phone / Fax	Mobile
Dr. Rakesh Gupta	Medical Superintendent, Disaster In-charge	22118752	9810909817
Vacant	Honrary Jt. Secretary	22578357	
<b>CATS</b>			
<b>CATS (HQ), Yamuna Pusta, Near Vijay Ghat, Bela Road, Delhi- 06</b>			
Ms. Sarita	A.A.O.	23860529	9717655770, 9818343162

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>ST. JOHN AMBULANCE BRIGADE (SJAB)</b>			
<b>1, Red Cross Road, Staff Quarter Complex, Ground Floor, New Delhi- 01</b>			
Dr. R.K. Kher	Deputy Commissioner	23322237 47594949	9312731726
Sh. S.C. Goyal	Addl. Commissioner	23322237 47594949	9312249957
Dr. R.K Sharma	Asstt. Commissioner Nursing/ Nodal Officer	22829706, 23322237	9953514466
Dr. R.K. Sharma	Asstt. Commissioner	22829706, 23322237	9953514466
Dr. Pratibha	Corps Commander-cum- Alternate Nodal Officer	23720143	8285072405
<b>GOVERNMENT HOSPITALS IN DISTRICT SHAHDARA</b>			
<b>DR. HEDGEWAR AROGYA SANSTHAN</b>			
<b>Dr. Hedgewar Arogya Sansthan, Karkardooma, Delhi-32</b>			
Dr. Sushil Kumar	Medical Superintendent	22393150 22393155 22301108	9582500312
Dr. R.P. Arya	Addl. Medical Superintendent	22393150 22301214	9711806541
Dr. S.P. Kalra	Nodal Officer	22393152	9711806523
Dr. Ashok Dua	CCMO (Alternate Nodal Officer)	22393151	9654958520
<b>GURU TEG BAHADUR HOSPITAL</b>			
<b>GTB Hospital, Dilshad Garden, Delhi-110 095</b>			
<b>Control Room No. 22692111, 22588383</b>			
Dr. Rajesh Kalra	Head of Office	22581732 (F) 22581732	9868399535
Dr. Sunil Kumar	Medical Superintendent	22582302 (F) 22581928	
Sh. P. Ram	Disaster In-charge/ (CCMO)		
Police Control Room		22692100	

**District Disaster Management Authority (Shahdara)****“Call 1077 for any disaster help in Delhi”**

<b>IHBAS HOSPITAL, 22114021</b>			
<b>ESI HOSPITAL</b>			
<b>JHILMIL COLONY, DELHI</b>			
Dr. Sunitra Choudhary	Medical Suptd.		9871389987
Dr. Yimnam Nelson	Senior Specialist Surgery (Nodal Officer – Disaster Management)	22151329	9873688349
Vacant	(Alternate Nodal Officer – Disaster Management)		-
Vacant	Deputy Medical Superintendent		-
<b>SWAMI DAYANAND HOSOPITAL</b>			
<b>Dilshad Garden, Shahdara, Delhi-110095</b>			
Dr. Rajni Kedwal	Medical Superintendent	22582512 (F: 22583809)	8826694667
Dr. M.P. Singh	Addl. Medical Superintendent	22314029	9810456706
Dr. K.R. Arya	Nodal Officer (Disaster Management)	22588585	81301561171 8130191229

<b>DISPENSARIES IN DISTRICT SHAHDARA</b>	
<b>Name &amp; Address of Dispensary</b>	<b>Phone</b>
DGD Ashok Nagar, D-542, Gali no. 9, DGD Ashok Nagar, Ashok Nagar, Delhi-32	22803436
DGD Babarpur, House No. 30/16, Bhomia Street, DGD Babarpur, Delhi-32	22820453
DGD Dilshad Garden, A-13, G-1, DDA Flats, Dilshad Garden , Delhi-95	22585490
DGD Durga Puri, H.No. 1499/221, Durga puri, Shahdara, Delhi-93	22125400
DGD Gautam Puri, Street No. 7, Gautampuri Zafrabad, Delhi-53	22861213
DGD Maujpur, Gali No. -2, Arjun Mohalla, sabji mandi, Maujpur, Delhi-53	22911835
DGD Nand Nagri, A-2 Block, Nand Nagri, Delhi-93	22585690
DGD Nand Nagri Extn., Block F-2, Nand Nagri, Delhi-93	22582659
DGD New Seema Puri, Block-C, Residential Colony, New Seemapuri, Delhi-95	22355363
DGD Old Seemapuri, Near Bus Stand, Old Seemapuri-95	22356287
DGD Saboli, H. No. 7, Gali No.-7, infront of Old shiv mandir, Near Railway crossing Saboli, Delhi-93	22344646
DGD Seelampur, H. No. 337, Janta Flats, Welcome Seelampur- II, Delhi-53	22826102

**MOTHER & CHILD WELFARE CENTRE IN DISTRICT SHAHDARA**

Area & Location of Mother & Child Welfare Centre	Phone
Babarpur, M&CW Centre Babarpur, Shahdara MCD, Main Hanuman Road, Near MCD School Shd. Delhi-32	22820173
New Seemapuri, M&CW Centre, New Seemapuri, MCD, Delhi-93	22357475
E4 Nand Nagri, M&CW Centre, E4 Nand Nagri, MCD Delhi	22594754
B4 Nand Nagri, M&CW Centre, B4, Nand Nagri, MCD Delhi-93	22594820
Welcome Seelampur, M&CW Centre (Seelampur Welcome Ph-II) Community Centre Building, Seelampur Phase-III, New Delhi	22820184

**MATERNITY HOME CENTRE IN DISTRICT SHAHDARA**

Area & Location of Maternity Home Centre	Phone
Welcome Seelampur, JB-6 Subhash Park, Near R.D. Public School, Welcome	22828448
Chandiwala, Railway Road , Shahdara, Near Central Bank of India, Delhi	22597918
IPP VIII Seemapuri, F-Block, Dilshad Garden, Near MCD Primary Seelampur & Kapoor Nursing Home Delhi	22357620

**District Disaster Management Authority (Shahdara)**

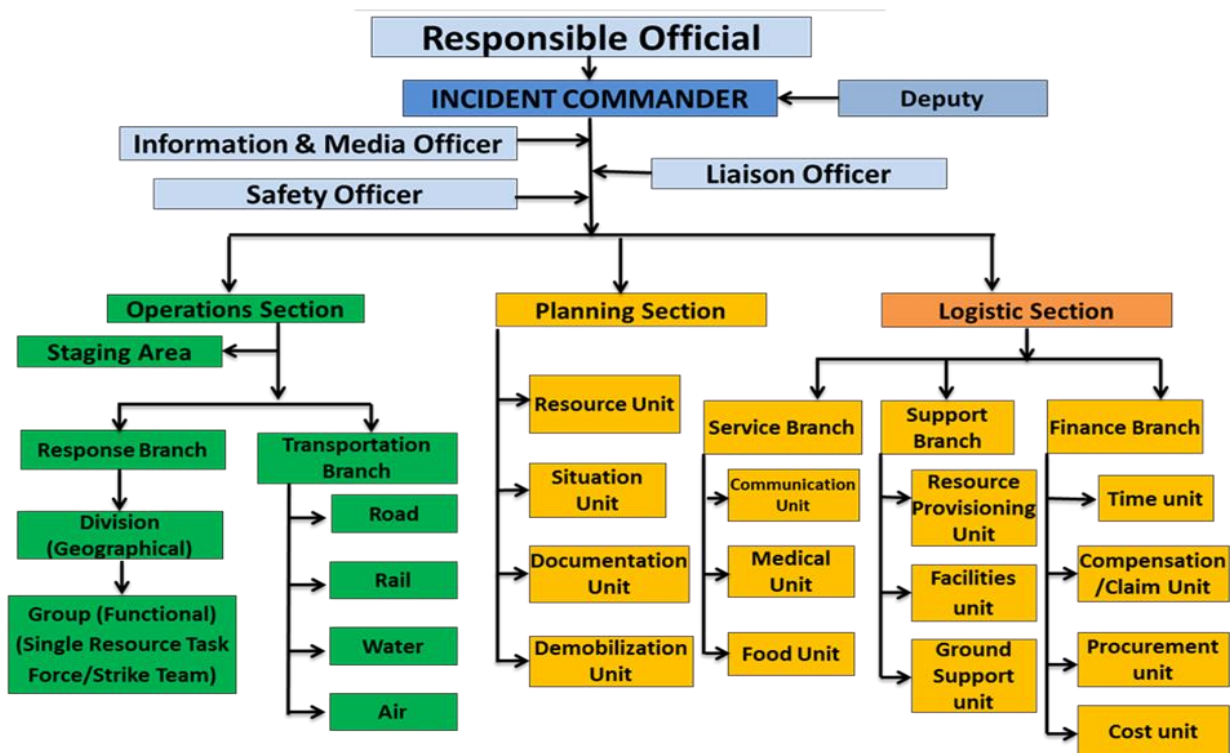
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<b>HOTEL</b>			
1.	The Leela Ambience Convention Hotel	Karkardooma Shahdara	011-49088888
2.	East inn Guest House	Nirman Vihar Shahdara	011-22443243
3.	Park Piazza	CBD Ground Karkardooma	080018 00700
4.	Ginger Hotal	Vivek Vihar Near P.S Vivek Vihar	011 6666 3333
5.	Samrat inn	Karkardooma	011 4214 1667
<b>MALL</b>			
1.	Pacific Mall	Anand Vihar	0120 300 2000
2.	EDM Mall	Anand Vihar	095606 50515
3.	Parsavnath Metro Mall	Karkardooma Shahdara	18602662010
4.	Vikas Mall	Shahdara	011-22323302
5.	Aggarwal Fun City Mall	Karkardooma Shahdara	011-22302111
6.	Cross River Mall	Karkardooma Shahdara	011-42111920
<b>CINEMA HALL</b>			
1.	Fun Cinema Hall	Fun City Mall Karkardooma Shahdara	
2.	Gagan Cinema Hall	Nand Nagri Delhi-93	011-22581989
3.	Pacific Cinema Hall	Anand Vihar	0120 300 2000
4.	EDM Cinema Hall	Anand Vihar	095606 50515





## INCIDENT RESPONSE SYSTEM



District Disaster Management Authority (Shahdara)

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