



# Standard Operating Procedure

Nagaland State Disaster Management Authority

HOME DEPARTMENT  
GOVERNMENT OF NAGALAND



*With support from  
NDMA & UNDP*



# TABLE OF CONTENT

	<b>Pages</b>
<b>CHAPTER - 1</b>	
1.1 INTRODUCTION	1
1.2 OBJECTIVE OF SOP	1
1.3 L CONCEPT	2
<b>CHAPTER - 2 RESPONSE MECHANISM</b>	
2.1 AT THE COMMUNITY LEVEL	3
2.2. AT THE SUB DIVISIONAL LEVEL	3
2.3 AT THE DISTRICT LEVEL	4
2.4 AT THE STATE LEVEL	4
2.5 AN INSTITUTIONAL ARRANGEMENT	5
2.6 DURING AN EARTHQUAKE	6
2.7 ESF FOR RESPONSE DURING EARTHQUAKE	7
2.8 ESF DURING FIRE EMERGENCY	11
2.9. ESF DURING LANDSLIDE	15
2.9.1 DURING LANDSLIDE THE FOLLOWING ESF WILL BE ACTIVATED	15
2.10 ESF DURING ROAD/NATIONAL HIGH ACCIDENTS	19
2.11 ESF DURING CLOUD BURST/STORM	21
2.12 EMERGENCY CONTACT DETAILS	25
2.13 LEVEL OF ASSISTANCE	26
<b>CHAPTER - 3 SOP FOR NSDRF</b>	
3.1 ROLE OF NSDRF DURING DISASTER/EMERGENCY	28
3.2 ROLE OF NSDRF DURING NORMAL TIME	29
3.3 REQUISITIONING OF NSDRF TEAMS	29
3.4 TRAINING AND EQUIPPING OF NSDRF	29
3.5 CONFIDENTIALITY	30
3.6 SAFETY	30

## **CHAPTER – 4 EMERGENCY OPERATION CENTRES (EOCs)**

4.1	SET UP OF EOCs	31
4.2	ROLE OF EMERGENCY CENTRES	31
4.2.1	WHAT WOULD EMERGENCY OPERATION CENTER (EOC) DO?	32
4.3	ROLE OF EOC DURING NORMAL TIME	32
4.3.1	NORMAL TIME ACTIVITIES/ROLE OF EOC:	32
4.4	ROLE OF EOC DURING EMERGENCIES/DISASTERS:	33
4.4.1	ROLE OF EOC ON OCCURRENCE OF DISASTER	34
4.5	DESK MANAGEMENT	34
4.5.1	DUTIES AND RESPONSIBILITIES OF DESKS:	35
4.5.1.1	OPERATION DESK:	35
4.5.1.2	COMMUNICATION AND INFORMATION DESK:	35
4.5.1.3	LOGISTICS DESK	36
4.5.1.4	HEALTH DESK	36
4.5.1.5	SERVICE DESK:	36
4.5.1.6	RESOURCE DESK	37
4.6	COMMUNICATION NETWORK OF EOC	37
4.7	EQUIPMENT FOR EOCs	38
4.7	PROFORMA FOR ‘IN’ AND ‘OUT’ MESSAGE REGISTERS:	40
4.8	CONCLUSION:	41

# CHAPTER - 1

## 1.1. INTRODUCTION:

Prompt and well-coordinated and effective response mounted in the aftermath of disasters not only minimizes loss of life and property but also facilitates early recovery. The important ingredients of an effective response system are integrated institutional arrangements, state of the art forecasting and early warning systems, safe communication system, rapid evacuation of threatened communities, quick deployment of specialized response forces and coordination and synergy among various agencies at various levels in dealing with any disaster.

Most importantly, all the agencies and their functionaries must clearly understand their roles and responsibilities and specific actions they have to take for responding to disaster or threatening disaster situations.

This SOP lays down, in a comprehensive manner, the specific actions required to be taken by various Departments and Organizations under the control of Government of Nagaland at the State level and concerned district administration for responding to natural disasters of any magnitude and dimension.

## 1.2. OBJECTIVES OF SOP:

- a) To provide, in a concise and convenient form, a list of major executive actions involved in responding to natural disasters and necessary measures for preparedness, response and relief required to be taken.
- b) To ensure that all concerned Departments and Organizations of the Government of Nagaland and District Administrations know the precise measures required of them at each stage of the process and also to ensure that all actions are closely and continuously coordinated.
- c) To indicate various actions this would be required by the State Governments within their sphere of responsibilities so that they may prepare and review the Contingency Action Plans accordingly.

The instructions contained in this SOP should not be regarded as exhaustive of all the actions that might be considered necessary. It will also be necessary for each Department and

Organization which is required to provide Emergency Support Functions (ESF) during or the other natural disasters to prepare detailed SOPs so as to translate each action point in a number of steps required to be taken by each of them.

In line with the guidelines evolved by the National Disaster Management Authority, the State Disaster Management Plan shall incorporate the “L” concept and “Trigger Mechanism” in the response Plan at the State Level as well as the District Level. The “L” concept will be utilized to denote the different levels of disaster in order to facilitate effective response at appropriate levels of response.

### **1.3. L CONCEPT:**

**L0** shall denote normal times during the course of which activities relating to monitoring, Documentation, Prevention and Preparatory activities shall be taken up at the District as well as State Level. Training of Search and Rescue, rehearsals, evaluation, inventory updating and data collections or response activities will be carried out during this period.

**L1** level denotes the level at which the disaster can be managed at the district level and the State and Centre in case the district requires assistance for Disaster Relief and/or recovery operations.

**L2** level disaster situations are those which require assistance and active participation of the State mobilization of its resources for management of disasters.

**L3** level denotes a large scale disaster situation where the District and State authorities have been overwhelmed and require assistance from the Central Government for reinstating the State and District Machinery as well as assistance for search and rescue efforts, relief and other response and recovery measures.

The State Disaster Management Authority will determine the scale and intensity of the disaster for declaration of L3 disaster.

## **CHAPTER – 2**

### **RESPONSE MECHANISM**

#### **2.1. At the Community Level:**

At the community level, the ADC or SDO/EAC shall appoint a VC/VDB as the case may be to the Response Coordinator at the Community level.

It shall be the responsibility of the Relief Coordinator to ensure that immediate relief provisions are made available and activate in the event of emergency at the community level.

At the Community level, the VC/VDB as the case may be, shall be in the incident commander and shall regularly appraise the SDO/EAC or ADC and all the networking voluntary and assisting organization through available channels of information. In case normal means of communication are rendered useless, he/she shall utilize facilities at the nearest PS/POP communication channels.

He/she shall inform the ADC or SDO/EAC of the magnitude of the disaster and whether the emergency/disaster situation can be controlled within his/her resources.

#### **2.2. At the Sub-Divisional Level:**

At the Sub-Divisional level, the Deputy Commissioner shall appoint an EAC/SDO or ADC as the case may be to be the Response Coordinator at the Sub-divisional level.

It shall be the responsibility of the Relief Coordinator to ensure that immediate relief provisions are made available and activate in the event of emergency at the sub-divisional to the village level.

At the Sub-divisional to the village level, the EAC/SDO or ADC as the case may be, shall be the Incident Commander and shall regularly apprise the DC and all networking voluntary and assisting organizations through available channels of information. In case normal means of communication are rendered useless, he/she shall utilize facilities at the nearest PS/POP communication channels.

He/she shall inform the Deputy Commissioner of the magnitude of the disaster and whether the emergency/disaster situation can be controlled within his/her resources.

### **2.3. At the District Level:**

The Deputy Commissioner shall on receiving the information convene the District Disaster Management Authority (DDMA) and also inform the State Commander. The Deputy Commissioner must mandatorily carry out an on- site inspection of the affected area and send an independent report to the State Commander.

The Deputy Commissioner shall be the District Response Coordinator and shall be called the District Commander. He shall:

- Be responsible for effective coordination of resources and services within the District.
- In the event of uncertainty, determine which agency is to perform its statutory response role.
- Ensure that an effective control structure is established in the District.
- Arrange to provide requested resources to the control/support/operating agencies from within the district or outside the district.
- Monitor the provision of emergency relief and supply.
- Alert the public to existing and potential dangers arising from serious emergencies.
- Assess need for declaration of an emergency area in consultation with the State Control Agency.
- Notification of relevant Government and Non-Government agencies.
- Record maintenance.
- Provision of medical treatment/ first Aid.
- Notification of Hospitals.
- Registration of persons evacuated or otherwise affected.
- Provision of relief needs of evacuees, control and support agencies where necessary.
- Co-operation and coordination with all participating Departments/Agencies/ Authorities.

### **2.4. At the State Level:**

At the State level, the Chief Secretary of Nagaland shall be the ex-officio Chairperson of State Executive Committee and shall be called the State Commander during an emergency or Disaster situation. He shall, after due assessment of the situation, declare L1 and L2 disaster situation enabling suitable mobilization of personnel, resources and assistance. The Departments/ Organizations concerned with these SOPs at State level will be as under.

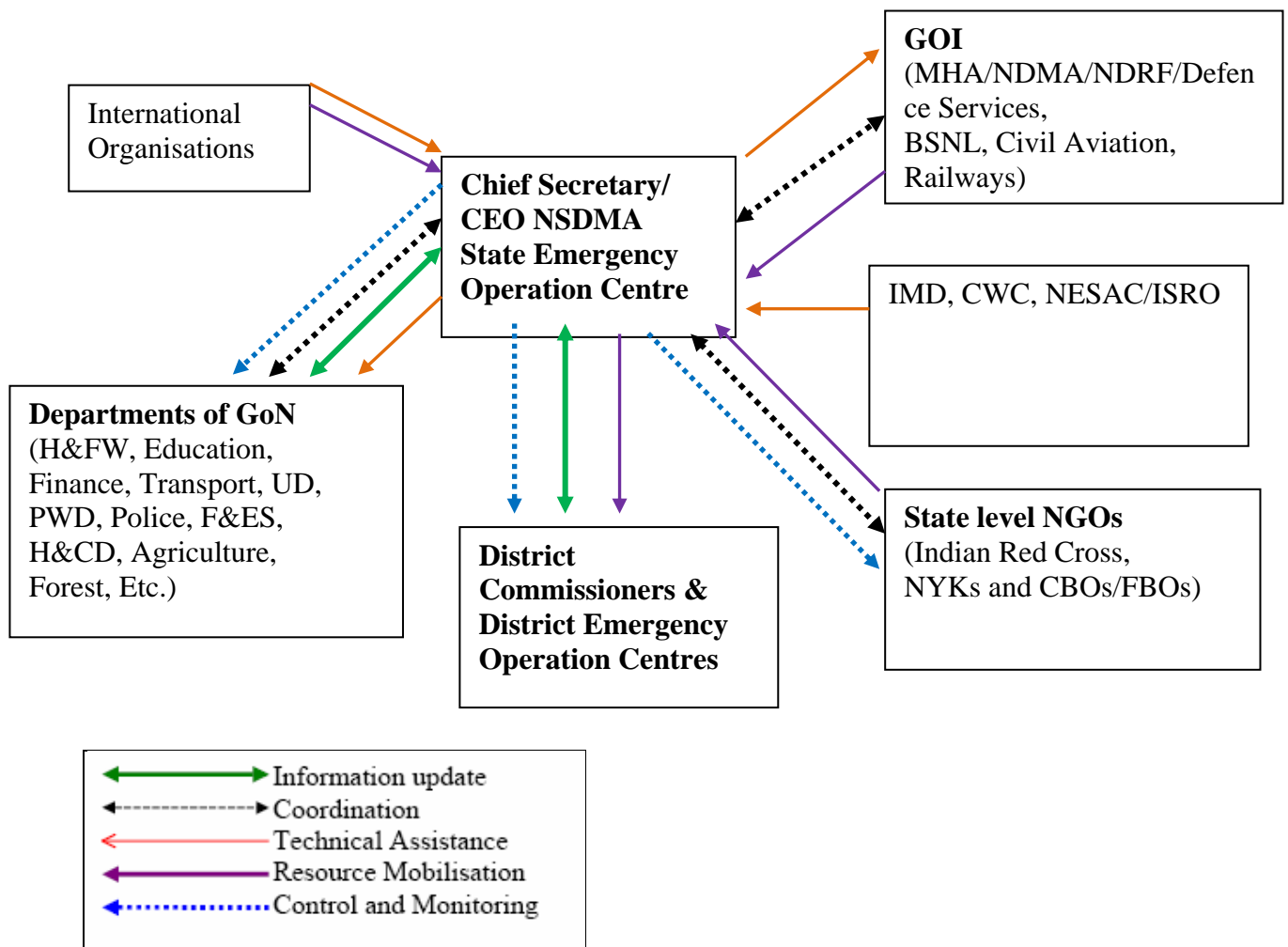
## 2.5. INSTITUTIONAL ARRANGEMENTS:

All disaster specific mechanisms would come under a single umbrella allowing for attending to all kinds of disasters with the objective of having a simplified and uncluttered system of response in a disaster situation.

The Chief Secretary as the Chief of Operations will be supported by the Relief Commissioner through the Branch arrangements at the Emergency Operations Centre (EOC).

In case of widespread disaster, the role of the Sub-Divisional Officer comes into prominence under the guidance of District Magistrate and Collectors.

^Institutional arrangement and flow of information chart is outlined:





## **2.6. DURING AN EARTHQUAKE:**

### **Structural Mitigation and role of different departments**

It is often said that earthquakes do not kill people, but badly constructed buildings do. Construction practices should incorporate earthquake resistant features like raft or pile foundation, braces, lintel bindings, edge-beams and Base Isolation Techniques etc. Retrofitting of existing buildings will be undertaken after proper vulnerability analysis. Public utility buildings and vital installations will be retrofitted on priority by the concerned departments in consultation with experts in the field. A detailed risk and hazard analysis will be undertaken district wise, based on which stringent zonation norms be formulated and enforced.

Early warning or prediction of earthquake is not possible. However it is possible to detect and monitor the earthquakes and the aftershocks. IMD is the nodal agency of Government of India responsible for monitoring seismic activity in and around the country. IMD is responsible for quickly estimating the earthquake source parameters immediately on occurrence of an earthquake and disseminates the information to all the user agencies including the concerned State and Central Government agencies responsible for carrying out relief and rehabilitation measures. IMD shall also transmit earthquake information to public information channels, press, media, etc. and posts in its website.

**2.7. FOLLOWING ARE THE EMERGENCY SUPPORT FUNCTIONS FOR RESPONSE TO EARTHQUAKE:**

<b>Sl. No.</b>	<b>Emergency Support Functions</b>	<b>Scope ESF</b>	<b>Team Leader</b>	<b>Primary Agency</b>	<b>Support Agency</b>
1.	Communication	Establishing, using, maintaining, augmenting, and providing backup for all of the types of communications devices needed during emergency response operations.	DGP at the State Level supported by DIG (NPTO) Commanding Officer NSDMA/SEOC  SP at the District Level supported by DEOC	NTPO, Police Department and NSDMA/SEOC	BSNL, NIC, Private Telecom Operators, Public Relation Department
2.	Damage Assessment	Conduct of ground surveys to determine the scope of the damage, casualties, and the status of key facilities.	Addl. CS/ Commissioner Nagaland at the State Level supported by Home Commissioner DC at the District level.	Nagaland Commissioner's Office supported by NSDMA and Education Department at the State Level  District Administration/DDMA supported by SDO/EAC VBO at the District Level	Police Department, Municipal Corporation , Electricity Board, Public Health Engineering Department, Health Department, Block Offices, PWD, Building Department and DM
3.	Emergency Public Information, Help line & Warning	The flow of accurate and timely emergency information is critical to the protection of lives and property in the wake of a catastrophic event. preparation and dissemination of notifications, updates, warnings, and instructional messages, making the help line operational	Secretary NSDMA in collaboration with DIPR at the State level.  District Commissioner/DDMA at the district level	NSDMA (SEOC) and DIPR at the State level.  Police Department and District Commissioner (DEOC) at the district level	Media, NGOs, Health Department, Police Department

4.	Transport	Provides transportation out of a disaster area for people in need, and provides transportation essential to support emergency response in the event of a disaster, coordinating for resurrection of transport infrastructure.	State Transport Officer at the State level.  District Transport officer at the district level.	Transport Department	SDMA, PWD, Municipal Cooperation, BRO, all leading public sector and private organizations, Community Volunteers, Voluntary Organizations
5.	Access Control and Re-Entry	Control of access to the area severely affected until it is safe. Only those people directly involved in emergency response operations should be allowed to enter. Also determining the appropriate time to allow evacuees and the general public to re-enter the area that was severely impacted.	SP Traffic at the State level.  DSP traffic/SDPO/OC at the district level.	Police Department, Sub-Divisional Office	PWD, BRO
6.	Search & Rescue	Removal of trapped and injured persons from buildings collapses and other structural collapses, administering first aid, and assisting in transporting the seriously injured to medical facilities. This activity involves the use of professional and volunteer search teams including the use of dog teams.	DGP & DG, Home Guard & Civil Defense in collaboration with Commanding Officer NSDMA (SDRF) at the State level. SPSDPO/OC of the incident area.	SDRF/Police/Home Guards & Civil Defense,	Community First Responders, Health department, State Electricity Board, NCC, NYKS, Community Volunteers, Red Cross, Civil Society Organizations, Para-military agencies CISF, GRP,CRPF

7.	Evacuation	Immediately following an crisis people may need to be evacuated from place/structures that have been damaged and are likely to receive more damage when hit by one or more of the aftershocks	DGP & DG Home Guards & Civil Defense in collaboration with Commanding Officer NSDMA (SDRF) at the State level.  SP/SDPO/OC of the incident area.	SDRF/Police/Home Guards & Civil Defense,	Municipal Council to provide logistic, Community First Responders, Health Department, State Electricity Board, NCC, NYKS, Community Volunteers, Red Cross, Civil Society Organizations, Para-military agencies CISF, GRP,CRPF
8.	Emergency Medical services and Public Health	Mass fatality management, Public health, Medical, Mental health services	Commissioner & Secretary Health and Family Welfare at the State level.  Chief Medical Officer at the district level.	Health Department	Red Cross, Rotary Club, Lions Club, Medicine Stockiest, Volunteer Organizations, Private Hospitals and Nursing Homes, Ambulance Services, Blood banks.
9.	Fire Fighting	Coordination of firefighting operations	IG Fire Service. SP Fire Service	Fire & Emergency Services	SDRF/Police/Home Guards & Civil Defense
10.	Debris Clearance & Equipment support	The identification, removal, and disposal of rubble, wreckage, and other material which block or hamper the performance of emergency response functions and procure needed equipments from support agencies	Secretary NSDMA at the State Level District Commissioner/DDMA at the District Level	NSDMA (SDRF) District Administration and Municipal Councils	PWD/Paramilitary Forces
11.	Inspection , Condemnation and Demolition	Inspection of buildings and other structures to determine whether it is safe to inhabit or use them after an earthquake has occurred or any other crisis.	Chief Executive Engineer, PWD.	PWD	PWD, UDD, SDMA and Municipal Cooperation.
12.	Public Works and Engineering	Infrastructure protection and emergency repair infrastructure restoration	Chief Executive Engineer, PWD	PWD, Municipal Councils	PWD, UDD, SDMA and Municipal Cooperation

13.	Water Supply and Sanitation	Restoration and repair of water supply system to minimize the impact on critical service to the public	Commissioner & Secy., PHE	PHE/Water & Soil Conservation./ Municipal Cooperation	Water & Soil Conservation, Zoology & Mining, Forest & Environment.
14.	Electricity Restoration	Restoration and repair of electrical power system to minimize the impact on critical service to the public	State Electricity Board	Power Department	Power Department/New & Renewable Energy
15.	Resources Mobilization, Contracting Services, Volunteer and Donation Support	Mobilizing support (human, equipment and other) from various organizations, Contracting Services, mobilizing Volunteer support, facilitating donations	CEO-NSDMA/ Commissioner & Secretary, Social Welfare	NSDMA and Social Welfare, Women & Child Development	Social Welfare, Women & Child Development/ Planning
16.	Food and Civil Supplies	Optimizing Food and Civil Supplies to the needful	CEO-NSDMA and Director-Supply Department	NSDMA and Supply Department	Agriculture Marketing Board, Chamber of Commerce, Market Associations, Local Civil Suppliers
17.	Law and Order Enforcement	Law and Order enforcement for Public Safety	The DGP at the state level and the S.P at the district level.	Law and Order section, Police Department	Home Guards & Civil Defense, other Para-military agencies, Community Volunteers, Voluntary Organizations
18.	Relief Camps	Accommodating homeless and affected people and providing mass care	NSDMA and Social Welfare	NSDMA and Social Welfare	Supply Department, All leading public sector and private organizations, Community Volunteers, Voluntary Organizations
19.	Animal Care	Controlling spread of diseases in animal and providing animal care	Secretary-Animal Husbandry	Vet & Animal Husbandry Department	Vet Doctors, NGOs, Community Volunteers

**2.8. EMERGENCY SUPPORT FUNCTION DURING FIRE EMERGENCY:**

<b>Sl. No.</b>	<b>Emergency Support Functions</b>	<b>Scope ESF</b>	<b>Team Leader</b>	<b>Primary Agency</b>	<b>Support Agency</b>
1.	Communication	Establishing, using, maintaining, augmenting, and providing backup for all of the types of communications devices needed during emergency response operations.	IG F&ES at the State Level supported by Commanding Officer NSDMA/SEOC  SP F&ES at the District Level supported by DEOC	F&ES and NSDMA (SEOC)	BSNL, NIC, Private Telecom Operators, Public Relation Department
2.	Damage Assessment	Conduct of ground surveys to determine the scope of the damage, casualties, and the status of key facilities.	Addl. CS/Commissioner Nagaland at the State Level supported by Home Commissioner DC at the District level.	Nagaland Commissioner's Office supported by NSDMA and Education Deptt at the State Level  District Administration/DDMA supported by SDO/EAC VBO at the District Level	Police Department, Municipal Corporation , Electricity Board, Public Health Engineering Department, Health Department, Block Offices, PWD, Building department and DM
3.	Emergency Public Information, Help line & Warning	The flow of accurate and timely emergency information is critical to the protection of lives and property in the wake of a catastrophic event. preparation and dissemination of notifications, updates, warnings, and instructional messages, making the help line operational	Secretary NSDMA in collaboration with DIPR at the State level.  District Commissioner/DDMA at the district level	NSDMA (SEOC) and DIPR  District Commissioner (DEOC) at the district level	Media, NGOs, Health Department, Police Department

4.	Transport	Provides transportation out of a disaster area for people in need, and provides transportation essential to support emergency response in the event of a disaster, coordinating for resurrection of transport infrastructure.	State Transport Officer at the State level.  District Transport officer at the district level.	Transport Department	SDMA, PWD, Municipal Cooperation, BRO, all leading public sector and private organizations, Community Volunteers, Voluntary Organizations
5.	Access Control and Re-Entry	Control of access to the area severely affected until it is safe. Only those people directly involved in emergency response operations should be allowed to enter. Also determining the appropriate time to allow evacuees and the general public to re-enter the area that was severely impacted.	SP Traffic at the State level.  DSP traffic at the district level.	Police Department, Sub Divisional Office	PWD, BRO
6.	Search & Rescue	Removal of trapped and injured persons from buildings collapses and other structural collapses, administering first aid, and assisting in transporting the seriously injured to medical facilities. This involves the use of professional and volunteer search teams including use of dog teams.	DGP & DG Home Guards & Civil Defense in collaboration with Commanding Officer NSDMA (SDRF) at the State level.  DSP of the incident area.	SDRF/Police/Home Guards & Civil Defense,	Community First Responders, Health Department, State Electricity Board, NCC, NYKS, Community Volunteers, Red Cross, Civil Society Organizations, Para-military agencies CISF, GRP,CRPF
7.	Evacuation	Immediately following an crisis people may need to be evacuated from place/structures that have been damaged and are likely to receive more damage when hit by one or more of the aftershocks	DGP & DG Home Guards & Civil Defense in collaboration with Commanding Officer NSDMA (SDRF) at the State level.  DSP of the incident area.	SDRF/Police/Home Guards & Civil Defense,	Municipal Council to provide logistic,Community First Responders, Health Deptt, State Electricity Board, NCC, NYKS, Community Volunteers, Red Cross, Civil Society Organizations, Para-military agencies CISF, GRP,CRPF

8.	Emergency Medical Services and Public Health	Mass fatality management, Public Health, Medical, Mental Health Services	Commissioner & Secretary, Health & Family Welfare at the State level. Chief Medical Officer at the district level.	Health Department	Red Cross, Rotary Club, Lions Club, Medicine Stockiest, Volunteer Organizations, Private Hospitals and Nursing Homes, Ambulance Services, Blood banks.
9.	Fire Fighting	Coordination of firefighting operations	IG Fire Service. SP Fire Service	Fire & Emergency Services	SDRF/Police/Home Guards & Civil Defense
10.	Debris Clearance & Equipment support	The identification, removal, and disposal of rubble, wreckage, and other material which block or hamper the performance of emergency response functions and procure needed equipments from support agencies	Secretary, NSDMA at the State Level  District Commissioner/DDMA at the District Level	NSDMA (SDRF) District Administration and Municipal Councils	PWD/Paramilitary Forces
11.	Inspection , Condemnation, Demolition	Inspection of buildings and other structures to determine whether it is safe to inhabit or use them after an earthquake has occurred or any other crisis.	Chief Executive Engineer, PWD.	PWD	PWD, UDD, SDMA and Municipal Cooperation.
12.	Public Works and Engineering	Infrastructure protection and emergency repair Infrastructure restoration	Chief Executive Engineer, PWD	PWD, Municipal Councils	PWD, UDD, SDMA and Municipal Cooperation
13.	Water Supply and Sanitation	Restoration and repair of water supply system to minimize the impact on critical service to the public	Commissioner & Secretary, PHE	PHE/Water and soil conservation./ Municipal cooperation	Water & Soil Conservation, Zoology & Mining, Forest & Environment.
14.	Electricity Restoration	Restoration and repair of electrical power system to minimize the impact on critical service to the public	State Electricity Board	Power Department	Power Department/ New & Renewable Energy



15.	Resources Mobilization, Contracting Services, Volunteer and Donation Support	Mobilizing support (human, equipment and other) from various organizations, Contracting Services, mobilizing Volunteer support, facilitating donations	CEO-NSDMA/ Commissioner & Secretary, Social Welfare	NSDMA and Social Welfare, Women & Child Development.	Social Welfare, Women & Child Development/ Planning
16.	Food and Civil Supplies	Optimizing Food and Civil Supplies to the needful	CEO-NSDMA and Director, Supply Department	NSDMA and Supply Department	Agriculture Marketing Board, Chamber of Commerce, Market Associations, Local Civil Suppliers
17.	Law and Order Enforcement	Law and Order enforcement for Public Safety	DGP	Law and Order section, Police Department	Home Guards & Civil Defense, other Para-military agencies, Community Volunteers, Voluntary Organizations
18.	Relief Camps	Accommodating homeless and affected people and providing mass care	NSDMA and Social Welfare	NSDMA and Social Welfare	Supply department, All leading public sector and private organizations, Community Volunteers, Voluntary Organizations
19.	Animal Care	Controlling spread of diseases in animal and providing animal care	Secretary-Animal Husbandry	Vet & Animal Husbandry Department	Vet nary Doctors, NGOs, Community Volunteers

## 2.9. EMERGENCY SUPPORT FUNCTION DURING LANDSLIDE:

Geological Survey of India issues alerts and warnings to all designated authorities and agencies of the Central Government and State Governments/ district Administration for landslides in the following categories:

**Category IV:** Landslides of small dimensions that occur away from habitations and do not affect either humans or their possessions.

**Category III:** Landslides which are fairly large and affect infrastructural installations like strategic and important highways and roads, rail routes and other civil installations like various appurtenant structures of hydroelectric and irrigation projects.

**Category II:** The landslides that may occur on the fringes of inhabited areas and result in limited loss of life and property.

**Category I:** Landslides of large dimensions that is located over or in close vicinity of inhabited areas like urban settlements or fairly large rural settlements. Activity on these slides can result in loss of human lives, dwellings on large scale.

### 2.9.1. DURING LANDSLIDE THE FOLLOWING EMERGENCY SUPPORT FUNCTION WILL BE ACTIVATED:

Sl. No.	Emergency Support Functions	Scope ESF	Team Leader	Primary Agency	Support Agency
1.	Communication	Establishing, using, maintaining, augmenting, and providing backup for all of the types of communications devices needed during emergency response operations.	Commanding Officer NSDMA/SEOC and Secretary PWD at the State Level DDMA/DEOC and District Officer in-charge of PWD	NSDMA/SEOC and PWD	BSNL, NIC, Private Telecom Operators, Public Relation Department
2.	Damage Assessment	Conduct of ground surveys to determine the scope of the damage, casualties, and the status of key facilities.	Chief Engineer- PWD	PWD	BRO, Urban Development and Municipal Council

3.	Emergency Public Information, Help line & Warning	The flow of accurate and timely emergency information is critical to the protection of lives and property in the wake of a catastrophic event. preparation and dissemination of notifications, updates, warnings and instructional messages, making the help line operational	Secretary NSDMA in collaboration with DIPR at the State level. District Commissioner/DDMA at the district level	NSDMA (SEOC) and DIPR at the State level District Commissioner (DEOC) at the district level	Media, NGOs, Health Department, Police Department
4.	Transport	Provides transportation out of a disaster area for people in need, and provides transportation essential to support emergency response in the event of a disaster, coordinating for resurrection of transport infrastructure.	State Transport Officer at the State level. District Transport officer at the district level.	Transport Department	SDMA, PWD, Municipal Cooperation, BRO, all leading public sector and private organizations, Community Volunteers, Voluntary Organizations
5.	Access Control and Re-Entry	Control of access to the area severely affected until it is safe. Only those people directly involved in emergency response operations should be allowed to enter. Also determining the appropriate time to allow evacuees and the general public to re-enter the area that was severely impacted.	SP Traffic at the State level. DSP traffic at the district level.	Police Department, Sub Divisional Office	PWD, BRO
6.	Search & Rescue	Removal of trapped and injured persons from buildings collapses and other structural collapses, administering first aid, and assisting in transporting the seriously	DGP & DG, Home Guards & Civil Defense in collaboration with Commanding Officer NSDMA (SDRF) at the State level.	SDRF/Police/Home Guards & Civil Defense,	Community First Responders, Health Department, State Electricity Board, NCC, NYKS, Community Volunteers, Red Cross, Civil Society Organizations, Para-

		injured to medical facilities. This activity involves the use of professional and volunteer search teams including the use of dog teams.	DSP of the incident area.		military agencies CISF, GRP,CRPF
7.	Evacuation	Immediately following a crisis, people may need to be evacuated from place/structures that have been damaged and are likely to receive more damage when hit by one or more of the aftershocks	DGP & DG Home Guards & Civil Defense in collaboration with Commanding Officer NSDMA (SDRF) at the State level. DSP of the incident area.	SDRF/Police/Home Guards & Civil Defense,	Municipal Council to provide logistic, Community First Responders, Health department, State Electricity Board, NCC, NYKS, Community Volunteers, Red Cross, Civil Society Organizations, Para-military agencies CISF, GRP,CRPF
8.	Emergency Medical Services and Public Health	Mass fatality management, Public Health, Medical, Mental Health Services	Commissioner & Secretary, Health & Family Welfare at the State level. Chief Medical Officer at the district level.	Health Department	Red Cross, Rotary Club, Lions Club, Medicine Stockiest, Volunteer Organizations, Private Hospitals and Nursing Homes, Ambulance Services, Blood banks.
10.	Debris Clearance & Equipment support	The identification, removal, and disposal of rubble, wreckage, and other material which block or hamper the performance of emergency response functions and procure needed equipments from support agencies	Secretary NSDMA at the State Level District Commissioner/DDMA at the District Level	NSDMA (SDRF) District Administration and Municipal Councils	PWD/Paramilitary Forces
11.	Inspection , Condemnation and Demolition	Inspection of buildings and other structures to determine whether it is safe to inhabit or use them after an earthquake has occurred or any other crisis.	Chief Executive Engineer, PWD.	PWD	PWD, UDD, SDMA and Municipal Cooperation.
12.	Public Works and Engineering	Infrastructure protection and emergency repair Infrastructure restoration	Chief Executive Engineer, PWD	PWD, Municipal Councils	PWD, UDD, SDMA and Municipal Cooperation

13.	Water Supply and Sanitation	Restoration and repair of water supply system to minimize the impact on critical service to the public	Commissioner & Secretary, PHE	PHE/Water and soil conservation./ Municipal cooperation	Water & Soil Conservation, Zoology & Mining, Forest & Environment.
14.	Electricity Restoration	Restoration and repair of electrical power system to minimize the impact on critical service to the public	State Electricity Board	Power Department	Power Department/ New & Renewable Energy
15.	Resources Mobilization, Contracting Services, Volunteer and Donation Support	Mobilizing support (human, equipment and other) from various organizations, Contracting Services, mobilizing Volunteer support, facilitating donations	CEO-NSDMA/ Commissioner & Secretary-Social Welfare	NSDMA and Social Welfare, Women & Child Development	Social Welfare, Women & Child Development/ Planning
16.	Food and Civil Supplies	Optimizing Food and Civil Supplies to the needful	CEO-NSDMA and Director-Supply Department	NSDMA and Supply Department	Agriculture Marketing Board, Chamber of Commerce, Market Associations, Local Civil Suppliers
17.	Law and Order Enforcement	Law and Order enforcement for Public Safety	DGP	Law and Order section, Police Department	Home Guards & Civil Defense, other Para-military agencies, Community Volunteers, Voluntary Organizations
18.	Relief Camps	Accommodating homeless and affected people and providing mass care	NSDMA and Social Welfare	NSDMA and Social Welfare	Supply department, All leading public sector and private organizations, Community Volunteers, Voluntary Organizations
19.	Animal Care	Controlling spread of diseases in animal and providing animal care	Secretary-Animal Husbandry	Vet & Animal Husbandry Department	Vet nary Doctors, NGOs, Community Volunteers

## 2.10. EMERGENCY SUPPORT FUNCTION DURING ROAD/NATIONAL HIGH ACCIDENTS:

Sl. No.	Emergency Support Functions	Scope ESF	Team Leader	Primary Agency	Support Agency
1.	Communication	Establishing, using, maintaining, augmenting, and providing backup for all of the types of communications devices needed during emergency response operations.	DGP at the State Level supported by Commanding Officer NSDMA/SEOC SP (Traffic) at the District Level supported by DEOC	Police Department and NSDMA/SEOC	BSNL, NIC, Private Telecom Operators, Public Relation Department
2.	Damage Assessment	Conduct of ground surveys to determine the scope of the damage, casualties, and the status of key facilities.	SP Traffic	Police Department (Traffic)/SDRF	Police Department, Municipal Corporation , PWD,
3.	Emergency Public Information, Help line & Warning	The flow of accurate and timely emergency information is critical to the protection of lives and property in the wake of a catastrophic event. preparation and dissemination of notifications, updates, warnings, and instructional messages, making the help line operational	SP Traffic and Commanding Officer- NSDMA-SEOC	Police Department	Media, NGOs, Health Department,
4.	Immediate Rescue	Provides transportation out of a disaster area for people in need, and provides transportation essential to support emergency response in the event of a disaster, coordinating for resurrection of transport infrastructure.	SP Traffic and Commanding Officer NSDMA (SDRF Mobile Rescue Team)	Police Department and NSDMA	PWD, Municipal Cooperation, BRO, all leading public sector and private organizations, Community Volunteers, Voluntary Organizations

5.	Access, Control and Re-Entry	Control of access to the area severely affected until it is safe. Only those people directly involved in emergency response operations should be allowed to enter. Also determining the appropriate time to allow evacuees and the general public to re-enter the area that was severely Impacted.	SP Traffic at the State level. DSP traffic at the district level.	Police Department, Sub-Divisional Office	PWD, BRO
6.	Emergency Medical Services and Public Health	Mass fatality management, Public Health, Medical, Mental Health Services	Commissioner & Secretary Health and Family Welfare at the State level. Chief Medical Officer at the district level.	Health Department	Red Cross, Rotary Club, Lions Club, Medicine Stockiest, Volunteer Organizations, Private Hospitals and Nursing Homes, Ambulance Services, Blood banks.

**2.11. EMERGENCY SUPPORT FUNCTION DURING CLOUD BURST/STORM:**

<b>Sl. No.</b>	<b>Emergency Support Functions</b>	<b>Scope ESF</b>	<b>Team Leader</b>	<b>Primary Agency</b>	<b>Support Agency</b>
1.	Communication	Establishing, using, maintaining, augmenting, and providing backup for all of the types of communications devices needed during emergency response operations.	DGP at the State Level supported by Commanding Officer NSDMA/SEOC SP at the District Level supported by DEOC	Police Department and NSDMA/SEOC	BSNL, NIC, Private Telecom Operators, Public Relation department
2.	Damage Assessment	Conduct of ground surveys to determine the scope of the damage, casualties, and the status of key facilities.	Addl. CS/Commissioner Nagaland at the State Level supported by Home Commissioner DC at the District level.	Nagaland Commissioner's Office supported by NSDMA and Education Department at the State Level District Administration/DDMA supported by SDO/EAC VBO at the District Level	Police Department, Municipal Corporation , Electricity Board, Public Health Engineering Department, Health Department, Block Offices, PWD, Building Department and DM
3.	Emergency Public Information, Helpline & Warning	The flow of accurate and timely emergency information is critical to the protection of lives and property in the wake of a catastrophic event. preparation and dissemination of notifications, updates, warnings, and instructional messages, making the help line operational	Secretary NSDMA in collaboration with DIPR at the State level. District Commissioner/DDMA at the district level	NSDMA (SEOC) and DIPR District Commissioner (DEOC) at the district level	Media, NGOs, Health Department, Police Department



4.	Transport	Provides transportation out of a disaster area for people in need, and provides transportation essential to support emergency response in the event of a disaster, coordinating for resurrection of transport infrastructure.	State Transport Officer at the State level. District Transport officer at the district level.	Transport Department	SDMA, PWD, Municipal Cooperation, BRO, all leading public sector and private organizations, Community Volunteers, Voluntary Organizations
5.	Access Control and Re-Entry	Control of access to the area severely affected until it is safe. Only those people directly involved in emergency response operations should be allowed to enter. Also determining the appropriate time to allow evacuees and the general public to re-enter the area that was severely impacted.	SP Traffic at the State level. DSP traffic at the district level.	Police department, Sub Divisional Office	PWD, BRO
6.	Search & Rescue	Removal of trapped and injured persons from buildings collapses and other structural collapses, administering first aid, and assisting in transporting the seriously injured to medical facilities. This involves the use of professional and volunteer search teams including the use of dog teams.	DGP & DG, Home Guards & Civil Defense in collaboration with Commanding Officer NSDMA (SDRF) at the State level. DSP of the incident area.	SDRF/Police/Home Guards & Civil Defense	Community First Responders, Health Department, State Electricity Board, NCC, NYKS, Community Volunteers, Red Cross, Civil Society Organizations, Para-military agencies CISF, GRP,CRPF
7.	Evacuation	Immediately following an crisis people may need to be evacuated from place/structures that have been damaged and are likely to receive more damage when hit by one or more of the aftershocks	DGP & DG, Home Guards & Civil Defense in collaboration with Commanding Officer NSDMA (SDRF) at the State level. DSP of the incident area.	SDRF/Police/Home Guards & Civil Defense	Municipal Council to provide logistic, Community First Responders, Health Deptt, State Electricity Board, NCC, NYKS, Community Volunteers, Red Cross, Civil Society Organizations, Para-military agencies CISF, GRP, CRPF

8.	Emergency Medical Services and Public Health	Mass fatality management, Public Health, Medical, Mental Health Services	Commissioner & Secretary, Health & Family Welfare at the State level. Chief Medical Officer at the district level.	Health Department	Red Cross, Rotary Club, Lions Club, Medicine Stockiest, Volunteer Organizations, Private Hospitals and Nursing Homes, Ambulance Services, Blood banks.
9.	Fire Fighting	Coordination of firefighting operations	IG Fire Service. SP Fire Service	Fire & Emergency Services	SDRF/Police/Home Guards & Civil Defense
10.	Debris Clearance & Equipment support	The identification, removal, and disposal of rubble, wreckage, and other material which block or hamper the performance of emergency response functions and procure needed equipments from support agencies	Secretary NSDMA at the State Level District Commissioner/DDMA at the District Level	NSDMA (SDRF) District Administration and Municipal Councils	PWD/Paramilitary Forces
11.	Inspection , Condemnation and Demolition	Inspection of buildings and other structures to determine whether it is safe to inhabit or use them after an earthquake has occurred or any other crisis.	Chief Executive Engineer, PWD.	PWD	PWD, UDD, SDMA and Municipal Cooperation.
12.	Public Works and Engineering	Infrastructure protection and emergency repair Infrastructure restoration	Chief Executive Engineer, PWD	PWD, Municipal Councils	PWD, UDD, SDMA and Municipal Cooperation
13.	Water Supply and Sanitation	Restoration and repair of water supply system to minimize the impact on critical service to the public	Commissioner & Secy. PHE	PHE/Water and soil conservation./ Municipal cooperation	Water & Soil Conservation, Zoology & Mining, Forest & Environment.
14.	Electricity Restoration	Restoration and repair of electrical power system to minimize the impact on critical service to the public	State Electricity Board	Power Department	Power Department/ New & Renewable Energy

15.	Resources Mobilization, Contracting Services, Volunteer and Donation Support	Mobilizing support (human, equipment and other) from various organizations, Contracting Services, mobilizing Volunteer support, facilitating donations	CEO-NSDMA/ Commissioner & Secretary-Social Welfare	NSDMA and Social Welfare, Women & Child Development.	Social Welfare, Women & Child Development/ Planning
16.	Food and Civil Supplies	Optimizing Food and Civil Supplies to the needful	CEO-NSDMA and Director-Supply Department	NSDMA and Supply Department	Agriculture Marketing Board, Chamber of Commerce, Market Associations, Local Civil Suppliers
17.	Law and Order Enforcement	Law and Order enforcement for Public Safety	DGP	Law and Order section, Police Department	Home Guards & Civil Defense, other Para-military agencies, Community Volunteers, Voluntary Organizations
18.	Relief Camps	Accommodating homeless and affected people and providing mass care	NSDMA and Social Welfare	NSDMA and Social Welfare	Supply Department, All leading public sector and private organizations, Community Volunteers, Voluntary Organizations
19.	Animal Care	Controlling spread of diseases in animal and providing animal care	Secretary-Animal Husbandry	Vet & Animal Husbandry Department	Vet nary Doctors, NGOs, Community Volunteers

**2.12. EMERGENCY CONTACT DETAILS:**

<b>Sl. No.</b>	<b>Emergency/Disaster</b>	<b>Responsible Officer</b>	<b>Contact Detail</b>	<b>Support Agency</b>	<b>Support Agency Contact Detail</b>
1.	Earthquake	Secretary -NSDMA	NSDMA- SEOC (Common Emergency No.)	Police Department, Home Guards & Civil Defense and F&ES	
2.	Fire Emergency	IG F&ES/SP F&ES	Fire Control Room	NSDMA-SEOC (SDRF) and Home Guards & Civil Defense, PHE, Power Department	
3.	Landslide	Secretary-NSDMA	NSDMA- SEOC (Common Emergency No.)	PWD, BRO, Urban Development	
4.	Road/National High Accidents	SP Traffic	Traffic Control Room	NSDMA (SDRF), Home Guards & Civil Defense, BRO	
5.	Cloudburst	NSDMA-Secretary	NSDMA- SEOC (Common Emergency No.)	Police Department, Home Guards & Civil Defense	

**The occurrence of the disaster will be communicated to:**

- The Governor
- The Chief Minister
- All members of NSDMA
- The MPs and MLAs from affected areas
- The PMO
- The Chief Secretary
- The SEC Members
- The Secretary, NSDMA- Home
- The Secretary, Agriculture
- The Joint Secretary, NDM, Ministry of Agriculture, GOI
- All DEOCs
- The Army HQ, Kohima

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

- Expand the Emergency Operations Centre to include Branch arrangements with responsibilities for specific tasks depending on the nature of disaster and extent of its impact.
- Arrangement of alternate makeshift EOC and field EOC at the site of affected area if needed.
- Establish an on-going VSAT, wireless communication and hotline contact with the District Commissioner/s of the affected district/s.

**2.13. LEVEL OF ASSISTANCE:**

As per the provision of relief services, the actual assistance offered is dependent on the basic human needs created by the event and the resources of the victim at the time of the disaster.

However as outlined in Norms for Relief Assistance, the following minimum assistance must be provided for items listed below that were destroyed by the disaster and which are needed immediately by the family.

- Food- Provision of food for one week.

- Clothing and outer garments- “Provision of one complete set of new clothing, including shoes, for each victim.” During winter months coats or outer garments may also be provided.
- Toilet Articles- No financial assistance is provided for this item. Comfort kits should be made available for distribution to clients. Pre-made comfort kits allow us to provide a universal, consistent service while providing our donors with a better value for their contribution.
- Shelter- Hotel/motel sheltering may be provided in commercial facilities suitable for the composition of the family for a maximum of three days unless the disaster receives a Presidential declaration. It is provided only when mass shelter is not available or when health or other considerations make living in a shelter inadvisable.

Deviations from the above must be referred to the CEO-NSDMA and CEO-DDMA. Additional assistance outlined in the Standardized Emergency Assistance Price List of SPHERE-India will be referred, such as medical or rental reimbursement.

## CHAPTER – 3

### SOP FOR NAGALAND STATE DISASTER RESPONSE FORCE (NSDRF)

For the purpose of specialized response to disasters/ emergencies both natural and manmade, NSDRF has been constituted comprising of 5 (Five) Companies drawn from the existing 5 (Five) battalions IRBs. (9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup>, 12<sup>th</sup>, and 14<sup>th</sup> IRBs). Each NSDRF company has 5 (Five) Specialized Search & Rescue Teams and dog squad.

The general direction and control of NSDRF is vested with NSDMA while the command and supervision of the Force is vested in Commanding Officer (Ops. NSDMA) appointed by the Government of Nagaland.

#### 3.1. ROLE OF NSDRF DURING DISASTER/EMERGENCY:

Nagaland State Disaster Response Force (NSDRF) will be responsible for responding to Emergency and Disaster. During Disaster and Emergency NSDRF will carry out the following tasks:

SL. NO	EMERGENCY RESPONSE	FUNCTIONS	SUPPORTING AGENCIES
1.	<ul style="list-style-type: none"><li>• During any Emergencies and Disaster NSDRF will response within 15 minutes on receiving the information.</li><li>• Response Team will be dispatch in 15 minutes on receiving the information.</li><li>• NSDRF will be in ready mode with equipments and adequate manpower/teams.</li></ul>	<ul style="list-style-type: none"><li>• Search and Rescue</li><li>• Evacuation</li><li>• Removal of Debris</li></ul>	Home Guards & Civil Defense, Police and F&ES and Community First Responders/NGOs/CBOs

### **3.2. ROLE OF NSDRF DURING NORMAL TIMES:**

- Nagaland State Disaster Response Force (NSDRF) will be responsible for carrying out community awareness programs on disaster response.
- NSDRF will assist NSDMA in conducting Mock-drills at the State and District Level.
- NSDRF will maintain the equipments with periodic use to keep the equipments on working condition as part of preparedness for response to Disaster.
- On regular basis, NSDRF will practice disaster response methods and know-how as part of the regular drill and P.T. NSDRF will be given regular refresher course and skill up-gradation on disaster response method and know-how as per the provision of NSDMA.

### **3.3. REQUISITIONING OF NSDRF TEAMS:**

Each NSDRF Team has been assigned respective areas of responsibility in terms of Districts. The NSDRF Teams can be requisitioned by the State Governments/ District Administration directly in cases of rapid onset disasters where early warning/alerts is not available and through the Commanding Officer (Ops. NSDMA) in cases where sufficient lead time is available. The State Governments/ District Administration will maintain close liaison with the NSDRF Commanding Officer and NSDRF Commandant earmarked to the respective Districts for rapid deployment in case of threatening disasters situation/ disasters.

### **3.4. TRAINING AND EQUIPPING OF SDRF:**

Training and equipping of Search & Rescue Teams of SDRFs shall be undertaken by the State Governments in consultation with the NDMA and MHA. Each SAR Team will be trained for search, rescue and evacuation in collapsed structure and medical first response. Some units of the select SAR Teams will also be trained and equipped for deep-water rescue, slithering and industrial accidents. The Teams will also have dog squads and appropriate measures will be taken for procurement and training of dogs and dog handlers.

Each of the SAR Teams will operate on self-sustaining basis. The organizational structure, qualification requirements of personnel and lists of equipment for SAR Teams shall be similar to NDRF Teams.



Besides the SAR Teams, the Police/ Armed Police/Forest Protection Force will also be imparted general training in search and rescue at the time of induction and as a part of refresher training. This will cover gazetted officers, subordinate officers and other ranks.

Central Training Institute of Home Guards & Civil Defense at Toluvi has been selected as the training institute for NSDRF.

### **3.5. CONFIDENTIALITY:**

The relationship between the NSDMA-NSDRF and the persons who come to us for service is confidential. Safeguarding this relationship is an essential part of the Government of Nagaland obligation to the people and communities we serve. The principles of confidentiality will be observed by all NSDMA-NSDRF employees and volunteers in obtaining, protecting and releasing information about clients, recognizing that such information is given to workers as representatives of the NSDMA and is to be used only for the purpose of providing NSDMA services. The NSDMA complies voluntarily with the spirit of the Privacy Law Government of India.

The NSDMA-NSDRF must have written consent for the release of specific information to a specific agency or written evidence that the individual or family has given such agency or agencies permission to request that information from the NSDMA.

### **3.6. SAFETY**

- All employees and volunteers must make it priority to be safe while on emergency response duties.
- On completion of Emergency Response Duty, NSDRF will notify the Team Coy Commander.
- If a NSDRF/volunteer is hurt while responding, seek appropriate emergency medical assistance and notify the Coy. Commander.
- Unauthorized personnel are not allowed at the disaster scene without prior approval of the Coy. Commander of NSDRF. This includes family and friends of NSDMA employees and volunteers.
- Please leave pets at home. They can create distractions for disaster workers and can become victims themselves.

## **CHAPTER - 4**

### **EMERGENCY OPERATION CENTERS**

#### **SET-UP OF EOCs:**

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

#### **4.2. ROLE OF EMERGENCY OPERATION CENTRES:**

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

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

- Preparation
- Prevention
- Mitigation

Emergency Operation Center monitors different disaster mitigation programme and co-ordinates with different organization. It also conducts evaluation of the programmes and immediately takes up necessary measures. Besides, the EOCs may act as control rooms for

various other purposes such as law and order problem, elections, VIP movements and other activities requiring coordination.

#### **4.2.1. WHAT WOULD EMERGENCY OPERATION CENTER (EOC) DO?**

Broadly speaking the EOCs would have the following role:

- Collecting information about the vulnerable areas.
- Sharing data related to disaster and vulnerable areas with all the line departments and other organization and stakeholders.
- Carrying out assessment of damage in disaster prone areas.
- Coordination for preparation, mitigation and response with all the responsible parties.
- Receive and process disaster alerts and warnings from nodal agencies and other sources and communicate the same to all designated authorities and stakeholders;
- Monitor emergency operations.
- Facilitate coordination among primary and secondary ESF Departments/Agencies.
- Requisitioning additional resources during the disaster phase.
- Consolidate, analysis, and disseminate of damage, loss and needs assessment data.
- Information gathering and record keeping on disaster events.
- Early warning dissemination.

#### **4.3. ROLE OF EOC DURING NORMAL TIME:**

During the normal time, EOCs are envisaged to be run and manned by the existing staff of the NSDMA Ops Unit. The existing staff would, however, need to be oriented and trained in handling and manning the EOCs. Training would be required to impart to the staff in specialized intuitions such as NIDM/National Civil Defense College Nagpur which offers such course. During normal time, the EOC can function coterminous with the official timings of the office concerned. However, the official on duty during off hours and on holidays would receive calls in the SEOC/DEOC.

##### **4.3.1. NORMAL TIME ACTIVITIES/ ROLE OF EOC:**

The normal time activities of the EOC will be to ensure that:

- SDMP and DDMPs are operationalized.
- Standard Operating Procedures for various departments are operationalized.
- Emergency Support Functions (ESFs) are finalized and operationalized.

- SDRF is operationalized.
- Encourage preparation of area-specific plans prone to specific disasters.
- Receive and compile reports on preparedness from and submit a quarterly report to the Responsible Officer i.e. Chief Secretary at the State Level and Deputy Commissioner at the District Level.
- Identify and interact with central laboratories, research institutions within and outside the State for ongoing/collaborations to evolve mitigation strategies.
- Serve as a data bank to all line departments and the planning department with respect to risks and vulnerabilities and ensure that due consideration is given to mitigation strategies in the planning process.
- Convey policy guidelines and changes if any in the legal and official procedures, eligibility criteria with respect to relief and compensation.
- Identification of agencies and institutions for locating inventory items for specialized services.
- EOC will also ensure the availability of the inventory items as and when required;
- Monitor preparedness measures undertaken at all levels including simulation exercises undertaken by various departments.
- Organize post-disaster evaluation and get updated DMPs accordingly.
- Prepare an actions-taken report for Responsible Officer on quarterly basis.
- Receive reports and documents on disaster events and submit the same to Responsible Officer.
- Ensure warning and communication systems and instruments are in working condition; and Inform control room about the changes if any in legal and official procedures with respect to loss of life, injuries, livestock, crop, houses, to be adopted (death certificates, identification procedures, etc.).

#### **4.4. ROLE OF EOC DURING EMERGENCIES/ DISASTERS:**

- During disasters, the SEOC/DEOC would be expanded temporarily and Branch arrangements would be activated only on the occurrence of major disaster in and it would provide for division of tasks, information gathering and record keeping and accountability of the Branch officer to the Responsible Officer for specific functions. Each Branch should have a Branch Officer of the rank of Deputy Secretary or Joint

Secretary at the State Level and Head of Office of the concerned department at the District level assigned.

- The Branch/Nodal Officers for Operations, Services, Logistics, Communication and Information Management, Resource Branches will be from the Home Department/Revenue Department/Rural Development/DIPR/Transport Department and Social Welfare.
- For Health Branch, the officer will be from the Health and Family Welfare Department.
- For Infrastructure Branch, the officer will be from the Public Works Department.
- All Branch/Nodal Officers will work under the overall supervision and administrative control of the Responsible Officer. All the decisions taken in the EOC during emergency have to be approved by the Responsible Officer.
- During emergencies and special occasions the EOCs would be manned round the clock.

#### **4.4.1. ROLE OF EOC ON OCCURRENCE OF DISASTER:**

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

- The Governor.
- The Chief Minister.
- All NSDMA Members.
- The MPs and MLAs from affected areas.
- All NEOC.
- The Joint Secretary, NDMA, Ministry of Home Affairs, GOI.

#### **4.5. DESK MANAGEMENT:**

In the Emergency Operation Center, all the major activities will be distributed among different government officials of different department responsible for ESFs to ensure

accountability, proper information, assimilation and record keeping. This will also help in easy coordination and reporting to the District/State Disaster Manager.

#### **4.5.1. DUTIES AND RESPONSIBILITIES OF DESKS:**

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

##### **4.5.1.1. OPERATION DESK**

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

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

##### **4.5.1.2. COMMUNICATION AND INFORMATION DESK:**

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

- Monitoring the weather reports and sharing the information.
- Keep the Contingency plans along with all necessary maps in hand.

- Maintenance of important telephone numbers, database on available resources, list of key persons.
- Send and receive message in their respective records and
- Maintain information of damage, materials sent and ongoing activities for immediate sharing with District Emergency Operation Center.

#### **4.5.1.3. LOGISTICS DESK:**

Logistics Desk would be jointly manned by the Transport and PWD Departments. The officers of logistics desk will:

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

#### **4.5.1.4. HEALTH DESK:**

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

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

#### **4.5.1.5. SERVICE DESK:**

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

- Assessing the relief, search and rescue and cash compensation requirements.
- Organize and co-ordinate setting up of transit, relief and cattle comps.

- Ensure adequate supplies to these camps.
- Maintain law and order.
- Coordinate identified NGO activities to ensure community participation.
- Reporting the procurement and disbursement of relief material received from all sources.
- Organize and clear debris and temporary repair of communication facilities, power supply and water supply and
- Construction of temporary shelters, school buildings, medical facilities etc.

#### **4.5.1.6. RESOURCE DESK:**

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

- Maintenance of cash and disbursements receipts, issue of relief materials, personnel T.A & D.A. of relief duty staff, daily wages, cash and credit vouchers, Gratuitous and compensation paid, etc.
- Issuing of all cash and material receipts.
- Reimbursement of all expenses approved.

#### **4.6. COMMUNICATION NETWORK OF EOCs:**

Under the National Communication Plan being implemented by the Government of India, the EOCs at all the three levels shall have a fail proof communication network with triple redundancy of NICNET of NIC, POLNET of Police and SPACENET of ISRO in addition to the terrestrial and satellite based communication to ensure voice, data and video transfer.

Under the network, the EOCs/Control Rooms of all the States will be directly connected with the NEOC/Control Room of MHA at the National level. The district EOCs/Control Rooms will be connected with the respective State EOC/Control Room. All these control rooms will function on 24x7 basis and will be functional round the year.



## 4.7. EQUIPMENT FOR EMERGENCY OPERATION CENTRE

### 4.7.1. STATE LEVEL

#### 4.7.1. 1. Communication Equipment

EQUIPMENT	BASIC REQUIREMENT
Network <ul style="list-style-type: none"> <li>• NICNET</li> <li>• POLENET</li> <li>• SPACENET</li> <li>• HIMSWAN</li> </ul>	
Telephones <ul style="list-style-type: none"> <li>• PSTN</li> <li>• Internal</li> <li>• VOIP</li> </ul>	 2 8 2
Mobile phones	4
Satelite phones <ul style="list-style-type: none"> <li>• INMARSAT Mini M or Global mobile (Iridium/Thuraya)</li> </ul>	2
Phone units connected to State WAN (wherever possible) <ul style="list-style-type: none"> <li>• Hot line communication line with district EOCs</li> </ul>	4
FAX Machine	1
VSAT	1
Wireless/VHF Central unit /switch <ul style="list-style-type: none"> <li>• Handsets (Walkie-talkie)</li> </ul>	1 4
Television set	2
H.F. Ham Radio set	1
Marine Warning Radio	1
Video Conference unit (to be compatible with NIC video conferencing network)	1
Inverter for power backup	1
Portable Diesel/Petrol/K-Oil Generator set (15 KVA rating)	1

#### 4.7.1. 2. Computer

<b>EQUIPMENT</b>	<b>BASIC REQUIREMENT</b>
Desktop Computers (pre-loaded with MS Office) with necessary peripherals (UPS, CVTs, CDRW)	5
Printer, Scanner, FAX (Multi-function printer)	1
Camera (Digital SLR/Compact)	1
GPS Unite (Handheld)	2
Projector/LCD Panel/Projector Screen	1

#### 4.7.1. 3. Software

<b>EQUIPMENT</b>	<b>BASIC REQUIREMENT</b>
GIS Software (Arc View)	1
Designing Software (Adobe Photoshop, Coreldraw, 3D Max etc.)	1

#### 4.7.1. 4. Data Bank

<b>EQUIPMENT</b>	<b>BASIC REQUIREMENT</b>
Maps of State (Administrative/Roads/Rails)	
DMT Plans at State and district levels	

#### 4.7.1. 5. Other necessary office peripherals

<b>EQUIPMENT</b>	<b>BASIC REQUIREMENT</b>
Necessary office stationery	
Min-Max Thermometer	1
CO2 Fire Extinguisher	4
White board (3ft x 4ft)	1
Softboards for display of Maps & Charts (8ft x 20ft, 6ft x 6ft, 8ft x 10ft)	2
Wooden cabinet (2ft x 1.5 ft) with four drawers/steel Almirah	
Emergency Lighting Facilities <ul style="list-style-type: none"><li>• Search lights</li><li>• Torches</li><li>• LED Flash lights</li><li>• Chemical light sticks</li><li>• Emergency lightings</li></ul>	

**4.8. PROFORMA FOR 'IN' MESSAGE REGISTER:**

<b>Sl. No</b>	<b>Date Time of receipt</b>	<b>In Message Sl.No.</b>	<b>Received from</b>	<b>Address to</b>	<b>Message transferred to</b>	<b>Copies to</b>	<b>Mode (WL/ Tel/Message) of receipt</b>	<b>Instruction /follow up to be done</b>

**4.9. PROFORMA FOR 'OUT' MESSAGE REGISTER:**

<b>Sl.No.</b>	<b>Date Time of receipt</b>	<b>Out Message Sl.No.</b>	<b>Related in Message No. If any</b>	<b>Address from</b>	<b>Address to</b>	<b>Copies to</b>	<b>Mode (WL/ Tel/Message) of receipt</b>	<b>Instruction / follow up to be done</b>

#### **4.10. CONCLUSION:**

Creating and applying SOPs that foster the emergency communications across an area or region can be challenging due to differences in technology, organizational structures, and the overall experience of the emergency responders. However, the SOPs especially for Emergency Operation Centre are essential for successful incident response.

NSDMA, Home Department, Government of Nagaland hopes that this guidelines help communities overcome these challenges and establish effective SOPs. It is NSDMA, Home Department aims to continue to provide similar resources to the safety of public and community.



**NAGALAND STATE DISASTER MANAGEMENT AUTHORITY**

(Home Department)

Nagaland Civil Secretariat

Kohima – 797001, Nagaland

E.mail – [sdma.nagaland@gmail.com](mailto:sdma.nagaland@gmail.com)

