

## CHAPTER V

### EMERGENCY OPERATION CENTER/ DISTRICT CONTROL ROOM:-

The control room plays a vital role in the disaster management activation. It coordinates the flow of information with respect to activities associated with relief operations. During normal times it maintains a systematic data-based information of the resources available, important Government and non-Government officials, local bodies and NGOs. During a crisis it is expected to function as a center for decision making and to keep constant touch with the affected areas to provide organized relief and rescue operations immediately after occurrence or receipt of warning of disaster. The DPO/ADM will be in charge of the control room.. There will be separate control rooms at the block level.

#### **Role and Functions of Control Room:-**

- (i) The control room is the nodal center in terms of disaster management.
- (ii) To monitor, coordinate and implement the actions for disaster management.
- (iii) Periodic check to ensure that all warnings, communication systems and instruments are in working condition.
- (iv) To ensure an information system on a routine basis from the District Heads of Departments on the vulnerability of various blocks and villages.
- (v) To receive reports on the preparedness of the district level departments and the resources at their disposal to arrange and meet their requirements.
- (vi) To upgrade the Disaster Management Action Plan according to the changing scenario.
- (vii) To maintain an inventory of all resources.
- (viii) To give warning signals as per the need of the hour.
- (ix) To monitor preparedness measures and conduct training programmes.
- (x) To collect and transmit information concerning natural calamities and relief at all levels.
- (xi) To keep regular contact with the Centre for Seismology and Meteorology Shillong.
- (xii) To make arrangements for dissemination of information to all vulnerable places.
- (xiii) To brief the media of the situations and furnish the day-to-day reports to the State Disaster Management Committee during disasters.
- (xiv) To report the ground situation and the action taken by the District Administration.
- (xv) The control room can have many service divisions with assigned duties, example infrastructure / health / Drinking water / logistics / agriculture / communication etc. and according to the need it could be expanded.
- (xvi) The District Control Room should have all the facilities for effective communication and also to anticipate in case of system failure to have alternative communication systems, ordinary and mobile phones, e-mail facility etc.

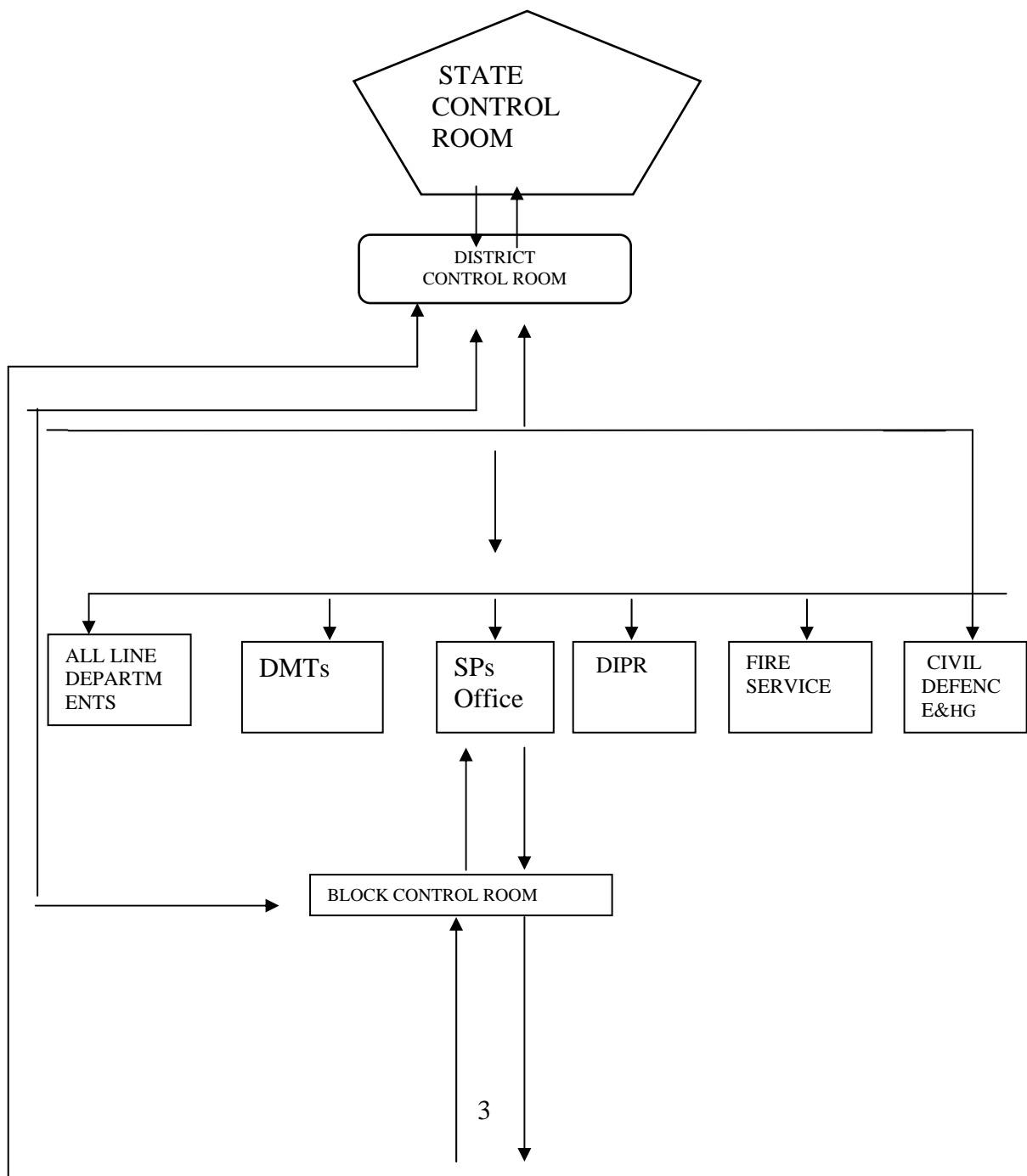
- (xvii) To have a list of all personnel and trained persons who could be contacted at any time.
- (xviii) To organize post disaster evaluation.
- (xix) To liase with the operation center. Site operation center is the center in the disaster site to be set up and an officer earmarked to be in charged.
- (xx) To collect information and activate the District / State level for handling / getting assistance on need basis.

**Arrangements in the District Control Room :**

- (i) DDM plan
- (ii) District maps showing identified MCS, School buildings & cyclone shelters/OBB
- (iii) Vulnerability map
- (iv) List of resource persons with contact addresses
- (v) Data base on resource and inventory
- (vi) First aid and other basic medical assistance
- (vii) One retiring room with adequate facilities
- (viii) Generator sets/emergency lights, candles etc.
- (ix) Telephone (with STD facility), fax
- (x) VHF/Wireless.
- (xi) Computer with GIS Software and internet facility
- (xii) Ham Radio
- (xiii) Stock of kerosene or petrol for running the generator set
- (xiv) Notice board
- (xv) Maximum/ Minimum Thermometer
- (xvi) Rain Gauge
- (xvii) Demographic details
- (xviii) List of telephone nos. of various departments.
- (xix) Mobile Phone.
- (xx) Satellite Phone.
- (xxi) Telephone (Hotline Communication Line with State HQ)
- (xxii) Marine Warning Radio.
- (xxiii) Television Set.
- (xxiv) Video Conference Unit (NIC Video Conferencing Network Compatible)
- (xxv) Maps of State (Administrative/Road Map).
- (xxvi) Desktop Computer.
- (xxvii) Printer, Scanner, Fax (Multi Utility Machine)
- (xxviii) Xerox Machine.
- (xxix) CO2 Fire Extinguisher.
- (xxx) White Board.
- (xxxi) Soft Board for Display of Maps and Charts.
- (xxxii) Wooden Cabinet/Steel Almira.
- (xxxiii) Emergency Lighting Facilities.
- (xxxiv) Basic Hand and Machine Tools.
- (xxxv) P.A.System.
- (xxxvi) Camera Digital/Ordinary and GPS (Hand Held)

- (xxxvii). Over Head Projector/LCD Panel
- (xxxvii) Support to Man Power/Equipment needed for Staff Break Room.
- (xxxviii) Emergency Survival Kits.
- (xxxix) Basic Medical Supplies (First Aid etc)
- (xl) Sleeping Bag and Blanket and Umbrella/Rain Coat.
- (xli) Water Cooler with Purifier.
- (xlii) Refrigerator and the emergency kits (Water Bottle, non-perishable food etc)
- (xlili) Room Heater
- (xliv) Electric Stove and electric Kettle.

**DISTRICT CONTROL ROOM AND LINKAGES WITH CONTROL ROOM AT THE STATE AND WITHIN THE DISTRICT**



1.AH& VETY	2.DAO	3.EE PWD(R&B)	4..EE IRRGN	6.DTO	7.Police stations
8.EE PHE	9.DMHO	10.JE	etc		

**STANDARD OPERATIONS PROCEDURE (SOP) FOR EOC/DISTRICT CONTROL ROOM.**

Location: Deputy Commissioners Office, Ri Bhoi District,Nongpoh.

The operational procedures of the control room can be divided into two parts:

*i) Normal Time activities of a control room:*

- To identify vulnerable places through mapping procedure
- To encourage the district officers to prepare the disaster management plans
- To operationalise the communication equipments
- To constitute research groups and the task force to look into the details of Disaster Management.
- To give warning signals as per the need of the hour

*ii) Control room at the time of disaster:*

- To receive and record messages authentic information round the clock. It should be manned for 24 hours
- Collect and transmit information concerning natural calamities and relief.
- Keep close contact with the local government and also at the state level which is affected by the calamity
- Keeps regular contact with the metrological department
- To make arrangements to disseminate information to all concerned agencies and vulnerable places

**Officers in charge of Control Room:** The control room shall be in overall charge of the Deputy Commissioner & Additional Deputy Commissioner. In the absence of the D.C, ADC, EAC (Relief) or any other officer on duty at that point of time shall remain in charge of Control Room. The person in charge of the control room shall be personally responsible for implementing the SOP.and shall take all decisions as outlined below and sign on behalf of the DC and act on each point of the SOP for managing the situation.

1. **Getting the Control Room ready:** Following preparatory steps will be taken up for keeping the Control Room functional during emergency.:-

- i) Keep District Emergency Response Plan, Lists, Maps, Registers, Computer Data ready
- ii) Ensure proper installation and functioning of Fax and Telephone lines in Control Room.
- iii) Keep a Transistor Radio with new Batteries ready.
- iv) Keep Block Generator ready and hire another Generator Set.
- v) Stock two barrels of Petrol, Kerosene and Diesel for running the Generator Sets.
- vi) Charge the battery of VHF set of Control Room (if installed).
- vii) In case of cyclone warning or any other warning, arrange four extra batteries.
- viii) Keep Emergency Light charged and arrange 2 Torch (4 Cell) Light
- ix) Keep Block Computer and its accessories ready.
- x) Ensure availability of transportation.
- xi) Ensure availability of list of identified shelters, route charts, list of NGOs, volunteers etc.

2. **Alert all Field Officers:** All line departments, SDOs, BDOs, Block Staff, DM&HO, PWD, Police, Fire Service, Telecom, Agriculture, PHE, Irrigation, NGOs, MLAs, MDCs, District Disaster Management Teams. Warning shall be issued in the following format:

Emergency Warning Message No.	Dt.
To : SP, DM&HO, all OCs of Police Station, Fire Officer, DAO Agriculture, EE PWD Rds, EE PWD (bldgs), CDPO ICDS, EE Irrigation, EE PHE, DPRO, NGO Coordination Cell .	
(Space for message)	
(priority)	
Eg: FLOOD	
DC, RI Bhoi District	

3. Call up the officers and ensure that they remain in headquarters.

4. Prepare a logbook for recording chronological sequence of events.
5. **Food and Kerosene:**
  - i) Check up availability of food (*rice, dal and atta*) and kerosene at Block Headquarters, with Storage Agents and other inaccessible pockets. The Deputy Director of Supply shall contact all Storage Agents. They shall personally visit the godowns and verify the stocks. The Agents shall remain present at the store round the clock.
  - ii) Start movement of food stock and Kerosene Oil to areas that are likely to be cut-off.
6. Check availability of sand bags from PWD.
7. Health sector: Make a rapid assessment of the following.:
  - i) Check up the stock of medicines, bleaching powder and halogen tablets. If necessary, send immediate requisition.
  - ii) Ensure movement of medicines, bleaching powder, etc. to PHCs/CHCs.
  - iii) Ensure that medical officers are in place at the PHC/CHCs through DM&HO, Police Stations, BDOs, SDOs.
  - iv) DM&HO shall decide the locations of camps.
  - v) CDPO shall be teamed up with the MO of PHC/ CHC with their ICDS Supervisors.
8. **Vehicles:** DTO to be made overall incharge of transportation facilities.
9. Requisition be made as per need.
10. Empower field officers to requisition vehicles.
11. Monitor Gauge Reading Status..
12. Ask Dy. Director of Supply to remain in readiness for supply of stocks of rice, dal, sugar etc and other essential commodities.
13. Close educational institutions after making an assessment of the seriousness of the emergency.
14. Veterinary measures: Immediately contact District Veterinary officer and tie up the supply of cattle feed. DVO shall make assessment of vaccines and fodder availability.
15. Air dropping zones: . Make an advance list of villages where air dropping may be needed.
16. Each JE&EE of PWD (Rds) & (Bldgs) and Irrigation shall keep ready a team of 10 persons (severe cyclone- 20-person gang) with axes and saws. They will also have one chain-pulley system ready.
17. Requisition the services of officers who have been effective in the past. Allot areas to them with full powers of decision making on the spot.
18. Make a thorough assessment of relief items available, through Dy. Director of Supply, in stock at different places.
19. Functional distribution of work: Following functional distribution of works shall be done. Each team will have staff and resources. The team leader will have full powers to take decisions:

1. Early Warning Dissemination Team
2. Search and rescue team
3. First Aid & Water and Sanitation Team
4. Relief Team
5. Shelter Management Team
6. Coordination & Linkages Team

7. Damage Assessment Team  
 8. Trauma Counselling Team

20. **Civil Society Organisations:** Get in touch with Civil Society Organisations. Allot them areas or functions. Get them introduced to the field functionaries and ask them to prepare a list of their volunteers also provide them lists of Trained/Dedicated volunteers available in the block. Make a quick inventory of their resources. . Make a quick assessment of block needs and expectations from different agencies.

21. **Press briefings:** Press briefings play a very important role in disaster management. Daily press briefs will be issued at 11.00 hours. Written information will be issued. Following format will be used.

..... District Press Note No.		Dated:		
		Total	Affected	Remarks
1	Block			
2	Village			
3	Population			
4	Severely affected areas			
5	Rescue measures			
	Boats deployed			
	Army/ Navy/ Coast Guard			
	Police/ Fire brigade			
	Other agencies			
	Exemplary events			
6	Relief measures	Qty	Villages covered	Days covered
	Rice			
	Dal			
	Salt			
	Other dry food			
	Kerosene Oil			
	Polythene sheets			
	Tents			
	Cattle feed			
	Halogen tablets			
	Medicines			
	Air dropping sorties			
7	Casualties			
8	Missing reports			
9	Cattle death			
10	Civil Society Organisations			
11	Damage to property	Number/Qty	Approx Value	
	Roads			

	Embankment breaches			
	Schools			
	Other public buildings			
	House damage			
	Electrical installations			
	Agriculture			
	Others			
12	Prospects in next 24 hours			
13	Message for people			
14	Other details			

22. Message to the public over All India radio should be specific. Apart from the warning, it should include the following five points.
- Take shelter in nearest pucca building.
  - Keep cattle tied in open and higher spaces or let them loose.
  - Keep sufficient dry food.
  - Take care of drinking water or keep purifier tabs
  - Ignore rumors
23. Regularly contact **District Control room,&District Administration**, .Written orders to be issued for identifying places for starting free kitchens. Issue clearance for 3 days.
24. Keep spare copies of District maps. Jurisdiction maps of all irrigation divisions shall be kept ready in good numbers..
25. Requisition to the SP for supply of temporary VHF sets (if not installed in control room yet)
26. Requisition all IB/ Rest houses.
27. Requisition of School, College for army/ police forces.
28. Direct all field officers to hire generators and keep sufficient oil for running them.
29. Direct all Police Station to keep spare batteries for VHF.
30. Looking at the onset of emergency and after making quick preparations, convene Emergency Meeting of District Disaster Management Committee/Line Departments and Non-Official Agencies. Give them clear instructions.
31. Make a Duty Roster for effective functioning of the District control room.

**PROFORMA OF 'IN MESSAGE REGISTER:-**

Sl.No	Date	Time of Receipt	In message Sl.No.	Received from	Addressed To	Message Transferred To	Copies To	Mode (Wll/Tel) of receipt	Instruction /follow up to be done
1.									
2.									
3.									

**PROFORMA OF 'OUT' MESSAGE REGISTER:-**

Sl.No	Date	Time of Despatch	Out message Sl.No.	Related in message no. if any	Addressed From	Address to	Copies To	Mode (Wll/Tel) of receipt	Instruction / follow up to be done
1.									
2.									
3.									

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