STANDARD OPERATING PROCEDURE
ON

Effective Coordination & Cooperation During Disaster Response

National Disaster Response Force
Government of India

"Strength does not come from

physical capacity.

It comes from an indomitable will."

Mohandas Karamchand Gandhi

Foreword

O P Singh, IPS
Director General, NDRF

In the federal set up of India, the basic responsibility for undertaking rescue, relief and rehabilitation measures in the event of a disaster lies with the concerned State Govt. When the magnitude of the disaster is beyond the coping mechanism of the State Govt, the support of the Central Govt is always provided. NDRF being lead agency in disaster response is often assigned the responsibilities of launching specialised Humanitarian Assistance and Disaster Relief (HADR) operations. When mobilisation of large number of NDRF' teams are involved, for ensuring effective disaster response, it is inevitable for the NDRF to plan and adopt proper mechanism for coordination, cooperation, collaboration and communication within NDRF as well as with other stakeholders.However, the ability to facilitate coordination in times of disaster is not without challenges which require preparedness and dedicated resources.

Effective coordination among various stakeholders, specifically the Government, the international community and non-governmental organizations (NGOs) in the aftermath of a disaster is critical to, among other things, is minimization of disaster response time and for this the proper allocation of resources and the avoidance of duplication of response efforts is needed. Coordination during relief and rehabilitation can help ensure an adequate and appropriate response. It can help find solutions to problems, manage resources effectively and facilitate larger coverage of assistance through stakeholders' interaction and knowledge sharing.The coordination platform should also function as a means of promoting accountability.

I am confident that the instant SOP on 'Effective Coordination & Cooperation during Disaster Response' is an excellent attempt to define the guidelines for institutionalising the system of activating, mobilising and functionality of coordinating methodology to be adopted by the experts of the NDRF in their respective domain knowledge for credible accomplishments of humanitarian assistance within shortest possible time framework. We should always remember that an uncoordinated response not only leads to the violation of the fundamental humanitarian principle of impartiality but utter failure of HADR missions. Managing information during a humanitarian emergency is a crucial part of any operation. And therefore, an efficient management of information in a disaster help save lives and reduce suffering always.

Contents

Srl No.	Acronym	Description
i.	BMS	Base of Operations' Medical Station
ii.	BoO	Base of Operation
iii.	DG	Director General
iv.	DIG	Deputy Inspector General
v.	EOC	Emergency Operation Centre
vi.	HADR	Humanitarian Assistance and Disaster Relief
vii.	HC	Humanitarian Coordinator
viii.	INDAC	India Disaster Assessment and Coordination
ix.	INSARAG	International Search and Rescue Advisory Group
x.	IRO	Incident Responsible Officer
xi.	IRS	Incident Response System
xii.	LEMA	Local Emergency Management Authority
xiii.	NDMA	National Disaster Management Authority
xiv.	NDRF	National Disaster Response Force
xv.	NEC	National Executive Committee
xvi.	NGO	Non-Governmental Organisation
xvii.	ORs	Other Ranks
xviii.	OSOCC	On Site Operation Co-ordination Centre
xix.	PoA	Point of Arrival
xx.	PMO	Prime Minister Office
xxi.	PTSD	Post-Traumatic Stress Disorder
xxii.	RC	Resident Coordinator
xxiii.	RDC	Reception Departure Centre
xxiv.	SEOC	State Emergency Operation Centre
xxv.	SOP	Standing Operating Procedure
xxvi.	SOs	Sub-Ordinate Officers
xxvii.	TEA	Tools Equipment Accessories
xxviii.	USAR	Urban Search and Rescue
xxix.	UT	Union Territory

INTRODUCTION

1.1 Coordination in humanitarian response to disasters is not simply a specific set of actions rather an approach to emergency response that attempts to maximise its benefits and minimise inefficiencies. It involves various stakeholders such as the government, international organizations, civil society and affected communities coming together to provide an appropriate, efficient and inclusive response to disasters. This involves coordination and collaboration through different phases of the response including planning, operations, data collection, information management and resource mobilisation.

1.2 It is common knowledge that the immediate aftermath of a disaster is characterised by a highly chaotic situation. The complexity is the result of sheer enormity of urgent as well as important tasks involved in disaster response, rescue and relief provisions, issues of access to the affected populations, threat of secondary disasters, influx of stakeholders interested to assist the disaster affected families, sectorial concerns, policy directives, long term sustainability issues and political dynamics. All these factors have to be managed in a manner that is locally appropriate as well as timely coordinator. Coordination is a critical success factor for organising adequate disaster response and recovery as well as successful disaster risk reduction. It can help to ensure that resources are allocated properly, avoiding duplication, plugging gaps, response efforts as well as building collective focus on sustainable recovery and long-term risk reduction. Coordination can be used to ensure a response that is appropriate to the socio-cultural, economic and geographic context of the disaster situation.

1.3 The coordination of emergency response is challenging as it involves factoring in exigencies typical of an emergency situation such as great uncertainty; sudden and unexpected events; the risk of possible mass casualty; high time pressure and urgency; severe resource shortage; large scale impact and damage; and the disruption of infrastructure support necessary for co-ordination like electricity, tele-communication and transportation. This is complicated by factors such as infrastructure interdependencies, multi-authority and massive personal involvement, conflict of interest, and the high demand for timely information.

1.4 In India, disaster response is primarily a responsibility of the State Govt. but always supported by the Central Govt as and when it is beyond the coping capacity of the State Govt. NDRF being lead agency in disaster response is often asked for carrying

out disaster response operations as and when the intensity of the disaster is high. There have been occasions when more than 50 teams of various Battalions of NDRF had been deployed in various disaster response operations. In order to ensure effective disaster response, it is inevitable for the NDRF to plan and adopt proper mechanism for coordination, cooperation, collaboration and communication with in NDRF as well as with other stakeholders when asked to respond to any disaster.

1.5 As we know that INSARAG Guidelines which are prepared by the UNOCHA through experts is compendium and repository of the knowledge, experience and best international practices in the field of disaster response for search and rescue efforts. UNOCHA has, thus, propounded the best coordination tools in the form of OSOCC and RDC concepts which have been widely recognized as applicable tools for the coordination of the humanitarian operations. As affirmed in the United Nations GA Resolution 57/150 of 16 December 2002, countries prone to earthquakes or disasters with the potential to cause structural collapse are strongly advised to include the INSARAG methodology in their National Emergency Management plans. India being one of the founding members of the UN might adopt best international practices into its functioning in the field of disaster response.

2. AIM:

The aim of this SOP is to lay down guidelines for NDRF to ensure effective coordination, cooperation, collaboration and communication within NDRF formations as well as with the other stakeholders during disaster response for efficient outcome.

3. PURPOSE:

The purpose of this SOP is to establish the procedure for NDRF to ensure effective coordination, cooperation, collaboration and communication within NDRF formations as well as with the other stakeholders during disaster response for efficient outcome. The SOP

prescribes guidance and assigns responsibilities for adopting various executive actions to ensure prompt response during disasters.

4. OBJECTIVES:

The objective of this SOP is to establish operating procedures for addressing all aspects to ensure effective coordination, cooperation, collaboration and communication within NDRF formations as well as with the other stakeholders during disaster response for efficient outcome. These are as follow:

    a) Guidelines for Zonal DIsG HQ and Bns to understand the concepts of OSOCC and RDC for effective coordination.

b) Reducing reaction time of the teams in responding to the disaster.

c) Coordinating and collaborative instructions during disasters.

d) Establishment of OSOCC & RDC based on INSARAG Guidelines & methodology.

e) Achievement of best result through well planned rescue operations.

5. SCOPE:

a) To define a 'Standard Operating Procedure' to ensure effective coordination, cooperation, collaboration and communication within NDRF formations as well as with the other stakeholders during disaster response for efficient outcome through the coordination concepts of OSOCC & RDC.

b) The SOP applies to all elements of the Command while performing disaster response operations.

c) This SOP is a guideline and shall be subject to periodica review.

6. RESPONSIBILITIES:

6.1 Executives/Supervisors/Commanders: It shall be the responsibility of all the Executives/Supervisors/Commanders at all levels of the chain of the command who are involved in coordination within NDRF formations as well as with the other stakeholders during disaster response through OSOCC & RDC for efficient outcome to ensure that all aspects of this SOP are adhered to.

6.2 Management Component: It shall be the responsibility of all the members of the management component of the USAR teams to know, understand and follow the directions of the SOP in the letter and spirit for effective functioning of OSOCC & RDC.

7. DECISION OF DEPLOYMENT OF OFFICIALS FOR ESTABLISHING OF OSOCC & RDC:

Decision to mobilize officials to establish OSOCC & RDC shall be taken on following occasions:

a) When there is deployment of USAR Teams of more than one Battalion during any disaster with in country.

b) When there is any deployment of NDRF teams with in the SAARC countries and NDRF is first to arrive till the time of arrival of UNDAC Teams of UNOCHA.
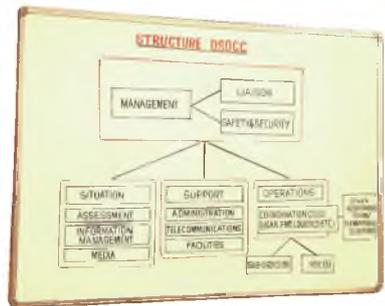
8. EXECUTION OF THE ESTABLISHMENT OF OSOCC & RDC BY THE INDIA DISASTER ASSESSMENT & COORDINATION (INDAC) TEAM(S) OF NDRF

8.1 **Composition of the DAC Team(s):** Operation Branch of HQ NDRF shall maintain a database of disaster managers out of all Battalions of the NDRF who will be deployed during disasters for the purpose of assisting in the coordination of incoming NDRF teams or international USAR teams at the site of the emergency. DIG rank officer shall be earmarked as Team Leader. As per the operational requirement, Ops Branch shall be selecting the suitable officers to form INDAC team(s) on the basis of expertise in the following fields:

    a) Operational

    b) Logistics

    c) Planning

    d) Liaison

    e) Communication

    f) Media

8.2 **Deployment of INDAC Team:** INDAC teams shall be deployed at short notice (04-10 hours) anywhere in India or in the neighbouring country to assist the affected Government. Assessment, coordination and information management shall be core mandate of INDAC team in any emergency response mission. In response to disasters, INDAC team shall set up and manage the On-Site Operations Coordination Centre (OSOCC) to help coordinate Urban Search and Rescue (USAR) teams responding to the disaster which shall be strengthening the effectiveness and coordination of urban search and rescue assistance. The concept of the OSOCC and RDC is given in the succeeding paraswhich shall be executed in letter and spirit.

9. CONCEPT OF AN ON-SITE OPERATIONS COORDINATION CENTRE

OSOCC has been designed to assist affected States/Countries in coordinating search-and-rescue efforts following severe disaster. However, OSOCC's emergency management principles make it a valuable tool in any sudden-onset disaster involving relief resources. Over the last decade, the OSOCC concept has been used during numerous disasters including floods, hurricanes, tsunamis and in complex emergencies all over the World. The Concept of OSOCC has been very successfully used during cyclone-Phailin, Kashmir Urban Flood and Cyclone- Hudhud.

An OSOCC is set up to help local authorities in a disaster to coordinate relief. Following a disaster, If India would be first country to respond to disaster in any neighbouring country, the OSOCC shall be established as soon as possible by the INDAC Team of NDRF.

9.1 Objectives of Setting of an OSOCC: An OSOCC has four primary objectives:

a) To be a link between National responders and the Government of the affected State/UT.

b) To be a link between international responders and the Government of the affected country (in case of disaster response of NDRF to neighbouring countries or International USAR Teams responding in India in case of mega disaster).

c) To provide a system for coordinating and facilitating the activities of relief efforts at a disaster site, notably following an earthquake, where the coordination of many USAR teams is critical to ensure optimal rescue efforts.

d) To provide a platform for cooperation, coordination and information management among external humanitarian agencies.

9.2 OSOCC Management Structure: The OSOCC's size and functions vary according to the scale of the disaster. However, the basic structure (shown in the graphic below) should be modified to suit the requirements of each situation.
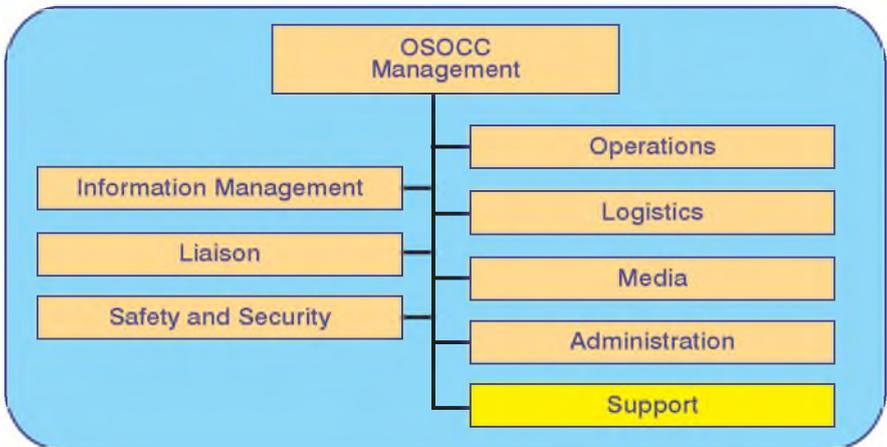
9.3 Guidelines of OSOCC Functioning: An OSOCC should be prepared to provide a wide range of services to the humanitarian community. It must arrange and provide a venue for meetings, process and display information, and serve as a focal point

for operational, logistical and administrative matters. In an emergency situation, these are the services the various actors will need to carry out their tasks and an OSOCC should be the location where these could be found. As part of the effort of identifying the needs of others it will become clearer what an OSOCC should seek to accomplish and it will also be easier to encourage organizations to participate in the coordination process.

Typical examples of services an OSOCC may provide are:

a) Briefing on situation, needs, priorities, operations, etc.

b) Identification of National/State counterparts and how to establish regular liaison with them.

c) Information on local procedures regarding customs, immigration, and access to affected areas.

d) Facilitation and administrative support for meetings, agenda preparation, selection of venue.

e) Provision of information management products such as maps, contact information, commodity tracking and who-what-where information.

f) Coordination of logistical/administrative matters such as transportation, fuel, Base of Operations, warehousing, access to water and power.

g) Guidance on cultural issues, safety and security, and media.

h) Provision of ICT-solutions.

9.4 OSOCC Location: The OSOCC location plays an important role in the coordination process. Its establishment is a priority, but its location should be carefully planned. The location must be readily visible and accessible to all who would benefit from its services. Failure to meet these criteria could lead to organizations falling outside the coordination process.

The location of the OSOCC should ideally be in close proximity to the disaster site, LEMA (Local Emergency Management Agency) as well as other agencies/organizations providing humanitarian assistance as this will facilitate cooperation and information exchange. The location will to some extent, depend on the situation. In an earthquake, the OSOCC is best situated centrally on-site, but in a widespread flood situation, it might be best to find an easily accessible location just outside the affected areas.

9.5 Definition of the various functions are listed below:

a) **OSOCC Manager** - Develop an overall work plan for the OSOCC, allocate tasks, and supervise the work of the functional elements. In cooperation with the INDAC Team Leader, the Management cell should facilitate the organization of resources to enhance the effectiveness of the OSOCC.

b) **OSOCC Operations** - Maintain an overview of on-going relief activities and facilitate the development of a Humanitarian Relief Plan in cooperation with LEMA and international relief actors, e.g., Cluster Leads.

c) **OSOCC Information Management** - Collect, collate, analyse and disseminate information received from outside sources (RDC, assessment reports, situation reports, media, etc.) by consolidating it into the appropriate output formats for distribution to stakeholders, e.g., situation reports, databases, charts, etc. The Information Management cell works in close cooperation with all other functional elements.

d) **OSOCC Logistics** - Provide logistics support to the OSOCC and establish links with other relief organizations and the Logistics Cluster when established.

e) **OSOCC Liaison** - Establish and maintain formal information exchange procedures between the OSOCC and other national/ international coordination bodies.

f) **OSOCC Media** - Coordinate all external relations, monitor media and prepare media fact sheet about OSOCC activities as well as situation updates for public distribution.

g) **OSOCC Safety & Security** - Monitor the safety and security situation and to establish safety and security procedures for the OSOCC.

h) **OSOCC Administration** - Organize the administration of the OSOCC and ensure that internal procedures for the day-to-day running of the OSOCC are established and maintained.

10. WHAT IS A RECEPTION DEPARTURE CENTRE?

In many disasters, there is a need to establish a Reception and Departure Centre (RDC) as a part of the OSOCC. The RDC should be located at the arrival point of external relief teams and relief items to facilitate and coordinate their arrival and further deployment. The RDC's primary responsibility is to register teams, provide an information briefing, direct teams to the OSOCC, and pass processed information of incoming teams to the OSOCC in order to facilitate its operational planning.

The RDC functions as a coordinating body for external relief traffic. It is intended to support the airport authorities with these activities. As the RDC may be the first point of

contact for relief teams when arriving in the affected state/country, it must be prepared to facilitate the same basic services as that expected of an OSOCC. Some of the services expected by an RDC include situational updates, operational information, logistical support, and the facilitation of immigration/customs procedures for staff, equipment and humanitarian aid.

10.1 **RDC Management Structure:** This graphic shows the RDC's basic structure and functions and their interaction with typical airport authorities.
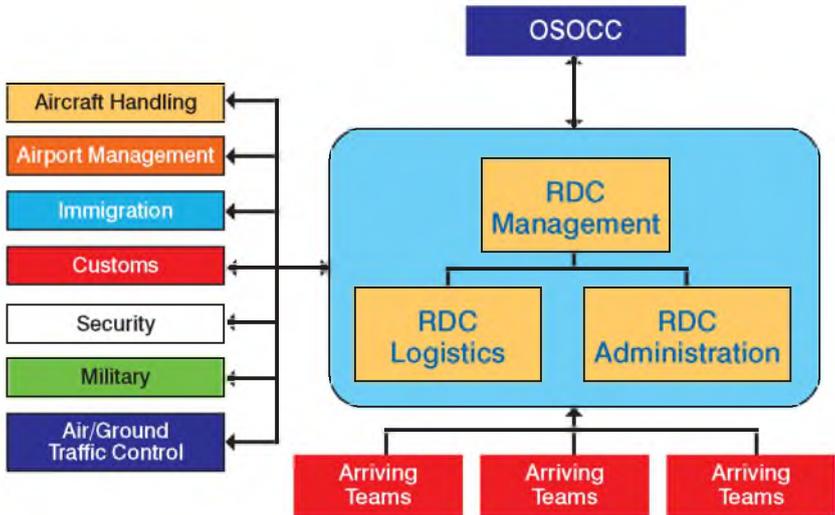
10.2 **RDC Functions:** An RDC may be structured into three functional elements. Staffing for these should come from the INDAC team of NDRF when to establish out of country. Whereas, it has to be done by the local Battalion for assisting INDAC team when it is to be establish within country.

a) **RDC Manager:**

    i.   Supervise the set-up and operation of the RDC.

    ii.   Liaise with responsible authorities and provide information about the purpose and capacity of the RDC by providing assistance to airport authorities in processing arriving international/national relief teams to facilitate rapid deployment to the disaster-affected area.

    iii. Establish a sequence of stations to allow the rapid processing of arriving relief teams. The stations should include immigration, customs, registration, briefing, logistics and transport to the site in case of foreign response.

    iv. Supervise the activities of RDC staff throughout the operation.

    v.   Ensure an information flow from the RDC to the OSOCC and LEMA

b) RDC Logistics

i.   Facilitate logistics support for arriving national/ international relief teams in cooperation with LEMA and airport authorities. This task includes determining logistics requirements of arriving USAR teams, making necessary logistics arrangements with LEMA and briefing newly arrived relief teams accordingly.

ii. If the RDC is requested by the OSOCC or LEMA to assist with the tracking of national/international contributions, the RDC/ OSOCC Logistics function would be assigned this responsibility.

iii. Liaise with the Logistics Cluster if and when established.

c) RDC Administration

i.   Ensure the establishment of the RDC, including the stations for rapid processing of arriving relief teams.

ii. Ensure the set-up and operation of any electronic equipment that is required to carry out its task, including ICT equipment, internet connectivity and communication with in the RDC.

iii. Register information about arriving relief teams at dedicated reception stations and share this information with the OSOCC and other stakeholders.

iv. Establish a system for filing and back-up of electronic documents on a regular basis

11. EQUIPMENT PERSONAL AND MISSION EQUIPMENT FOR NDRF DAC TEAMS TO BE SELF-SUFFICIENT IN THE FIELD WHEN DEPLOYED FOR DISASTERS EMERGENCIES.

The following is a list of activities typically related to each phase of the INDAC mission cycle. Not all the activities listed here are applicable all the time; equally, there may be additional activities that are not stated below. The list is primarily meant to be a guide for INDAC members discretionary use.

11.1 **Preparedness Phase**: INDAC members are expected to maintain a high level of readiness. A comprehensive plan or checklist will ensure that nothing is forgotten when in hurry and mobilizing for mission deployment. Following preparation level is

expected from Ops Branch & all the Bns of the NDRF at any given time for proceeding for mission as per the situation:

a. HQ NDRF needs to prepare a pool of disaster managers who have adequate experience and knowledge in the field of Management, Operation, Search, Rescue and Logistics. Each disaster managers shall be kept well trained.

b. Before mobilisation, EOC of the HQ NDRF should provide all the operational details such as road maps, civil officials contact details, logistics details etc.to the INDAC team of NDRF which shall be moving out at the shortest possible time after occurrence of disaster.

c. Each member of the DAC team should be self-contained before leaving for mission for duration of 15 days. Minimum 3 days MRE (Meals Ready to Eat) should be taken by each member.

d. Sufficient cash should be taken to meet the expenditure.

e. Adequate Communication & IT equipment/stores should be earmarked and taken by INDAC team while moving out for mission. The containerization of all the stores and also preparation of load tables for immediate move by road as well as by air at short notice to move for mission. Following is the suggested checklist of the communication/IT equipment and administrative stores which should be containerised for carrying along with INDAC team while moving out for mission:

Sr. No.	NOMENCLATURE	OSOCC	RDC
1.	QDA (VSAT) - Along with a) Signal meter b) GPS c) Modem d) RX, TX cable e) Ethernet cable	01	
2.	VHF (25W)	03 Set (One for mobile vehicle)	02 Sets (One for mobile vehicle)
3.	Walkie Talkie (5W)	10 Set	06 Set
4.	VOIP Phone - Along with a) Charger b) Ethernet cable	02	

Sr. No.	NOMENCLATURE	OSOCC	RDC
5.	Satellite phone. (ISAT PRO/COBHAM) - Along with a) Charger b) Headphone c) Mobile phone and charger in case of COBHAM	02	01
6.	Laptop- Along with a) Charger b) Headphone	04	02
7.	Camera	01	01
8.	Multifunctional Machines (Fax, Printer & Xerox) - Along with a) USB cable b) Power cable c) Sufficient stationary items.	01	01
9.	Extension cord - Along with Sufficient length wire	As per requirement	As per requirement
10.	UPS	01 Set	01 Set
11.	Maps of the Area	01 Set	01 Set
12.	Flag (NDRF)	01	01
13.	Flag (India)	01	01
14.	Banner	02 Set (4x4 feet)	02 Set (4x4 feet)
15.	Tents (Inflatable)	04 No's	02 No's
16.	Folding Table, Chairs	03 Set	02 Set
17.	Buckets + Mugs	03 Set	02 set
18.	Portable Toilet	02 Set	02 Set
19.	Telephone Directory of NDRF	01 Copy	01 Copy
20.	Registers/Stationary for documentation	As per requirement	As per requirement

NOTE Please ensure that all the chargers and extension board socket are compatible. Carry sufficient converter if required.

f.   Ensure individual preparedness, including a valid passport (with at least six months validity) if going abroad, INDAC and personal mission kit prepared, vaccinations and medical fitness/preparedness complete.

11.2 Activation Phase: After getting orders from the Director General, NDRF for INDAC mission, this phase will be activated. The sequence of action is as follows:-

a)   The EOC HQ NDRF shall activate all officers who have been asked to move out for INDAC mission on receipt of orders from HQ NDRF. The quantum of the disaster managers to be sent shall be decided by the HQ NDRF considering the magnitude, intensity and the impact of the disaster.

b)   The information under the following headings shall be passed to the INDAC Team for course of planning and action for HADR mission :

i.   Place of disaster.

ii.   Time of occurrence of disaster in the area.

iii.   Magnitude & intensity of the disaster.

iv.   Number of people affected.

v.   Number of casualty, if any.

vi.   Total area and distance affected.

vii. Assistance required and resources already available.

viii. Route to reach the affected area.

ix.   Nodal officer and his contact number.

x.   Probable location of OSOCC and RDC for reporting of USAR Teams.

c)   Full support as mentioned in preparatory phase shall be catered for the INDAC teams (information, logistics and manpower).

d)   Briefing of officials shall be carried out by DIG who has been detailed to head the mission over telephone.

e)   Personal luggage and equipment should be selected by all the selected members.

f)   Personal health of the members of INDAC mission should be in SHAPE –I category. Each member should also carry his/her Health Card along with.

g)   Mission-specific country/State information, including latest situation reports, maps, contact information, etc.

h)   Emergency contact numbers of relevant authorities.

i) Every INDAC member should carry a medical kit to treat minor health illnesses or injuries. This should be prepared in advance and medicine expiry dates checked periodically. The contents should be clearly marked, including medication name and proper usage.

j) Clothing and equipment requirements for a mission vary according to the location, climate, culture, disaster type, extent of damage and other factors.

k) Each individual should use his own judgement in packing for a mission, but as a rule, should pack light and pack smart - including being able to personally carry everything by himself. The following items are also recommended for the individual mission kit:

    i.   Backpack or holdall (as carry-on luggage)

    ii.   Rain gear (jacket and trousers, umbrella, appropriate footwear)

    iii.   Sleeping bag with liner

    iv.   Travel pillow/case

    v.   Field mattress

    vi.   Extra glasses and an ample supply of contact lenses if required

    vii.   Two pairs of sunglasses (you can easily lose a pair)

    viii.   Hat and/or other headgear (for sun or warmth as appropriate)

    ix.   Lightweight stove and one litre bottle for fuel (empty for air transport)

    x.   Mug, plate, cooking set and eating utensils

    xi.   Toilet articles, including a towel and washing gel

    xii.   Anti-bacterial gel or liquid

    xiii.   Toilet paper

    xiv.   Earplugs (and spares)

    xv.   Torch/flashlight with spare bulb (or LED) and batteries

    xvi.   Pocket knife/multi-tool, Swiss Army knife, Leatherman, etc. (not in hand luggage)

    xvii.   Sewing kit (not in hand luggage)

    xviii.   Ball of string

    xix.   Plastic bags

    xx.   Matches and candles

    xxi.   Chargers for personal equipment, universal adapters for electrical appliances

xxii. USB memory sticks

xxiii. Mobile phone with possibility for using locally bought SIM cards

xxiv. Camera

xxv. Water bottle with purification-filter for travel to warmer climates, consider:

xxvi. Mosquito net

xxvii. Mosquito repellent

xxviii. Cool boots/shoes

xxix. Wind-proof jacket

xxx. Fleece-jacket

xxxi. Warm boots (water-resistant)

xxxii. Warm socks, gloves/mittens/hat/scarf, thermal underwear

xxxiii. Compass/GPS

xxxiv. Laptop

11.3 Mobilisation Phase: In this stage, HQ NDRF shall mobilise the suitable INDAC Teams members along with other operational elements will move from the HQ to Country/State/District affected by disaster for mission. The fastest movement of INDAC Teams shall be ensured to reach at the site of disaster. As soon as the selected members shall move, deploying members should consider the following:

a) Confirm travel arrangements, flights, visa requirements etc.

b) Research country/state-specific information, political and socio-economic situation, climatic conditions, medical requirements, security situation, etc.

c) Consult secondary information sources (international/national, media, social media, websites, etc.).

d) Obtain disaster-specific information, such as consequences, likely living conditions, personal luggage requirements, equipment needed and other requirements.

e) Clear understanding and avoid overlap or leaving gaps.

11.4 **On–Mission Activities:** The first 24 hours after arrival of the INDAC team in disaster affected State are crucial to establishing credibility and subsequent functioning. Therefore, actions to be taken within the first 24 hours must be considered and prepared as carefully as possible. This is especially true for the initial meeting of the INDAC Team Leader with the State Relief Commissioner or Resident Commissioner. Following actions are expected from the INDAC Team members:

a) Immediately upon arrival, concerned authorities are to be contacted and informed about the arrival and seek necessary help.

b) Team should establish a team Base of Operations and get in touch with the State/National authorities and the RC/HC.

c) For best use of time, the team may split up at this point, executing different tasks according to the initial PoA. One member may establish a team base with support personnel and set up telecommunications and office equipment, while another handles administration and logistics. In the meantime, the Team Leader, and possibly other team members, can proceed to meetings with the RC/HC, Relief Commissioner and/or State authorities.

d) One of the first actions the team should undertake on arrival in the capital is to brief the Relief Commissioner/ RC/HC and the HCT. Team leader to give well prepared briefing to the authorities.

e) The team should proceed to identify a base from which it can operate - preferably as close as possible to the national authorities in charge of the emergency.

f) The initial briefing by the INDAC team to the RC or State authorities is extremely important, as this enables the team to establish its role, usefulness and credibility.

g) Immediately upon arrival 'Reception Departure Centre' (RDC) shall be appropriately be established in view of arrival whether by road/rail/air. Unit Commandant needs to ensure the location of RDC.

h) Subsequently, it will follow with the briefing from State authorities/RC. After getting the detailed briefing, the PoA should be updated on this basis and the team should commence its activities without further delay.

i) On arrival at the site of the operation, INDAC members should immediately establish OSOCC (On Site Operation Co-ordinating Centre) under the leadership of one DIG who will be supported by 5-6 Officers/ SOs (including 2 Officers/SOs from local Bn). OSOCC should be established preferably as close to SEOC as possible. If State/UT Govt. is in the position to provide suitable accommodation / infrastructure to the 'OSOCC' of the NDRF, may provide so, near the EOC of the District/State, otherwise NDRF shall be establishing its 'OSOCC', out of its own resources with the help of local Bn.

j) When updating the PoA, the OSOCC should consider:

   i. Situation, needs, capacity and gaps.

   ii. Mission objectives revision.

   iii. Reporting lines.

   iv. Team organization.

   v. Gaps in team expertise and possible need for reinforcement.

   vi. Further meeting needs.

   vii. Coordination needs and how the team could best support them.

   viii. Logistical capacity and support, including constraints from damaged infrastructure (roads, buildings, power-lines, etc.).

   ix. Identification of key places/areas to visit and key informants to speak with.

   x. Security implications.

k) OSOCC shall start collect following information on priority basis and shall update the EOC, HQ NDRF on the following:

   i. Magnitude and impact of disaster and number of persons affected and still stuck up.

   ii. Road worthiness in the concerned State/ District.

   iii. Communication facilities, still in service, in the area.

   iv. Other sister agencies working in the area of disaster.

   v. Availability and deployment of resources.

vi.   Area of operation, if any, in specific for the NDRF companies/ teams.

vii.   Base of operation for the NDRF coys/ teams.

viii.   Location of the Incident Response System and the location and telephone numbers of the nodal officers.

ix.   Place of reporting for the NDRF Coys/ teams at RDC/OSOCC.

x.   Requirement of additional Coys/ USAR Teams from NDRF for the operations.

xi.   Special TEAs/ resources, if any, required at the site of disaster.

xii.   Any peculiarity about the area. Total area affected.

xiii.   Highly vulnerable areas.

xiv.   Places for rescue operation, on priority basis.

xv.   Places for shelter, distribution of relief materials, medicines etc.

xvi.   Telephone numbers of resource officials.

xvii.   List of active hospitals.

xviii.   Place of resources.

xix.   The transport made available by the civil authority to carry patients.

xx.   Local person for navigation during operation.

xxi.   Local protocols and traditions, if any

l)   Sitrep at 1000hrs, 1400hrs and 2000hrs shall be sent to EOC HQ, NDRF with following details:

   i.   Number of teams

   ii.   Strength of teams

   iii.   Where deployed

   iv.   Place of rescue operation

   v.   Number of people(male/female/children) rescued on that day (Live/dead/injured)

   vi.   Date and time of commencing Operation

   vii.   Weather and climate

   viii.   Other agencies involved/Nodal Officer/Incident Comdr

   ix.   Sources required

   x.   Relief distribution

   xi.   Any other information

m)   Any other important information/achievement shall be sent through Special SITREP

12. MISSION END

The decision to terminate the INDAC team's mission shall be taken by HQ NDRF in consultation with the State authorities or RC/HC and the NDRF Team Leader. After the decision is taken, the team should brief the Relief Commissioner or RC.

12.1 **Handover and Exit:** The INDAC team leader should prepare the hand over note to the authorities which are taking over the coordination functions if required.

12.2 **Debrief:** At mission end, an internal debrief should be conducted with the whole team with the following aims:

a) To bring a sense of closure to the mission before returning home (e.g., review of the mission, achievements, challenges, SWOT analysis, self-evaluation of team performance, team management and individual experiences, psychological impact).

b) To draw out lessons learned and enrich institutional memory for the INDAC system of NDRF.

c) The debrief is treated confidentially and should not receive wider circulation.

12.3 **Mission Reporting:** At the end of each mission, it is important to draft an End of Mission Report. This is usually reported to the Relief Commissioner or Resident Commissioner, as appropriate. The report follows a standard format and focuses on what the team has done. It is also generally for sharing with the wider community of response partners. It should be seen as an integral part of the exit and handover strategy.

13. CONCLUSIONS

This SOP has been prepared with the objective that all the required and approved procedures are followed while establishing OSOCC and RDC. This SOP also aims at fixation of accountability at all the stages. Efforts have been made to make this SOP elaborative. This SOP shall be revised regularly as and when the procedures mentioned here are reviewed or become obsolete with time.

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