

**Relief Standard Operating Procedure for Natural & Man-made disaster.**

***(This SOP is valid for all the Govt. officials within the Cachar District Jurisdiction only).***

**1.1. Relief Camp Management:** Camp management is dynamic in nature and strives for promoting a holistic approach for physical, psychological, cultural, social and emotional well-being of camp inhabitants by establishing and maintaining an inclusive overview of many aspects and stakeholders involved in the life of a camp.

Therefore the following guidelines have been formulated to assist district and sub-divisional civil administration and also to non-state sector and civil society for effective and smooth management of relief camps. These guidelines are illustrative and decisions may be taken by the Camp Authorities as per demand of the situation, within the larger framework of guiding principles incorporated in the manual.

**11.1.1 Setting up of a Relief Camp:**

- (a) On receipt of report from Revenue officials, the DC/SDO(C) will order to set up a relief camp at pre-decided location as per District/ Sub-divisional disaster management plan. As far as possible, relief camps should not be set up in educational institutions.
- (b) In case new location is to be selected for the camp due to unavoidable circumstances, following points should be considered for arriving at a decision.
  - Camp should preferably be set up in an existing built up accommodation like a community hall.
  - It should be located at a safe place which are not vulnerable to landslides, flood etc.
  - It should be accessible by motor vehicles, if possible.
  - Adequate space for roads, parking's, drainage, should also be there.
  - The area should not be prone to endemic disease like malaria.
- (c) Wide publicity should be given about the location of the camp and affected people should be evacuated and brought to the camp directly.
- (d) Emergency relief materials which include drinking water, food, bedding (mattress, sheets & blankets), baby food, mosquito repellents etc. should be arranged as early as possible.
- (e) Control room/ help desk should be setup in the relief camp immediately.
- (f) Proper planning and preparedness to make the arrangement smoother.

**11.1.2 Shelter**

- (a) The shelter should be such that people have sufficient space for protection from adverse effects of the climate.
- (b) Ensure sufficient warmth, fresh air, security and privacy for their health and well-being.
- (c) The covered area available per person should be on an average 3.5 to 4.5 square meter.

- (d) Each family should be provided separate tent, if possible.
- (e) In warm & humid climates, proper ventilation & protection from direct sunlight must be ensured.
- (f) If plastic tents or sheeting are available, provision of an insulating layer or a double skinned roof may be considered.
- (g) Tents should not be constructed too closely together and reasonable distance should be kept between the camps to provide some form of privacy.
- (h) Priority should be given to widows and women headed households, disabled and elderly people in tent/room distribution.
- (i) Temporary shelter should neatly be planned and made.
- (j) Tents with slanting sides should be avoided as they leave no space for mobility. Tents with ventilation facilities may be provided to the people.

**11.1.3 General Administration of the Camp**

(a) One responsible officer preferably CO/ASO should be designated as Camp Officer by the DC/SDO(C) who will ultimately be responsible for general management of the Relief Camp. He will co-ordinate & supervise the works of other officers in the camp.

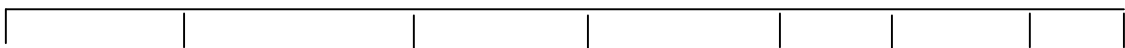
(b) One Assistant Camp Officer should be designated to help the camp officer.

All the Principals/Head Master/Head Mistress will be designated as Asst. Camp Officer and In case of Community Hall or others in the road side Assisting. Officer will be BDO's representatives for rural area and in the City area Ward Commissioner or his/her representatives from SMB.

(c) Administrative structure of the camp should be as follows:

**Camp Officer (CO/ASO/BDO)**

|  
**Assistant Camp Officer**  
|



**All relevant line departments for camp management like PWD (B), PHE, Health, ASEB etc.**

- (a) Camp Officer/Asst. Officer will co-ordinate with all the officers/staff detailed for management of various facilities in the camp.
- (b) Officers of line department detailed in the camp may be allowed to further engage the assistants from their officers to help them.
- (c) An inspection and observation register should be maintained in the camp and it should Invariably be made available to visiting team of the senior authorities.
- (d) Deputy Commissioner cum Chairman, DDMA/ADC cum CEO, DDMA/All ADC/SDO(C) should visit the camp as frequently as possible and hold meeting with all the officers responsible for management of the camp. They should record their observation about management of the Camp in inspection register for future reference.
- (e) As per Disaster Management (DM) Act 2005, DDMA can direct any Government officer to assist in providing relief to the person affected by natural calamities. If the

officer fails to comply the order he may be prosecuted and punished as per provision of the Act.

- (f) District Authority as per DM Act 2005 can requisition any resources, premises & vehicles needed for rescue & relief of disaster affected persons and suitable compensation may be provided to the owners of the same.
- (g) Negligence in assigned work should not be tolerated and immediate action should be taken against the erring officer.
- (h) One spare vehicle should be kept on standby basis for 24 hrs. in the camp.
- (i) One help desk/ control room/ officer room should be designated where inhabitants can Register their complaints
- (j) Loudspeaker system should be installed in the camp. Announcement may be made from camp office regarding distribution of relief aid, food, arrangement of medical and other facilities etc.
- (k) BSNL may be asked to arrange offer telephone/ mobile facilities in the camp for inhabitants.
- (l) Camp Officer/Asst. Officer will maintain a Master Register in the Relief Camp in the format prescribed as **Annexure XI**
- (m) GaonBurah, School Teacher, Lot Mondal or any trust worthy local person may be asked to prepare the preliminary list which can be scrutinized and cross checked by the camp officer.
- (n) Each head of family should be given a ticket as prescribed in Annexure B, at the time of entry/ registration of the family in the relief camp. Any adult member of the family will have to produce the Ticket to receive any article or aid of relief. Distribution Officer (nominated by the CO's Concerned) will enter the amount given along with date of issue in the Ticket and put his signature on it.
- (o) All the Expenditures for setting up Relief Camp and providing facilities to the camp population is admissible under the norms prescribed by the National Disaster Response Fund (NDRF) and State Disaster Response Fund (SDRF).

**Note:** Field level functionaries of various line departments. i.e. AW, ASHA/Teachers etc. on the basis of the area specific must present in the Relief Camp for assisting the camp inhabitants.

#### **11.1.4 Guiding principles for Management of the Camp**

- a) Camp Officer/Asst. Officer should easily be accessible to the camp inhabitants.
- b) Treat every inhabitant of the camp with dignity and respect.
- c) Ideally camp management should strive to provide facilities so that inhabitants feel comfortable
- d) Make effective arrangement for distribution of food and aid to the people in the camp
- e) Special care should be taken to ensure that vulnerable people like disabled, elderly, pregnant women and children get adequate aid and supply of food and other facilities.

- f) Sufficient no's of women officers should be engaged in management of the camp and they should interact with women inhabitants to assess their special needs. (Nominated by CO's concerned).
- g) Arrangement should be made to prevent abuse against women and children in the camp.
- h) Voluntary Organization & leading citizens may be encouraged and involve in management of relief camp.
- i) Psychological counselling must be arranged for the families who have lost their family members.
- j) Inhabitants should be involved in management of camp.
- k) Inhabitants should be kept engaged by arranging for TV, Books, News Papers, Carom Board and other means of entertainment.
- l) It should be ensured that no officer is required to work for unreasonably long hours.
- m) Officers responsible for management may be made aware that misappropriation of money or materials meant for the relief will invite prosecution.
- n) Special drive should be taken against illicit liquor sale in and around the camp.
- o) Press Release should be issued by giving contact nos. of Nodal Officer who will accept and co-ordinate with NGOs & public regarding donation in cash & kind. (Press release issued by Chairman/CEO, DDMA only and Donation in cash or kinds will be accept in the NGO Co-ordination Cell of DDMA, Cachar only).
- p) People should be made aware about rehabilitation program, financial support and other compensation to be provided against the loss of house, crop, cattle etc.
- q) People should also be educated about NREGA & other employment generating schemes which are available in their locality as they need not migrate to cities for Job opportunities. (Refer DDMA recovery & rehabilitation SOP).

#### **11.1.5 Basic Facilities**

##### **(a) Lighting Arrangement and Generator Set**

- A technical person, preferably from electricity or PWD (E) department should be detailed to supervise the proper lighting arrangement in and around the camp and operation and maintenance of the generator set.
- One big candle and one match box should be provided in every room/tent.
- Petromax or emergency light should be arranged in sufficient numbers in the camp.
- Approach to toilet and water source should properly be illuminated.
- Generator set of required capacity should be installed in the Relief Camp and operator must be detailed for 24 hours.
- A register should be maintained by the operator in the Format as prescribed in **Annexure XII**.
- Adequate arrangement for illumination inside and outside of camp should be made.

##### **(b) Water Facilities**

***This SOP is the standing instruction to all the Govt. Departments/officials.***

***DDMA Approved***

- Total requirement of drinking water, water for toilets, bath & washing of clothes and Utensils should be assessed and proper arrangement should be made accordingly.
- Most of the diseases in the camps spread due to lack of purified and sufficient drinking water. Therefore serious effort should be made to ensure to supply adequate clean & purified water to the camp population. Permissible standard of TDP & other parameters for water must be maintained at any cost.
- 20 Ltrs of water should be provided to per person per day.
- One Sr. Officer of PHE Deptt. Should be detailed for maintaining water supply in the camp.
- One bucket, one Jeri can or water container and one mug should be provided to every family to store the water for drinking, cooking etc.
- Ideally one hand pump should be installed for every 200 persons.
- Hand pumps or water tanks should be minimum 20 ft. away from the toilets.
- Daily sample of water from tanks, taps & other sources should be collected and analysed in the district lab of PHE Deptt. Corrective measures should be taken as per result of water analyses.
- Commercially available water filter should preferably be installed. Makeshift arrangement for water purification may be avoided.
- Separate bathing units must be constructed for male & female.

**C) Sanitation:**

- Ideally there should be one toilet for 20 persons.
- Toilet should be minimum 10 mtrs and maximum 50 mtrs away from shelter/tent/room.
- For waste disposal, one communal pit of 2mX5mX2m of size should be dug for 500 persons.
- Each family should be provided one soap of 100 gram per week.
- Separate toilets should be constructed for men & women and these toilet blocks should be separately be located at reasonable distance.
- Sufficient light arrangement should be made in toilets.
- Approach from camp to toilets should be also properly illuminated.
- Sufficient stock of bleaching powder, harpic and others item should be maintained.
- One officer must separately be detailed to supervise regular cleaning and maintenance of the toilets.
- Requirement of disinfectants should be assessed regularly & sufficient stock of it week should be maintained in the camp.

**d) Food- Storage & Distribution**

- Initially for few days, cooked should be provided to the camp inhabitants. Utensils and cook may be hired from open market for cooking of the food.

- Preferably disposable plates and glasses may be used to serve the food and water for hygienic reasons.
- As far as practicable and as per available space cooked food may be served in hall or at one place for convenience of cleaning, hygiene, disposal of waste and smooth arrangement.
- Distributed food must be of appropriate quantity and fit for human consumption.
- Food must meet nutritional needs and include pulse, cereals, and egg & fats sources.
- Food should be culture specific and as per food habits of the community. People of rural area may not like bread & butter.
- Packed food like biscuit, tinned food, ready to eat meals, noodles etc. should be properly checked that they are not expired before distribution.
- As far as practicable Food Inspector must be detailed to certify the food items before they are served.
- Reputed and trusted Voluntary Organizations may be allowed to assist in cooking and distributions of meals but the relief Officer / Camp Officer will remain ultimately responsible for all arrangements.
- If cooked meal is not served, dry food like, rice, salt, pulse etc. may be distributed for one week at a time as per prescribed scale.
- Even if cooked meal is provided to the inhabitants, above mentioned scale may be maintained.
- Sufficient counters with strong barricade may be made for distribution of relief articles and dry food like rice pulse, salt, etc. as it is made during general election for distribution of election materials.
- Display board should be hanged on each of the counter showing village name or ticket serial numbers of Ticket already distributed to the families during the registration.
- Separate queue may be allowed for women infirm & elderly people to collect relief aid.
- For storage of food items following guidelines should be followed-
  - ✓ Dry and well-ventilated area may be designated in the Relief Camp for storage of Food items.
  - ✓ Storage should be free from rodents and insects.
  - ✓ Boxes/ bags must not lie directly on floor. Use pallets, boards or heavy branches, or bricks underneath piles.
  - ✓ Keep products at least 40 cm away from the wall and do not stock them too high.
  - ✓ Pile the bags/boxes two by two crosswise to permit ventilation. In this way, they are steadier and easier to count.
  - ✓ Keep damaged boxes/bags away from the undamaged ones.
  - ✓ Observe First In-First Out Expiry First Out Principle.
  - ✓ Food stock and storage should personally be inspected by the Camp Officer on alternate days.

- ✓ Updated stock register should be maintained in a format as prescribed in **Annexure XIII.**

**c) Clothing**

- People in the camp should be provided sufficient clothing to protect themselves from the adverse effects of the climate.
- People should have one full set of clothing in roughly the correct size, appropriate to the season and the climate.
- Culturally appropriate clothing should be made available.
- Women and girls should be provided necessary sanitary protection.
- Mattress, bed sheet, gamosha, dhoti, lungi, mekhlachadaretc may be provided to the people in the camp.

**(f) Medical Facilities & Psycho-social Support**

- One Doctor along with team of paramedical staff should be detailed on roster system around the clock in the camp.
- A proper register should be maintained for roster of the duties of Doctors, Nurses & Paramedical staff as prescribed in **Annexure XIV**
- A separate room or tent should be made available for the medical team.
- Highest standard of hygiene must be maintained at camp to minimize the chances of people falling sick.
- As far as possible each and every inhabitant of the camp should be screened for presence of any disease immediately upon his arrival or within 24 hrs. of his arrival in relief camp without fail.
- A rapid health assessment of all the inhabitants in the camp should be done on weekly basis. They may be divided in 7 groups and weekly rapid health assessment should be done of one group on a fixed day of a week.
- Diarrhoea, gastroenteritis, conjunctivitis, allergies, malaria, viral fever are common diseases in the camp. Preventive measures must be taken in camp and sufficient store of medicine must be maintained to treat them timely.
- If the camp continues for more than a month the regular health services like maternal & childcare services including immunization should be stored in the camp.
- Jt. Director, Health Services should be directed to arrange adequate stock of medicine from district store.
- Detail inventory & stock register of medicine available within store at camp should be maintained.
- No prescription will be given to the patient to purchase any medicine from outside the camp. All the medicines should invariably be provided free of charge to the inhabitant. If medicines are not available in the camp these may be purchased from outside by the Medical Officer & Expenditure may be reimbursed from relief fund.

- Some advance fund may be given to the medical team for purchase of medicine from outside, if required. The team will maintain proper account and keep all the vouchers, bills etc. for record.
- If there are more than 500 persons in the camp, one ambulance with adviser should be stationed for 24 hrs. in the camp.
- Cases of snake bites are also reported from relief camp. Necessary arrangement should be made in nearest health institution for adequate stock of anti-venom injection.
- Everyone who experiences disaster is affected in one way or another physically, emotionally and mentally. Children are among those who are affected most. It is in this regard that psychological support is an important part of response in any disaster situation.
- Psychological support is best obtained from the family. Therefore, even in abnormal conditions, family should be kept together. As a means of psychological support, activities like religious activities, entertainment and recreation etc. should be arranged for the inhabitants of the camp.
- Professional Psycho-social Therapist should be arranged to provide counselling to the affected person. It should be ensured that follow up sessions are conducted, as a onetime session is not be helpful, but may even create unpleasant experiences or memories for vulnerable person.

**g) Special Arrangement for women, Children, and Physically Challenged and Elderly persons**

- Since women are more vulnerable during disaster, their specific needs must be identified and taken care of.
- Female gynaecologist and obstetrician should be available at hand to take care of maternity and child related health concern.
- Ensure that children inoculated against childhood disease within the stipulated time period.
- For safely and security of the women and children vigilance committees should be formed consisting of women.
- Women Police Officer should be stationed within the camp to record and redress any complaints made by women.
- Security measures should be taken in the camps to prevent abduction of women, girls and children.
- Widows and women headed household usually are unable to access food & other relief aid; therefore special volunteers may be engaged to take care of such families.
- Self-Help-Groups may be formed among the affected women to give emotional support to each other.
- Women participation in the management of camps is important to ensure that women's needs are met.



- Sanitary pads should be provided to the women and girls. Some women of rural areas may not be used to commercially manufacture sanitary pads therefore clean white cloths & towels may be arranged for them.

#### **h) Vermin control**

- Insect and rodents are the unavoidable pests in the relief camp. They spread diseases, spoil foods and other materials. They cannot be totally eliminated but there are measures to minimize the increase in their population and their effects on the lives of the displaced community in the camp.
- Fogging may be arranged to prevent mosquitoes and other flying insects.
- Traps may be placed for rodents.
- Waste segregation should be promoted and collected on daily basis.
- Enough dustbins should be provided in the camp.
- Breeding places of mosquitoes and rodents should be eliminated by keeping the surrounding clean, dry & free of stagnant water.
- Pits should be dug and waste & garbage food should be disposed of their daily.

#### **I) Security**

- Security, peace and order must be maintained in the relief camp. The youths in the camp may be involved for providing better security environment.
- Police personnel should be detailed on roster basis.
- Adequate employment of force should be ensured on the boundary and gate of the camp.
- Police should keep vigil on anti-social elements & criminal around the camp.
- Special police officers (SPO) may be appointed in the camp.
- Special police arrangement should be made during distribution of the relief materials.
- Home guards may be detailed for patrolling & night watch.
- Store room should properly be guarded by the police.
- Anti-Riot squad with teargas, lathi, body protection etc. should be kept ready in nearest Police station.

#### **11.1.6 Media Management and Documentation.**

- Camp officer/Asst. Officer should prepare a daily report and submit to Deputy Commissioner/SDO (C) by 1.00 PM every day.
- Deputy Commissioner/SDO (C) will issue press release to prevent any rumour.
- DIPRO/SDIPRO will visit the camp regularly and take photographs for record. Some of the photographs may be released to the media also.
- DIPRO may arrange conducted tour of media persons to the camp and explain about the facilities and arrangement made there.
- DIPRO should be provided basic information by DC/SDO (C) about the management of the camps and he may provide them to media person on daily basis.

#### **11.1.7 Entertainment, Recreation & IEC Programme**

- All the activities in the relief camp will succeed only if inhabitants of the camps are meaningfully involved in the management of the camp.
- Camp Officer/Asst. Officer should chalk out an IEC to campaign among the inhabitants on:
  - ✓ How to maintain hygienic in the camp, how to prevent breeding of flies, mosquitoes, insects, rodents etc.
  - ✓ Information about arrangement in the camp, scale of the relief items, health facilities, helpdesk etc.
  - ✓ Rehabilitations schemes and entitlement of affected families.
- Literary clubs/ Organizations may be promoted to arrange books & magazines for camp populations.
- Camp population may be kept engaged by providing entertainment & recreational facilities to them.
- Temporary Anganwadi centres may be opened in the camp with the help of ICDS project officers for small children.
- Temporary schools may be setup in the camp involving volunteers from the camp inhabitants. SSA may provide free textbook, stationary, SikshaMitra etc. Reputed NGOs may also be allowed to run temporary schools in the camp.
- SIRD & DRDA may be asked to arranged training for women on tailoring, soft toy making, pickle & papad making etc. and for youths on piggery, goatary, poultry, fishery, cane & bamboo items etc.

#### **11.1.8 Closure of the Camp**

- People in the camp should be encouraged to return to their homes, as the situation improves in the field. Transport facilities may be provided for the purpose.
- Family as a whole should leave the camp. No member of such family should be allowed to stay back in the camp.
- A final report may be prepared and sent to the govt. with recommendation to amend the guidelines if required.
- All the registers, reports, bills, vouchers etc. should be kept in a box under lock and key and should be shifted to the office of the DC/SDO (C).
- Best practices and innovative interventions should be documented and submitted to the govt.

## **11.2 Relief Measures**

### **11.2.1 GRATUITOUS RELIEF (GR):**

Deputy Commissioner will, within the scales prescribed in **Appendix XV & XVI**, grant gratuitous relief in cash and kind to the deserving affected people. The items to be distributed (or cash for purchase) are provisions for temporary accommodation, food, provision for emergency supply of drinking water/ clothing, utensil/household goods (if houses have been washed away/fully damaged/severely inundated for more than a week) & foddors for cattle. Details of the GR issued are to be displayed in a notice board in the Relief camp for public information & maintenance of transparency.

Deputy Commissioner will arrange proper distribution of relief articles received as donation in kind among the deserving affected people through the official and non-official agencies.

Deputy Commissioner will arrange for taking care in the relief centres in respect of the infirm, destitute, orphans, children and expectant /nursing mothers, through the assistance of the distribution social welfare officer.

Supply of cooked food should generally be discouraged. Deputy Commissioner will arrange supply of cook food in evacuation centres/ relief camps only in unavoidable cases. Where so supplied, the quantity should as far as possible be at the scales prescribed in **Appendix XV**.

Revised list of items and norms of assistance from State Disaster Response Fund (SDRF) and National Disaster Response Fund (NDRF) for the period 2015-10 is given in **Appendix-XVI**.

#### **11.2.2 REHABILITATION GRANT (RG):**

Deputy Commissioners have been entrusted the authority to sanction Rehabilitation Grant (RG) to the families affected by natural calamities vide Notification No.FEB.342/2012/1 (B/S) dated 26<sup>th</sup> November 2012. He /She will provide RG as per the guideline of State Disaster Response Fund (SDRF) to the families who have lost their houses in fire or any recognized calamities as per the SDRF norms.

#### **11.2.3 EX GRATIA:**

Deputy Commissioners will provide Ex-gratia to the next of kin of any of persons killed in any recognized natural calamities or pay ex gratia to the injured persons as per the existing norms of assistance of State Disaster Response Fund (SDRF).

For the cases of extremist /terrorist violence/Police firing/Bomb Blast/ kidnapped by extremist etc. Ex-gratia will be paid as per the various existing notifications in this regard.

**Approved by,**

**Sd/-  
Deputy Commissioner cum Chairman,  
District Disaster Management Authority,  
Cachar, Silchar.**

**Enclo: Appendix.**

**Appendix: XI**

**Master Register of Relief Camp**

**Part A: Profile of the Camp Population :**

Name of Village \_\_\_\_\_

Name of Mouza \_\_\_\_\_

Name of Police Station \_\_\_\_\_

Sl. No.	Name of the Head of family with father's / husbands name	Age	Sex	Name of other family members	Age	Sex	Total members			Date of entry in Relief Camp	Date of leaving of the Camp	Remarks
							Adult	Minor	Total			
1	2	3	4	5	6	7	8	9	10	11	12	13

**Part B: Details of Relief / Aid**

**Details of Relief Items Distributed**

Date	Articles	Scale for Adult/Minor	Quantity Issued	Name of Recipient	Signature of Recipient	Signature of Distributing Officer
1	2	3	4	5	6	7



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*DDMA Approved*

**Appendix – XIV**

**Doctors & Paramedical Staff duty register**

Date	Name of the Doctor	Duty Hours		Name of the Nurses/Paramedical staff	Duty		Remarks	Signature of the Doctor or duty
		From	To		From	To		
1	2	3	4	5	6	7	8	9

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***DDMA Approved***