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No. ASDMA. 37/2019/Part/55

Dated 16th May, 2020

From : Shri M.S. Manivannan, IAS
Commissioner & Secretary to Govt. of Assam
Cum Chief Executive Officer
Assam State Disaster Management Authority
Janata Bhawan, Dispur, Guwahati-06

To : The Deputy Commissioner cum Chairperson, DDMA
All Districts of Assam

Sub : Standard Operating Procedure (SOP) on Relief Camp Management in Assam

Sir/Madam,

With reference to the subject cited above, I like to forward herewith the Standard Operating Procedure (SOP) on Relief Camp Management in Assam prepared with technical inputs from Unicef.

You are therefore requested to take all necessary steps for strict compliance of the Standard Operating Procedure (SOP) in coordination with the line department as specified in the SOP.

Yours faithfully,

Enclosed: as stated

(Shri M.S. Manivannan, IAS)

Commissioner & Secretary to Govt. of Assam cum CEO
Assam State Disaster Management Authority, Dispur

Memo No. ASDMA. 37/2019/Part/55 (A)

Dated 16th May, 2020

Copy to:

- 1) The Staff Officer to the Chief Secretary to Govt. of Assam for kind appraisal of the Chief Secretary.
- 2) P.S. to the Addl. Chief Secretary to Govt. of Assam, Revenue & DM Deptt. for kind appraisal of the Addl. CS.
- 3) The Addl. DGP, Law & Order, Ulubari, Guwahati-07 for kind information.
- 4) The Addl. DGP, Admin., Ulubari, Guwahati-07 for kind information.
- 5) P.S. to the Principal Secy., P&RD Deptt. for kind information & appraisal of the Principal Secy.
- 6) The Director, Fire & ES, Assam for kind information.
- 7) P.S. to the Commissioner & Secy. to Govt. of Assam, Health & FW Deptt. for kind information
- 8) P.S. to the Commissioner & Secretary to Govt. of Assam, PHE Deptt. for kind information
- 9) P.S. to the Commissioner & Secy. to Govt. of Assam, Elem. Education Deptt. for kind information
- 10) P.S. to the Commissioner & Secy. to Govt. of Assam, Social Welfare Deptt. for kind information
- 11) P.S. to the Secretary to Govt. of Assam, FCS & C Affairs Deptt. for kind information
- 12) The Director, A.H. & Vety. Deptt., Govt. of Assam, Chenikuthi, Guwahati for kind information

(Shri Pankaj Chakravarty, ACS)

State Project Coordinator

Assam State Disaster Management Authority, Dispur

Standard Operating Procedures

Relief Camp Management in Assam

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1. Background and Rationale

The Assam State Disaster Management Manual (ASDMM), 2015 which is cabinet approved framework for relief and response based on the National Disaster Management Act, 2005 brought in a paradigm shift in planning for emergency preparedness and response and broader disaster management in the state.

The manual through relief camp management guidelines sets aside certain minimum standards to be adhered to by responsible stakeholders for providing immediate services and protection to the victims who have been rendered homeless/displaced. It is essential that the compliance to the guidelines is measured with due seriousness so as to improve upon quality of disaster response services and for bringing greater accountability among stakeholders.

This document is based on field level assessment considering the provision of 'Relief Camp Management Guideline' (Appendix-XXXV) of the Assam Disaster Management Manual, 2015. It aims to assess the basic quality services provided in relief camps, to measure the compliance standard and to understand areas of improvement for effective and transparent relief camp management as mandated in the cabinet approved manual.

Some of the key recommendations made during a pilot assessment and scoring of relief camps were though forwarded to DDMA's for consideration in Relief Camp Management during flood 2019. However, there is a need for sensitizing the stakeholders on relief camp management guidelines with the following objectives:

- To assess the basic quality services provided in relief camps and to measure the compliance standard as mandated in 'Relief Camp Management Guideline'
- To sensitize the officials /staff of the line departments and other stakeholders on the coordination of response and areas of improvement for effective and transparent relief camp management.
- To develop a system for accessing and improving the management of relief camps.

2. Purpose of the SoP

This Standard Operating Procedures (SOP) document has been developed to supplement the 'Appendix XXXV - Guideline for Relief Camp Management' of the Assam Disaster Management Manual 2015. This SOP aims at making the role and responsibilities more specific for the key personnel involved in the management of relief camps during emergencies/disasters.

3. Role and Responsibilities

Following are the roles and responsibilities of the key personnel attached to the relief camp management both at district level as well as at the revenue circle level.

Roles of the District, Sub-Division and Circle level functionaries and Officials:
Deputy Commissioner (DC) and Chairperson, DDMA

Phase	Responsibility
Pre-disaster	<ul style="list-style-type: none"> • Ensure identification of relief camps with provisions for Child Friendly Spaces (CFS) adhering to the comprehensive and multi-hazard safety standards • Establish clear understanding and functional coordination channel between relevant line departments, SDO (Civil), Revenue Circle Officer for effective camp management as per roles defined in the SoP • Guide, monitor and ensure that the designated camps are safe from all the hazards, accessible to possible affected communities and the service providers, have basic minimum capacity and facilities to accommodate people. • Ensure that each camp's seat (intake) capacity is defined and notified. In the current context, due consideration should be given toward ensuring social distancing norms (as defined in Annexure I) • Identify suitable safe spaces and ensure procurement of related materials for setting up of temporary camps as per defined standards¹ • Establish a system of taking feedback from camp inmates and mechanism to address grievance in camp management • Guide and ensure that camp officers, in charges and other responsible functionaries from various line departments are identified, notified and capacitated to run/manage camps • Constitute and lead a District level Relief Camp Monitoring Team and Zonal Relief Camp Monitoring Team comprising of members from the line departments to ensure the proper relief camp management as per the SOP. • Ensure that documentation and reporting of relief camps are done properly • Issue directives to concerned functionaries to follow the specific guidelines laid down in the Assam DM Manual, 2015 regarding Relief Camp Management • Issue directives to responsible departments to ensure facilities/services at the designated camps: <ul style="list-style-type: none"> ○ Lighting arrangement in residential portion of camps, toilets and approach road (<u>PWD-Elec.</u>) ○ Potable water for drinking and other household purposes (<u>PHED</u>) ○ Separate, accessible (within 50 meters) and hygienic toilets (<u>PHED</u>) ○ Separate bathing units for male and female (<u>PHED</u>) ○ Separate food arrangements for children, pregnant and lactating women, ill and elderly (<u>Health and Social Welfare</u>) ○ Culturally and age appropriate clothing (if situation warrants) for inmates (<u>Revenue and DM</u>) ○ Sanitary provisions for women and girls (<u>Health and Family Welfare and ASRLM</u>) ○ Health including regular RCH services, health and hygiene education and psycho-social care arrangements in camps (<u>Health and Family Welfare, Social Welfare particularly DCPUs</u>) ○ Security and protection arrangement including monitoring of situation in regards to women and children (<u>Police, VDPs, DCPUs</u>) ○ Waste management facilities in the relief camps (<u>PHED, GP and ULBs</u>) <ul style="list-style-type: none"> ○ Relevant Social and Behavior Change Communication (SBCC) materials in local languages, (<u>Health and Family Welfare, Social Welfare, Education</u>) ○ Educational and recreational activities in camps (<u>Education Deptt., Social Welfare Deptt.</u>) • Ensure timely procurement of Gratuitous Relief (GR) items (e.g. pre-monsoon for flooding) which will be required for operationalizing relief camps <ul style="list-style-type: none"> ○ Plan and pre-position procured items in strategic locations with a well thought out transportation plan (Mapping all the designated camps against specific storage facilities for GR) ○ Disinfectant drive at all notified Relief Camps/Camps/shelters in advance.

¹ Covered area available per person should have an average of 3.5 to 4.5 square meter. Due to COVID-19 outbreak, the minimum space has been revised to 7 sq. m. as per new guideline (at Annexure-I).

<p style="text-align: center;">During Disaster</p>	<ul style="list-style-type: none"> • Most of the conventional relief camps have been housed in educational institution, deserted office buildings, which are devoid of hygiene and sanitation facilities (toilet and bathrooms are stained or spitted wall). These kinds of camps are not adequate enough to hold inmates in view of the COVID-19 situation. For revamp of the same fund and time are required. Hence localized alternative Makeshift arrangements are to be made in advance. • In view of the COVID-19 situation, managing of relief camps with social distancing is a challenge. People should be encouraged not to leave home just because their front-yard/ boundary are submerged. They would be provided relief materials as per norms. • Vulnerability mapping upto household level should be done immediately so that the administration can identify which household are least or worst affected. The worst one will populate the camps first enabling the priority wise identification of the camp inmates. • Review setting up of camps and provisions/functions of responsible departments • Constitute and activate the Relief Camp Monitoring Team to monitor the camps following relief camp assessment scorecard • Monitor and guide operationalization of camps, provisioning of essential services in camps and duty rosters of responsible functionaries at different levels • Conduct review meetings with the District Relief Camp Monitoring Team and Zonal Relief Camp Monitoring Team (every alternate days till the camps are operational) • Ensure that all stakeholders and actions notified are being adhered to • Ensure that vulnerable groups particularly children and women are given particular attention in the areas of health, food and nutrition, Water, Sanitation and Hygiene, safety and security, psycho-social care • Ensure that Child Friendly Spaces are operational in all camps where children are being taken care of (as included in the Annexure-II) • Activate Grievance Redressal mechanism for collecting and addressing feedback/complains from camp inmates • Issue instructions/directives to concerned departments to address grievances • Ensure functional mechanisms for ensuring accountability in camp management • Utilize services of 'Pratirodhi Bondhu' volunteers and 'e-help' facilities of CSC, SPV • Review and declare closure of the camps considering the on-ground situation
<p style="text-align: center;">Post Disaster</p>	<ul style="list-style-type: none"> • Conduct/ Delegate the Relief Camp Monitoring Team to conduct post operation visits to oversee the condition of the camps • Instruct concerned departments to ensure cleanliness, repairing and re-instigation of the relief camps so that they can start their original functions • Review overall performance and gaps in operationalizing relief camps • Review the effectiveness of the SoP at the district level and propose changes/modifications • Map stakeholders who can be added or removed in the relief camp management framework • Instruct concerned stakeholders for developing of lessons learnt document on camp management to guide better management of camps in future