



Tea Board
14, Biplabi Trailokya Maharaj Sarani,
Kolkata-700 001


Dated : 28.12.2023

OFFICE MEMORANDUM NO. 131/2023

The undersigned is directed to state that the Ministry of Commerce & Industry, Department of Commerce, Govt. of India vide letter No. A-42011/57/2023-E-3-DoC dated 19.12.2023 has requested Tea Board to carry out Hazard Risk and Vulnerability Assessment and also to develop the Disaster Management Plan of Tea Board.

Accordingly, the Disaster Management Plan of Tea Board has been framed out and to enclose herewith for necessary compliance of all concerned of the Tea Board.

Encl : As stated.


(Dr. Rishikesh Rai)
Secretary (I/C)

Copy to :-

| | | |
|----|---|---|
| 1. | The Executive Directors, Tea Board, Coonoor & Guwahati | With the request to please bring the contents of this Office Memorandum amongst all officials working under them and constitute separate Departmental Disaster Management Committee for the Board's respective offices under intimation to the Board's Head Office, Kolkata as early as possible. |
| 2. | DDTD, Siliguri, FAO, Palampur, SO (NWI), New Delhi | |
| 3. | All Regional/Sub-Regional Offices of the Board | |
| 4. | All HoDs in Board's Head Office, Kolkata (excepting Dy. Chairman & Secretary) | |
| 5. | FA & CAO | |
| 6. | P.As to Dy. Chairman & Secretary | |
| 7. | IT Cell | With the request to upload in Board's website |
| 8. | TBEA | |
| 9. | Estt. Branch | With spare copies. |

File No. 23(7)/Estt/2023

Disaster Management Plan

DECEMBER, 2023



TEA BOARD
14, Biplabi Trailokya Maharaj Sarani
Kolkata-700001

Foreword

The Tea Board India has prepared this Disaster Management Plan in accordance with the guidelines issued by the National Disaster Management Authority to various Ministries/ Departments of the Government of India to make all government agencies disaster resilient. The Plan provides a framework for disaster management and defines the institutional arrangements within the Tea Board India to address the challenges. It provides the planning framework necessary to make the Department adequately prepared to cope with emergencies.

The fact that the Department recognizes the importance of disaster risk reduction is evident from the creation of necessary institutional arrangements and the assigning of a system of responsibilities and accountabilities within the Department pertaining to multiple aspects of disaster management.

Tea Board India is confident that the Disaster Management Plan provides a sound framework disaster risk reduction and disaster management for the Department and it will serve to support the national efforts for disaster risk reduction.

Abbreviations

| | | |
|-------|---|--|
| CBRN | : | Chemical, Biological, Radiological and Nuclear |
| CPWD | : | Central Public Works Department |
| DDMC | : | Departmental Disaster Management Committee |
| DDMP | : | Departmental Disaster Management Plan |
| DM | : | Disaster Management |
| DMA | : | Disaster Management Authority |
| DMG | : | Disaster Management Group |
| DMP | : | Disaster Management Plan |
| DM-TF | : | Disaster Management Task Force |
| DOC | : | Department of Commerce |
| DRR | : | Disaster Risk Reduction |
| EPC | : | Export Promotion Council |
| GA | : | General Administration |
| HRVA | : | Hazard Risk and Vulnerability Assessment |
| IC | : | Incident Commander |
| IRS | : | Incident Response System |
| NDMA | : | National Disaster Management Authority |
| NDMP | : | National Disaster Management Plan |
| NIDM | : | National Institute of Disaster Management |
| NPDM | : | National Policy on Disaster Management |
| PSU | : | Public Sector Undertaking |
| RT | : | Response Team |
| SOP | : | Standard Operating Procedure |
| TF | : | Task Force |
| UN | : | United Nations |

Executive Summary

The mandate of the Tea Board India is to formulate, implement and monitor the Foreign Trade Policy (FTP) which provides the basic policy framework and the strategy which is to be followed. The Trade Policy is periodically reviewed in order to incorporate changes which might have become necessary due to the emerging economic scenarios, both at domestic as well as at international level. Besides this, the Department is also entrusted with the responsibility of focussing and formulating multilateral and bilateral commercial relations, Special Economic Zones, logistics, state trading, export promotion, trade facilitation and development and regulation of certain export oriented industries and commodities.

The DMP of Tea Board India is based on the overall approach of the National Plan prepared by the NDMA and the hazard-specific guidelines issued by NDMA (Annexure-I). The National Disaster Management Plan (NDMP) provides a framework and direction to the government agencies for all phases of disaster management cycle. The Disaster Management Act, 2005 (OM Act 2005) lays down institutional and coordination mechanism for effective Disaster Management (OM) at the national, state, district and local levels. As mandated by this Act, the Government of India (GoI) created a multi-tiered institutional system consisting of the National Disaster Management Authority (NDMA) headed by the Prime Minister and the State Disaster Management Authorities (SOMA) headed by the respective Chief Ministers.

The purpose of the DMP is to provide clarity about the actions, roles and responsibilities necessary to adequately prepare for and respond to various disaster situations in a coordinated manner. The DMP provides guidance to dealing with emergency situations. The DMP provides a framework and direction to the government agencies for all phases of disaster management cycle: a) Pre-disaster b) Disaster c) Post-Disaster and d) Recovery. A DMP by its very nature is a "dynamic document" since it has to be periodically updated and upgraded on the basis of experiences, practices and new knowledge about disaster management.

The top-level body, Departmental Disaster Management Committee (DDMC), will include representatives from all these agencies. The DDMC will constitute Disaster Management Task Forces (DM-TF) to carry out specific DM-related responsibilities for prevention, response and recovery. The regional and other offices under the Tea Board India will follow the systems adopted by the Tea Board India headquarters depending on the situations and needs at each location. The Tea Board India headquarters will examine the specific DM requirements of all other offices under Tea Board India and take necessary steps based on disaster risk and vulnerability assessment.

The DMP includes description of the institutional arrangements and discussions on various aspects of disaster management such as prevention, mitigation, preparedness, mainstreaming, capacity development and response. It has set of actions and recommendations for disaster risk reduction and effective response.

1 Introduction

1.1 Overview of the Department

The long-term vision of the Tea Board India is to make India a major player in the world trade by 2025 and assume a role of leadership in the international trade organizations commensurate with India's growing importance. The medium term vision is to double India's exports of goods and services by 2023-24 over the level of 2008-09 with a long-term objective of doubling India's share in Global trade.

The mandate of the Tea Board India, inter alia, includes the administration of a wide range of statutes, as given under Tea Board Act, 1953 below for the regulation and development of India's international trade and commerce as per the Government of India (Allocation of Business) Rules.

The Tea Board India is not one of the nodal department specifically designated by the Government of India for disaster management related responsibilities. The mandated primary responsibilities of the Tea Board India are such that the Department formulates implements and monitors the Foreign Trade Policy (FTP) which provides the basic framework of policy and strategy to be followed for promoting exports and trade. The Trade Policy is periodically reviewed to incorporate changes necessary to take care of emerging economic scenarios both in the domestic and international economy. Besides, the Department is also entrusted with

responsibilities relating to multilateral and bilateral commercial relations, Special Economic Zones, state trading, export promotion and trade facilitation, and development and regulation of certain export oriented industries and commodities

The Tea Board India is headed by Deputy Chairman, Secretary, Financial Advisor & Chief Accounts Officer, Executive Directors and some other senior officers.

The Tea Board India is functionally organized into the following 05 Divisions:

1. Tea Board, N.E. Zonal Office, Guwahati
2. Tea Board, Zonal Office, Coonoor
3. Tea Board, Zonal Office, Siliguri
4. Tea Boar, Zonal Office, Palampur
5. Tea Board, New Delhi

The various Regional/Sub-Regional Offices, Tea Bars and Buffets working under the aforesaid offices.

1.7 Scope

The Disaster Management Plan (DMP) described here pertains to all officers and staff falling within the jurisdiction of the Tea Board India as per prevailing directives of the Government of India. The DMP covers steps necessary for long-term disaster risk reduction as per the National Disaster Management Plan (NDMP), preparations for coping with likely disaster situations, mechanisms for disaster response in the eventuality of a disaster and recovery after a disaster. It provides an overall framework for disaster management for the Department and the diverse administrative divisions under it. This plan deals primarily with the disaster risk management of the Department covering its human resources, assets and functioning. The purpose of the disaster management plan is to envisage various Measures for disaster risk reduction, prevention, mitigation and recovery.

1.8 Authorities, Codes, Policies

The DMP has been prepared in accordance with the provisions of the Disaster Management Act 2005, the guidance given in the National Policy on Disaster Management 2009 (NPDM), the NDMP prepared by the National Disaster Management Authority (NDMA) and the established national practices.

The Disaster Management Act 2005 defines "disaster" as follows:

"Disaster Means a catastrophe, mishap, calamity or grave occurrence in any area, arising from natural or manmade causes, or by accident or negligence which results in substantial loss of life or human suffering or damage to, and destruction of property, or damage to, or degradation of environment and is of such a nature or magnitude as to be beyond the coping capacity of the community of the affected area. "

The DMP of Tea Board India is based on the overall approach of the National Plan prepared by the NDMA and the hazard-specific guidelines issued by NDMA (Annexure-I). The National Disaster Management Plan (NDMP) provides a framework and direction to the government agencies for all phases of disaster management cycle. The Disaster Management Act, 2005 (DM Act 2005) lays down institutional and coordination mechanism for effective Disaster Management (DM) at the national, state, district and local levels. As mandated by this Act, the Government of India (GoI) created a multi-tiered institutional system consisting of the National Disaster Management Authority (NDMA) headed by the Prime Minister and the State Disaster Management Authorities (SDMA) headed by the respective Chief Ministers. The National Plan requires all central ministries and departments to prepare their own individual DMPs to complement the national plan.

2. Hazard, Risk, Vulnerability Assessment (HRVA)

2.1 Background

The Global Assessment Report of 2015 published by the United Nations Office for Disaster Risk Reduction (UNISDR) estimates India's average annual economic loss due to disasters as US \$9.8 billion. This underscores the need to make adequate investment in disaster risk reduction. The report argues that an annual global investment of US\$6 billion in disaster risk management strategies can help achieve a risk reduction of US\$360 billion, which is equivalent to a 20 percent reduction of new and additional annual disaster-related economic losses. Globally, there is now a greater emphasis on risk management and risk reduction, along with strengthening the disaster response systems.

2.2 Hazard Profile - An Overview

The NDMP notes that nearly 59 per cent of India's landmass is prone to earthquakes and more than 40 million hectares (12 per cent of land) are prone to floods and river erosion of the nearly 7,500 km long coastline, close to 5,700 km is prone to cyclones and tsunamis. Nearly 68 percent of the cultivable area is vulnerable to drought. Large tracts in hilly regions are at risk from landslides and some are prone to snow avalanches. Chemical, Biological, Radiological, and Nuclear (CBRN) hazards rank very high among the human-induced risks. Terrorist activities and secondary incidents add to these risks and calls for adequate preparedness and planning. The major hazards that the Tea Board India located in Delhi face are: a) fire b) earthquake c) CBRN and d) terror attacks.

Delhi is located in seismic zone IV in the classification used in India, which represents areas characterized by high seismic activity. The zoning is based on the number of active fault lines in a region. Zone-V is the most seismically prone region this classification. In the case of fire, within last few years, there have been nearly 20 fire incidents in various ministries located in Delhi.

3 Institutional Arrangements

3.1 Institutional Framework

The top-level body, Departmental Disaster Management Committee (DDMC), will include representatives as indicated in Table 3.1. The DDMC will constitute Disaster Management Task Forces (DM-TF) to carry out specific DM-related responsibilities for prevention, response and recovery. The regional and other offices under the Tea Board India will follow the systems adopted by the Tea Board India headquarters depending on the situations and needs at each location. The Tea Board India headquarters will examine the specific DM requirements of all other offices under Tea Board India and take necessary steps based on disaster risk and vulnerability assessment.

The institutional framework for DM in the Tea Board India will consist of the following:

- a) Departmental Disaster Management Committee (DDMC)
- b) Disaster Management Task Forces (DM-TF) that will have specific DM-related responsibilities
- c) Each attached, subordinate offices under Tea Board India will have a DM Group (DMG) with functions similar to the DDMC that will be responsible for disaster-related functions
- d) Supporting and/or coordinating agencies such as MHRD, the CISF that is responsible for security and the CPWD responsible for building maintenance and safety

The institutional framework includes arrangements within the Tea Board India, coordination with other departments located in the same floor as the Tea Board India, the CISF that provides security and the CPWD that is responsible for building maintenance and safety. The DDMC will oversee the functioning of the DMGs.

3.2 Departmental Disaster Management Committee (DDMC)

3.2.1 Responsibilities of DDMC

The Tea Board India will constitute a Departmental Disaster Management Committee (DDMC) consisting of senior officials which will be the apex body for disaster management related work of the Tea Board India. The key responsibilities of the DDMC are:

- a) Developing, reviewing and updating the disaster management plan for Tea Board India
- b) Overall responsibility for the implementation of the DMP
- c) Assessing hazards and taking necessary measures for prevention, mitigation, preparedness, response and recovery
- d) Assisting the Secretary, Tea Board India in taking an informed decision for activating and deactivating urgent disaster response, based on all the reliable and verifiable information available.
- e) Coordinate with the key external agencies such as CPWD, Fire Service, CISF and other departments having offices on the same floors

3.2.2 Composition of the DDMC

The composition of the DDMC is given in Table 3-1. The DDMC will constitute DM Task Forces (TF) having specific DM responsibilities. The DDMC will periodically review the DMP and restructure the number, nature and functions of the DMTF. If required, the DDMC will requisition help from other ministries, government departments, or government agencies. It will make sure that there is maximum possible clarity on roles, responsibilities and accountabilities of the members and various TFs.

Table 3.1: Departmental Disaster Management Committee (DDMC)

| | Member | Function/Role |
|----------|--|--|
| 1 | Deputy Chairman, Tea Board | Head Department's Disaster Management Committee DDMC ; Overall management |
| 2 | Executive Directors, Coonoor & Guwahati, Tea Board | Deputy Head DDMC Assist the Head of DDMC; Acting head when the head is absent or not available |
| 3 | Secretary, Tea Board | Coordination with other offices of Tea Board India |
| 4 | Executive Engineer (Civil), CPWD | Safety audit and risk reduction for Board's all offices |
| 5 | Representative of CISF | Guidance and support |

3.4 Task Forces

The DDMC will constitute the DM Task Forces as per needs and assign specific responsibilities. The DDMC will periodically review the functioning of the DM-TFs and reorganize or restructure them as per changing needs and situations. The functions, domain and composition of the DM-TFs are summarized in Tables 3-2 and 3-3. The DDMC will determine the number of DM-TFs and their composition as per evolving requirements. As far as possible, the TFs will have staff from different sections of the Department.

Table 3.2: Disaster Management Task Forces, Functions and Domain

| | Task Force | Functions and Domain |
|---|---|---|
| 1 | Overall Coordination & Supervision | <ul style="list-style-type: none"> • Coordination - Intra and Inter Ministerial, Media, VIP, Legal, Companies, Other Agencies • Safety Audit, Upgrade of systems; Maintenance of DM systems, protocols and discipline, Liaison with entities of DOC for DRR, Mainstreaming of DM • Functioning of the IRS, Protection of vital data, critical assets/ equipment, Organizing and oversee in evacuation |
| 2 | Recovery; Hazard Risk Vulnerability Assessment& Capacity Development | <ul style="list-style-type: none"> • Damage Assessment, developing recovery plans; Ensuring Business Continuity and return to near normal functioning within the shortest period • Planning and making adequate arrangements to take care of all persons with special needs such as: a) people with disabilities b) pregnant women, c) sick, d) elderly and e) children • Assessment of hazard risks and vulnerability; Training; Promoting Behaviour/Attitudinal Change and Safety Discipline; Organize Mock Drills; Ensuring Disaster Preparedness |

Table 3.3: Disaster Management Task Forces – Composition

| | Task Force | Members |
|---|---|---|
| 1 | Coordination, Prevention, Preparedness, Mitigation (Disaster Risk Reduction) and Monitoring | Deputy Chairman, Executive Directors FA & CAO Secretary DDTD, Siliguri & Palampur SO (NWI), New Delhi |
| 2 | Recovery, Capacity Development and Hazard Risk Vulnerability Assessment | Same as in 1 (temporarily) |

3.5 DM Groups in various entities associated with Tea Board India

A Disaster Management Group (DMG) of at least three persons will be formed in the various Zonal/Regional/Sub-Regional offices that are not functioning from the headquarters of Tea Board India. Each DMG will function on the pattern adopted in the headquarters. The DMGs will take into account the specific conditions, examine the DM requirements and undertake a hazard risk and vulnerability assessment for their respective office. The Group will assign specific responsibilities based on the situation analysis. The group will organize trainings, mock drills and periodic reviews of disaster risks.

3.6 Mainstreaming Disaster Management

The Tea Board India will make efforts for promoting the mainstreaming of DM by encouraging industry and businesses associated with SEZs to adopt disaster management practices their level. The entities associated with Tea Board India will be encouraged to organise awareness programs of DRR in different parts with the involvement of business community.

3.7 Plan Management

The DDMC will have the overall responsibility for the preparation, review, revision and implementation of the DDMP. The DDMC will, however, create a DM Unit (DMU) within the Tea Board India to undertake the responsibility for developing, maintaining, revising, reviewing, approving and updating the DMP, the annexes, and other details. The DDMC will institute a system for the monitoring and regular maintenance of the DMP. On an annual basis, DDMC will review the DMP. In addition, DDMC will carry out a review after any incident to incorporate the lessons learnt into the DMP.

4. Prevention and Mitigation

4.1 Monitoring of Hazards and Threats

One of the Task Forces under the DDMC will be responsible for evaluating hazard risk and monitoring. The major hazards risks for the Tea Board India headquarters located in Kolkata are: a) fire b) earthquake c) Chemical, Biological, Radiological and Nuclear (CBRN) and d) terror attacks. The responsibility for monitoring and responding to CBRN and terror attacks are with specially designated agencies. In the case of earthquakes, the Tea Board India will have to follow the guidance provided by specific agencies. Regarding fire hazards, Tea Board India will take proactive Measures for assessing the risks and adopt necessary control strategies. Tea Board India will take necessary steps to ensure that the offices and its other institutions at other locations will also initiate proper steps for assessing and monitoring the hazard risks relevant at each location.

4.2 Preventive and Mitigation Measures

4.2.1 Background

In general, there are multiple hazard risks in Delhi and in the case of every major disaster, the Tea Board India will have to depend on the Delhi-level disaster management systems and institutions. Therefore, the focus of the Departmental DM plan is on risk reduction and strengthening the Department's capacities to carry out safe evacuation and arrange for emergency relief. The Delhi State Disaster Management Plan emphasizes that it is of utmost importance for various institutions to develop their own basic emergency capabilities for quickly responding to emergencies. Establishing a strong emergency response system is an essential building block. The main sources of fire risks at Tea Board India headquarters are from a) any activity that can ignite a fire and b) fire originating from the electrical system. The relevant DM-TF will periodically review the situation with the help of engineers and experts from the CPWD.

4.2.2 General Measures

Listed below are the major elements of Tea Board India's general preventive Measures:

1. Revamping the housekeeping to minimize, if not eliminate, likelihood for any fire through human error, negligence or flaws.
2. Review of the safety and fire control arrangements in the cafeteria and its environs.
3. Periodic review of the actual peak electrical load, rebalancing offload if necessary, the electrical wiring and the quality as well as adequacy of the distribution boards, junctions, switches, plugs and integrity of the safety devices used in the electrical circuits.
4. Review and rearrange if necessary the UPS, battery banks, and major equipment to minimize any electrical faults.
5. Review of the existing fire safety arrangements - efficiency of fire hydrants, availability of water in the fire hydrants.
6. Review of the deployment of different types of fire extinguishers at various locations in the building and provide portable, light and easy to use fire extinguishers inside rooms, especially in rooms where equipment such as heavy-duty printers, photocopying machines, air conditioners and UPS are installed.
7. Assess the risks from the use of electrical appliances and examine ways to minimize risks (i.e. appliances such as electric hot cases, room heaters, air filtering systems).
8. Review of the exit routes, elimination of blockages from passages to allow easy evacuation, review of current seating arrangements and exit routes.
9. Review the evacuation arrangements at the common exit.
10. Review floor coordination in the eventuality of complete evacuation of all from the building.
11. Ensure entire staff is familiar with use of fire fighting equipment and evacuation plans.
12. Periodically conduct drills.
13. Promote good housekeeping and safety practices.
14. Review the coordination plans at the floor-level and between floors.
15. Dedicate an area or room where certain emergency response equipment, first aid kits, wheel chairs, stretchers to carry seriously injured, and other materials are kept for quick and easy access.

16. Display evacuation plans using large posters along with most important instructions and the emergency call number.

4.3 Public Warning

As per building safety norms, certain warning systems such as smoke detectors and fire alarms are required to be installed. The DDMC will review the existing systems carefully and establish, if necessary, additional warning systems. The overall responsibility for maintaining the smoke detection systems, fire alarms, and the public announcement systems to warn people is with the CPWD. The Tea Board India will, however, review the existing arrangements and augment them after detailed assessment.

5 Preparedness, Mainstreaming and Capacity Development

5.1 Preparedness

Tea Board India will take adequate steps to ensure that the DM institutional framework and IRS are sufficiently prepared to face disaster situations. The Task Forces formed by the DDMC will meet regularly and provide status reports to the DDMC about preparedness and risk reduction activities. The DDMC will make sure that the TFs are functioning properly and take steps to improve the functioning through regular reviews.

5.2 Mainstreaming Disaster Management

Through outreach activities, the all Zonal, Regional and Sub-Regional Offices of Tea Board will try to increase awareness about disaster risk reduction and the importance of businesses to support DM efforts in areas these businesses and their logistical setups are located. All the offices have to recognize the importance of risk management because that can drastically reduce the disaster-related losses.

5.3 Capacity Development

The DDMC will take steps to organize proper training, awareness raising and mock drills of the staff in various aspects of disaster management. Tea Board India will make efforts to ensure that all are well aware of how to respond to different types of disasters with the help of agencies having requisite competence. Efforts will be made to ensure that the staff is aware of disaster specific Guidelines, Do's and Don'ts prepared and published by the NDMA from time to time.

6. Response

6.1 Incident Commander and Deputy Incident Commander

The DDMC will designate one senior officer to act as the incident commander and a deputy incident commander who will have all powers to commandeer the resources of the Department necessary for effectively responding to a disaster situation. Establishing an Incident Response System (IRS) with a clearly defined chain of command is a crucial requirement for quick and coordinated disaster response. An IRS envisages that the roles and duties of everyone are laid down in advance, the personnel earmarked for various tasks, and the team members are properly trained for carrying out assigned tasks. To make the IRS work, the DDMC has to fix responsibilities and accountability of the designated personnel. The Response Team (RT) has to avoid both duplication of efforts and responsibility overlaps.

6.2 Initiating Emergency Response

The main task of the DDMC is to ensure a panic-free and well-organized evacuation in case of any emergency. It is not fully within the resources at the disposal of the Tea Board India to make a determination whether even a relatively small incident can be localized and fully contained or not. Nor is it feasible for the Tea Board India to categorize hazardous episodes as minor that can be localized and major that cannot be contained. While Tea Board India will make all efforts using its capabilities to contain the hazard, it is not wholly within its capability to manage even a small incident professionally and properly entirely on its own. Both in terms of current protocols and capabilities, Tea Board India shall without loss of time inform designated external agencies to assist and respond to the emergency situation, while the Tea Board India will do all it can to cope with the situation. The CPWD is responsible for the safety of the building. The existing protocols require that Tea Board India shall seek the assistance of the CPWD and the Fire Services without delay. Simultaneously, Tea Board India shall take immediate steps with the equipment available to contain hazard using the portable fire extinguishers, shutting down the electric mains and move people out of the building.

Department will activate an emergency response under any of the following conditions:

- 1) Any confirmed hazardous episode within the office premises involving fire, danger from electrical short circuits, hazardous malfunctioning of any equipment within the premises
- 2) Any hazardous episode reported and confirmed in the corridor or in any other offices located on the same floor
- 3) Following a hazard alarm in the building indicating danger to the occupants of the building
- 4) Following declaration of disaster situation by the Delhi DMA
- 5) On the basis of advice or guidance from the Fire and Emergency Services
- 6) On the basis of advice or guidance from the CPWD
- 7) On the basis of any official security alert issued by authorized agencies like the CISF or Delhi Police
- 8) In the eventuality of sensing serious threat - natural, man-made or security concern, the Secretary, Tea Board India will make a reasonable judgment based on all available information and consultations, e.g., sensing of earthquake tremors.

On the activation of an emergency, the IRS and the designated DM-Task Forces will become operational as per norms laid down by the DDMC. The Incident Commander will coordinate with the Safety Director designated by CPWD for the Tea Board's offices and determine the emergency steps as per prevailing Standard Operating Procedures (SOP). In case of emergencies in locations other than the headquarters, the IRS in the offices facing emergency will become operational.

The Response Team will take action based on the best information available, which is acknowledged by the Safety Director CPWD and the IC of Tea Board India. The Response Team (RT) will follow the instructions given by first responders. The team will help people follow the evacuation procedures as per floor-wise plans. The focus of the team will be to ensure orderly response without any panic. The RT will give first priority to helping people with special needs.

6. 3 Hazard Specific Response

NDMA has issued detailed guidelines for hazard-specific response (Annexure-I). There is also guidance on Do's and Don'ts issued by the NDMA and by the Delhi DMA. There are also specific SOPs and instructions issued by the agencies responsible for disaster management of the buildings and area where the Tea Board India is located. Relevant excerpts from the Do's and Don'ts for earthquake and fire prepared by the NIDM are given in the Annexure-II and III.

7. Recovery

Disaster recovery tends to be very difficult process as all the damage has to be rectified and complete functioning has to be re-established. The recovery effort and rebuilding will vary depend on the actual extent of damages caused by the disaster, and the resources available for full recovery. The post-disaster recovery usually provides an opportunity for improvement or what is called 'betterment reconstruction', which is the current norm in global and national practices. The DMP can only provide a generalized framework since it is not possible to anticipate all aspects of betterment reconstruction, as the possibilities for betterment depend on resources and options available at a given time.

After the Tea Board India notifies the end of disaster situation, the DDMC will meet to plan for recovery and for ensuring the business continuity in the Department. It will take steps with the assistance of other government agencies to establish temporary facilities to start skeletal functioning of the Department. Steps will be taken for detailed damage assessment and to determine the status of all the staff on duty when the incident occurred. Appropriate decisions will be taken to provide immediate support to all the affected staff and their families.

8 Proposed Actions/ Recommendations

8.1 Introductory Note

The Task Forces constituted by the DDMC will implement the Measures described in this section. The responsibility for implementation is not defined in terms of existing divisions or sections. Instead, the responsibility vests with the appropriate task force. Many Measures will cut across the domains of divisions and sections within the Department.

8.2 Prevention and Mitigation

- 1) Streamline the coordination mechanisms between Tea Board India, CPWD, CISF and Fire Services for safety and emergency Measures such as rapid evacuation, fire fighting, coping with situations like earthquakes and security threats
- 2) Review evacuation arrangements, disseminate the information and put easily visible display posters
- 3) In consultation with CPWD and other agencies responsible for the DM of the building and the area, notify the evacuation plan and the location of assembly points after evacuation
- 4) Streamline the functioning of the institutional arrangements for DM consisting of DDMC and TFs by defining the roles, responsibilities, accountability and coordination mechanisms
- 5) Commission a detailed audit of the office seating arrangements, space utilization and housekeeping to reduce risk of accidental fire and to ensure sufficient circulation space for free movement in case of emergency within the framework of the larger safety and evacuation plans for the whole building
- 6) Review and develop an updated common plan for all electrical equipment and IT infrastructure such as computers, data network devices, electrical switches, electrical cabling, network cabling, air conditioning systems, photocopying machines, uninterrupted power supply systems, printers, etc.

- 7) With the help of CPWD, carry out a detailed safety evaluation of the floors occupied by Tea Board India in light of the updated National Building Code of India 2016 and implement the recommendations for improving safety
- 8) Request the Delhi Fire Service to undertake a fire safety audit and implement the recommendations
- 9) Request Delhi Fire Service and the CPWD to evaluate and suggest changes to the current evacuation plans, the exit routes and the access paths for fire services, emergency vehicles such as ambulances, and the operation of various search and rescue emergency equipment
- 10) Conduct awareness-cum-training program for the staff on disaster risk reduction, use of fire-fighting equipment and evacuation plans every six months
- 11) Carry out every year at least one full-scale evacuation drill in coordination with the CPWD and Fire Service

8.3 Preparedness and Response

The following aspects need special attention while ensuring disaster preparedness:

- 1) Participation of all in drills and disaster response trainings
- 2) Regular safety audits of electrical systems and equipment
- 3) Regular checks on the functionality of safety equipment such as fire extinguishers and fire hydrants
- 4) Conditions for easy and barrier-free passages, stairways and exit points
- 5) Rigorous monitoring of all spots within the building that are identified as highly hazard-prone such as the canteen, battery banks for power supply backups, etc.

The following aspects covering all divisions sections of the Department need section attention:

- 1) Proper shutting down all equipment as far as possible
- 2) Switching off the electric mains
- 3) Use of emergency equipment to control fire, if any, preferably under the led by those who have undergone training on the proper use of the equipment

- 4) Ensuring orderly, panic-free and safe evacuation
- 5) Take steps to prevent panic by asking people to behave in an orderly fashion and by helping to make the evacuation process as smooth as possible
- 6) Prioritize the evacuation of differently abled persons, children, elderly and pregnant women (including the staff and visitors)
- 7) Assist rescue workers as per situation when one is in a position to help others
- 8) Conducting periodic mock drills to prepare everyone for disaster response
- 9) Conducting training on all aspects of DRR and in the use of equipment
- 10) Periodically examining the status of exit routes and condition of safety and warning equipment installed in the premises
- 11) Making good house-keeping within the work place a habit to minimize accidents

Annexure-I: NDMA's Disaster Management Guidelines

Theme Title of NDMA Guideline

| | Theme | Title of NDMA Guideline |
|-----|---|---|
| 1. | Biological Disaster | National Disaster Management Guidelines for Biological Disaster |
| 2. | Chemical (Industrial) | National Disaster Management Guidelines - Chemical Disasters |
| 3. | Chemical (Terrorism) | National Disaster Management Guidelines for Chemical (Terrorism) Disaster |
| 4. | Cyclones | National Disaster Management Guidelines on Management of Cyclones |
| 5. | DM Plans for States | National Disaster Management Guidelines on Formulation of State DM Plans |
| 6. | Drought | National Disaster Management Guidelines: Management of Drought |
| 7. | Earthquakes | National Disaster Management Guidelines on Management of Earthquakes |
| 8. | Fire Services - Scaling, Type of Equipment and Training | National Disaster Management Guidelines for Scaling, Type of Equipment and Training of Fire Services |
| 9. | Flood | National Disaster Management Guidelines on Management of Flood |
| 10. | Heat Wave | Guidelines for Preparation of Action Plan - Prevention and Management of Heat-Wave |
| 11. | Hospital Safety | National Disaster Management Guidelines: Hospital Safety |
| 12. | Incident Response System | National Disaster Management Guidelines for Incident Response System |
| 13. | Information and Communication System | National Disaster Management Guidelines for National Disaster Management Information and Communication System |
| 14. | Landslide and Snow Avalanches | National Disaster Management Guidelines On Landslide and snow avalanches |
| 15. | Medical Preparedness and Mass Casualty Management | National Disaster Management Guidelines on Medical Mass Casualty Management Preparedness |

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| 16. | Minimum Standards for Relief | Minimum Standards for Shelter, Food, Water, Sanitation, Medical Cover in Relief Camps |
| 17. | Nuclear and Radiological Emergencies | National Disaster Management Guidelines for Nuclear and Radiological Emergencies |
| 18. | Psycho-Social Support | National Disaster Management Guidelines: Psycho-Social Support and Mental Health Services in Disasters |
| 19. | School Safety Policy | National Disaster Management Guidelines – School Safety Policy |
| 20. | Seismic Retrofitting of Deficient Buildings and Structures | National Disaster Management Guidelines for Seismic Retrofitting of Deficient Buildings Structures |
| 21. | Tsunamis | National Disaster Management Guidelines on Management of Tsunamis |
| 22. | Urban Flooding | National Disaster Management Guidelines on Management of Urban Flooding |

Annexure-II: Basic Precautions- Earthquake

Precautions and Preparations

- Have an emergency communication plan
- Carry out repairs and maintenance to ensure that there are no defects in the office rooms
- Identify structural defects with the help of professionals and rectify them without delay
- Ensure that all overhead fixtures are firmly riveted or fixed to the ceiling or walls
- Follow relevant BIS and building codes in all constructions and repairs
- Fasten shelves securely to walls
- Place large or heavy objects on lower shelves
- Store breakable items such as bottled foods, glass, and china in low, closed cabinets with latches
- Hang heavy items away from places where people sit
- Brace overhead light and fan fixtures.
- Repair defective electrical wiring and leaky gas connections
- Engage experts to minimise all potential fire risks
- Store toxic or corrosive chemicals and flammable materials securely in closed cabinets with latches and on bottom shelves
- Identify relatively safe places indoors and outdoors
- Display emergency contact numbers prominently (emergency services, fire service, ambulance, etc.)

Emergency Kit

- Battery operated torch with extra batteries
- Battery operated radio
- First aid kit and manual
- Emergency food (dry items) and water (packed and sealed)

- Candles and matches in a waterproof container
- Knife
- Chlorine tablets or powdered water purifiers
- Can opener.
- Essential medicines
- Cash and credit cards
- Thick ropes and cords
- Sturdy shoes

Response when an Earthquake Occurs

- Keep in mind that more and bigger shocks may follow the initial shock
- Do not panic, switch off electric appliances and anything that can cause fire
- Gather cell phone, cash, credit debit cards, wallet, handbag and other personal items which can be easily carried
- Stay indoors until the shaking has stopped
- Move out through area where dangerous objects are not falling down

Indoors

- Drop to the ground; take cover by getting under a sturdy table or other piece of furniture; and hold on until the shaking stops. If there is no a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Protect yourself by staying under the lintel of an inner door, in the corner of a room, under a table or even under a bed.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, (such as lighting fixtures or furniture).
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.

- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on

Outdoors

- Keep away from buildings, trees, streetlights, and utility wires
- Stay in open space until the shaking stops
- Great danger exists near buildings, at exits and near exterior walls
- Remember that most earthquake-related casualties in built area result from collapsing walls and falling objects

Trapped under Debris

- Do not light a match to avoid fire or explosion
- Cover your mouth with a handkerchief or clothing
- Tap on a pipe or wall to help rescuers find trapped persons
- Use a whistle if one is available to call for help
- Try to call for help, but conserve energy

Annexure-III: Basic Precautions - Fire

Precautions

- Get familiar with all the escape routes
- Create awareness of escape routes and evacuation plan
- Ensure all escape routes are free from obstacles
- Carry out periodic mock drills
- Organise trainings on the correct and proper use of various fire-fighting equipment installed
- Periodically check the working status of detection (fire/ smoke) systems and sprinklers
- Periodically check the condition of fire hydrants and availability of water for fire hydrants

Response

- Do not panic when an incident happens
- Alert others and inform higher officials or authorised person
- Authorised person should inform the local fire service and the CPWD
- Unplug all electrical appliances, switch off electric supply
- Help differently abled persons, children, elderly and pregnant women to get away from the fire hazard
- Use available fire-fighting equipment strictly as mentioned in the instructions
- Different types of fire-fighting equipment are needed for different types of fire. For example, water should not be used against electrical fire
- If clothes catch fire, Stop, Drop and Roll on the floor
- In case of uncontrollable fire, wrap the victim in a blanket, till the fire ceases/stops
- Burnt clothing should be removed only with the help of trained medical responders
- Do not apply adhesive dressing on the burnt area

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