



NO.1-137/2018-Mit.1 dated 28th March, 2020

To All State/UT Relief Commissioners/SDMAs

Sir,

1. Kind attention is invited to the decisions of the video conferences held under the chairmanship of Members of NDMA regarding the role of SDMAs/DDMAs in handling Covid-19 pandemic.

2. We need note that while medical and pharmacological response activities are performed by the State health departments under the guidance of Ministry of Health and Family Welfare, the aspects of Situation Awareness and Resource Awareness have to be handled by the SDMAs and DDMA's, like we do in any other disaster. The response activities have to be coordinated in a planned manner with this awareness.

3. Following measures are suggested for SDMAs/SEOCs for adoption and immediate implementation:

(a) Functioning of SEOC/DEOCs:

- Should be the nodal point of information and management of the disaster, with particular reference to non-medical matters.
- Should be manned 24x7.
- **Flow of information:**
 - o Should be in constant communications with Districts and below.
 - o Receive, analyse, collate and disseminate information to all stakeholders in time. This information needs to flow both horizontally as well as vertically.
 - o Send a Situation Report to NDMA as per the specified frequency and format.
- **Dedicated Means of Communication:** SEOCs should have their own dedicated email ids.
- **Contact details of DDMA's:** States/SEOCs must share the contact details of the nodal officer in every DDMA with the MHA and NDMA forthwith, to facilitate assistance in case of local emergencies.

(b) Inter-agency Coordination: The SDMA, using information provided by the SEOC, should be the nodal agency for inter-agency coordination on non-medical aspects of disaster response for Covid 19.

(c) Community Awareness: Much work needs to be done to improve community awareness, while implementing the social distancing order. Additionally, awareness of details of Government orders and schemes need to be actively percolated especially to the weaker sections of the society, as well as to migrant labourers and tourists, who may be stranded.

एन.डी.एम.ए. भवन, ए-1, सफदरजंग एन्क्लेव, नई दिल्ली-110029

NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi-110029, India

दूरभाष/Tel. : +91-11-26701701 फ़ैक्स/Fax : +91 11 26701716 ई-मेल/E-mail : secretary@ndma.gov.in

(d) **Proactive planning:** The SDMAs/Relief Commissioners need to anticipate emerging criticalities and undertake proactive measures. They should share preparedness plans as they are evolved, the action taken and envisioned, gaps in the response, assistance needed from central agencies, etc.

(e) **Coordination with NGOs:** Civil society and a number of NGOs have come forward to help. They need to be facilitated in their endeavour, and their efforts coordinated and used optimally in order to achieve synergy. Frequent communication and coordination is therefore required with them. Relevant information must be shared with them.

(f) **Coordination with Industry:** The industry has come forward in a big way to help. They lack guidance and information on what is needed and where. Close coordination needs to be established to facilitate CSR activities and manufacturing/supply of critical items that may be helpful to combat the challenge.

(g) **Coordination with neighbouring States:** A number of inter-state issues are being referred to MHA for resolution. Proactive coordination with neighbouring States, particularly at State-to-State and contiguous District levels, will help resolve these problems faster.

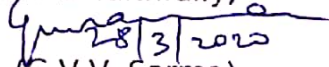
(h) **Issues relating to migrant workforce and stranded tourists:** SEOC must act as a single point of contact on all migrant workforce related issues. These persons must be taken care of as per the NDMA Guidelines for temporary shelters, with the modification of maintaining physical distance of at least one metre between any two persons. NDMA guidelines on Minimum Standards of Relief should be adhered to.

(i) **Humane Approach:**

It is recommended that the Police and the administration adopt a humane approach in dealing with the public, particularly those who are left adrift by the lockdown. Enforcement of laid down restrictions must be tempered with compassion and a sense of duty of care for our citizens. There is also a need to ensure communicating that contacting COVID-19 must not be treated as a stigma.

(j) **Health and Well-being - Personnel of the Administration:** This is of paramount importance. While performing their duties, all officers and staff must follow the 'do's and don't's' for preventing the spread of COVID-19. Their behaviour should be a model for the general public to emulate.

It is hoped that these issues will receive your utmost attention. We shall be happy to receive feedback.

Yours faithfully,

28/3/2020
(G.V.V. Sarma)