

## **Terms of reference (TOR) for**

### **Executive in Disaster Response Centre (DRC) at DEOC**

#### **A. Duty Hours**

- Nominal duty for 8 hours per shift to support round the clock (24×7) operations of DRC such as
  - a. 0600-1400,
  - b. 1400-2200 and
  - c. 2200-0600 (next day)

**Note:** - Actual shift timings and hours per shift may be adjusted to suit local requirements e.g weather conditions, transport facilities, law and order situation etc. Nominal working hours will be adjusted to 48 hours per week.

#### **B. Responsibilities:**

Disaster Response Centre will act as helpline for public as well as all stake holders in Disaster Response. Main function of DRC is to act as a bridge between public, government agencies and other stake holders responsible for Disaster Management,

##### **Daily Routines:**

- Check functioning of telephone lines by initiating calls to incoming /outgoing lines
- Verify that the recording of incoming/outgoing telephone calls is functioning properly and proper time stamping is done in the call logging system
- Verify that the internet link is working properly and initiate corrective actions in case of any problem
- Verify the direct to home TV system is working properly
- Verify that the desktop PC units and LAN equipment is working properly
- Follow up on new developments on disasters if action is in progress on any disaster that has occurred in previous shift
- Read entries in the action log made by previous shift personal and ensure that action logs are timely updated during the shift

#### **C. Functions Related to Disaster Incidences that May Occur During the Shift:**

1. The executive will receive information regarding disaster incidences from affected public or witnesses via telephone call, SMS or e-mail. Executive will initiate following actions:
  - a. He/ She will record relevant details of the caller viz. name, telephone number, location of the incident and any landmark near the place of incident and any other information related to the incident
  - b. Verify the authenticity of information received from the caller, if possible, by communicating with the nearby police station, govt. village or town official or the volunteer registered from the affected area.

- c. Then the executive in coordination with the Duty in-charge will generate SMS based text messages describing in brief, the incidence and also convey the information over telephone to concerned authorities and ESF departments. For example intimation regarding fire should be conveyed to fire brigade and nearby hospital authorities. Similarly information regarding landslides should be conveyed to fire brigade and public works department for arranging earth moving equipments etc.
  - d. If information regarding the incident is verified as found to be truthful, he/she,,
  - e. Update the situation report in the log after reasonable intervals and record the same along with the time log
  - f. Convey updates to concerned authorities so that additional human/material resources may be deployed in the field if necessary.
2. The executive will also receive alerts / warnings related to impending disasters from responsible government and non- governmental agencies as well as other national international sources and communicate the same to the relevant agencies;
  3. Coordinate with the rescue teams and assist them in finding out locations, requirements of search and rescue equipments or human resource, and in resource mobilization and in general facilitate coordination among agencies providing critical disaster management facilities;
  4. Issue incident specific information and instructions to all concerned
  5. Forward reports to all relevant agencies
  6. Monitor response and relief operations;
  7. Facilitate coordination of response and relief operations;
  8. Ensure that all the requests for provisioning of resource during disaster response are made by site responders to district emergency operation centre (DEOC) concerned which shall be promptly communicated to the responsible agency for concerned resources (e.g. public works department for trucks, bull dozers etc.)
  9. Perform such other functions as may be directed by the authority and in the case of district emergency operation centre by committee
- D. Functions Related to Data Base Maintenance:**
1. Create and maintain the data base of contact numbers of the emergency support functionaries (ESF) of state and district as per formats available;
  2. Create and maintain the data base of contact numbers of the police stations, maniple and village Panchayat officials as per formats;
  3. Create a disaster resource inventory along with the contact information of the person in-charge as per the formats available;
  4. Maintain and update database of volunteers of district disaster management authority
  5. Updating the date base as per the schedule mentioned in standard operating procedures approved for the DEOC.
  6. Get the data base verified from the concerned authorities as well as d=get it vetted from disaster response officer of the district.