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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.