

Citizen Charter

The Directorate of Disaster Management is functioning in the 2nd Floor of Anti-Corruption Building, Link Road, Goalghar, Port Blair and equipped with State of the Art Communication facilities as per the norms prescribed under the guidelines of chapter 7 of National Disaster Management Authority (NDMA) for monitoring, analyzing and observing incidence/hazardous situation in A&N Islands and around the world with regard to hydro-metrological Disaster, Geological Disaster and Man-made Disasters. This Directorate is therefore, tasked to respond to Natural and Man-made Disasters instantly/within 24 hrs and as such.

Objectives and Activities:

In the first stage :- Pre Disaster Stage

- Preparation, Formulation and Finalization of UT and A&N Islands Disaster Management Plan.
- Preparation, Formulation and Finalization of School Safety Plan.
- Identification, Formulation of the Village Level Voluntary Task Force and their training.
- Facilitating Training of Teachers (ToTs), Master Trainers.
- Involving NGOs/ Agencies as per the guidelines of NDMA, MHA, and GOI.
- Community based Disaster Preparedness/- Training and Capacity building.
- Updation of Tactical Resources of all the line departments of Islands.
- Updation of link between six (06) EOCs – 24x7.
- Up keeping of identified relief godown (146 nos.) in different Islands.
- Updation of IRT members alongwith their identified duties and responsibilities.
- Updation of SOPs.
- Conduct of regular Mock Drill on earthquake, False Fire Accident (Live Drill).
- Public awareness on regular intervals- web base window uplinking.
- SAT Phones installation.

In the Second Stage: During Disaster Stage

- Mobilization of Incidence Responds Team (IRT) members during Disaster.
- Analysis of report of Hazards Situations.
- Rescue Operation in War Footing manner.
- Activation of Medical First Responder (MFR).
- Activation of Incident Command Post.
- Activation of trauma and psycho-socio centers.
- Relief Operation in war Footage Manner.

In the Third Stage: Post Disaster Stage

- Relief and Rehabilitation.
- Demobilization of groups.
- Disaster preparedness, Capacity Building.
- IEC activities.

For achieving the said objective the following are established /created:

a). EMERGENCY OPERATION CENTERS IN THE ANDAMAN AND NICOBARS ISLANDS AND ITS CONTACT NOS.

1.	State Control Room	Mr. Deen Mohd. Information Officer, Directorate of Disaster Management (A&N)-03 192-201161
2.	EOC Mayabunder	Mr. Ahmed Ali, Revenue Inspector-9474221213
3.	MRCC Diglipur	03 192-272315
4.	MRCC Campbell Bay	Assistant Commissioner- 03 192-264666
5.	EOC Car Nicobar	Amit Kumar, Assistant Commissioner-9531916739
6.	EOC Kamorta	Asst. Commissioner-9434284565
7.	EOC Campbell Bay	Rajendran,, LGC-9474225315

GREIVANCES REDRESSAL CHARTER OF THE DIRECTORATE OF DISASTER MANAGEMENT

Trigger Mechanism of State Control Room

Monitor	Report	Action to be taken
<ul style="list-style-type: none"> ➤ All incidents world wide ➤ Earthquake and its vulnerability to these Islands. ➤ Analyze, Assess the potentially of EQ to generate Tsunami. ➤ Public Grievances. 	<ul style="list-style-type: none"> ➤ Assistant Director (Ops)/IC for final analysis of the incidents. ➤ Simultaneously collects Situation Report (SITREP) from affected areas. ➤ Disseminates to Union Territory Disaster Management Executive Committee (UTDMEC), Union Territory Disaster Management (UTDMA), District Disaster Management (DDM), Media life necessary and to the General Public. 	<ul style="list-style-type: none"> ➤ Issue Alerts to all Control Rooms, Emergency Operation Centres (EOCs) and to the General Public. ➤ Coordinates with line departments. ➤ Evacuation ➤ Search and Rescue (SAR) ➤ Medical First Responder (MFR) ➤ Relief And Rehabilitation (Temp) ➤ Situation Report (SITREP) to Ministry of Home Affairs (MHA), National Disaster Management Authority (NDMA). ➤ Collects feedbacks from Service Providers like Indian National Centre for Ocean Informatics Services (INCOIS), India Metrological Department (IMD), National Institute of Ocean Technology (NIOT). ➤ Documentation of all activities. ➤ Directorate of Shipping Service (DSS). ➤ Port Blair Municipal Council (PBMC). ➤ Central Industrial Security Force (CISF). ➤ Electricity Control Room. ➤ Andaman Public Works Department (APWD). ➤ Directorate of Health Service (DHS). ➤ Civil Supplies & Consumer Affairs (CSSA). ➤ Other public grievances (i.e. Landslide, Cyclones, etc.) ➤ For Administrative Grievances.

Public Officer:

SLNo.	Designation	Phone No.	Report
1.	Asst. Director (Ops)	201160 (WLL)	Responsible for all response research & rescue operations and Monitoring incident reports from Indian National Centre for Ocean Informatics Services (INCOIS), India Metrological Department (IMD), United State Geological Survey (USGS)
2.	Asst. Director (Log)	201153(WLL)	Coordinate arrangement of relief supplies and facilitating godown for relief stock

Redressal Officer:

SL.No.	Designation	Phone No.
1.	Deputy Director (DM)	9474263300