

Standard Operating Procedure

Department of Food, Civil Supplies and
Consumer Affairs

Uttrakhand



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1. Context

Despite being not related to the department with direct relation with disaster operation, Food, civil supplies and consumer affairs holds an important position at state level. The department is responsible for fulfilling the food requirements of disaster affected people during and after disaster. Department has to prepare itself in order to execute the assigned tasks and responsibilities properly during and after disaster. Guidelines are issued from State Office of the Department and Secretary (Disaster Management) to the department from time to time, for the pre-disaster, counter-inspection and subsequent actions during and after the disaster. These guidelines are important for maintaining the quality and image of the department in timely way. Standard Operating Procedure is a compiled form of these guidelines and functions which the departments can discharge their responsibilities in effective and quality manner during any disaster.

2. Objective

The following are the objectives of Standard Operating Procedures:

- To develop clarity of work and responsibilities between all the units from state to village level, referring to departmental disaster management plan.
- To ensure availability of quality food and other essential items to the disaster affected people from time to time.
- To ensure the availability of diesel, petrol, gas and kerosene to carry out rescue and relief operations smoothly.

3. Pre Preparedness activities

The following activities will be undertaken under the preparedness activities by the department:

3.1 Determination of institutional role and responsibilities

Under the instruction of commissioner (food and civil supplies), Nodal Officer will be appointed by constituting a Disaster Management Team. Under Immediate Response System, appointed team will coordinate with other departments from state to tehsil level for effective response during flood, landslide and quick flood till month of May. Accountability for reporting will also be determined. The details are given below:

At the headquarter level

- Additional Commissioner will be the Nodal Officer.
- Joint Commissioners will be the link officer who will report to the State Emergency Operation Center immediately and perform the duties.

- All other officers of the headquarter, such as Chief Marketing Officer, Joint Officer, and the Deputy Commissioner will report to Head of Department / Food Commissioner and Nodal Officer.

Divisional Level

- Regional Food Commissioner will report to Mandal Commissioner.
- Divisional Commissioner will report to the Head of Department.

District level

District Supply Officer will coordinate with District Emergency Operation Center immediately after the incident. District Disaster Management Officer / District Magistrate will take action at the district level.

Tehsil Level

Regional Food Officer/ Senior Marketing Officer and Supply Inspector will report to Sub District Magistrate.

3.2 Risk Assessment

In coordination with State/District Disaster Management Authority, Additional Commissioner (Food and Civil Supplies) at the state level, Divisional Food Controller at division level and District Supply Officer at District level will identify the most sensitive blocks and areas of the most sensitive districts of the state considering various calamities in coordination with the in between March to April month.

3.3 Resource Mapping

- The District Supply Officer, with the help of Supply Inspector, will prepare the list of the foodgrain suppliers- retailers and whole sellers at the tehsil level, Bakery and local petrol pumps along with their names, addresses, contact numbers, and make them available to the district administration under the instruction of Commissioner (Food and Civil Supplies) by February-March.
- Geo-tagging of all low priced shops and petrol pumps located in their respective districts will be conducted in collaboration with the Regional Food Officer / Supply Inspector, as per the instructions of Commissioner (Food and Civil Supplies).
- The District Supply Officer will update the prepared list in the month of April every year and make it available to the District Disaster Management Authority for uploading it to the SDRN / IDRN website.
- District Supply Officers will make a contract with the identified whole seller traders and food packet suppliers by the month of March – April for the next one year under the instructions of the district administration.

- The purchase of important materials and materials required for relief camps will be procured by the month of April under the instructions of the instruction of the Secretary (Disaster Management) so that urgent availability can be ensured. For this, Additional Commissioner (food) and District Supply Officer will be responsible at state and district level respectively.
- The District Supply Officer will ensure additional reserve stock of grains and kerosene oils under Public Distribution System (PDS) by March-April.
- Under the instructions of District Magistrate, District Supply Officer will direct all selected petrol pumps by May month to keep 2000-liter diesel and 1000-liter petrol reserve in order to ensure smooth functions of vehicles for relief and rescue at the time of disaster.
- District Supply Officers will prepare the list of voluntary organizations, trusts, religious institutions, trading organizations along with their names, addresses, contact numbers, by the month of May who provide food packets and other support during disaster. The prepared list will help in getting food packets and other help during disaster immediately if needed.

3.4 Identification and Documentation of Sensitive Groups

The list of families falling under National Food Security will be updated as per the instructions of district Supply officer with the help of local elected body (panchayat). This work will be carried out at the Tehsil level through Regional Food Officer / Supply Inspector.

3.5 Capacity building and organizing Mock drills

Additional Commissioner at the state level, Food and Civil Supplies and District Supply Officers at the district level will ensure their participation in the mock drill organized by Disaster Management Authority from time to time to respond better in various types of disasters. Regional food officers' / Supply inspectors will participate in mock drills at Tehsil level.

4. Guidelines for Information flow and Actions

Food and Civil Supplies Department starts their work usually after 12 hours of the occurrence of Disaster. The department usually receives disaster notification from the State / District Emergency Operation Center. After getting the information, the department will start its preparations. The first response to tackle the disaster will start after 12 hours. The first priority in the initial hours of disaster is to take out affected people from the disaster area for their treatment. After receiving the information, the department will function fully under the direction of the state or district emergency operation center and the District Magistrate.

5. Direction and Coordination

The department will be fully ready in case of any disaster warning and will be in contact with State and District Emergency Operations Center. The department will start performing their responsibilities as soon as receiving instructions from the District Collector or Sub District Magistrate. At the time of disaster, the coordination of the department will be required with the Transport Department and the District Administration and the entire monitoring and control work of the department will be in control of the administration.

6. Activities to be undertaken during disaster

First Stage

- Members of the team constituted at each level will be active under the IRS after getting information about the occurrence of the disaster and will approach to the staging area by contacting the respective emergency operation centers at the state and district level.
- The Regional Marketing Officer at the division level and the marketing officer at the district level will obtain information immediately about the available materials and quantity available with Godowns, stores and petrol pumps after being notified about the Disaster.

Second stage

- As per the guidelines issued by the State / District Disaster Management Authority, under the direction of the District Magistrate, Dry Foods – Puffed rice, chicspeas (Chana), Biscuit, Jaggery, Candle, Matchbox, and Water Packet will be provided as per standard and leadership of District Supply Officer.
- The Regional Food Officer / Supplementary Inspector at the Tehsil level will ensure the preparation of the standardized packets under the direction of the Sub-District Magistrate.
- District Food supply officer / concerned Deputy District Magistrate will ensure Langar (Open Kitchen) during the disaster for more days, by the order of the District Magistrate as required. Flour, rice, pulses, vegetables, fuel (gas cylinders) will be provided by the department in this case for running the Langars smoothly.
- The Food Safety Inspector will check the quality of packaged food.

- On the demand of Transport Department or District Administration, the identified fuel pumps will be used for fueling the vehicles engaged in relief and rescue operations as per requirement and availability under the instructions of District Supply Officer.

7. Activities to be undertaken after disaster

The following accounting and other administrative work will be undertaken after the disaster :

7.1 Administrative Work

- Commissioner (Food and Supplies) at the state level, Divisional Food Controller at the division level and District Supply Officer at the district level will ensure the situation of profiteering, hoarding and black marketing in emergencies do not arise and the normal market price stay tuned.
- Special rationing and open market sales system will be implemented in order to ensure adequate food supply through commissioner-food and supplies.
- Under the direction of the concerned District Magistrate, District Supply Officer will assist District Disaster Management Officer in the maintenance, management and distribution of relief materials coming from outside.

7.2 Sharing and Discussion on Implemented Procedure

- Under the direction of the Commissioner / Additional Commissioner, Divisional Food Controller and District Supply Officer will forward the assessments report of departmental loss during the disaster through the technical department for raising the necessary funds for repairs/construction.
- Repair of damaged buildings and departmental resources will be ensured on the basis of of the received amount.
- The Divisional Food Controller and District Supply Officer under the direction of the Commissioner / Additional Commissioner will document the accomplished work and achievements of the department during the disaster in order to bring about improvement in upcoming strategy and its copy will be presented to State Headquarters and District Emergency Operations Center.

Note :

Details related to the work and responsibilities of officers, employees, from the state level to the district level, are given in Annexure I.

8. Checklist

This form will be filled by the District Supply Officer (Nodal Officer) and deposited at District Disaster Management Authority / State Headquarters :

Sl. No.	Action Taken	Yes/No	Comment
1	Communication has been arranged with the following institutions/agencies: A. State Emergency Operations Center B. District Emergency Operations Center C. District Disaster Management Authority / District Administration D. District Supply Offices E. All marked petrol pumps F. Department headquarters		
2	District Supply Officer has been appointed as Divisional Disaster Nodal Officer		
3	Departmental Disaster Management Team has been formed		
4	The departmental nodal officer has identified all the traders of grain and other food supply		
5	Geotagging has been done for all the food shops/petrol pumps		
6	The District Supply Officer has contacted rate of the food packets		
7	The reserve stock is safe for distribution of grains and kerosene		
8	The Nodal Officer has prepared and updated the list of voluntary organizations, trusts, religious institutions		
9	The list of families coming under the National Food Security by the District Supply Officer has been prepared with the help of the Panchayat		

Charter of Duties

Roles and responsibilities of Food, Civil Supplies and Consumer Affairs Department during the disaster

Post	Work and Responsibilities
State Level	
Commissioner	All the work of State Food, Civil Supplies and Consumer Affairs Department will be undertaken under the direction of the Commissioner during the disaster.
Additional Commissioner	<ul style="list-style-type: none"> ▪ S/He will be the Departmental nodal officers at the state level ▪ To ensure immediate access to the State Emergency Operation Center as soon as the disaster is reported ▪ To execute the tasks prescribed by the State Emergency Operations Center ▪ To ensure appropriate action considering the report while coordinating with both the divisions and all the districts of the state. ▪ To execute entire work under the direction of Chief Secretary /Secretary/ Commissioner (Food) and to make aware about the situation timely.
Finance Controller	<ul style="list-style-type: none"> ▪ To report Principal Secretary / Secretary / Commissioner (Food) ▪ To execute financial functions according to the rules based on guidelines obtained from high officials
Chief marketing officer	<ul style="list-style-type: none"> ▪ To report Principal Secretary / Secretary / Commissioner and Additional Commissioner ▪ Lifting and movement of food grains/sugar and other essential commodities within time ▪ To fulfill other responsibilities given by the Commissioner/ Additional Commissioner
Joint Commissioner	<ul style="list-style-type: none"> ▪ He will be the Link Officer of Nodal Officer at State level ▪ He will be liable to perform all the work with the nodal officer or in their absence. ▪ To ensure appropriate action while coordinating with both the divisions and all the districts of the state by acquiring report. ▪ Continuously reporting to the Commissioner (food) and update the situation from time to time. ▪ To execute all the work in the direction of Chief Secretary / Secretary / Commissioner, Additional Commissioner (Food).
Deputy Commissioner's Headquarter	<ul style="list-style-type: none"> ▪ He will be in charge of control room set up at the Food Commissioner's office during the disaster ▪ To collect and coordinate information from division and all district control rooms ▪ To submit the information to the Government of India and State Emergency Operations Center.

	<ul style="list-style-type: none"> ▪ To inform about the situation and execute work under the direction of Chief Secretary / Secretary / Commissioner / Additional Commissioner (food).
Deputy Chief Marketing Officer at the mandal level	<ul style="list-style-type: none"> ▪ To Report to the Chief Marketing Officer ▪ To ensure the instructions given by the higher authorities
Divisional level	
Divisional food controller	<ul style="list-style-type: none"> ▪ To report and work under the direction of Chief Secretary / Secretary / Food Commissioner and divisional Commissioner. ▪ To establish Disaster Control Room at Divisional level during the disaster ▪ To ensure movements of food grains, sugar, and other essential commodities at the divisional level within time. ▪ In order to control the market rate, ensure all the action as per the requirement. ▪ To ensure availability of food grains/sugar and other essential items by establishing coordination with the Administration / Headquarters and districts at division level.
Deputy Commissioner, Garhwal / Kumaun Circle	<ul style="list-style-type: none"> ▪ To report and work under the direction of Chief Secretary / Secretary / Food Commissioner and Divisional Commissioner. ▪ To control movements of food grains, sugar and other essential items at the divisional level. ▪ To coordinate with District Supply Officers while taking action in the situation of controlling market value, as required. ▪ To ensure the availability of food grains, sugar and other essential items by coordinating with the Headquarters / Divisional Food Controller and from Districts of Mandal.
Divisional senior marketing officer	<ul style="list-style-type: none"> ▪ To report the Divisional Food Controller at division level. ▪ He will be accountable for financial work as per the guidelines obtained from the higher officials
Divisional marketing officer	<ul style="list-style-type: none"> ▪ To report to the Divisional Food Controller. ▪ S/He will be in charge of the disaster control room set up at the division level. ▪ To ensure action under the direction of the Divisional Food Controller.
Sub Divisional Marketing Officer (RFC Office) At the district level	To work under the direction of RFC / Divisional Marketing Officer.
District Level	

District supply officer	<ul style="list-style-type: none"> ▪ To report first information of disaster at the District Emergency Operations Center ▪ To Ensure action under the direction of the District Magistrate ▪ To establish Departmental Disaster Control Room at District Level. ▪ To prepare list including the names, addresses and contact numbers of the wholesale vendors for food packets at the district headquarters and Tehsil level ▪ To ensure revision of contract rates based on list from wholesalers ▪ To update and ensure modification of contractual rate from wholesaler vendors annually ▪ To ensure necessary action to maintain a supply of petrol, diesel, gas, kerosene oil and price control in the district during the disaster. ▪ To take necessary action for the arrangement of vehicle fueling and bill payment during the disaster ▪ To submit report to State, Division and District Emergency Operations Center ▪ He will be accountable and responsible for making all arrangements with constant touch with Principal Secretary, Secretary, Additional Commissioner, Food and Administration. ▪ To establish Coordination with Supply inspector of all tehsils of the districts ▪ To establish Coordination with District Disaster Management Office
Sub-divisional marketing officer	<ul style="list-style-type: none"> ▪ To report to the Divisional Food Controller ▪ To ensure the movement and loading of food grains, sugar and other essential commodities within their area ▪ To work under the guidelines given from the Divisional Food Controller and high officials from time to time.
Regional food officer	<ul style="list-style-type: none"> ▪ To report District Supply Officer ▪ To coordinate with District Supply Officer and administration and working in his/her direction
Senior marketing officer	<ul style="list-style-type: none"> ▪ To report the Divisional Food Controller / Deputy RMO ▪ To ensure the movements of food grains, sugar and other essential commodities within the allotted time period.
Supply inspector	<ul style="list-style-type: none"> ▪ To work in the direction of District Supply Officer / Sub-District Magistrate. ▪ To prepare list of tehsil level wholesalers for food packets ▪ To prepare, update and facilitate the smooth supply of Petrol, Diesel, Gas, Kerosene suppliers, Ration vendors in their area. ▪ To maintain the minimum available capacity in the Petrol Pumps in their area. ▪ To make arrangements of fueling vehicles and preparation/ verification of bills during an emergency ▪ To report the District Supply Officer / Deputy Collector periodically by continuously reviewing the situation.
Marketing inspector	<ul style="list-style-type: none"> ▪ To work in the direction of the Divisional Food Controller / Senior Marketing Officer and reporting to them.