

CRISIS MANAGEMENT PLAN

WEST BENGAL POLICE

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1. **PURPOSED GUIDELIES :-**

These guidelines are meant to provide a Standard Methodology for the organization and management of the West Bengal Police Crisis Management Plan. The purpose of the plan is to provide centralized coordination and control of emergency / crisis response and relief operations on round the clock basis if necessary, in the suburban areas of Kolkata in case of any crisis taking place inside Kolkata city or its suburbs or in the urban areas of South 24-Parganas, North 24-Parganas and Howrah districts.

In case of crisis in other parts of West Bengal, an effective District Level Crisis Management Plan is very much essential which must be integrated with the central plan since the geographical spread of West Bengal police jurisdiction is quite large with and urban-rural mix. Districts have been provided with a Model District Level Crisis Management Plan and have been asked to submit their specific plan within the month of June, 2009.

2. **OBJECTIVES**

- a) To organize the West Bengal Police resources for Crisis Management operations in a well co-ordinated manner.
- b) To specify duties and responsibilities for personnel of the West Bengal Police during Crisis Management operations.
- c) To establish procedures for Crisis Management operations to fulfill responsibilities as assigned.
- d) To maintain liaison with other concerned departments for an integrated response.

3. **TYPES OF CRISIS**

Generally, from the Police point of view the Crisis situation may be broadly categories as follows :

Category – I

These are crisis situations in which simultaneous emphasis on Investigation have to be given in addition to other law & order/rescue operations.

- a) Communal Disturbance
- b) Explosion
- c) Terrorist Attack including Hostage situation / Hijacking

Category – II

These are crisis situations in which more emphasis is on Rescue / treatment / relief measures

- a) Cyclones / floods / earthquakes / other natural disasters
- b) Fire / Chemical hazards
- c) Nuclear / Radioactive hazards
- d) Epidemic outbreak

4. PHASES OF DISASTER

a) *Alert Phase*

Where the concerned Police / Civil authorities and services will be placed on alert when a crisis is imminent, suspected or possible.

b) *Response Phase*

Authorities / Services are committed to combating a disaster and its effects, either directly or indirectly.

c) *Recovery Phase*

A disaster is over and disaster response organizations have completed their tasks. Clean up and debris removals have commenced, essential services and lifeline systems are restored, and efforts are made to return a community to normalcy.

5. PLAN OF ACTION

IGP (L & O) shall be the nodal officer for the State Level Crisis Management Plan.

A) DG CONTROL ROOM :

In this phase the first and preliminary action needs to be taken by the DG CR :

- i) To inform all senior officers [DG & IGP, ADG (A), IG (L & O)] including Field Level supervisory officers [Zonal IGP, DIGP & SP] of the Crisis reported.
- ii) To inform the concerned district and Sub-divisional control room to implement the district level crisis management plan.
- iii) To inform all concerned Hospitals / Nursing Homes / Medical Facilities / Fire Brigade / Civil Defense / Army Authorities to remain on stand-by.
- iv) To inform CID West Bengal and IB West Bengal about the crisis so that Investigation Teams, Dog Squad, BDDS and Forensic Teams are kept on stand-by. They may be asked to move on specific instruction of IGP (L & O).
- v) Inform the concerned Brigade Head Quarters of State Armed Police for quick mobilization and to be on stand-by.
- vi) Activating the Crisis Management OPs Room at the Police Directorate Conference Room under the charge of IG (L & O).

B) IG (LAW & ORDER) :

- i) On receipt of information he will take action for informing the DG & IGP West Bengal and the Home Department of the nature and intensity of the Crisis.
- ii) Coordinate with the concerned District SPs and Civil authorities to activate them for quick response.
- iii) Disseminate information to the Media as and when required to ward off panic.

C) CRISIS MANAGEMENT OPS ROOM

This Special Cell will be headed by IG (L & O) being assisted by IGP (HQ), DIG (O), AIG (S). IGP (AP), Kolkata will also join this on short notice. The Ops Room shall have copies of State Level Crisis Management Plan, District Level Crisis Management Plan of each district as well as those of CID & IB readily available with them.

- i) On receipt of the information the Ops Room at Police Directorate will be activated with the earmarked officers [Annexure-A, B, C].
- ii) The Ops Room shall be responsible for collection of all information / dissemination of information and coordinating with Hospitals, Medical Facilities, Fire Brigade, Army, Civil Defense and NGOs [List for 3 districts shown in Annexure – A, B & C].
- iii) The Ops Room shall be responsible for coordinating with the concerned State Government Agencies responsible for Crisis Management.
- iv) The Ops Room will co-ordinate with the 106 Bn. BSF which has been earmarked for providing assistance in case of emergency / calamities in West Bengal.
- v) The Ops Room will closely coordinate with the State Government Control Room and the District Control Rooms for collection / disseminating information and instructions.
- vi) The Ops Room will be responsible for coordinating with CID, IB, BDDS, Forensic and Dog Squad for their movement.
- vii) Activating the Nakas at the Entry and Exit points in the 3 Districts of North 24-Parganas, South 24-Parganas and Howrah if the Crisis relates to Kolkata or any of the three Districts surrounding Kolkata.

[List for 3 districts around Kolkata shown in Annexure – A, B & C]
- viii) The Ops Room will co-ordinate with the Kolkata Police Control Room.

D) CID

On receipt of information from the DGs Control Room, the following action will be taken by CID (as per their Crisis Management Plan) :

i) Investigation Group : A number of Investigating Teams under this Group shall be earmarked in advance. On receipt of the information these teams shall be directed to proceed to the effected area. Their primary job will be to isolate the site and preserve it. They shall gauge the nature of the incident and accordingly inform CID CR and start preliminary investigation / enquiry.

ii) Core Team : This team will be equipped with technical Investigative kits and will be the main team to conduct investigation at the site. This team will also be having a component of Bomb Disposal Squad equipped with Bomb Disposal Equipment and a component of Dog Squad for rendering their service.

E) IB :

On receipt of information a team from IB will immediately proceed to the site. The main job of the team will be to collect and disseminate information as also keep the Ops Room upto dated with all information and intelligence (As per their Crisis Management Plan).

F) DISTRICT SPs :

i) The District SPs on receipt of information shall activate the District Control Rooms in accordance with the district level Crisis Management Plan.

ii) They shall closely coordinate with the District Magistrate / Fire Brigade / Medical Facilities and Civil Defense.

iii) In case of crisis in the towns of Durgapur, Asansol, Haldia and Siliguri, SsP of Burdwan, Purba Medinipur and Darjeeling will personally monitor the Crisis Management Plan specifically drafted for these towns.

Model District Level Crisis Management Plan

1. PURPOSED GUIDELINES :

These guidelines are meant to provide a Standard Methodology for the organization and management of the District Police Crisis Management Plan. The purpose of the plan is to provide centralized coordination and control of emergency / crisis response and relief operations on round the clock basis if necessary, in the district.

In case of crisis in important towns like Durgapur, Asansol, Haldia and Siliguri a separate Crisis Management Plan have to be drafted and a copy sent to Police Directorate.

2. OBJECTIVE

- a) To organize the District Police resources for Crisis Management operations in a well co-ordinated manner.
- b) To specify duties and responsibilities for personnel of the West Bengal Police during Crisis Management operations.
- c) To establish procedures for Crisis Management operations to fulfill responsibilities as assigned.
- d) To maintain liaison with District Magistrate/Concerned departments for an integrated response.

3. TYPES OF CRISIS

Generally, from the Police point of view the Crisis situation may be broadly categories as follows :

Category-I

These are crisis situations in which simultaneous emphasis on Investigation have to be given in addition to other law & order/rescue operations.

- a) Communal Disturbance
- b) Explosion
- c) Terrorist Attack including Hostage situation / Hijacking

Category – II

These are crisis situations in which more emphasis is on Rescue / treatment / relief measures

- a) Cyclones / floods / earthquakes / other natural disasters
- b) Fire / Chemical hazards
- c) Nuclear / Radioactive hazards
- d) Epidemic outbreak

4. PHASES OF DISASTER

a) **Alert Phase**

Where the concerned Police / Civil authorities and services will be placed on alert when a crisis is imminent, suspected or possible.

b) **Response Phase**

Authorities / Services are committed to combating a disaster and its effects, either directly or indirectly.

c) **Recovery Phase**

A disaster is over and disaster response organizations have completed their tasks. Clean up and debris removals have commenced, essential services and lifeline systems are restored, and efforts are made to return a community to normalcy.

5. PLAN OF ACTION

SPs shall be the nodal officer for the State Level Crisis Management Plan.

A) **DISTRICT CONTROL ROOM/CRISIS MANAGEMENT CELL :**

The first and preliminary action needs to be taken by the District CR. Officials manning the control room must be thoroughly conversant with the District level Crisis management Plan and a copy of the same with all Annexure must be kept in the control room.

Addl. SP (HQ) shall be in the charge of the Control Room in the event of crisis.

- i) To inform all senior officers [SPs, Addl. SPs & Dy. SPs] and CIs/RIs, ICs/OCs, ROs of the Crisis reported on phone and if provision are their by SMSs. If SMS messaging service is not available, it is advisable the same should be installed.
- ii) To divert PS mobiles to the spot and send a HRFS from the Sub-divisional lines.
- iii) To inform the concerned IC/OC to reach at the Naka point and ensure checking of vehicles/suspects (guard rails to be fixed at that point).
- iv) To keep four ambulances ready within five minutes and send them to the spot at once.
- v) To send the investigation team and support team to the spot and provide back up assistance/resource supply as needed.
- vi) To send the infrastructural team with Dragon Light, Rope, Loud-hailers, Tape and First-Aid Box at the spot without delay (4 constables under 1 officer to be kept under readiness at Sub-Division).

- To be kept available at Sub-Divisional Control Room (under API)

- 10 (ten) Dragon Lights;
- 30 (thirty) Ropes;
- 2 (two) Loud-hailers;
- 5 (five) bundles of barricade tape;
- 5 (five) Fire-extinguishers;
- 5 (five) First-Aid Boxes;

- vii) There would be a SP Reserve of one contingent having composition of 1-Inspr., 4 –SI, 4 –ASIs, 16 –Consts. (2-Rifle, 2-Gas, 4-TF and 8-Lathi) at District Headquarters every day readily available with the following equipments in a heavy vehicle earmarked by MTO.

Guard Rails	-15	-	provided by RI
Barricade Pole	-4	-	-do-
Barricade Tape	-4 Bundles	-	-do-
Dragon Light	-4	-	-do-
Loud hailer	-2	-	-do-
Rope	-4 Bundles	-	-do-
First Aid Box	-1	-	-do-

The composition of above force shall be changed according to nature of crisis & it will move to the spot on instruction of SP.

- viii) To contact Nodal Officers (already fixed) of different Hospitals over phone to keep team in readiness at each hospital. [Phone Numbers of Nodal Officers of Hospital/Nursing, Sub-Division and PS wise – (Annexure – II)]
- ix) To ask the concerned OCs/ICs to send one (01) officer & four (04) constables at each Govt. Hospital Emergency and nearest Nursing Home immediately. [Phone Numbers of Hospital/Nursing Home – (Annexure – II)]
- x) To mobilize and send Ambulances as per requirement by contacting agencies in the vicinity of incident as per list : [List kept ready with OC Control Room – (Annexure – III)]
- xi) Constant liaison with Hospitals with regard to the number of casualties/injured and treatment of injured. A consolidated figure to be communicated DGs Crisis management Ops room periodically.
- xii) To inform all concerned and maintain constant liaison with the special crisis management cell of District Magistrates Office / Civil Defense / to remain on stand-by [Phone Numbers of Nodal Officers – (Annexure – VII)]

- xiii) To inform the ICs/OCs to send officers and men to the probable shelter points (Annexure- X) and arrange basic amenities for people rescued (in consultation with local BDO).
- xiv) To keep track of number of people accommodated at these shelter points.
- xv) To inform the ICs/OCs to arrange for possible means of transport viz. buses/trekkers/boats etc. (in consultation with BDO) for transporting evacuees/victims.
- xvi) To inform the ICs/OCs to arrange for and ensure proper distribution of relief materials to the people, particularly the evacuees.
- xvii) To liaison with DM's control room to provide the resources as per SI No: xiii) to xv) above
- xviii) To inform DS, DIB to alert the Security In-charges of the Shopping Malls & Complex and ask them for arranging proper checking (Annexure – IV):
- xix) To inform DS, DIB to contact Security In-charges of all the Vital Installations and to alert them. [Phone Numbers – (Annexure –V)]
- xx) To send 1 (one) Inspector, 4 (four) SI/Sgts and 30 constables to the spot from District police lines.
- xxi) To bring 1 (one) Addl. S.P., 2 (two) Dy. SPs, 4 Inspectors, 15 (fifteen) Sis, 20 (twenty) ASIs and 50 constables from different PSs to Control Room or an identified Spot on instructions of SP. Addl. SPs will work out the details from where the above force will be raised.
- xxii) To keep 2 (two) contingents of DAP with at least 4 Sis, 4 ArSIs ready within 10 minutes at District Headquarter or any location decided by SP.
- xxiii) To inform all affected OCs (directly or indirectly) to send 3 (three) teams in their respective jurisdictions and man important crossings to start checking within 10 minutes [List of Important crossings under respective PSs-(Annexure-I)].
- xxiv) To inform the WBSEB / CESC/Fire Brigade to move to the spot or to keep their staff ready for any exigency [Telephone No. (Annexure – VIII)].
- xxv) OC, Control Room after consulting with SPs will also inform the nodal officers of the Mobile Service Providers in the district for dissemination of information to all citizens of the district as per the text designed in advance and modified/approved by Addl. S.P. over the incident. [List enclosed (Annexure – XII)].
- xxvi) To inform RI/RO to coordinate with others regarding availability of Blood in case of exigency. [List of Blood Banks with phone numbers – (Annexure – IX)].
- xxvii) To maintain constant Liaison with the Crisis Management Ops Room at the Police Directorate Conference Room and update them regularly with the measures undertaken.

- xxviii) Regular feedback must be taken from the concerned OC and timely resource provision must be ensured.
- xxix) To inform CID West Bengal and IB West Bengal about the crisis so that Investigation Teams, Dog Squad, BDDS and Forensic Teams are kept on stand-by. SPs may requisition them after talking to IGP (L&O).

B) First response

1. The duty officer of concerned Police Station will proceed to the spot at once after informing the OC of the concerned Police Station. OC himself must also rush to the spot of crisis. Adequate precaution during movement to be taken during Terrorist attacks/hostage situations. The SP may also divert the OC of the adjacent PSs to proceed to the spot.
2. The duty officer of the concerned PS shall move with the following items.
 - i) 1 Bundle of tape.
 - ii) 2 Dragon Light.
 - iii) 1 Loud hailer.
 - iv) Tape Stand.
 - v) Digital Camera.

Availability of these items at the PS must be ensured.
3. On reaching the spot, the officer & force should cordon off the site with the tapes arrange to place secondary barricades with guard rails.
4. OC/IC may request the SP to direct the OCs/ICs/available Officers of the adjacent Police Stations to rush to the spot in addition to manning important points under respective jurisdiction in case full arrangements are ordered to be laid.
5. The place of occurrence should be well protected by evacuating the place and shifting the injured to nearby Hospital or Nursing Home with the help of PS vehicle or ambulance whichever is available.
6. A Press enclosure should be created so that the media personnel can be accommodated in a particular place without disturbing the site.
7. All adjacent Hospitals/Nursing Home should be alerted [as per list mentioned in (Annexure – II)]
8. On getting re-enforcement from Control Room, the area should be properly cordoned off and arrangement should be made so that Investigation Team, BDS, Fire Brigade etc. can reach the site and start their work smoothly.

C) Duty of Senior Officers

- i) Addl. SP (HQ) to reach and take charge of Control Room on receipt of information.
- ii) Zonal Addl. SP must move in their respective areas & mobilize resources/ initiate simultaneous investigations / rescue operation as per requirement.
- iii) DS, DIB, on receipt of information, must ensure the following actions:-
 - a) To send 1 (one) anti sabotage team to the spot immediately on receipt of the information and arrange to send back up teams to check / enquire about VAVPs.
 - b) DS, DIB will arrange to send 2 or more Anti Sabotage Checking Teams within 15 minutes to check areas in consultation with Addl. SP (HQ).
- iv) Sub-Divisional Police Officers will immediately start moving in their respective areas, check and brief pickets and patrols at their respective Entry/Exit points and other points, manned by the PSs on receipt of information. They shall perform task as per instruction of SPs.
- v) The Senior Officers should also supervise arrangements in respective areas on receipt of information and brief officers and force.
- vi) The Senior Officers are also being provided with Wireless Sets which should remain operational during the crisis.

D) SPs Role :

- i) On receipt of information he will inform the DG & IGP and IGP (L&O), West Bengal of the nature and intensity of the Crisis and update them from time to time.
- ii) He shall ensure that the resources are in readiness and moved to the crisis spot promptly.
- iii) Coordinate with the District Magistrate and Civil authorities to activate them for quick response.
- iv) Disseminate information to the Media as and when required to ward off panic. Help Line phone numbers must be circulated through Media/SMSs by issuing instruction to the district crisis management cell.
- v) To ensure that the district level crisis management plan is being properly implemented.
- vi) He shall review the list with names & phone numbers of Nodal persons of important departments and keep it updated.

- vii) He shall review the list of probable shelters / safe houses with communication provisions and keep it updated.
- viii) He shall review the list of entry and exits points of the district and important towns periodically.
- ix) He shall review the security arrangements of vital installations and religious places.
- x) He shall move the district level investigation team promptly to secured the place and start investigations till CID team arrives, if require.

E) Investigation

Following teams from district resources must be earmarked for investigations. They must be briefed and be available on short notice (Annexure – XIII). CID may be called for investigation by SP in consultation with IGP (L&O), if required:

i) Investigation Group : A number of Investigating Teams under this Group shall be earmarked in advance. On receipt of the information these teams shall be directed to proceed to the effected area. Their primary job will be to isolate the site and preserve it. They shall gauge the nature of the incident and accordingly inform District CR and start preliminary investigation / enquiry. Since the local PS will reach the spot first care should be taken that the PO is not disturbed and adequate precautions are taken depending on the nature of the crisis.

ii) Support Team : This team will be equipped with technical Investigative kits and will assist the main team to conduct investigation at the site. This team will also be having a component of Bomb Disposal Squad equipped with Bomb Disposal Equipment available in the district. Dog Squad / Bomb disposal Squad may be timely requisitioned from PTC / CID respectively for rendering their service.

F) DIB

On receipt of information a team from DIB will immediately proceed to the site. The main job of the team will be to collect and disseminate information as also keep the Ops Room updated with all information and intelligence.

G) EQUIPMENTS

The district SPs may consider procurement of the following equipments to enhance their crisis handling capability as per their requirement-

Sl. No.	Name of the equipment
1	Circular Blade Saw
2	Bullet Chain Saw
3	Extension Ladder – 35'
4	200' Manila Rope
5	100' Manila Rope
6	Picket
7	Crowbar
8	Rubber Gloves (20,000 Volt)
9	Flash Light (1000 Mtr.)
10	Safety Helmet with Ear & Eye Protector
11	Hydraulic Cut Saw
12	Hand Driven Saw
13	Gas Cutter Unit
14	Safety Overalls
15	Portable Generator Set
16	Hydraulic Rock and Concrete Splitter
17	Hydraulic Power Pack
18	Hydraulic Hand Held Breaker
19	Log Drill with Compressor
20	Metal Drill
21	Power Pack for Metal Drill
22	Crane (Medium)
23	Electrical Wiring Removal Kit
24	Dragon Light

Important lists (updated) to be kept at District Control Room

SPs are requested to ensure that the following lists are periodically updated, at least quarterly

Annexure - I	List of Entry and Exit points of Districts and important Towns
Annexure – II	List of Govt. hospitals/Nursing Homes/Medical facilities with the names of Nodal officers and phone numbers (mob, res & office)
Annexure – III	List of Ambulance providers with name and contact numbers
Annexure – IV	List of important Shopping Malls/Complexes with names and contact numbers of Security modules
Annexure – V	List of Vital installations with name and contact number of the nodal officer
Annexure – VI	List of important religious places with name and contact number of the nodal officer
Annexure – VII	List of important functionaries with contact numbers of Civil administration and local self governing bodies
Annexure – VIII	List of names and contact numbers of nodal officer / important functionary (up to the smallest units) of CESC/WBSEB/Fire Brigade/Civil Defence/106 Bn BSF (earmarked for districts around Kolkata)/Nearest Army establishment
Annexure – IX	List of Blood Banks with names and contact numbers of important functionary
Annexure – X	List of PS wise probable shelters/Safe houses mentioning features for selection
Annexure – XI	List of names and contact numbers of Bus/transport operators
Annexure – XII	List of Mobile service providers with names and numbers of their nodal officers
Annexure – XIII	List of names and contact numbers of the earmarked team for investigation/anti-sabotage checking
Annexure – XIV	List of names and contact numbers of important police officers in the district

N.B.: SPs must ensure that the District Level Crisis Management Plan is meticulously planned based on their resources. Final copies must reach ADG (A) by 30.06.09 positively along with a soft copy