

## Chapter – XIII

### **EMERGENCY PUBLIC INFORMATION SERVICE**

Immediately after any devastating event, a large number of the people will be displaced and may migrate/move to safer locations. Moreover, there may be some, who may linger on in the affected area and need vital information for their kin and facilities being provided by the authorities. An Emergency Public Service Information under the District PIO needs to be planned to support the district authority and assist the affected population.

#### **Functions:**

- Organize information centres / helplines.
- Supply information regarding missing relatives, dead, etc., nature of facilities and assistance available for affected people, enrolment in C.D. Services, and such other matters.
- Issue advisories as approved by the controller for ensuring public safety measures through media agencies.

#### **Organization:**

- Civil Defence information offices must be planned at least one in each district and more on requirement basis near the emergency sites.
- The primary function of the Information Office should be to give information to enquirers on all matters connected with Civil Defence, both before and after the emergency, to collect information regarding casualties and to publish casualty lists for the information of the public.
- The information office will have –
  - Public Information Officer (PIO) - 1
  - Assistant PIO - 1
  - Clerks - 2
  - Volunteer assistants - 2

#### **A check list of information that should be available at the Information Offices**

- Information and advice regarding :
  - (i) Enrolment in the Civil Defence Services
  - (ii) Procuring sand, sand-bags stirrup pumps.
  - (iii) Structural precautions; choice of refuge room; carrying out lighting restriction, repairs to gas, water or electric installations in private premises; assistance in matters of sanitation and public health; assistance in repairs to slightly damaged houses and in pulling down dangerous buildings and clearance of debris.
  - (iv) Supply of official technical manuals and handbooks and other Civil Defence literature.
  - (v) Voluntary evacuation.
- Information as to what to do before, during and after an Emergency.
- Information regarding the location of :-
  - (vi) Warden's Posts and the area served by each.
  - (vii) First Aid Posts and the area served by each.
  - (viii) Fire Brigade Stations and the area served by each.
  - (ix) Police Stations and the area served by each.
  - (x) Salvage Headquarters and details of the salvage scheme.

- (xi) Government or municipal controlled food shops.
- (xii) Rest Centres and Emergency Meal Centres.
- (xiii) Hospitals.
- (xiv) Mortuaries, burial and burning grounds.
- (xv) Routes for leaving the town in case of voluntary evacuation.

***A large scale map with the above information plotted on it is most desirable.***

- Names, addresses and telephone numbers of all Post Wardens and other Civil Defence officers of equal or higher ranks alongwith the details of the areas they serve. In addition there should be an abundant stock of all Civil Defence leaflets and handbooks, priced publications as well as those to be distributed free of charge to the general public. The office should also be prepared to received complaints and suggestions from the public, to deal with them courteously and expeditiously and to transmit them to the appropriate authority for necessary action. It is advisable that responsible executive officers of the emergency relief services, such as Disaster/War Injury Claims, Repairs to House, Salvage, Care of Homeless should be located in or close to the same premises so that enquirers need not be redirected to several separate offices, perhaps some distance away from the Information Office.
- *Post Emergency Information –*
  - (i) Whereabouts of persons who are reported missing.
  - (ii) What assistance, Government or private is available for persons whose homes have been destroyed, e.g., location of Emergency Feeding Centres, Rest Centres and accommodation available therein.
  - (iii) Information about facilities available for repair, in cases where people can return to their homes after minor repairs.
  - (iv) The particulars and necessary application forms for getting monetary assistance under the Disaster/War Injuries Scheme to enable the persons affected by the emergency to rehabilitate themselves.
  - (v) Location of emergency Government or Municipal food grain or ration shops.
  - (vi) Information regarding persons injured or dead and their disposal.
  - (vii) Advice on problems such as loss of ration cards, clothing and household goods, pension papers, identity cards, insurance and valuable documents.

### **Annexure-I (Chapter-XIII)**

#### **EMERGENCY PUBLIC INFORMATION SERVICE**

S.No.	Items	Quantity
1.	<b>Personal Equipment:</b> <ul style="list-style-type: none"> <li>• Helmet (Fibre glass in blue colour)</li> <li>• Rechargeable Electric Torch</li> <li>• Whistle with lanyard</li> <li>• Water Bottle</li> </ul>	1 each 1 each 1 each 1 each
2.	Writing Pads and Writing Materials	As Required
3.	White Boards	1 per centre
4.	Battery Operated Megaphone	1 per centre