

## Assured Minimum Facilities and Services in Model Relief Camps

### Standard Operating Procedures

Whereas the 'Relief Camp Management Guideline' (Appendix-XXXV) of the [Assam Disaster Management Manual, 2015](#) provides detailed guidelines for managing flood relief camps. Whereas, the Government of Assam has notified detailed [Standard Operating Procedures for Relief Camp Management](#) vide letter No. ASDMA. 37/2019/Part/55 dated 16<sup>th</sup> May 2020 which defines department wise role and responsibilities for the management of relief camps. Whereas UNICEF teams have been deployed during floods in the last couple of years to monitor the compliance of the SOP and the reports identify good practices as well as areas of improvement. Based on these, it has been decided that one model relief camp will be operationalized in each of the Revenue Circles which will demonstrate assured minimum facilities and services in line with procedures as follows:

- **Defining the assured minimum facilities and services-** For the model relief camps, the component-wise benchmarks as defined under **Section 5 of the relief Standard Operating Procedures for Relief Camp Management** will be interpreted as the minimum assured facilities and services in relief camps. These are annexed to this SoP
- **Revenue Circle Officer as Coordination Lead-** The Revenue Circle Officer will be the coordination lead and will be responsible for coordinating with relevant stakeholders to prepare for and operationalize the model relief camps demonstrating the assured minimum services and facilities in the camps. The Field Officer, DDMA placed at the Revenue Circle will act as deputy to the Circle Officer for this purpose. DDMA led by the District Commissioner shall ensure all possible support to the Coordination lead in operationalizing the model relief camps and shall visit in person to the camp at least once to monitor compliance.
- **Identification of the model camp site-** The Revenue Circle Officer shall carefully identify the model relief camp ensuring the safety and access to the location of the camp including for persons with disability, infrastructure including for accommodation, community kitchen, child friendly space, breastfeeding corner, adequate and separate toilets and bathing spaces, safe drinking water, waste management facilities etc
- **Duty Roster by department-** The duty roster for each service component by department wise officials/staff/volunteers must be prepared in advance in line with component-wise benchmarks and the roster should be displayed with contact numbers in the camps.
- **Camp-level management by all women groups-** The Circle Officer shall ensure the formation of an all-women committee for management and monitoring of the model camp. The committee's Terms of Reference will be as follows:
  - **Composition-** The committee shall have 20 members including subcommittee members. 10 of these members shall be from the village where the model camp is located while the remaining 10 members will be added from the population taking shelter in the camp when it is in operation. The women members from the village shall include women from the Village Organization of SHGs, ASHA, Anganwadi Workers, Mid-Day Meals Cook, Teachers, village elders etc.
  - **Structure-** The committee shall have a president and a convenor preferably from the Village Organization of Self-Help Groups under ASRLM who will be responsible for coordinating the activities in the camps. Further, the committee shall have a minimum 7 sub-committees, including Registration, Relief Distribution, Food Management, WASH management, Child-Friendly Space

Management, Protection, health & first aid. The sub-committees must be formed on day 1 and shall be displayed prominently in the camps.

- **Roles and Responsibilities**
  - Support identifying and pre-arranging all services in the camps. Ensure that the needs of women and children are carefully taken care of at the planning stage.
  - Mobilize and engage people in camps for different camp functions including registration, management of residential areas and room allocation, hygiene in camps, management of community kitchen, management of child-friendly spaces including breastfeeding corners, management of toilets and bathing spaces, management of health services in camps, fodder for livestock, etc
  - Monitor the camp situation and hold meetings with people in camps to address common needs such as overall hygiene and issues related to children, women, elderly and persons with disability.
  - Report through the camp in-charge to the Revenue Circle Officer on needs in the camp
  - Conduct awareness activities using materials provided by ASDMA including on the provisions of assistance as per SDRF norms.
- **Duration-** The committee shall be operational throughout the flood season and will be re-constituted before floods every year.
- **Fund and incentive-** The committee will receive a certificate of appreciation from the DDMA on completion of its tenure.
- **Operationalizing the Model Camps-**
  - **Pre-announcement**- The camp should be predictably operationalized with a proper announcement on its operationalization in the targeted villages.
  - **Demarcations-** Before the camp is operationalized, all identified spaces including registration desk, living rooms, child-friendly space, breastfeeding corner, drinking water point, toilets separate for males and females, bathing spaces (Male and Female), store room, sick room, kitchen, back office, recreation rooms etc shall be demarcated before the camp is operationalized
  - **Pre-positioning-** All supplies including food materials, IEC Materials, Registration related materials including computer, power back up, medical supplies, temporary toilets, water tanks, filters, chlorine tablets, waste management tools such as bins, toilet cleaners, soap, bleaching powder, mosquito repellents etc shall be prepositioned before the camp is operationalized.
  - **All Women Camp Management Committee-** The committee shall be present in the camp before the registration starts (existing members) and shall be ready with camp routine (including timing of services, rules of stay etc). The committee shall take the lead and enroll other members upon completion of registration.
  - **Registration-** The Front Desk and Back Office shall be set up in the camp. The Registration desk shall be managed by two personnel equipped with a computer and the registration shall be managed digitally as well as in the register. The first registration shall be updated and shared with the Circle Office by 11 am every day. The front desk shall be located at the entrance with chairs and table, visible signage, a display board with service-wise contact persons, and family ticket. Each family getting registered in the camp shall be given a family ticket. Volunteers shall be deployed to ensure smooth functioning.
  - **Activating services-** All services in the camp including relief distribution/food distribution, health-related activities, toilet use and maintenance, child child-friendly spaces activities shall be

- organized according to a schedule. Please refer to **Annexure 1** for details of services and infrastructure. The schedule shall be visibly displayed in multiple locations in the camp. Each service to the families shall be recorded on their family ticket by the respective service provider.
- **Community Kitchen**- As far as possible, the community kitchen shall be made operational in the model camps. The mid-day meals (assets) shall be used to operationalize the community kitchen
  - **Child Friendly Spaces and Breast-Feeding Corners**- The activities with children including their learning continuity must be visibly maintained with the help of designated teachers and Anganwadi workers. VHSND activities including immunization, complementary feeding sessions, and other activities as listed in the guidelines shall be carried out in totality as per a routine and with proper duty roster. Age-wise engagement must be maintained.
  - **Safe drinking water, sanitation, and hygiene**- Safe drinking water including proper storage and use shall be ensured (as per defined standards). Separate toilets (well illuminated) for male and female population shall be ensured as per guidelines. 1-2 persons must be deployed in the camp for maintenance of the toilets and bathing spaces in coordination with camp committees
  - **Recreation activities**- All age groups of people shall be supported with recreational activities including local folk culture activities, sports activities, screening of movies etc.
  - **All hazard safety**- Appropriate measures should be taken for fire safety, crowd management, food safety, health safety, earthquake safety, etc shall be maintained in the camp
  - **Registering Feedback**- The camp management committee shall take the lead with the help of volunteers in collecting feedback from people. The people in the camp shall directly provide feedback to the WhatsApp number provided.
  - **Use of IEC Materials**- IEC materials shall be displayed at appropriate locations in the camps. ASDMA-developed [IEC Materials](#) should be used to maintain standardization.
  - **Documentation**- All activities in the model camp shall be documented properly through video and photo documentation.

## Annexure 1- Basic Minimum Services and Infrastructure in the Model Relief Camp

Components	Responsible Departments	Minimum Benchmarks
Administration and Management of Camps	Revenue and DM, Education, P&RD, ULB, APDCL	<ul style="list-style-type: none"> <li>All affected people have information about the location of camps and have means to reach the location</li> <li>All camp inmates are registered and have family tickets updated</li> <li>Camp register regularly updated and information as per the template shared to Circle Office on daily basis</li> <li>All camps have lightning arrangement upto toilets and bathrooms</li> </ul>
Basic facilities- Water Sanitation and hygiene	Public health engineering, P&RD, Municipal Corporations/ Boards	<ul style="list-style-type: none"> <li>All activities are well coordinated with relevant stakeholders as per common approaches and standards defined in the Assam DM Manual, 2015 ensuring that all critical WASH gaps and vulnerabilities are identified and addressed without duplication.</li> <li>All camp inmates have access to portable water (<u>atleast 20 litres/person/day</u>)</li> <li>All camp inmates have access to toilet within 50 Meters from the designated residential spaces</li> <li>All male and female inmates have access to separate bath rooms in the camps</li> <li>All camps have arrangements for management of solid and liquid waste</li> <li>All camps have clean and functional waste water drainage</li> <li>Hygiene education and information in general more particularly related to safe and hygienic child-care and feeding practices are provided to all women and child caregivers in the camp.</li> <li>In all designated child-friendly spaces, 1–2 litres of drinking water per child per day (depending on climate and individual physiology); access to hygienic toilet or latrine squat hole and means handwashing after defecation with soap or an alternative; appropriate hygiene education and information are provided to children, guardians and duty bearers in CFS.</li> </ul>
Food security and Nutrition	Social Welfare, Health and Family Welfare, Revenue and DM, Education	<ul style="list-style-type: none"> <li>Activities related to the nutrition of children and protection of vulnerable groups including children and women are well coordinated with all responsible stakeholders and ensuring that all critical nutrition-related gaps and vulnerabilities are identified and addressed without duplication.</li> <li>All camp inmates have access to GR in the camps as per norms</li> </ul>

		<ul style="list-style-type: none"> <li>• Community kitchens are set up in camps where feasible</li> <li>• All eligible mothers/lactating mothers in the camps are receiving counseling and guidance on Infant and Young Child Feeding</li> <li>• All children with acute malnutrition in camps receive appropriate care and needed support.</li> <li>• Micronutrient needs of all pregnant women/lactating mothers and infant and young children are met with additional sources of micronutrients.</li> <li>• All camp inmates have access to information on nutrition in emergencies and various sources of getting nutrition services</li> <li>• Breastfeeding corners are established in all camps in the designated child friendly spaces</li> </ul>
Clothing	Revenue and DM	<ul style="list-style-type: none"> <li>• All inmates having the need for climate-friendly clothing have been provided with age, gender and size-appropriate clothing as per norms</li> </ul>
Medical Facilities and Psycho-Social Support	Health and Family Welfare, Social Welfare	<ul style="list-style-type: none"> <li>• Health-related activities at the camp level are well coordinated with relevant stakeholders at the camp, Circle/Block and District level</li> <li>• All camp inmates screened for diseases and necessary medical support provided.</li> <li>• All pregnant women, lactating mothers, infant and young children in the camp receive required vaccination and medication including measles vaccine, vitamin A and deworming medication in the relevant age group (as applicable)</li> <li>• All camp inmates receive appropriate measures against protection of mosquito and vector borne diseases</li> <li>• All camp inmates are given key health education/promotion messages through multiple channels.</li> <li>• VHNDs are being held as per routine in the designated child friendly spaces running within the camps</li> </ul>
Special provision for protection women, children and elderly	<b>CFS-</b> Education, Social Welfare, PHED, Health and Family Welfare	<ul style="list-style-type: none"> <li>• All camps have child friendly spaces and all activities in Child Friendly Spaces in the camps are well coordinated with ensuring that all critical education gaps and vulnerabilities are identified and addressed without duplication.</li> <li>• Child and adolescent friendly emergency non-formal programmes, including play and early learning for young children, are conducted in all Child Friendly Spaces as per the guideline</li> <li>• All child friendly spaces are safe and free from violence, and children, including girls.</li> <li>• Other activities including VHND related, breast feeding corner, WASH and Nutrition services and psycho-social</li> </ul>

		care services are provided in a well-coordinated manner in the CFS
	Protection-Social Welfare (DCPUs), Police, P&RD, Municipal Corporations/ Boards	<ul style="list-style-type: none"><li>• All children, women and girls are protected and accounted for in the camps</li><li>• Systems are in place in all camps for reporting on grave violations and other serious protection concerns for children and women and are being utilized</li><li>• All camp inmates particularly children have access to psycho-social care support</li><li>• Appropriate care and support being provided to all elderly camp inmates above 60 years of age</li><li>• Systems are in place to prevent and respond to any protection risk including abuse, violence and exploitation of children and women and in camps</li></ul>