



State Integrated Disaster Control Centre (SIDCC)

Lucknow, Uttar Pradesh



Standard Operating Procedure (SOP) NOVEL CORONAVIRUS (COVID-19)

*Layout, Organizational Structure and Functions
Scenario specific Standard Operating Procedure*

April 2020



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SECTION A: LAYOUT, ORGANIZATIONAL STRUCTURE AND FUNCTIONS

1. Background

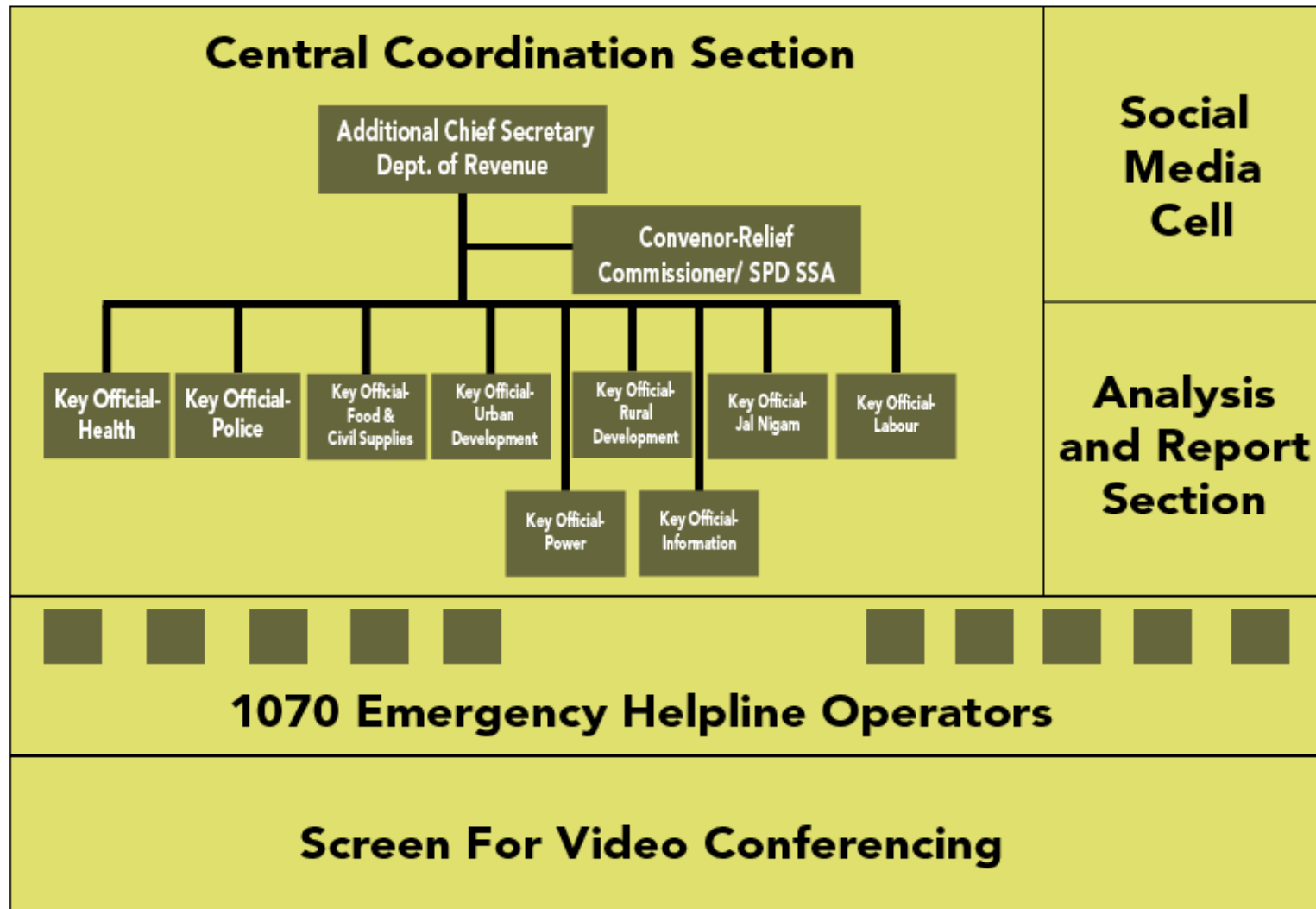
The State Integrated Disaster Control Centre (SIDCC) is a central command and control facility responsible for carrying out the disaster management functions at a strategic level during an emergency, and ensuring the continuity of operation of a company, political subdivision or other organization. It is responsible for strategic direction and operational decisions and does not normally directly control field assets, instead leaving tactical decisions to lower commands. The common functions of SIDCC are to collect, gather and analyze data; make decisions that protect life and property, maintain continuity of the organization, within the scope of applicable laws; and disseminate those decisions to all concerned agencies and individuals. This Integrated Disaster Control Centre is a place where highly trained experts monitor information, prepare for known (and unknown) public health events, and gather in the event of an emergency to exchange information and make decisions quickly.

2. Objectives

This document aims to:

- Identify most suitable institutional arrangements for coordinating COVID-19 emergency response through an integrated disaster control centre (SIDCC)
- Define key sections of SIDCC and its function, human resource requirement and facility
- Define operating procedure to respond to a range of scenarios emerging during COVID-19 response

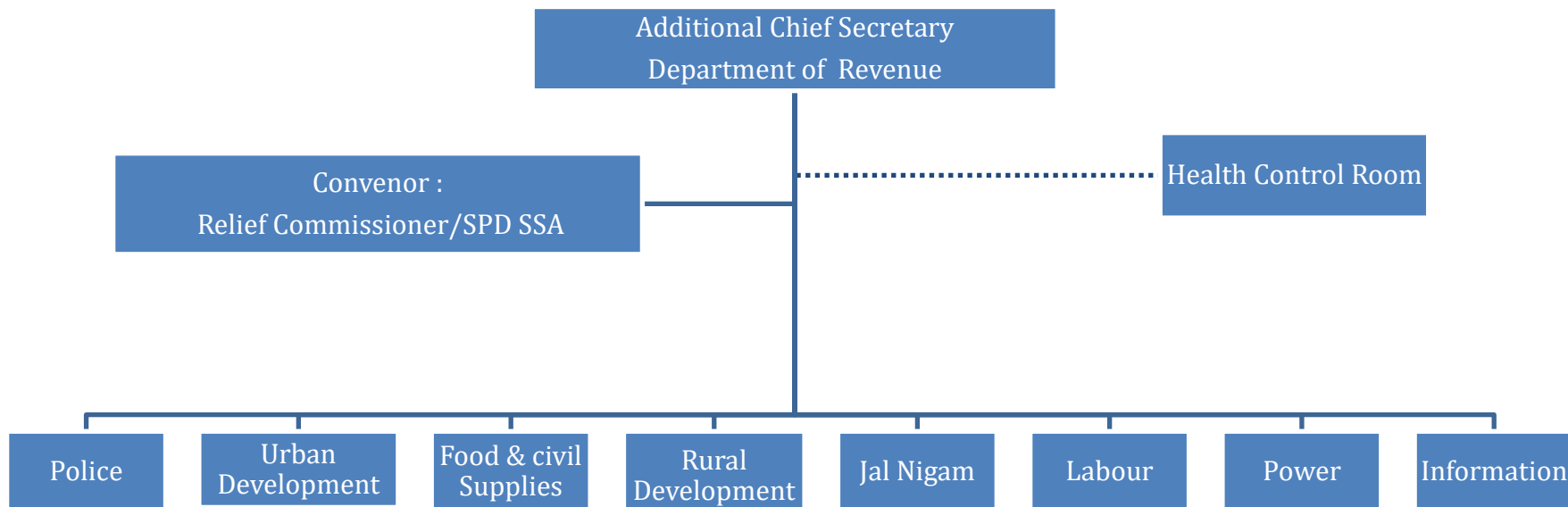
3. Layout of SIDCC¹



¹ In the context COVID-19 adequate physical distancing should be maintained and temperature and symptomatic checks of all personnel at SIDCC should be monitored periodically every day.

4. Organogram of SIDCC

'One team under One Roof' Approach



5. Functions of SIDCC Sections

5.1 Public Helpline (Grievance) Section

Staffing and Equipment	Functions
<ul style="list-style-type: none">• Public Helpline In-charge/Supervisor (3 shifts)• Helpline Operators (3 shifts)• IT /Networking Specialist• Helper-cum-cleaner• Computer with headphone and Public grievance dashboard (Software/System by PWC)	<ul style="list-style-type: none">• Receive public call on the Helpline Number i.e. 1070; Health Control Room (1800-180-5145, 05222-230006/230009/616482)• Record call and inform duly to caller• Direct the call to concerned agency• Assign grievance number to caller and inform likely duration for addressing grievance

Standard Operating Procedure

- Receive call on Helpline from public
- Tag relevant section/menu (Health, Food, Law & Order, Water Supply, Sanitation, etc.)
- Enter grievance in the call log
- Assign grievance number to call
- Push the grievance to the concerned agency (Line Department, District, Urban Body, PRI, etc.)
- In case of complex issue (involving multiple agencies or districts or new issues requiring policy decision), push grievance to Public Helpline In-charge for action
- Move to next caller

Public Helpline In-charge

- Complex issue related to multiple agencies or districts should be pushed to all concerned agencies and districts. Once all concerned agencies or districts resolve the issue, then it will be reflected as complete.
- Complex issue requiring policy direction to be resolved by SIDCC In-charge or by the Central Coordination Committee
- Monitor and uptake complex/multi department incidents proactively and ensure appropriate referrals.

5.2 Central Coordination Section

Staffing and Equipment	Functions
<ul style="list-style-type: none"> • Senior Government Officers representative of line departments (Revenue, Health, Police, Food & Civil Supplies, Agriculture, Rural Development, Urban Development, Panchayati Raj, Animal Husbandry, Social Welfare Department); • Senior Government Officer: In-charge SIDCC and Liaison Line Department • Representatives of Critical line departments in SIDCC to direct referrals to district/s; • Focal Points of other line departments • Support staffs (drafting minutes/notifications); • IT Specialist • Display facility (Video conference, presentation, etc.) • Computer/laptop • Printing/Scanning/Photocopying facility • Camera/Recording facility • Flip chart, electronic white board, etc. for meeting/discussion • All staffing to have 2 shifts. 	<ul style="list-style-type: none"> • Daily/Alternate day inter-departmental coordination meeting for decision making such as: <ul style="list-style-type: none"> ○ Review indicators of emerging needs and vulnerabilities, and progress on planned action: It includes changing needs from emergency response phase to recovery phase. ○ The needs of vulnerable groups especially women, children, people with disability, migrant labors, etc. to be tracked separately. ○ Mobilization and application of various capabilities: It also includes decisions on leveraging resources of one department for addressing urgent needs or collaboration across agencies for upscaling production of specific goods and services. ○ The resource mobilization related decisions for mobilization of fund through the Corporate Social Responsibility, Charity organizations and crowd funding and its monitoring will be one of the functions. The engagement of corporate/business houses for CSR activities at district level will be coordinated by DDMA. ○ Roles and responsibilities: It include altering existing roles and responsibility of agency/individuals for emergency purpose.

	<ul style="list-style-type: none">○ Decision making apply various capabilities through:○ Policy adaptations and application: It involves adaption or interpretation of policy to address specific needs of different stakeholders or regions.○ It also involves supplementary instructions for applications of policy to meet specific needs of different groups including vulnerable groups such as migrant worker, women, children, people with disability and aged.○ Inter-departmental coordinated action: The inter-department coordination at state will be facilitated through this SIDCC central coordination. The district level inter-department coordination and CSO coordination will be conducted through the District Disaster Management Authority, which is nodal body for disaster management at district level. The scenario-based response in Part B has identified this arrangement.○ Inter-district support: It includes coordination among districts or activities in one district affecting other districts. It also includes human resource and agriculture and industrial output movement across districts.○ CSO Coordination: The Central Coordination through SIDCC In-charge will coordinate with CSO for efficient services provided by the partners. Comprehensive 3W map of CSOs interventions will
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	<p>be prepared and updated and shared for improve synergy. The coordination meeting with CSOs will identify bottlenecks in operation of CSO and will be addressed by SIDCC or Central Coordination meeting.</p> <ul style="list-style-type: none"> ○ Prioritization of activities or area ● Overall monitoring of situation ● Release of COVID-19 situation report (Daily or Twice-daily) by SIDCC In-charge ● SIDCC In-charge liaison with critical line department representatives in SIDCC ● SIDCC Team liaison with COVID-19 focal points of other line departments
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Standard Operating Procedure

- ACS (Revenue) or Representative to chair inter-department coordination meeting
- Review of decisions of the last meeting and approval.
- Review of latest Situation Report
- Decisions related to policy and inter-agency/district matter and Prioritization
- Decide date/time of next meeting, if not fixed
- SIDCC In-charge Support Team to draft minutes of meeting
- SIDCC In-charge Support Team to prepare status of pending grievance with line department using Helpline and follow with Line departments focal point/representatives
- SIDCC In-charge through its support team to compile/update CSO related issues and follow it for redressal.
- SIDCC In-charge through its support team will be coordinate with Control Room of key line departments, especially Health Department and Police to two-way flow of information.

- The line department representatives at SIDCC will be responsible for resolving for their department specific issues. The line department representatives at SIDCC will also be responsible for coordinating with their department to address issues, which require department level intervention.

5.3 Social Media Cell

Staffing and Equipment	Functions
<ul style="list-style-type: none"> • Officer and Staffs conversant in English and Hindi • Multiple TV screen with satellite channel/cable channel facility • Computer with internet connection • Communication equipment (Mobile/Landline) • White board, Flip chart 	<ul style="list-style-type: none"> • Continuously track various TV channels • Browse websites, Social media (Facebook, Twitter etcetera) and other messaging apps • Prepare periodic briefing note on issues trending • Coordination with media

Standard Operating Procedure

- Duty staff to track TV channels especially News Channels for COVID-19 information/ misinformation: Regional, National and international, national news channels (English and Hindi)
- Duty staff to browse news websites, social media (Facebook, Twitter, Instagram, etc) for tracking COVID-19 related information / misinformation
- Misinformation/rumor to be verified with concerned line department or district authority
- Track WhatsApp and other messaging apps for tracking COVID-19 information/ misinformation
- Prepare News Monitoring Report (twice-daily) and report to SIDCC In-charge
- The staff of Social Media Cell to prepare list of media with contact details including email and share daily/twice-daily approved Situation Report.
- The Officer of Social Media Cell will be point of contact for media for COVID-19 issues at SIDCC. The SIDCC to coordinate closely with the Information Department.

5.4 Analysis and Report Section

Staffing and Equipment	Functions
<ul style="list-style-type: none">• Data analyst: Big data analysis, Data informatics• Report writers (English/Hindi)• Computer/laptop with internet connection• Color Printer/Photocopier• Flip chart/White board• Stationery	<ul style="list-style-type: none">• Prepare daily/twice-daily Situation Report of COVID-19• Share Situation Report to the after approval of SIDCC In-charge with pre-identified agency/individuals• Upload Situation Report on pre-identified website

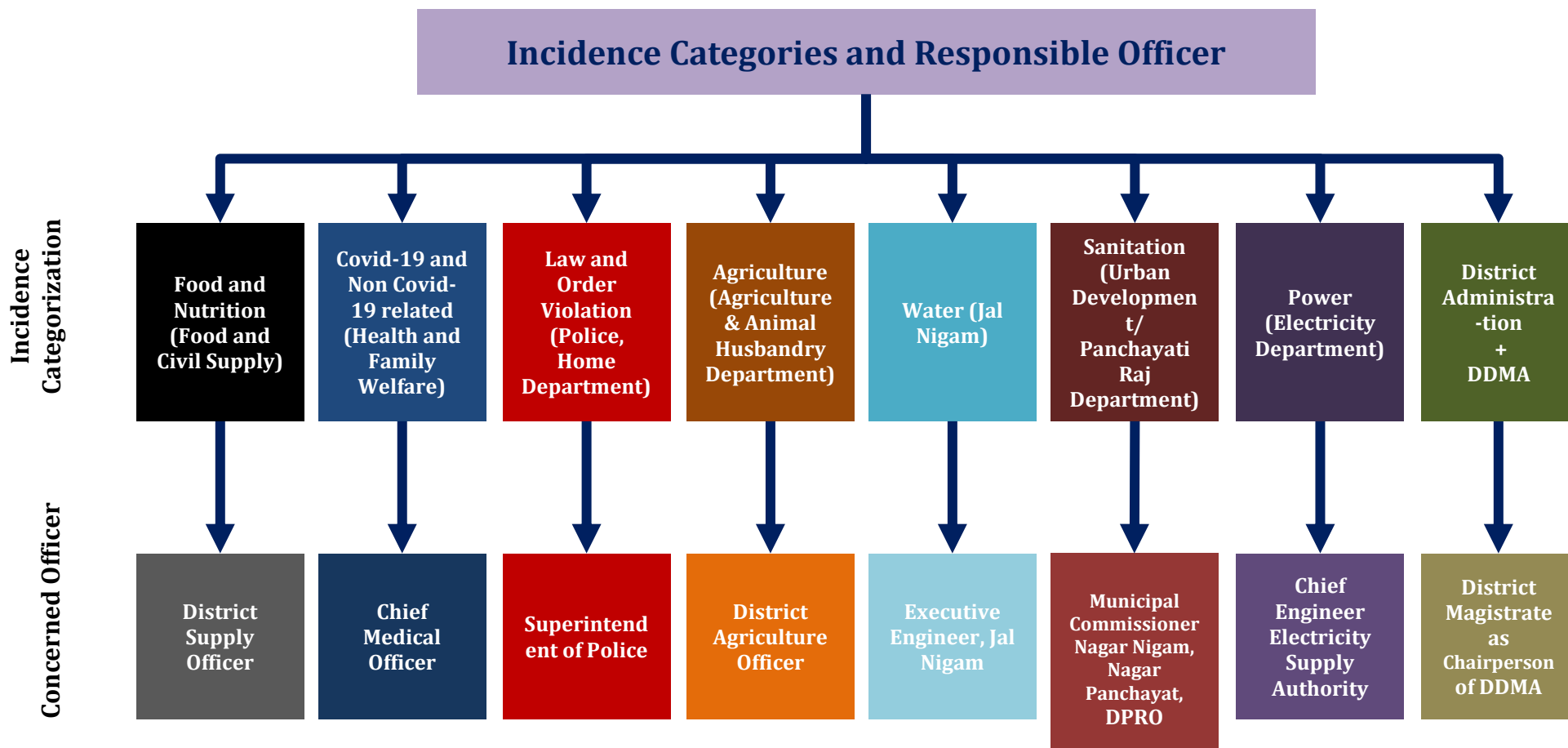
Standard Operating Procedure

- Start analysis of COVID-19 related data and response after pre-identified cutoff time
- Key content of the Situation Report
 - Analyze COVID-19 cases and status: Overall status, Last 24 hours, Trend, District-wise representation, Age-wise,
 - Health facility status: Number of available beds for COVID-19, Occupied, ICU, Ventilators, Masks, Doctors, Nurses,
 - Sector-wise status of response measures: Food and supplies in quantity and population covered (24 hours and total); Police (Call received in 24 hours and geographical spread); Women and Child; Finance (Money transferred to individuals and total); Agriculture (Procurement of crops); Industry (When get operational); etc.
 - A short feature on innovative work by any agency/individual on COVID-19 Response
 - Key announcements
 - Dos and Don'ts related to COVID-19
- Submit Situation Report to SIDCC In-charge for approval
- Share approved report with pre-identified agency/individual
- Upload Situation Report on pre-identified website

SECTION B: STANDARD OPERATING PROCEDURES IN VARIOUS RESPONSE SCENARIOS

SOP for Incidences:

The incidences listed below are categorized into broader categories, based on the department/s they are linked to, for the ease of operation and reference. Further for easy reference, color coded strips detailing the department to which event is linked are marked. The list of categories into which different scenarios are divided is depicted in the below figure



Incidents under the Food and Nutrition Category

The incidents under the Food and Nutrition category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Ration Unavailability
2.	Vegetables Unavailability
3.	LPG Unavailability
4.	Dairy Unavailability
5.	Food Unavailable to Migrant Workers/Transient Population
6.	Food Unavailable to the Poor Household (with/without ration card)
7.	Senior Citizen need assistance with Ration/ other Household Supply
8.	Essential items being sold at higher price

S. No.	Event	Area and Source of Information	Responsible Authority/Officer and Service Provider	Action to be performed by Operator	Event Closure Message
1.	Ration Unavailability	District, Block, Village/Municipality Name of the individual	District Supply Officer in coordination with Tahsildar and association of fair price shops.	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	Vegetables Unavailability	District, Block, Village/Municipality Name of the individual	District Supply Officer, District Agriculture officer in coordination with APMC ² s	Inform the Concerned District Integrated Disaster Control Centre	Concerned District Integrated Disaster Control Centre will update on

² Agricultural Produce Market Committee

				Centre about the incident	the action taken
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S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
3.	LPG Unavailability	District, Block, Village/Municipality Name of the individual	District Supply Officer in coordination with local service providers.	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
4.	Dairy Unavailability	District, Block, Village/Municipality Name of the individual	District Supply Officer in coordination with Animal Husbandry and Milk producer companies	Inform the Concerned District Integrated Disaster Control Centre	Concerned District Integrated Disaster Control Centre will update on

				Centre about the incident	the action taken
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S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
5.	Food Unavailable to Migrant Workers/Transient Population	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA ³ in coordination with District Supply Officer, CSR Agencies, NGOs and other actors involved in relief.	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
6.	Food Unavailable to the Poor Household (with/without ration card)	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with District Supply	Inform the Concerned District Integrated Disaster	Concerned District Integrated Disaster Control

³ District Disaster Management Authority

			Officer, Fair price shops, CSR Agencies, NGOs and other actors involved in relief.	Control Centre about the incident	Centre will update on the action taken
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S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
7.	Senior Citizen need Assistance with Ration/other Household Supply	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with District Supply Officer, Fair price shops, CSR Agencies, NGOs and other actors involved in relief.	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
8.	Essential items being sold at higher price	District, Block, Village/Municipality Name of the individual	District Supply Officer in coordination with Tahsildar and Police superintendent	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

				Control Centre about the incident	Centre will update on the action taken
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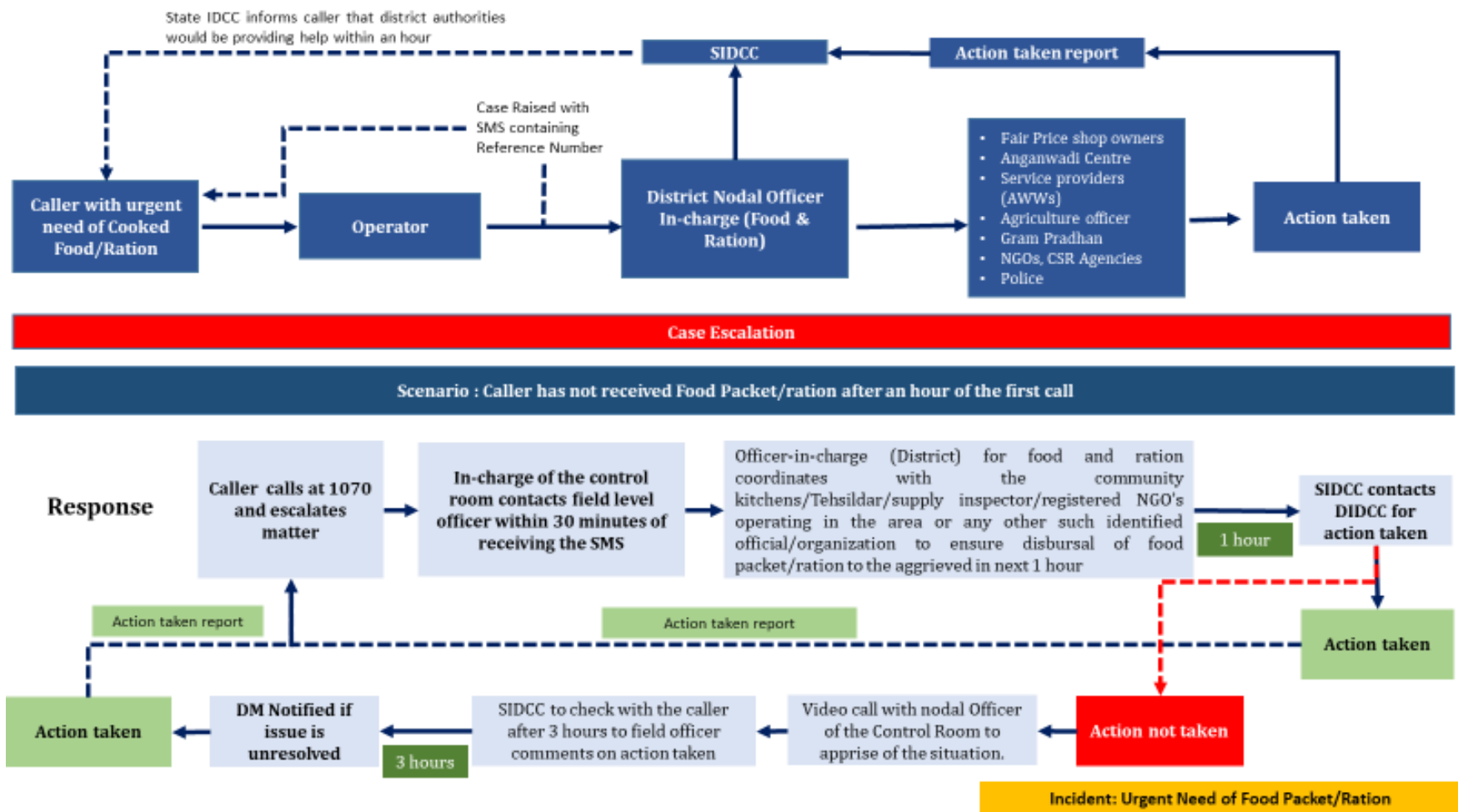


Figure 1: Flowchart depicting Incidence Management and Escalation level for Food Unavailability

Incidents under the Covid-19

The incidents under the Covid-19 category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Increased Suspected Cases of Covid-19
2.	Commotion and Threat to Frontline Workers
3.	Public not Following Social Distancing
4.	Commotion of People around Hospital and Threat to Healthcare Workers
5.	Hospital Capacity has reached Threshold due to Sudden rise of Covid-19 patients
6.	Shortage of Medical Supply at the Medical Store
7.	Shortage of PPE for Community Health Workers ASHA, ANMs
8.	People with Flu and Cough are not Reporting themselves to the Hospitals

S. No.	Incident
9.	People not Cooperating with Tracking Mechanisms
10.	Doctors/ Nurses from Private Hospitals found COVID 19 Positive
11.	Increased Demand of COVID 19 lab tests
12.	People leaving Home Quarantine before Prescribed Time.
13.	Improper Disposal of Bio Medical Waste

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Increased Suspected Cases of Covid-19	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with Chief Medical Officer and Superintendent of Police	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	Commotion and Threat to Frontline Workers	District, Block, Village/Municipality Name of the individual	Superintendent of Police	Inform the Concerned SP's Office about the incident	Concerned SP's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
3.	Public not Following Social Distancing	District, Block, Village/Municipality Name of the individual	Superintendent of Police in coordination of media for awareness generation.	Inform the Concerned SP's Office about the incident	Concerned SP's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
4.	Commotion of People around Hospital and Threat to Healthcare Workers	District, Block, Village/Municipality Name of the individual	Superintendent of Police	Inform the Concerned SP's Office about the incident	Concerned SP's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
5.	Hospital Capacity has reached Threshold due to sudden rise of Covid-19 Patients	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
6.	Shortage of Medical Supply at the Medical Store	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
7.	Shortage of PPE for Community Health Workers ASHA, ANMs	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
8.	People with Flu and Cough are not Reporting themselves to the Hospitals/Health Providers	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
9.	People not Cooperating with Tracking Mechanisms	District, Block, Village/Municipality Name of the individual	Superintendent of Police	Inform the Concerned SP's Office about the incident	Concerned SP's Office will update on the action taken

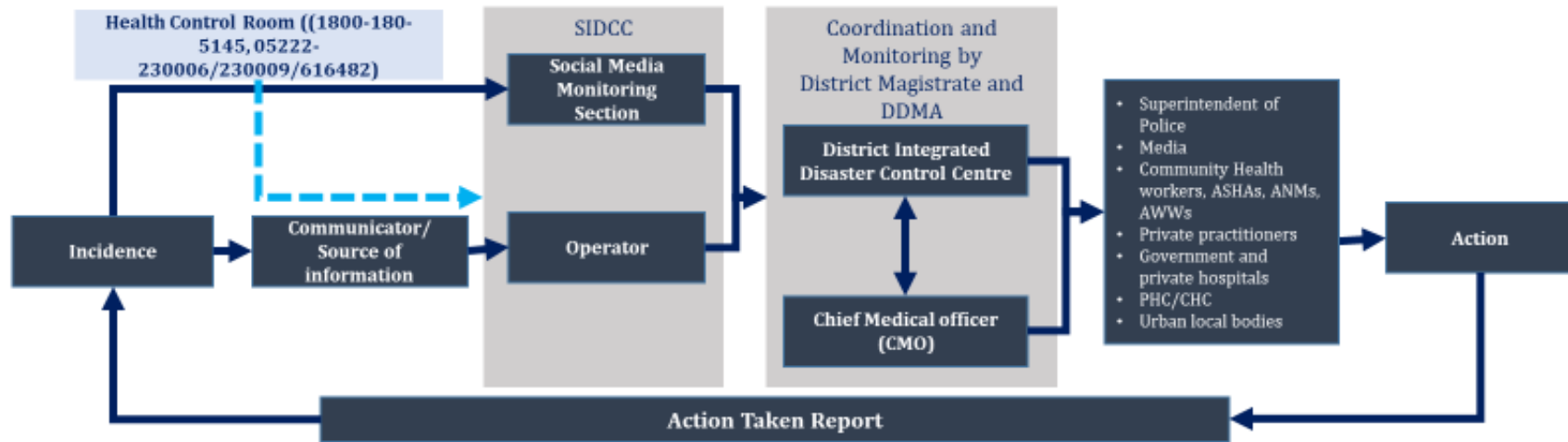
S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
10.	Doctors/ Nurses from Private Hospitals found COVID 19	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
11.	Increased Demand of COVID 19 lab tests	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
12.	People Leaving Home Quarantine before Prescribed Time.	District, Block, Village/Municipality Name of the individual	Superintendent of Police	Inform the Concerned SP's Office about the incident	Concerned SP's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
13.	Improper Disposal of Bio Medical Waste	District, Block, Village/Municipality Name of the individual	Chief Medical Officer, Chief Veterinary Officer and Local Urban bodies	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

Incidence Management of Covid-19 related Health Issues



Covid-19 related Health Incidence Management

Figure 2: Flowchart depicting Incidence Management for Covid-19 related incidents

Incidents under the Non Covid-19 Health Emergency

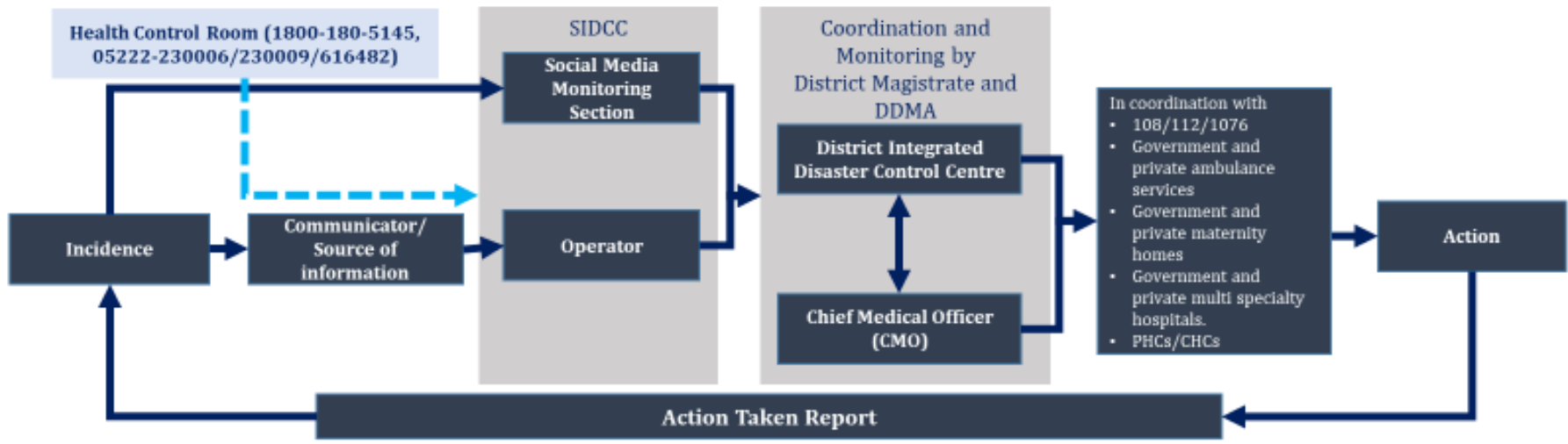
The incidents under the Non Covid-19 Health Emergency category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Unavailability of Ambulance service for taking pregnant women to the hospital for Institutional Delivery
2.	Unavailability of ambulance service for taking seriously ill (eg. Heart Attack/Stroke) to the Hospital other than COVID-19

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Unavailability of Ambulance Service for taking pregnant women to the Hospital for Institutional Delivery	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	Unavailability of Ambulance Service for taking seriously ill (eg. Heart-attack/stroke) to the Hospital other than COVID-19	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

Incidence Management of Non Covid-19 related Health Emergency Issues



Non Covid-19 related Health Emergency Incidence Management (Pregnant women, Heart Attack)

Figure 3: Flowchart depicting Incidence Management for Non Covid-19 Health Emergencies

Incidents under the Non Covid-19 Health Issues

The incidents under the Non Covid-19 Health Issues category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Senior Citizen need Medical/Assistive care
2.	Private Medical Practitioners not Operating their Clinics
3.	Unavailability of medicines at PHC and CHC

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Senior Citizen need Medical/Assistive care	District, Block, Village/Municipality Name of the individual	District Social Welfare Officer in coordination with Chief Medical Officer	Inform the Concerned DSWO's Office about the incident	Concerned Social Welfare Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	Private Medical Practitioners not Operating their Clinics	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
3.	Unavailability of medicines at PHC and CHC	District, Block, Village/Municipality Name of the individual	Chief Medical Officer	Inform the Concerned CMO's Office about the incident	Concerned CMO's Office will update on the action taken

Incidence Management of Non Covid-19 related Health Issues

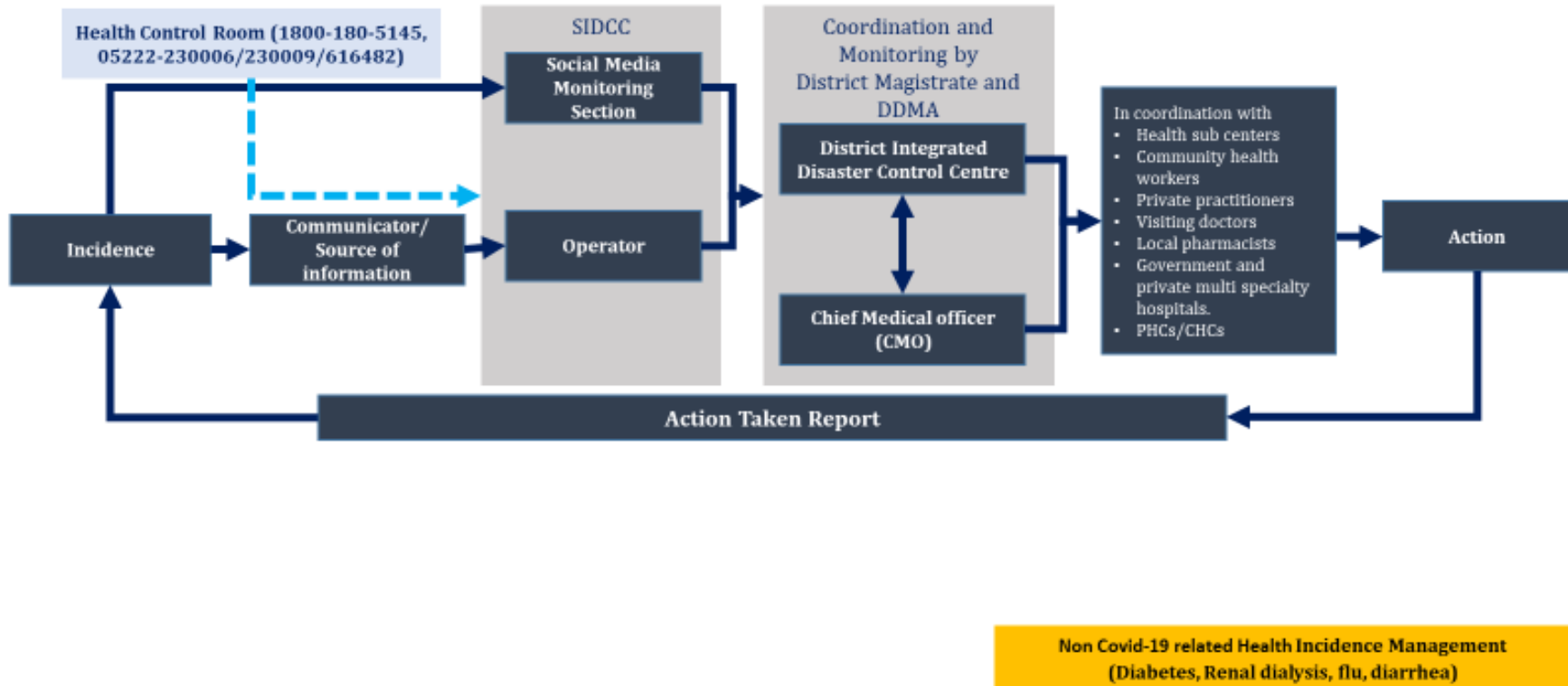


Figure 4: Flowchart depicting Incidence Management for Non Covid-19 Health Incidents

Incidents under the Law and Order

The incidents under the Law and Order category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Domestic Violence against Women in the household
2.	Violation of Law (Commotion between People)
3.	Rumours being Spread on Covid-19
4.	Listed essential services are obstructed due to strict lockdown

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Domestic Violence against women in the household	District, Block, Village/Municipality Name of the individual	State women's commission in coordination with Superintendent of Police	Inform State women's commission and Superintendent of Police	Concerned authorities will update on the action taken

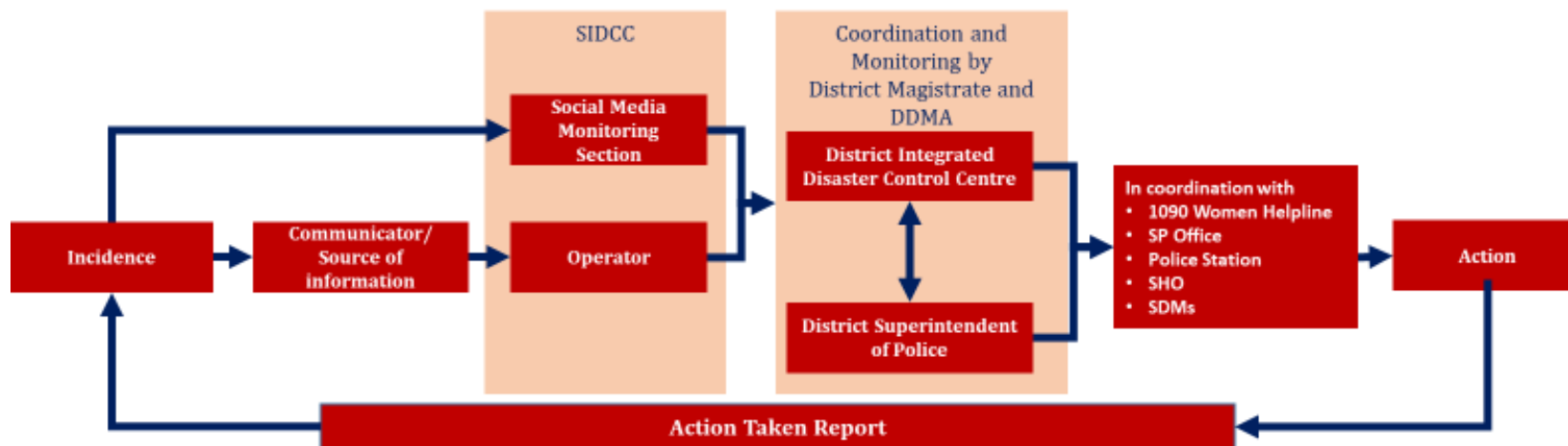
S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	Violation of Law (commotion between people)	District, Block, Village/Municipality Name of the individual	Superintendent of Police	Inform the Concerned SP's Office about the incident	Concerned SP's Office will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
3.	Rumours being Spread on Covid-19	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with Superintendent of Police in coordination of media	Inform the Concerned District Magistrate	Concerned District Magistrates' Office will update on

			for awareness generation.	about the incident	the action taken
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S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
4.	Listed essential services are obstructed due to strict lockdown	District, Block, Village/Municipality Name of the individual	Superintendent of Police in coordination with officer on duty	Inform the Concerned SP's Office about the incident	Concerned SP's Office will update on the action taken

Incidence Management of Law and Order related Issues



Law and Order Related Incidence Management

Figure 5: Flowchart depicting Incidence Management for Law and Order related incidents

Incidents under Agriculture

The incidents under the Agriculture category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Farmers Raising Concern about Harvest of Standing Crops and Marketing
2.	Poultry and Dairy Farmers gone out of Stock of Fodder
3.	Agricultural produce including Potato is not allowed to be transported to cold storage
4.	Crop harvesting is stopped by police

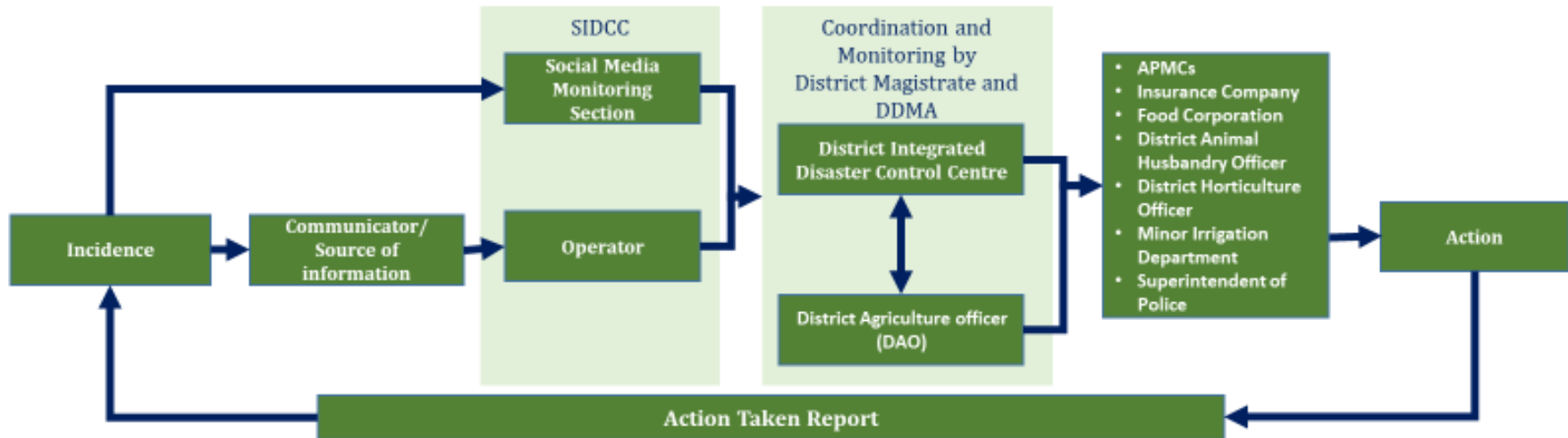
S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Farmers Raising Concern about Harvest of Standing Crops and Marketing	District, Block, Village/Municipality Name of the individual	District Agriculture officers in coordination with APMCs	Inform concerned district agriculture officer about the incident	Concerned District Agriculture officer will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	Poultry and Dairy Farmers gone out of Stock of Fodder	District, Block, Village/Municipality Name of the individual	District Animal Husbandry officer	Inform concerned District Animal husbandry officer about the incident	Concerned District Animal husbandry officer will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
3.	Agricultural produce including Potato is not allowed to be transported to cold storage	District, Block, Village/Municipality Name of the individual	District Agricultural officer in coordination with Superintendent of Police	Inform concerned District Agriculture officer about the incident	Concerned District Agriculture officer will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
4.	Crop harvesting is stopped by police	District, Block, Village/Municipality Name of the individual	District Agricultural officer in coordination with Superintendent of Police	Inform concerned District Agriculture officer about the incident	Concerned District Agriculture officer will update on the action taken

Incidence Management of Agriculture related Issues



Agriculture related Incidence Management

Figure 6: Flowchart depicting Incidence Management for Agriculture related incidents

Incidents under Water

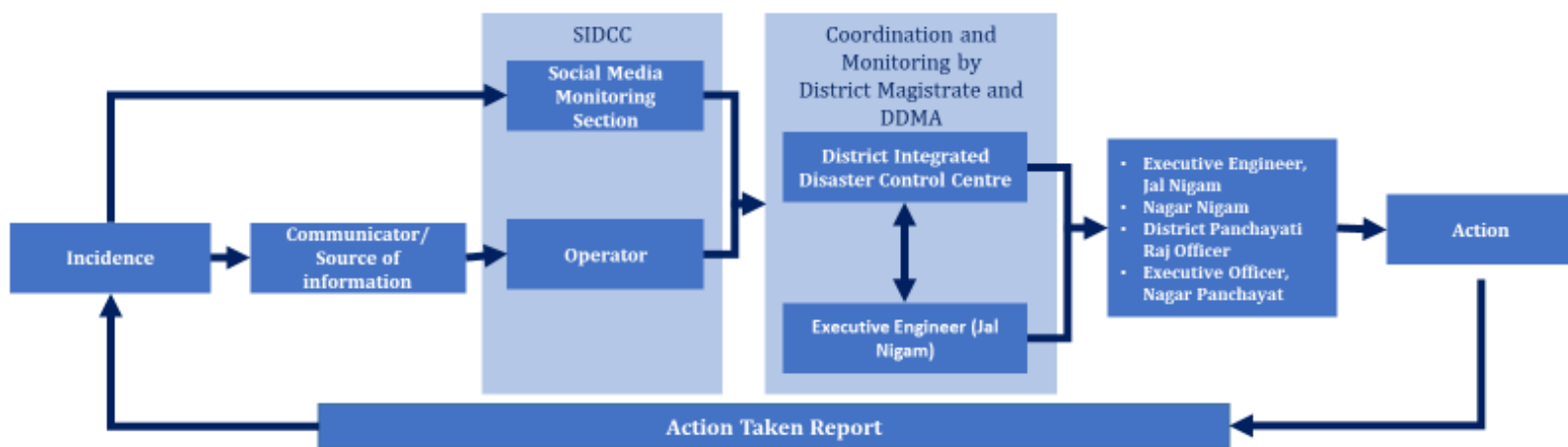
The incidents under the Water category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Unavailability of Water for Drinking or other purposes in the Area
2.	With Drought setting up in the month of May, Villages Face Water Scarcity

S. No.	Event	Area and Source of information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Unavailability of Water for Drinking or other Purposes in the Area	District, Block, Village/Municipality Name of the individual	Local Urban Bodies, Gram Panchayats, Executive Engineer, Jal Nigam / District Panchayati Raj Officer / Jal Sansthan	Inform concerned District Integrated Disaster Control Centre for coordination with concerned local urban body or Gram Panchayat	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	With Drought Setting up in the month of May, Villages face Water Scarcity	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with Gram Panchayats, Executive Engineer, Jal Nigam / District Panchayati Raj Officer / Jal Sansthan / Minor Irrigation	Inform concerned District Integrated Disaster Control Centre for coordination with concerned local urban body or Gram Panchayat	Concerned District Integrated Disaster Control Centre will update on the action taken

Incidence Management of Water Supply related Issues



Water supply related Incidence Management

Figure 7: Flowchart depicting Incidence Management for Water Supply related incidents

Incidents under Sanitation

The incidents under the Sanitation category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Lack of sanitation in the surroundings (owing to absence of sanitation workers)
2.	Insufficient equipment (Mechanical sprayers, sanitization material) for sanitization purposes in COVID 19 affected areas

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Lack of sanitation in the surroundings (owing to absence of sanitation workers)	District, Block, Village/Municipality Name of the individual	Local Urban Bodies, Gram Panchayats, Executive Officer, Nagar Panchayat, District Panchayati Raj Officer	Inform concerned District Integrated Disaster Control Centre for coordination with concerned local urban body or Gram Panchayat	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	Insufficient equipment (Mechanical sprayers, sanitization material) for Sanitization purposes in COVID 19 affected areas	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with Urban local bodies, Panchayati Raj Department, CSR Agencies, NGOs and other actors involved in relief.	Inform concerned District Integrated Disaster Control Centre for coordination with concerned	Concerned District Integrated Disaster Control Centre will update on the action taken

				local urban body or Gram Panchayat	
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Incidence Management of Sanitation related Issues

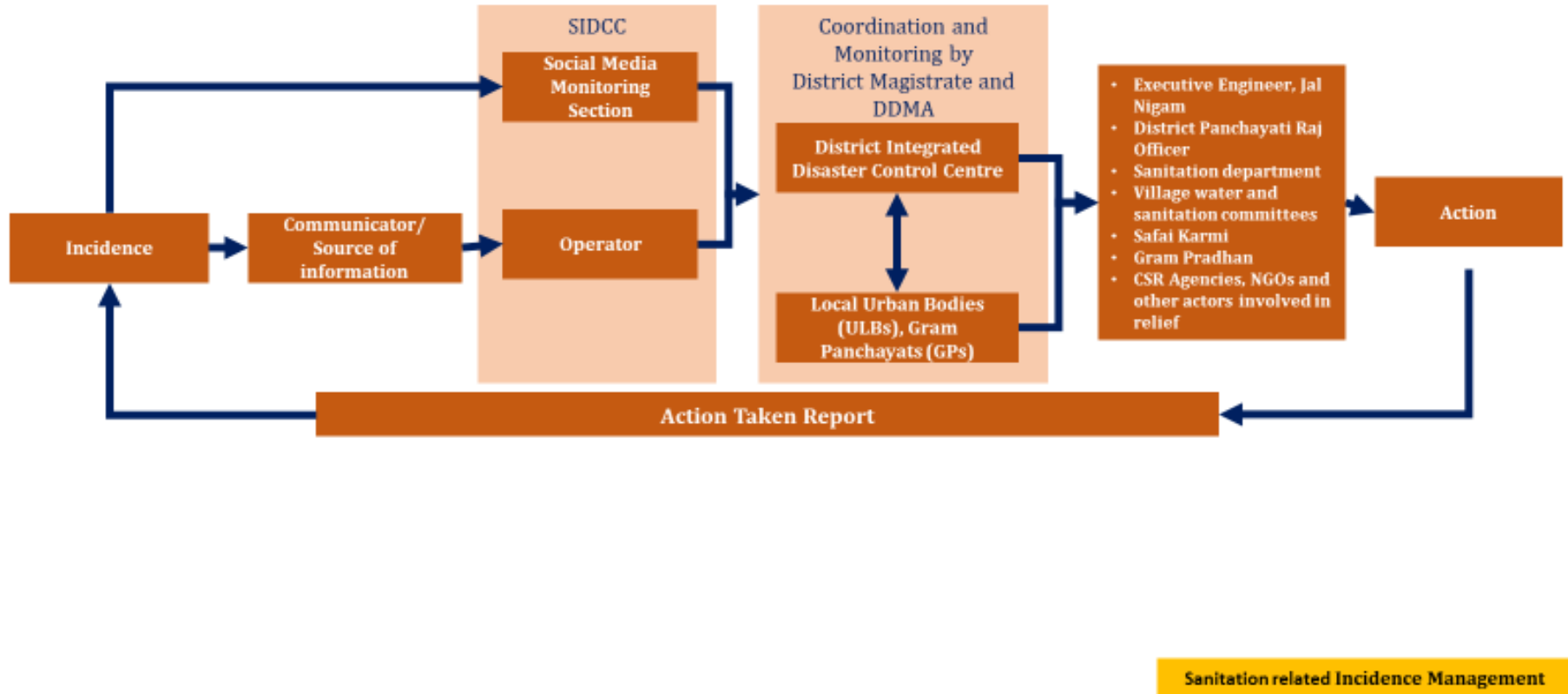


Figure 8: Flowchart depicting Incidence Management for Sanitation related incidents

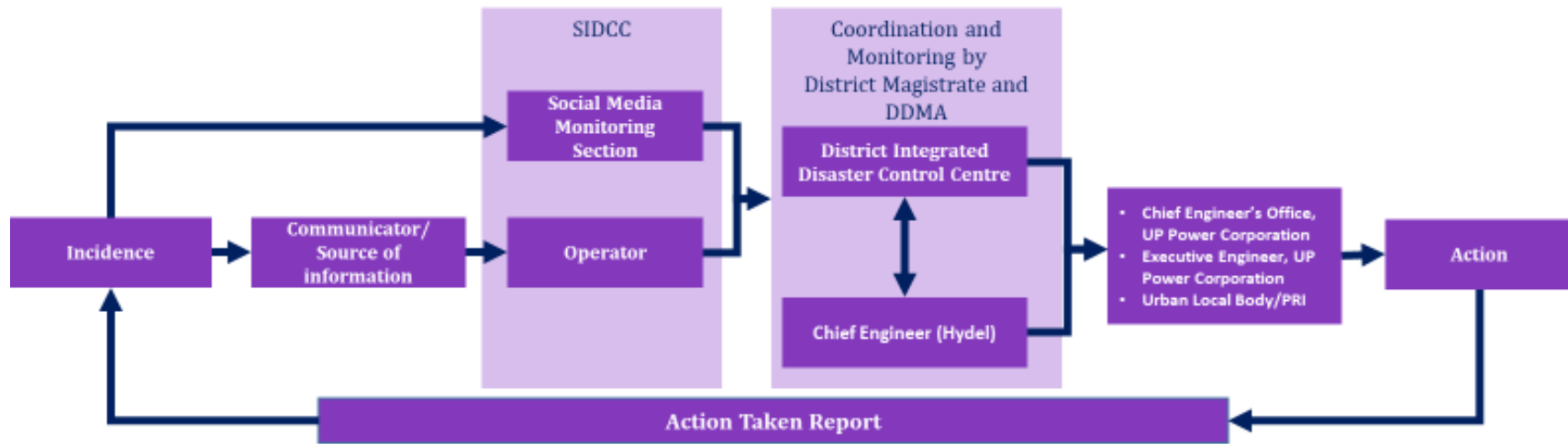
Incidents under Power

The incidents under the Power category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Power Failure

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Power Failure	District, Block, Village/Municipality Name of the individual	Executive Officer, UP Power Corporation, Electricity Supply Authority , Service provider for repair and maintenance	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

Incidence Management of Power Supply related Issues



Power Supply Related Incidence Management

Figure 9: Flowchart depicting action taken and escalation level for Power supply related incidents

Incidents under District Administration

The incidents under the District Administration category are as below. The standard procedures to be followed for each incident is further listed and in the last part a detailed flowchart depicting process flow is elucidated.

S. No.	Incident
1.	Unavailability of Shelter to Migrant Workers/Transient Population
2.	Unavailability of Food and Shelter to People stuck due to lockdown
3.	Inter district travelers are stuck due to lockdown
4.	Schools and institutions are open during lockdown

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
1.	Unavailability of Shelter to Migrant Workers	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with Revenue Department, Food & Civil Supply, Urban local bodies, CSR Agencies, NGOs and other actors involved in relief.	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
2.	Unavailability of Food and Shelter to People stuck due to the Lockdown	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with Revenue Department, Food & Civil Supply, Urban local bodies, CSR Agencies, NGOs and other actors involved in relief.	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
3.	Inter district travelers are stuck due to lockdown	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination with Revenue Department, Food & Civil Supply, Urban local bodies, CSR Agencies, NGOs and other actors involved in relief.	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

S. No.	Event	Area and Source of Information	Responsible Authority/Officer	Action to be performed by Operator	Event Closure Message
4.	Schools and institutions are open during lockdown	District, Block, Village/Municipality Name of the individual	District Magistrate as Chairperson of DDMA in coordination Police superintendent	Inform the Concerned District Integrated Disaster Control Centre about the incident	Concerned District Integrated Disaster Control Centre will update on the action taken

Incidence Management of District Administration related Issues

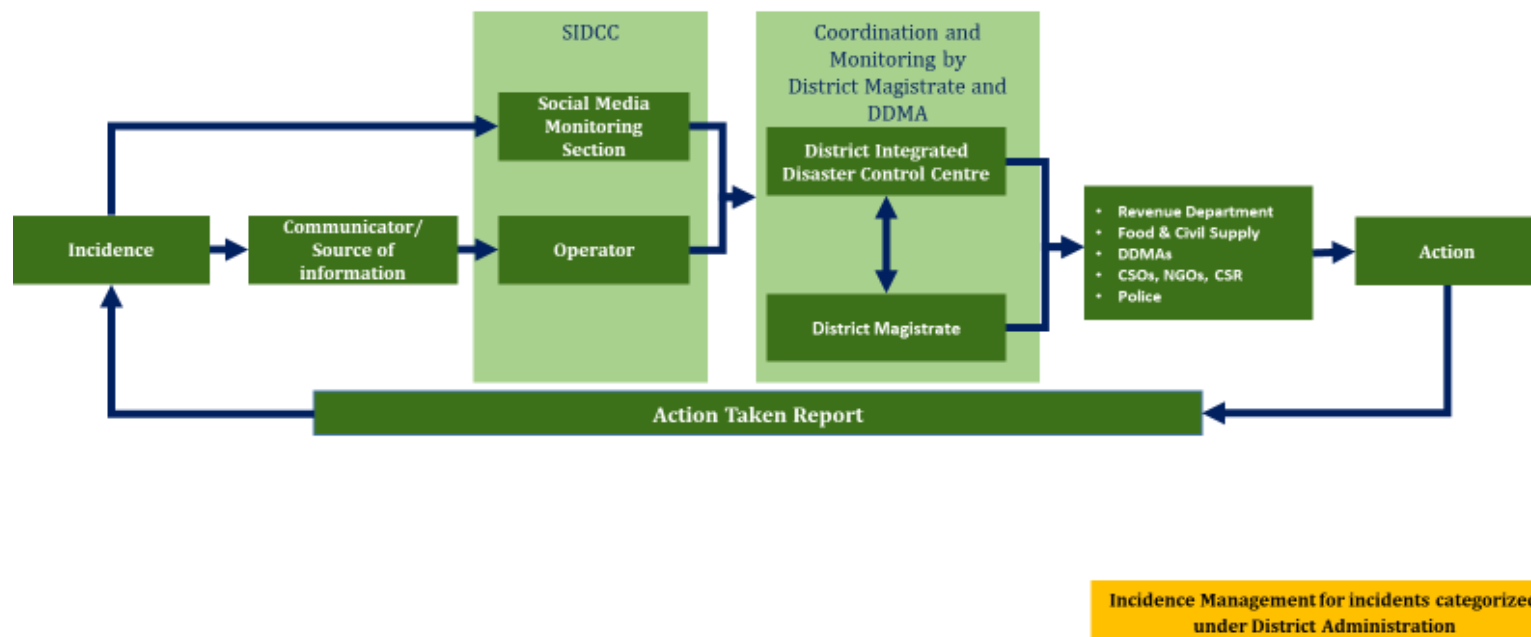


Figure 10: Flowchart depicting Incidence Management for incidents categorized under District Administration

SECTION C: Annexures

DIDCC Action Taken Reporting Template

S. NO.	Detail of the Complaint Received	Date of Complaint Receipt	Action Taken	Action Taken Date	Resolution (Yes/No)	If not resolved Further Action Required (List the concerned department/official)
1.						
2.						
3.						
4.						
5.						
6.						
7.						

Daily Information Formats – Food and Civil Supply

Daily Information Format 1: Details about Resources available for Fruits and Vegetable Delivery

S. No.	Division	District	Agricultural Produce Marketing Board		
			Number of Resources for delivery of Fruits and Vegetables		
			Mobile/Van/E-rickshaw/Tractor (motorized)	Hand-cart (Manual)	Total
1.					
2.					
3.					
4.					

Daily Information Format 2: Details about Milk Availability

S. No.	Division	District	Dairy Development Department		
			Milk		
			Total Milk Produced (Ltr)	Total Milk Sold (Ltr)	Number of Door to door deliverers
1.					
2.					
3.					
4.					

Daily Information Format 3: Details about Grocery Delivery

S. No.	Division	District	Department of Commercial Tax	
			Grocery (Ration)	
			No. of Provision Stores providing door-step delivery	No. of Service Providers providing door-step delivery from provision stores Number of Door to door deliverers
1.				
2.				
3.				
4.				

Daily Information Format 4: Details about Ration Distribution

S. No.	Division	District	Food & Civil Supplies Department			
			Food Distribution			
			Total No. of Ration Card	No. of Ration Card on which food distribution done	Free Category Ration Card (Including Antodya)	Free Category Ration Card (Including Antodya) on which food distribution done
1.						
2.						
3.						
4.						

Daily Information Format 5: Details about Free Cooked Food Packet Delivery

S. No.	Division	District	Other	
			Free Cooked Food Packet Delivery	
			No. of Religious/Voluntary Organization distributing food	No. of Citizens Daily Benefited
1.				
2.				
3.				
4.				

Daily Information Formats – Complaints and Grievances

S. No.	Division	District	No. of Complaints/Demands made today in the District	No. of Unresolved Complaints/Demands in the District till today	Total Demands/Complaints	Resolved	Remaining Demands/Complaints
1.							
2.							
3.							
4.							

Daily Information Formats – Health (Covid-19)

Daily Information Format 1: Details about People in Medical Quarantine

S. No.	District	No. of People in Medical Quarantine		No. of People admitted in Hospital/Isolation Ward		No. of People Discharged		No. of Remaining People
		No. of people put in quarantine today	No. of people in quarantine till today	No. of people admitted today	No. of people admitted till today	No. of people discharged today	No. of people discharged till today	
1.								
2.								
3.								
4.								

Daily Information Format 2: Details about People in Home Quarantine in Rural Areas

S. No.	District	Number of Villages	No. of People in Home Quarantine	
			No. of people put in quarantine today	No. of people in quarantine till today
1.				
2.				
3.				
4.				

Daily Information Format 3: Details about People in Home Quarantine in Urban Areas

S. No.	District	Name of Urban Body	No. of People in Home Quarantine	
			No. of people put in quarantine today	No. of people in quarantine till today
1.				
2.				
3.				
4.				

Daily Information Format 4: Details about People in Quarantine in Temporary Screening Camp/Shelter Home

S. No.	No. of Temporary Screening Camp/Shelter Home in District	Address of Every Temporary Screening Camp/Shelter Home (Separately)	Level and Capacity of Each Temporary Screening Camp/Shelter Home (District/Block/Village)	Name of In-charge of Temporary Screening Camp/Shelter Home (along with Designation, Address and Contact)	Status of available resources at Temporary Screening Camp/Shelter Home		No. of People	
					Resource	Status (Yes/No)	No. of people today	No. of people till today
1					Health Facility			
2					Toilet Facility			
3					Beds Facility			
4					Drinking Water Availability			
5					Sanitizer/Soap Arrangement			
6					Food Arrangement			
7					Regular Cleanliness arrangement			
8					Social Distancing Followed			

Directory of Nodal Officers (District-wise)

Mandal Name	District Name	Officer Name	Contact Number
Agra Mandal	AGRA	Ramesh Chandra	9454417580
Agra Mandal	FIROZABAD	Adity prasak srivastava	9454417581
Agra Mandal	MAINPURI	Sunil Kumar Yadav	9454417582
Agra Mandal	MATHURA	Brijesh Kumar	9454417583
Aligarh Mandal	ALIGARH	Vidhan Jaiswal	9454417584
Aligarh Mandal	ETHA	Shri Keshav Kumar	05742-233301/9454417585
Aligarh Mandal	HATHRAS	J P Singh	9454417586
Aligarh Mandal	KANSGANJ	Shri. A. K. Srivastava	8273866602/9454417587
Ayodhya Mandal	AMBEDKAR NAGAR	Bharat lal saroj	8429268336
Ayodhya Mandal	BARABANKI	Sandeep Kumar Gupta	9454417611
Ayodhya Mandal	AYODHYA	G.I. shukla	9454417612
Ayodhya Mandal	SULTANPUR	Uma kant Tripathi	9454417613
Ayodhya Mandal	AMETHI	Vadita Srivastava	9454418892
Azamgarh Mandal	AZAMGARH	J P Singh	9454417586

Mandal Name	District Name	Officer Name	Contact Number
Azamgarh Mandal	BALLIA	Ritesh Kumar	9454417593
Azamgarh Mandal	MAU	K Hari Singh	9454417594
Bareilly Mandal	BAREILLY	Manoj Kumar Pandey	9454417595
Bareilly Mandal	BADAUN	Narendra bahadur	9454417596
Bareilly Mandal	PILIBHIT	Atul Singh	9454417597
Bareilly Mandal	SHAHAJAHANPUR	Girjesh Chaudhari	9454411598
Basti Mandal	BASTI	Ramesh Chandra	9454417599
Basti Mandal	SANT KABIR NAGAR	Sanjay Kumar	9454417600
Basti Mandal	SIDDHARTH NAGAR	S. R. Gupta	9454417601
Chitrakoot Mandal	BANDA	Santos bahadur	9454417602
Chitrakoot Mandal	CHITRAKOOT	Gamesh Kumar	9454417603
Chitrakoot Mandal	HAMIRPUR	Sandeep kumar	9956913305

Mandal Name	District Name	Officer Name	Contact Number
Chitrakoot Mandal	MAHOBA	Ramsuresh Verma	9454417605
Devipatan Mandal	BAHRAICH	Jay Chandra Pandey	9454417606
Devipatan Mandal	BALRAMPUR	Arun Kumar Shukla	9454417607
Devipatan Mandal	GONDA	Rakesh Singh	9454417808
Devipatan Mandal	SHRAVASTI	Yoganand Pandey	9454417609
Gorakhapur Mandal	DEORIA	Umesh Kumar Mangla	9454417614
Gorakhapur Mandal	GORAKHAPUR	Rajesh Kumar	9454417615
Gorakhapur Mandal	KUSHI NAGAR	Nindwashni Rai	9454417616
Gorakhapur Mandal	MAHARAJGANJ	Kunj Bihari Agrawal	9454417617
Jhansi Mandal	JHANSI	Ram Akshayvar Chauhan	9454417641
Jhansi Mandal	JALAUN	Praveen Kumar	9454417619
Jhansi Mandal	LALITPUR	Anil kumar Mishr	9454417620

Mandal Name	District Name	Officer Name	Contact Number
Kanpur Mandal	AURIAWA	Rekha singh Chauhan	9512162383
Kanpur Mandal	ETAWAH	Shri Gyan Prakash Srivastav	94151 70017
Kanpur Mandal	FARRUKHABAD	Vivek Kumar Srivastava	9454417623
Kanpur Mandal	KANPUR DEHAT	Sahad Lal	9454417624
Kanpur Mandal	KANPUR NAGAR	Shri Virendra Pandey	9454417625
Kanpur Mandal	KANNOJ	Gajendra Kumar	9454417626
Lucknow Mandal	LUCKNOW	Vaibhav Mishra	9415005004
Lucknow Mandal	HARDOI	Sanjay Kumar	9454417627
Lucknow Mandal	LAKHIMPUR KHERI	Ram naresh Bargav	9454416596
Lucknow Mandal	RAI BAREILLY	Shri Prem Prakash Upadhyaya	9454417630
Lucknow Mandal	SITAPUR	Shri vanay Kumar Pathak	9454417631
Lucknow Mandal	UNNAO	Shri Rakesh Kumar Singh	9454417632
Meerut Mandal	BAGPAT	Amit kumar	9454417633
Meerut Mandal	BULANDSHAHAR	Ravindra Kumar	9454419712
Meerut Mandal	G.B. NAGAR	Shri M. N. Upadhyay	8800150568
Meerut Mandal	MEERUT	Subhash Chandra Prajapati	9454417637

Mandal Name	District Name	Officer Name	Contact Number
Meerut Mandal	HAPUR	Jay Nath Yadav	9454449861
Meerut Mandal	GAZIABAD	Yashvardhan Singh	9760515115
Mirzapur Mandal	MIRZAPUR	U. P. Singh	9454447638
Mirzapur Mandal	BHADOHI	Shailendra Kumar Mishra	9454417639
Mirzapur Mandal	SONBHADRA	Yogendra Bahadur Singh	9454417640
Moradabad Mandal	SAMBHAL	Kamlesh Singh	9454416862
Moradabad Mandal	BIJNOR	Awadhsh Mishra	9454417641
Moradabad Mandal	AMROHA	Gulab Chandra	9454417642
Moradabad Mandal	MORADABAD	Priti Jaiswal	9454417643
Moradabad Mandal	RAMPUR	Ram Bharat Tiwari	9454417644
Pryagraj Mandal	PRYAGRAJ	Shri M.P. Singh	9454417588
Pryagraj Mandal	FATEHPUR	Shri Pappu Gupta	9454417589
Pryagraj Mandal	KUSHAMBHI	Manoj Kumar Singh	9454417590
Pryagraj Mandal	PRATAPARH	Satrohan Vaish	9454417591

Mandal Name	District Name	Officer Name	Contact Number
Saharanpur Mandal	MUZAFFAR NAGAR	Amit kumar	9454418017
Saharanpur Mandal	SAHARANPUR	Vinod Kumar	9415290035
Saharanpur Mandal	SHAMLI	Shri Arvind kumar	9454418995
Varanasi Mandal	CHANDOLI	Sanjay Kumar	9454417647
Varanasi Mandal	GAZIPUR	Rajesh Kumar	9454417648
Varanasi Mandal	JAUNPUR	R. P Mishra	9454417649
Varanasi Mandal	VARANASI	Satish Pal	9454417650

Contact Directory: Hon'ble Governor, Hon'ble Chief Minister and UP Government Officials

Designation	Name	Contact No.	Address
Hon'ble GOVERNOR	Smt. Anandiben Patel	2620494 / 5 / 2620331 / 2620316 /PBX- 2236992 / ADC-2236322	
ACS to H.E.	Hemant Rao : 9415110995	2237000 / 2237962 Fax-2237444 Ph. 2209959	902, CSI Tower, Gomti Nagar
Hon'ble Chief Minister	Sri Yogi Aditya Nath	Lok Bhawan: 2289010, 2236167/ 2226041 Shastri Bhawan: 22136119 / 2235435 Main Building: 22313607/2628759 5- KD Marg : 2236838 / 2236985 / 2235599	
P.S. to Chief Minister	Sri T.P. Joshi 0595		
P.S.O.-1 to C.M.	Sri Kishor Pant 0437	Fax 2235733 (5KD), 2238869 / 2235665 (Lok Bhawan) 2239234/2237561	
Party Office: 7, Vidhan Sabha, Marg, Lucknow		2200187/2628584/ 2623635 2612437 (Fax)	Party Office: 11, Ashoka Road, New Delhi- 110001 011-23005700, 011-23005787 (Fax)
Chief Minister Office			
Principal Secretary : 9453050000	Shashi Prakash Goyal 406, Lok Bhawan	2289013/2289135/ 2226030	1/88 Viram Khand, Gomti Nagar, Lko.
Principal Secretary: 9412220000	Sanjay Prasad 406, Lok Bhawan	2289009/ 2226025	
Secretary 7054113222 9415046222,7317590222	Alok Kumar-III 510, Lok Bhawan	2226053 2235622	B-205, CSI Tower, Gomti Nagar Lko.

Designation	Name	Contact No.	Address
Chief Secretary Office			
Chief Secretary 9415517261	Rajendra Kumar Tiwari	2289296/ 2289212/ 2289937 /2226005 F-2239283, 2238885-Y.B. 2239461- 2VD, 2237299-2VD, 2235571-12GP	12, Gautam Palli
Pr. Staff Officer to C.S. 8650000503	Pankaj Kumar 113-114 Lok Bhawan	2289297 2289035	B-901, CSI Tower, Gomti Nagar
Additional Chief Secretaries /Principal Secretaries			
Agri/Agri, Edu.&Res. /Agri, Mark. Export & Foreign Trade, 9968818110	Devesh Chaturvedi	2213443	A Block 709 Indira Nagar, Lucknow
	25, Naveen Bhawan	2237617	
Animal Husbandry 9415066201	Bhuvnesh Kumar	2235447 , 2235492	8, Vikramaditya Marg
	63, Naveen Bhawan	2209305	
Ayush 9868810003	Prashant Trivedi	2215152	Type-VI, 2, Raj Bhawan
Bal Vik. & Pushtahar 9868178283	Veena Kumari Meena	2214704	
Cane/Sugar Inds. 7081205555	Sanjay R. Bhoosreddy	2235343/2214822	Ganga Sansthan Banglow
	G-2/3, 4th. Floor, Bapu Bhawan	2204295-Commr. off, 2204163 (F-Comm.)	
Dharmarth Karya 9871115034	Avneesh Kumar Awasthi	2236237	11, Gautam Palli
	G-105, Lok Bhawan	2238760	
Education (Basic) 7081633330/09868207946	Smt. Renuka Kumar	2214749	B-603. CSI Tower Gomti Nagar
	103,Bapu Bhawan	2238668, 4028162	
Education (Secondary) 9415000017	Smt. Aradhana Shukla	2214721	C-83 Butler Palace Colony
	732, Bapu Bhawan	2238699	

Designation	Name	Contact No.	Address
Education (Higher)	Smt. Monika S. Garg	2213435	B-92, Vishal Khand, Gomti Nagar
9198081888 /7704804027	03, Naveen Bhawan	2237065	
Energy	Arvind Kumar	2235344	6, New Gautam Palli
9454405001/7054441144	324-325, Bapu Bhawan	2214694	
Energy (Non Con.)	Arvind Kumar	2235344	6, New Gautam Palli
9454405001/7054441144	324-325, Bapu Bhawan	2214694	
Environment, Forest & Climate Change	Sanjay Singh	2214836	2/173 Vishwas Khand, Gomti Nagar, Lko.
9005963333	609, Bapu Bhawan	2238465 2235206(Fax)	
Excise	Sanjay R. Bhoosreddy	2235343/2214822	Ganga Sansthan Banglow
7081205555	401-402, 4th. Floor Bapu Bhawan		
Externally Aided	Sanjeev Kr. Mittal	2213480/2238062	05, Gautam Palli
9935744444	60, Naveen Bhawan	2238434,F-2238918	
Finance	Sanjeev Kr. Mittal	2213480/2238062	05, Gautam Palli
9935744444	60, Naveen Bhawan	2238434,F-2238918	
Geology & Mines	Dr. (Smt.) Roshan Jaikab	2226225	B-904, CIS Tower
9454412405	616, C-Block Lok Bhawan	2239768	
Home / Gopan / Viza Passport	Avneesh Kumar Awasthi	2226091/ 2289291	11, Gautam Palli
9871115034	509, Lok Bhawan C-Block	Fax -223409	
	2239950-Command		

Designation	Name	Contact No.	Address
Home Control Room - 2239295 C-Block, Lok Bhawan			
D.G. Police 9454400102_direct 9454400101	Hitesh Chandra Awasthy 7/30, Police Mudhyalaya Signature Bldg, Tower2, 9th Floor, Gomti Nagar Vistar	2390240 2724003 / 2720123 Fax-2724009	
Horti, & Food Proce, 9560414440	Babu Lal Meena 10, Naveen Bhawan	2213402 2237965-2235297 (F)	
Homeguard 9936400000	Anil Kumar-II 708, C-Block Lok Bhawan	2226102 2226103	B-103, CSI Tower, Gomti Nagar
Housing & Urban Planning 8527577001	Deepak Kumar 101-109 Shastri Bhawan	2215045 2237161	A-805, CSI Tower, Gomti Nagar
Hathkargha (Handloom) & Textile 9910200882	Rama Raman 607-608 C-Block Lok Bhawan	2226601 2226550	8, Gautam Palli
I I D C 9999369966	Alok Tandon 208-209 C-Block IInd Floor, Lok Bhawan	2226126 2289002	18, Gautam Palli
Infrastructure & Industrial Dev. 9810589249	Alok Kumar-I 108, C-Bock, Lok Bhawan	2226118	10, Gautam Palli
Infra. & Indl. Dev. 9654222200	Santosh Kumar Yadav 115-116, Lok Bhawan	2226230	803, A-Block, CSI Tower, Gomti Nagar

Designation	Name	Contact No.	Address
Irrigation/Water Resources and Parti Bhumi Vikas	Shri T. Venkatesh	2214775	305, CSI Tower,
	624-625, Bapu Bhawan	2238461	Gomti Nagar
Khadi & Gram.	Navneet Kumar Sehgal	2214501/2236857	Tagore Marg,
9415105000	105, Bapu Bhawan	F-2235732	Vastukala Mahavidhyalaya
Labour	Suresh Chandra	2213430	511, Kalyan
9452853789 / 9453507314	30, Naveen Bhawan	22366986	Apartment, Sec, 24 Indira Nagar
Language 8052247777	Jitendra Kumar	2213527/2239298	1/84, Vipul
9651360447	64, Naveen Bhawan	Fax-2235453	Khand, Gomti Nagar
Law	J.P. Singh	2213103 /2238108	902, Multistory
9559604666	31, Bahukhandi Bhawan	2239369 (Fax)	Bldg. Butler Palace
Med., Health & Fam. Wel. 9454399666 09871955233	Amit Mohan Prasad	2215510	5, NDMR Colony
	401-409 Shastri Bhawan	2239306	V.D. Marg
Medical Education	Dr. Rajneesh Dubey	2215202	New 8, NDMR
8874888832	415, Shastri Bhawan	2239524	Colony V.D. Marg Lko.
M.S.M.E. & Export Promotion	Navneet Kumar Sehgal	2226115	Tagore Marg,
9415105000	110-111, C-Block Lok Bhawan	2226116	Vastukala Mahavidhyalalya
Namami Gange & Water Supply/Rural Water Supply/Minor Irrigation & Underground Water	Anurag Srivastava	2213184	A-604, CSI
	6, Sachiv Bhawan	2238102-2236392(F)	Tower, Gomti Nagar, Lko.

Designation	Name	Contact No.	Address
National Integration	Jitendra Kumar	2213527/2239298	1/84 Vipul Khand Gomti Nagar
8052247777, 9651360447/9453020977	64, Naveen Bhawan	F-2235303 F-2235453	
Nagar Vikas	Deepak Kumar	2215045	A-805 CSI Tower, Gomti Nagar
8527577001	101-109 Shastri Bhawan	2237161	
Panchayati Raj	Manoj Kumar Singh	2214751	106, B-Block, CSI Tower, Gomti Nagar
9871577222	824, Bapu Bhawan	2239467	
Planning	Kumar Kamlesh	2238973/2238467	902, Multistory Bldg. Butler Palace
9415194086	210, Yojna Bhawan	Fax- 2238967	
Programme Imple.	Satyendra Kumar Singh	2213174	
8765604594	210, Yojna Bhawan	2238456	
PWD	Nitin Ramesh Gokarn	2234654	Type 6 Qtr. No. 3, Mantri Awasi Vibhuti Khand Gomti Nagar
9968885979	205-209, Vikas Bhawan	2234561	
Public Enterprises	Alok Kumar-I	2226118	10, Gautam Palli
9810589249	108, C-Block Lok Bhawan		
Relief Commissioner	Sanjay Goyal	2238200	
9889651263	^{2nd} Floor, Shastri Bhawan	2215011	
SAD	Mahesh Kumar Gupta	2213452	
9161737373	47, Naveen Bhawan	2238065	
Social Welfare	Manoj Singh		
9899022060	524-525, Phase-2 5th Floor, Bapu Bhawan	2239387	804, CSI Tower, Gomti Nagar

Designation	Name	Contact No.	Address
Sports	Smt. Kalpana Awasthi	2213552	B-304, CSI Tower, Gomti Nagar
9717663888	4, Naveen Bhawan	2239768	
Stamp & Regist.	Veena Kumari Meena	2214704	
9868178283	224-225, Bapu Bhawan	2237157	
Transport	Rajesh Kumar Singh	2238674	A-1/88, Vineet Khand Gomti Nagar
9971017285, 9936800333	501-502 Bapu Bhawan		
Tourism 8052247777	Jitendra Kumar	2213527/2239298	1/84, Vipul Khand Gomti Nagar
9651360447/9453020977	64, Naveen Bhawan	2235453 (F)	
U.P. Reorganisation	Jitendra Kumar	2213527/2239298 F-2235303	1/84, Vipul Khand Gomti Nagar
Coordi. 8052247777	64, Naveen Bhawan	F-2235453	
9651360447/9453020977			
Yuva Kalyan	Dimple Verma	2214778	1/73G, Vineet Khand Gomti Nagar, Lko.
9910038531	530-532 Bapu Bhawan	2237163	

राज्यवार उत्तर प्रदेश हेतु नामित नोडल अधिकारियों की सूची

क्र.सं.	राज्य का नाम	आई०ए०एस० अधिकारी का नाम/पदनाम /मो०नं०	आई०पी०एस० अधिकारी का नाम/पदनाम/मो०नं०
1.	दिल्ली/जम्मू कश्मीर/लद्दाख	श्री नरेन्द्र भूषण , मुख्य कार्यपालक अधिकारी, गेटर नोएडा। 011-26110151-55, 8820827174 9971999070	श्री राजीव कृष्ण, अपर पुलिस महानिदेशक/निदेशक डा०बीआरएपीए, मुरादाबाद, 9454400114
2.	उत्तराखण्ड /हिमाचल प्रदेश	श्री अनिल कुमार II प्रमुख सचिव, होमगार्ड्स विभाग, उत्तर प्रदेश शासन। मो०नं०-9936400000	श्री पीयूष आनन्द, अपर पुलिस महानिदेशक, स्थापना उ०प्र० लखनऊ। 9454400155
3.	गुजरात	श्री दीपक कुमार , प्रमुख सचिव, आवास एवं शहरी नियोजन विभाग, उत्तर प्रदेश। मो०नं०-8227577001	श्री डी०के० ठाकुर, ए०डी०जी०, ए०टी०एस०, लखनऊ। मो०नं०-9454400191
4.	राजस्थान	श्री बाबू लाल मीना, प्रमुखा सचिव, उद्यान एवं खाद्य प्रसंस्करण विभाग, उत्तर प्रदेश। मो०नं०-9560414440	श्री ज्योति नारायण आई०जी० एल/ओ, डी०जी०पी० मुख्यालय लखनऊ। मो०नं०-9454400163
5.	पंजाब	श्री अरविन्द कुमार , प्रमुख सचिव, ऊर्जा एवं अतिरिक्त स्रोत विभाग, उत्तर प्रदेश शासन। मो०नं०-9455351111, 0522-228727	श्री विजय प्रकाश, आई०जी० फायर सर्विस, लखनऊ। मो०नं०-9454400224
6.	हरियाणा	श्री अशोक कुमार-I प्रमुख सचिव, अवस्थापना एवं औद्योगिक विकास विभाग, उत्तर प्रदेश शासन। मो०नं०-9810589249	श्री राम कुमार, ए०डी०जी०, पी०ए०सी०, मध्य जोन। मो०नं०-9454400164
7.	मध्य प्रदेश/ छत्तीसगढ़	श्री समीर वर्मा , सचिव, उत्तर प्रदेश शासन, लोक निर्माण विभाग, उ०प्र० शासन। मो०नं०-8601888888	श्री दीपक, रतन, आई०जी० ट्रैफिक, लखनऊ। मो०नं०-9454400189
8.	महाराष्ट्र	श्री नितिन रमेश गोकर्ण , प्रमुख सचिव, लोक निर्माण विभाग, उ०प्र० शासन। मो०नं०-9968885979	श्री एस०बी० श्रीराधकर, ए०डी०जी०, इंटे०, लखनऊ। मो०नं०-9454400177
9.	बिहार	श्री मनोज सिंह , प्रमुख सचिव, समाज कल्याण विभाग, उत्तर प्रदेश शासन। मो०नं०-9899022060	श्री अशोक कुमार सिंह, अपर पुलिस महानिदेशक, यातायात, उ०प्र० लखनऊ। 9454400122/9454402556

10.	पश्चिम बंगाल	श्री कुमार कमलेश, अपर मुख्य सचिव, नियोजन एवं कार्यक्रम क्रियान्वयन विभाग, उत्तर प्रदेश शासन। मो०नं०-9415194086	श्री नवनीत सिकेरा, आई०जी० एच/डबल्यू, पी०एच०क्यू०, लखनऊ। मो०नं०-9454400180
11.	कर्नाटक	श्री विजय किरन आनन्द, विशेष सचिव, बेसिक शिक्षा विभाग, उत्तर प्रदेश शासन। मो०नं०-9415050016	श्री संजय सिंहल, ए०डी०जी० रेलवे, लखनऊ। मो०नं०-9454400135

जिलाधिकारी एवं मण्डलायुक्त की सूची

#NAME?	जिलाधिकारी	सीयूजी मोबाइल	ई-मेल
(1) आगरा मण्डल	अनिल कुमार-III	9454417491	commagr@nic.in
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फतेहपुर	संजीव सिंह	9454417518	dmfat@nic.in
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अयोध्या	अनुज कुमार झा	9454417541	dmfai@nic.in
अम्बेडकरनगर	राकेश कुमार मिश्र II	9454417539	dmamb@nic.in
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अमेठी	अरुण कुमार	9454418891	dmamethi-up@nic.in
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देवरिया	अमित किशोर	9454417543	dmdeo@nic.in
महाराजगंज	डा० उज्ज्वल कुमार	9454417546	dmmah@nic.in
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सीतापुर	अखिलेश तिवारी	9454417560	dmsit@nic.in
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बुलन्दशहर	रविन्द्र कुमार II	9454417563	dmbul@nic.in
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पीलीभीत	वैभव श्रीवास्तव	9454417526	dmpil@nic.in
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(13) मुरादाबाद मण्डल	वीरेन्द्र कुमार सिंह	9454417506	commmor@nic.in
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रामपुर	आन्जनेय कुमार सिंह	9454417573	dmram@nic.in
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जौनपुर	दिनेश कुमार सिंह II	9454417578	dmjau@nic.in
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(16) मिर्जापुर मण्डल	श्रीमती प्रीती शुक्ला	9454417505	commmir@nic.in
मिर्जापुर	सुशील कुमार पटेल	9454417567	dmmir@nic.in
भदोही	राजेंद्र प्रसाद	9454417568	dmsrn@nic.in
सोनभद्र	एस० राजलिंगम	9454417569	dmson@nic.in
(17) बस्ती मण्डल	अनिल कुमार सागर	9454417496	commbas@nic.in
बस्ती	आशुतोष निरंजन	9454417528	dmbas@nic.in
सन्तकबीरनगर	रवीश गुप्ता	9454417529	dmskn@nic.in
सिद्धार्थनगर	दीपक मीणा	9454417530	dmsid@nic.in
(18) अलीगढ़	गौरी शंकर प्रियदर्शी	9454417493	commali@nic.in
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कासगंज	चंद्र प्रकाश सिंह	9454417516	dmkr-up@nic.in
एटा	सुखलाल भारती	9454417514	dmeth@nic.in

जनपद/रेंज/जोन में तैनात सीपी/ए.डी.जी./आई.जी./डी.आई.जी./एस.एस.पी./एस.पी.

क्रम सं	जोन /रेंज / जनपद	नाम (सर्वश्री)	पद	सी0यू0जी0 नं0 9454400
A	आगरा जोन	अजय आनन्द	एडीजी	178
1	आगरा रेंज	ए0सतीश गणेश	डीआईजी	197
	आगरा	बबलू कुमार	एसएसपी	246
	फिरोजाबाद	सचीन्द्र पटेल	एसपी	269
	मैनपुरी	अजय कुमार	एसपी	295
	मथुरा	गौरव ग्रोवर	एसएसपी	298
2	अलीगढ़ रेंज	डा0 प्रितीन्दर सिंह	आईजी	392
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