Appendix ‘A’

**QUESTIONNAIRE FOR DISASTER MANAGEMENT EXPERTS**

1. Name
2. Designation
3. Organization
4. Specialized Field
5. Experience in Disaster Management (DM)
6. Do you think that East Delhi District is one of the most Disaster prone district of NCT of Delhi?
7. According to you what disasters East Delhi District is prone to?
8. If an earthquake of magnitude 6.9 or more on the Richter scale occurs in or around Delhi, what would be its impact on the population of East Delhi District?
9. What would be its impact on Infrastructure?
10. What do you think the community of East Delhi District should do for prevention, mitigation and preparedness?
11. What should the community of East Delhi District do to face an Earthquake of magnitude 7 and above on the Richter scale?
12. What should be the level of preparedness of the first responders?
13. What should be the level of preparedness of Fire and Emergency Services?
14. What should be the level of preparedness of District administration?
15. What should be the level of preparedness for ‘on-site’ first aid, carriage in ambulance and pre-hospital preparedness?
16. What should be the level of preparedness of Civil Defence volunteers?
QUESTIONNAIRE TO FIND OUT STATUS OF COMMUNITY
GENERAL AWARENESS ON DISASTER MANAGEMENT

This questionnaire is meant for research purposes and is not a Government sponsored initiative to find gaps in the system or fix responsibility for any stakeholder.

-------------------------------------------------------------------------------------------------------------------------------

Personal Data

1. Name  __________________________________________________
   (Surname)                   (First Name)              (Second Name)

2. Sex       Male /Female (tick)

3. Age       ________years _______months.
   (As on 31 March 11)

4. Educational Qualifications   _________________________________

5. Residing in
   a) Authorised Colony
   b) Unauthorised Colony

6. Residence Building located in
   a) Congested Area
   b) Open and planned Area.

7. Residence building made of
   a) Concrete structure
   b) Brick lined walls.
c) Tin roofed/thatched roof/asbestos sheet roof building

d) Wooden construction

e) Other type, specify

8. Residence building is:
a) Multi-storied Building.
b) Three of less storied Building.
c) Single storey building.

9. Profession ____________________________________________
   (Service(Govt/Pvt)/ Unformed Service (Armed/Para-military/Polic/Fire
   Service/Civil Defence)/ Business(specify)/ Self-employed( doctor/
   lawyer/engineer/CA/others) /Professional Retired /Student/Home
   Maker/others(Specify).

10. Contact Details _______________________________/________________
    (Land line/mobile)                                   email

11. Formal Qualifications/training in Disaster Management (Level)
    Upto School / Graduatel/PG /Short Course/Attended Lecture/Saw Demonstration
    _________________________________/__________________________ Specific

12. Do you know what is a disaster?     Yes/No.

13. If Yes, write in one line its meaning ______________________________

14. At what age did you come to know about disaster management.(Tick).
    Before 15 years/between 15 and 20/between 20 and 30/above 30 years.

15. From where did you learn about disaster management.
16 **Personal Experience of encountering any Disaster** (Give Brief Details)

a) *Natural Disaster* like Earthquake/flood/cloud-burst/lightening/cloud-burst/others

b) *Man-made Disaster* like urban fire/chemical leak/accident(rail/road/air/boat)/riots/stampede/hijack/others

17. Tick the disasters which can happen in your residential area.

- Earthquake/Floods/Tsunami/Cyclone/Land-slides/Cloud-burst/Urban Flooding/Forest Fires/Accident/Riots/Terrorist attack/stampede/Hijack/others (specify).

18. In which Seismic Zone is your house located. Zone 2/3/4/5 (Tick)

**Mitigation**

19. Do you have a Family DM Plan. Yes/No.

20. If No, do you think that there is a need to have a Family DM Plan. Yes/No

21. Do you have any idea of what a Family DM Plan should consist of, give brief details of its contents.

22. Do you know that the house you live in has to be constructed as per the National Building Code. Yes/No.

23. Has your house been constructed as per the National Building Code. Yes/No
24. If No, do you contemplate taking any measures to strengthen it. Yes/No

25. Who will help you in this initiative. Architect/Electrical Engineer/ Mechanical Engineer/ Structural Engineer/Mason/Building Contractor.

26. What other measures would you take to prepare for an earthquake disaster:

   a) Anchor movable items
   b) Prepare Family DM kits
   c) Have a common contact outside Delhi
   d) Brief family members what to do during earthquake tremors and after main shocks.
   e) Switch off electricity mains/water/gas connections.
   f) All of above.

27. How many Family DM Kits should be there? One/Two

28. Do you know the contents of Family DM Kit. Yes/No.

29. List out five items of the Family DM Kit.

   ____________________
   ____________________
   ____________________
   ____________________
   ____________________

30. Who all will you inform when you see a man-made disaster?

   a. Police - 100
   b. Fire & Emergency Services - 101
   c. District DM Control Room - 1077
d. Ambulance Services - 102
e. All of above

31. Do you know the phone number to call up, in case there is woman related disaster.
   Yes/No
32. Do you know the phone number to ring, in case there is senior citizen related disaster.
   Yes/No
33. Do you have a RWA in your locality? Yes/No
34. Does your RWA has a DM Plan? Yes/No
35. Does your RWA/Traders Association/Office, have DM Teams, like Search & Rescue Team/First Aid Team/Security Team/Early Warning Team/Evacuation Team, etc
   Yes/No
36. Do they conduct mock exercises Yes/No
37. Are they conducted regularly? Yes/No
38. Have you ever taken part in any mock exercise conducted by RWA? Yes/No
39. Have you taken part in any mock exercise conducted by the district authorities? Yes/No
40. If yes, what role did you play in the mock exercise? Active/Observer/Spectator
41. Give out in brief lessons learnt from the mock exercise.

____________________________________________________

____________________________________________________

____________________________________________________

Preparedness
42. Do you know that community is the first responder in any disaster?  Yes/No

43. Do you think there is a need to impart formal training in Disaster Management to the Community, to make them more aware as what to do before/during/after a disaster?  Yes/No

44. The formal training on disaster management should consist of what all contents?

Basics/only Response Related/Comprehensive course

45. Who should impart this training? (Tick appropriate stake-holder/s)

a) District authorities.
b) Fire & Emergency Services.
c) Police.
d) NGOs.
e) Experts within the community.

46. Who should finance such training? (Tick one)

a) Contribution from Community.
b) District Authorities.
c) Sponsored from corporate sector
d) NGOs/Volunteer Organization..
e) All of them.

47. Knowing that the community consists of people in service/business/ student/ housewives, etc, what is the best time to impart such training?

a) On week-ends.
b) During Holidays

c) In evening hours.

d) In morning hours

e) Separate timing for different stake-holders, like persons going for and for house-wives).

48. How should the training/general awareness be imparted in schools?

a) As part of curriculum.

b) As one time activity.

c) Academic and practical training through experts in organized program.

d) All of above or combination of above.

49. What should be duration of training on DM in schools? Half a day/One day/two days/three days.

50. Do you think the present system of imparting general awareness in Delhi schools of having only project work is good enough? Yes/No.

51. If no, what additional inputs be added in the DM syllabus?

a) Academic inputs of disasters perceived in Delhi.

b) Academic inputs of all types of disasters in India?

c) Conduct of mock exercises in the schools every year should be compulsory.

d) Hold seminars where experts should be called to interact with students.

e) All of above.

52. How should the training on DM be imparted at work place?

a) Hold seminars/lectures by experts, periodically.

b) Every work place should have DM plan, where every worker knows his/her task during/after a disaster.

c) Conduct mock exercises every year, on various types of perceived disasters, under the aegis of experts.

d) All of above.
53. How should the training on DM be imparted to retired/house-wives?
   a) By conducting general awareness programs at RWA level
   b) By organizing mock exercises periodically.
   c) By screening films/documentaries on DM
   d) All of above.

54. What are the best methods of spreading mass general awareness at community level:
   a. Advertisement in electronic media
   b. Advertisement in print media
   c. Cable channels
   d. Street shows.
   e. Screening documentary on cable channels.
   f. Any other (specify).

55. What role do you envisage for community before/during/after a disaster?
    Elaborate briefly

56. What role do you envisage for the Urban Local Bodies, like Municipal Corporation, for
    strengthening Community Based Disaster Management?

53. What role do you envisage the District and State Disaster Management Authorities
    should adopt to strengthen Community Based Disaster Management?
Appendix ‘C’

MODULE FOR CAPACITY DEVELOPMENT ON DM IN SCHOOLS

INTRODUCTION

1. Module prepared for training of school children would be highly important as they are most vulnerable to any form of disaster. Recent disasters have revealed that 20 – 25 per cent of all fatalities in a disaster are among the children. Training them at an early age is also recommended as they are the future generation. Know how of the vulnerabilities around them and what all disasters are they exposed to is a must know for each child. Some of the basic questions and their answers, which are recommended to be included in the Module, are as follows:

   a) What is a Disaster? What is difference between hazard and disaster?
   b) What is difference between crisis, emergency and a disaster?
   c) What is the concept of risk and vulnerability?
   d) What are the various phases of disaster management?
   e) What is a Disaster Management Plan?
   f) What is composition of various response teams at school level?
   g) How will disaster be managed in school before first responders arrive?
   h) Who will inform and to whom all, in case of an emergency in school?
   i) Who would be the first responders in case of any emergency in a school?
   j) Do they know what a mock drill is?
   k) Do they know what to do in case of an earthquake?
   l) Do they know what to do if a fire breaks out?
   m) Do they know what to do if the bus, they are travelling meets with an accident?
   n) Do they know what to do if there is a short circuit?
   o) Should they panic or stay calm if a disaster strikes and how will it be achieved?
   p) Where should one go when an earthquake occurs?
   q) Should one use lift or stairs?
   r) How should one come down the stairs? Evacuation Plan.
   s) How should injured children be carried?
   t) Who will render first aid before the emergency medical team/s arrives?
   u) Who will rescue an injured before the fire and emergency people arrive?
2. Duration of the Capsule – 2 Days

3. Tentative schedule of the Module for School Children

<table>
<thead>
<tr>
<th>Sl. NO.</th>
<th>DAY</th>
<th>SESSION</th>
<th>NO OF SESSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Basics of Disaster Management</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>Hazard Risk and Vulnerability</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>Perceived Disasters in East Delhi</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>School Disaster Management Plan</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td>Disaster Management Teams</td>
<td>1</td>
</tr>
<tr>
<td>6</td>
<td>2</td>
<td>Command and Control, Managing the Disasters at School Level</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>2</td>
<td>First Aid Training</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>2</td>
<td>Evacuation Drill</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>2</td>
<td>Films on earthquake/fires and mock exercises</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>2</td>
<td>Conduct of Mock Exercise</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Total Sessions</strong></td>
<td><strong>14</strong></td>
</tr>
</tbody>
</table>

Note – Each session duration one hour.

Appendix ‘D’
MODULE FOR CAPACITY DEVELOPMENT ON DM FOR RETIRED PERSONS AND HOUSEWIVES

INTRODUCTION

1. Housewives play a very important role as they are the true home makers. Being at home alone would also require a lot of courage to face a disaster. Whether it is an earthquake, fire, short-circuit, flood, an accident, snake bite/ poisonous bite or a very ill/ sick person to look after, a number of questions which would arise on their part would be, whom to contact during an emergency besides their immediate family members? Suppose there is a women related disaster, child related emergency or senior citizen related disaster, whom will they contact?. They would be required to list out what all they are vulnerable to. There are a few important questions which they have to answer and included in the module, such as -

a) What is a Disaster? What is difference between hazard and disaster?
b) What is difference between accident, crisis, emergency and a disaster?
c) What is the concept of risk and vulnerability?
d) Do they have emergency contact phone numbers of people they should contact in case of any un-manageable emergencies or disasters?
e) Do they have enough of water storage to douse the fire immediately before it becomes a big fire?
f) Do they have sand or mud or fire extinguishers and how to use it, to douse a fire?
g) In case of severe burn injury what immediate action should be taken?
h) Knowledge of first aid for all major and minor injuries including a heart attack, choking, eye injury, epilepsy?
i) What should be done in case a gas cylinder bursts?
j) What should be done in case a child who swallows a coin and it gets chocked in his throat?
k) In case a child falls off his home stairs and has a head injury?
l) In case a thief enters the house?
m) Do they have a RWA and does the RWA have any DM Plan?
n) How can the RWA help during any emergency?
o) What is a Disaster Management Family Emergency Kit?
p) What are the contents of the kit?

2. Duration of the Capsule – 2 Days
3. Tentative Schedule of Module for Retired Persons & House Wives

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Day</th>
<th>Session</th>
<th>No of Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Basics of Disaster Management</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>Hazard Risk and Vulnerability</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>Perceived Disasters in East Delhi</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>Family Disaster Management Plan &amp; Family DM kit</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td>Films on earthquake/fire/mock exercise</td>
<td>2</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
<td>Visual inspection for structural safety of houses</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>2</td>
<td>First Aid Training</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>2</td>
<td>Do’s and Don’ts before, during and after a disaster</td>
<td>1</td>
</tr>
<tr>
<td>9</td>
<td>2</td>
<td>Role of neighbours and RWA’s in disaster and communication in disaster</td>
<td>2</td>
</tr>
<tr>
<td>10</td>
<td>2</td>
<td>Mock Exercise</td>
<td>2</td>
</tr>
</tbody>
</table>

Total 14 Sessions

Note – Each session duration one hour.
Appendix ‘E’

MODULE FOR CAPACITY DEVELOPMENT ON DM FOR WORKING CLASS

INTRODUCTION
1. Office goers including self employed, who may be working in high rise buildings and far from their homes, have a dual responsibility. They not only have to reach and go back to their homes but in case there is damage at their work place they just might be out of their jobs. For them the home and work place both have to be safe. The offices built in big metros like Delhi are mostly in high rise buildings. Thus, when any disaster strikes the entire infrastructure might just collapse causing a number of deaths and people being injured. There are a number of questions which such people could find out for themselves to know, if they were coming to a safe place to work?

a) Is the Office building safe enough?
b) Has it been made according to the NBC?
c) If it is an old building, does it require retrofitting?
d) Has the office management insured its employees against disasters?
e) Are the emergency numbers displayed at the office?
f) Are the roles and responsibilities of the employees known to everyone?
g) Whom will you contact in case of any emergency?
h) In case anybody is injured, who will inform at his/ her home?
i) Is the evacuation drill known to everybody?
j) Has the mock drill being conducted on the various types of perceived disasters?

3. Duration of the Capsule – 2 Days

4. Tentative Schedule of the Module for Office Goers

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Day</th>
<th>Session</th>
<th>Number of Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Basics of Disaster Management</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>Hazard Risk and Vulnerability</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>Perceived Disasters at the Work</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Place in East Delhi</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Films on earthquake/fire/terrorist related disaster</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Preparing an office disaster management plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Formulation of Disaster Management Teams</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>First Aid Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Training on Fire Fighting Equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Command and Control of Disasters at Office Level (Before first responders arrive)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Mock Exercise</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Sessions** 14

Note – Each session duration one hour.