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No. 1/Home/NERS/2017-18/1279  
U.T. Administration of Daman & Diu,  
Home Department,  
Secretariat,  
Moti Daman.  
eMail: [dshome-dd@nic.in](mailto:dshome-dd@nic.in)  
Dated 11 /10/2017.

**Sub: National Emergency Response System (NERS) – Establishment of State Emergency Response Center (SERC).**

### **ORDER**

In pursuance of the Ministry of Home Affairs' Nationwide Emergency Response system (NERS) guidelines para 6.2, the Advisor to Hon'ble Administrator of Daman & Diu is pleased to constitute the following UT level committees in respect of UT of Daman & Diu for proper monitoring and implementation.

#### **A. UT Level Apex Committee:**

- |  |   |             |
|--|---|-------------|
| 1. Advisor to Administrator                            | : | Chairperson |
| 2. Deputy Inspector General of Police, Daman & Diu     | : | Convener    |
| 3. Secretary (Women & Child Development), Daman & Diu. | : | Member      |
| 4. Secretary (Health), Daman & Diu.                    | : | Member      |
| 5. Secretary (IT), Daman & Diu.                        | : | Member      |
| 6. State Informatics Officer, NIC, Daman               | : | Member      |
| 7. Representative from MHA.                            | : | Member      |

#### **Committee responsibilities:**

- i) Highest level of approval for State / UT level
- ii) Responsible for overall project implementation.
- iii) Report any concern to Steering Committee at Center.
- iv) Reviewing progress of the project
- v) Finalization of UT level SOP
- vi) Decision regarding adding new services / hielines in the NERS project at UT level.
- vii) Periodic meeting to discuss the progress of the project, at least once a quarter.

#### **B. UT Steering Committee:**

- |   |   |             |
|---|---|-------------|
| 1. Deputy Inspector General of Police, Daman & Diu          | : | Chairperson |
| 2. Deputy Collector (HQ), Daman.                            | : | Member      |
| 3. Deputy Director (Social Welfare), Daman & Diu.           | : | Member      |
| 4. Director (IT), Daman & Diu.                              | : | Member      |
| 5. Director, Medical & Health Services, Daman & Diu.        | : | Member      |
| 6. Deputy Secretary (Home), Daman.                          | : | Member      |
| 7. Any other representative based on service added to NERS. | : | Member      |

#### **Committee responsibilities:**

- i) Overall direction, monitoring and guidance on the project.
- ii) Manage implementation across all district.
- iii) Approve location of Public-Safety Answering Point / Public-Safety Access Point (PSAP)
- iv) Monitor PSAP operations through Management information system (MIS) reports
- v) Ensuring proper training arrangements
- vi) Ensure deployment of appropriate trained manpower for NERS UT Call centre.



- vii) Handle procedural issues
- viii) Monitor hardware and application rollout at call center and field *Motor Trade Delivery* (MTD)
- ix) Approve go-live at the UT.
- x) Monitor service levels at UT
- xi) Regularly communicate with Steering Committee at center on progress, challenges, requirements etc for the project
- xii) Oversee and manage integration with other services / ministries.
- xiii) Guidance to District Mission Committee.
- xiv) Regular meeting to discuss the project (Preferably once a month)

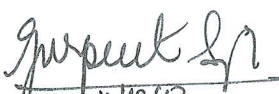
**C. District Mission Committee:**

- |  |   |             |
|--|---|-------------|
| 1. Collector, Daman.                                       | : | Chairperson |
| 2. Superintendent of Police, Daman.                        | : | Convener    |
| 3. Director, Medical & Health Services, Daman & Diu.       | : | Member      |
| 4. Deputy Collector (HQ), Daman.                           | : | Member      |
| 5. Director (IT), Daman & Diu.                             | : | Member      |
| 6. Any other representative based on service added to NERS | : | Member      |
| 7. Child Development Project Officer, Daman.               | : | Member      |

**Committee responsibilities:**

- i) Coordinate with other departments to ensure smooth integration with NERS
- ii) Highlight concerns to the UT Empowerment Committee.
- iii) Ensure integration of all services with NERS
- iv) Ensure SOPs are followed. Any deviation from SOPs should be acted upon.
- v) Ensure MTDs is deployed in vehicles.
- vi) SIM cards are functional.
- vii) Periodical reporting
- viii) Monitoring of cases handled through NERS system
- ix) Collecting feedback from people.
- x) Ensuring quality of service.

This is issued with the approval of the Advisor to Hon`ble Administrator, Daman & Diu and Dadra & Nagar Haveli, Daman vide **Dairy No. 263646** dated **11/10/2017**.

  
( Gurpreet Singh )

Deputy Secretary (Home)

To,  
All concerned Members of the committee.

Copy to,

- 1) The PPS to Hon`ble Administrator, Secretariat, Daman.
- 2) The PA to Advisor to Hon`ble Administrator, Secretariat, Daman.
- 3) The PA to Finance Secretary, Secretariat, Daman.
- 4) The PA to Deputy Inspector of Police, Daman & Diu and DNH, Daman.
- 5) The Superintendent of Police, Daman / Diu.
- 6) The Law Secretary, Daman & Diu & DNH, Secretariat, Daman.
- 7) The Joint Director (Planning & Statistics), Daman with a request to publish the same in the Official Gazette.
- ✓ 8) The SIO, NIC, Daman for uploading the same on the official website of the Administration.
- 9) Office copy / Guard file.