STANDARD OPERATING PROCEDURE

(SOP-2015)

for

TELECOMMUNICATION SERVICES

for Responding to

DISASTERS

GOVERNMENT OF INDIA

MINISTRY OF COMMUNICATION & IT

DEPARTMENT OF TELECOMMUNICATIONS

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INTRODUCTION

The disasters may cause enormous loss of life and property. Even though the global average of number of disasters has been rising rapidly, improved warnings & mitigation programme and quick response have reduced significantly, the loss of human life. In the aftermath of a disaster, the telecommunication services are required on top priority and play a pivotal role in undertaking rescue, relief and rehabilitation measures. The role of Department of Telecommunications (DOT) is to act as a Lead/Primary agency for Emergency Support Function related to provision of telecommunication services by Telecom Service Providers and coordination with other Government agencies.

1.2. Disaster Management is broadly categorized into following 4 phases :

- Mitigation - includes any activity that prevents a disaster, reduces the chance of a disaster happening, or reduces the damaging effects of unavoidable disasters.
- Preparedness - includes plans or preparations made to save life or property, and to help the response and rescue service operations.
- Response - includes actions taken to save lives and prevent property damage, and to preserve the environment during emergencies or disasters. The response phase is the implementation of action plans.
- Recovery – includes actions that assist a community to return to a sense of normalcy after a disaster.

1.3. The New Telecom Policy - 2012 (NTP-2012) also emphasizes importance of Disaster Management and various provisions in this regard are as mentioned below :

- Creation of the robust and resilient telecom networks for adequately addressing the need for proactive support for mitigating disasters - natural and manmade (Para 15 of Preamble).

- To prescribe sectoral Standard Operating Procedures for aiding effective and early mitigation during disasters and emergencies (Para 5.12 of Strategies).

- To create appropriate regulatory framework for provision of reliable means of public communication by Telecom Service Providers during disasters (Para 5.13 of Strategies).

- To encourage use of ICTs in prediction, monitoring and early warning of disasters and dissemination of information (Para 5.14 of Strategies).

- To facilitate an institutional framework to establish nationwide Unified Emergency Response Mechanism by providing nationwide single access number for emergency services (Para 5.15. of Strategies).

1.4. These provisions made in preamble and strategies of NTP-2012 have far reaching implications for the nation, being prone to natural disasters like floods, earth-quakes, coastal cyclones etc. Therefore, putting in place processes and structures by developing a holistic, proactive, multi disaster oriented and technology driven strategy through a culture of prevention, mitigation and preparedness in the country will definitely help in better response and recovery.

Therefore, this document deals with Standard Operating Procedures (SOP) to be followed by various stake holders providing Telecommunication services in the country, for effective mitigation and recovery during disaster and emergency.

1.5. Mission

"To minimize the impacts of disasters on life, property, environment, and the economy through prompt provisioning and restoration of Telecommunication Services in the disaster affected areas."

1.6. Objectives

- Co-ordination of national actions to ensure the provision of telecommunication support to the centre, state and district administration.
- Co-ordination of the requirement of temporary telecommunication services in the affected areas.
- Co-ordination for restoration of telecommunication services.

1.7. "Disaster Management Guidelines for Telecommunications" were issued by the Telecom Engineering Centre in Feb' 2008. These Guidelines, as amended from time to time, may also be referred for the technical details by various stake holders.

1.8. On occurrence of disasters, all stake holders make all out efforts to their own judgment for the restoration of damages caused to telecom network. However, in such times a coherent and coordinated approach among all stakeholders is the key to reap the full benefit of the efforts made for restoration of telecom networks in such emergent situations. It is, therefore, necessary to standardize the processes and actions that need to be taken.

1.9. Accordingly, in order to optimize the efforts of all stakeholders, "Standard Operating Procedure" (SOP) is required to be adopted covering all aspects of disaster management from mitigation to recovery to minimize loss due to disaster and to ensure efficient response.

1.10. For effective provisioning of emergency telecommunication services and restoration of normal telecommunication services, DoT will need support of following Ministries/ Departments/ Organizations:

(i) Telecom Service Providers / Telecom Infrastructure Providers
(ii) Department of Electronics and Information Technology
(iii) Directorate of Communication and Police Wireless
(iv) Ministry of Railways
(v) National Disaster Response Force
(vi) Ministry of Civil Aviation
(vii) Ministry of Defence
(viii) Ministry of Power
(ix) Ministry of Road Transport & Highways
(x) Ministry of Petroleum & Natural Gas
(xi) Power Grid Corporation of India Ltd.
(xii) Department of Space
(xiii) Ministry of Information & Broadcasting
(xiv) State and District Administration / Agencies
(xv) Indian Meteorological Department

INSTITUTIONAL STRUCTURE

2.1 In the aftermath of a disaster, the primary responsibility for organizing response and relief as well as recovery in disaster affected areas lies with the state government. However, sectoral institutional structures are needed to strengthen and supplement the efforts of rescue, relief and restoration.

2.2 The Disaster Management Act, 2005, lays down a three tier institutional structure for disaster management at the national, state and district levels in the form of NDMA, SDMA and DDMA. National Policy on Disaster Management (NPDM) has further specified the roles and responsibilities of various organizations for disaster response. Accordingly, to fulfill roles and responsibility of Department of Telecommunications institutional structure has been set up in the following paragraphs.

2.3 Organizational Set-up for Telecommunications Sector

The Department of Telecommunications will render Emergency Support Functions (ESF) for telecommunication services, wherever Central intervention and support are needed by the State Governments. An effective organizational set-up for telecom services during disasters and emergencies at all levels viz. Central, State and District is very important for implementing and monitoring the disaster management plans.

2.3.1 NATIONAL LEVEL

National Telecom Disaster Co-ordination Committee (NTDCC) :

At National or central level, all Disaster related activities will be coordinated and monitored by **National Telecom Disaster Co-ordination Committee (NTDCC)**. The committee will be chaired by the Member (T), DOT and will have the following constitution:

- Member (Technology) - Chairman
- Sr.DDG (Term-Security), DOT HQ
- DDG (AS), DOT HQ
- DDG (CS), DOT HQ
- DDG (DS), DOT HQ – Member Convener
- Members from Telecom Service Providers (Public & Private)
- Representative from MHA/NDMA

It will issue guidelines from time to time as required for effective preparedness and response to disasters.

2.3.2 STATE LEVEL

State Telecom Disaster Co-ordination Committee (STDCC) :

At State or telecom circle level, all Disaster related activities will be coordinated and monitored by **State Telecom Disaster Co-ordination Committee (STDCC).** The Committee will be chaired by the respective DDG (TERM) and will have members from :

(i) All the Telecom Service Providers.
(ii) Representative from concerned disaster management unit of State Government .

The Telecom Service Providers shall comply with the instructions of STDCC. The head of STDCC will also co-ordinate with State Government, its concerned organizations and other agencies for support functions including transportation and allocation of petrol/diesel on priority to the TSPs.

Further, the STDCC, in consultation with District Collector, will earmark petrol pumps in the districts which will supply petrol/diesel on priority to TSPs.

2.3.3 DISTRICT LEVEL

In the telecom sector, the organizational set up of most of the Telecom Service Providers is at State / Telecom circle level. It is therefore expected that in the eventuality of a disaster, STDCC shall oversee the sectoral requirement for the rescue, relief and restoration by State / District. STDCC shall also promptly establish a camp office at the respective District HQ., if needed, for effective co-ordination and support with District administration in disaster management activities. Such Camp office of STDCC shall be headed by the concerned DDG TERM or his nominated officer, as the case may be.

All the above Co-ordination committees shall meet at least once in 6 months to review the plans and activities related to disaster management.

MITIGATION and PREPAREDNESS

3.1 Telecommunication Systems/Networks

Robustness and preventive measures of the telecommunications systems are keys for their effective utilization during disaster. Telecom Service providers (TSPs) are required to implement the following measures in order to increase the robustness and prevent failures of their networks during disasters and emergencies.

3.1.1 **Physical Infrastructure Safety**

TSPs should follow norms and standards in building their physical infrastructure. In addition, the following practices help in the safety of the primary network elements and infrastructure:

- Telecommunication equipments should be installed at suitable locations in disaster prone areas to be able to withstand impacts of any disaster. e.g. in flood prone areas location of exchanges/ critical equipment to be preferably at higher altitude area to avoid inundation of water. The plinth should be kept high in coastal and flood prone areas.

- Wherever feasible, critical equipment should not be concentrated in one building.

- All buildings, towers and equipment sites should be equipped with adequate fire protection measures like detection and extinguishing systems etc.

- All buildings, towers and equipment site structure should comply with building bylaws prescribed for earthquake resistant building depending upon seismic zones.

- As far as possible, communication cables should be buried underground in ducts to reduce their vulnerability (it is also advisable to have all disaster management centers connected through underground cables).

3.1.2 **Redundancy**

It is well established that redundancy in traffic management is essential to the integrity and robustness of the telecom networks. Sufficient redundancy prevents total network failure due to a single point of failure.

TSPs should ensure that transmission links between main Network Elements and switching equipment are redundant through two distinct geographical paths. Some of the key aspects of a robust and resilient telecom network are:

- Alternative telecommunications links (such as SDH ring on optical fibre) between primary switches
- Connection of main switches and Network Elements through mesh and ring transmission networks
- Redundant microwave, aerial or underground links and other network elements such as switches etc. should be secured in alternative locations.
- In hilly and remote area satellite connectivity should be preferred.

3.1.3 **Vulnerable and critical network components**

- According to hazard profile of the area, TSPs will identify vulnerability of their respective telecom infrastructure and accordingly prepare plan for emergency situations. All the vulnerable critical network components should have sufficient redundancy including transmission links and power backups in terms of battery storage capacity and diesel / fuel availability.

- Low power consumption equipment should be preferred at all vulnerable / critical locations.

3. 1.4 **Backup of network elements**

Provision of sufficient backups of network elements, gensets/batteries and fuel can prevent total failures from minor equipment damage. TSPs should ensure sufficient fuel, power and essential equipment backups. Some of the key actions recommended are:

- Provide an uninterrupted power supply (UPS) along with sufficient External Battery support to ensure that the power supply is not interrupted to the key equipments in the event of a main power supply failure.

- Ensure supply of fuel for back-up generators.

- Ensure availability of spares on site during emergency.

- Ensure enough spares in air conditioning equipment to serve the peak hours load.

- Store backup spares and fuel in an accessible and secured area.

- Use alternate means of power like solar panel etc., wherever possible.

3.1.5 **Overload Prevention Measures**

Emergency situation often triggers overload of the network due to high traffic, anxiety calls and repeated call attempts. TSPs should ensure provision of an effective solution to prevent the crash of the network in such cases and develop effective congestion management processes which should be reviewed and tested periodically.

Public is also required to be made aware to use alternate mode of communications such as SMS or internet media whenever congestion in the voice calling in mobile network is experienced.

3.2 Preparedness for Handling Disasters

All TSPs shall prepare their Disaster Management Plan and submit the same to DoT HQ Nodal officer i.e. DDG (DS).

3.2.1 **Nodal Officers:**

TSPs shall identify Main and alternate Nodal officers at central level and at every telecom circle level and publicize their full contact details for coordination related to disaster management prominently on their website. Same shall also be informed to DoT HQ Nodal officer and respective TERM cell head.

3.2.2 **Disaster Response Task Force (DRTF)**

TSPs shall have a Disaster Response Task Force (DRTF) at State level. DRTF teams will be responsible for immediate provisioning of emergency communication and restoration of telecom services in disaster affected areas.

DRTF shall consist of teams of experts in the following areas:

- Transmission Team
- Switching Team
- Infrastructure Team
- Mobile Service Team
- Telecom relief Team (for opening PCOs, helpline response etc.)

All teams, shall have self contained minimum infrastructure (e.g. Satellite terminal, system related spares & stores, tools & testers, portable gen-set, vehicles, arrangements for logistics support like food, water, tents, beds blankets etc). Additional resource requirements shall be augmented by TSPs as and when required.

3.2.3 Rapid Damage Assessment Team (RDAT)

In addition to DRTF, in case the disaster affected area is large or remote area, wherever required, TSPs shall also have the Rapid Damage Assessment Team (RDAT). RDAT shall work to determine the precise nature and extent of damage so that the planning for restoration of telecommunication services can be done in the efficient and effective manner. The initial focus of the RDAT will be to identify:

- Operational telecommunications assets available for use within the affected area;
- Damaged communication facilities.
- Telecommunications assets not within the affected area that may be brought physically or employed electronically to support the affected area.

Preliminary assessment shall be carried out immediately within 24 hours for planning the response.

RDAT shall consist of members from various telecom fields such as mobile communication, switching, transmission, civil, electrical experts etc. This team shall also be well equipped with tools for quick assessment. RDAT must be a self contained team having arrangements for logistic support like water, food [for at least 2 days], blankets, bed, satellite phone, mobile phone etc.

3.2.4 Resource center

- Locations of the designated resource centers are to be identified at central and regional / Sate level (to be decided) for keeping the inventory taking into account the location of pre identified disaster prone areas. The inventory should include following:

    - Satellite terminal (e.g. DSPT etc.)
    - Satellite based Emergency Communication Terminals
    - Portable/ air-transportable BTSs and satellite equipment for connecting to BSC/MSC
    - OFC cable with restoration kit
    - Tool kit
    - Portable gen-sets/batteries etc.

  At the resource center locations, concerned responsible officers are required to be identified along with participation of nodal officer from the TSPs.

- In order to restore the mobile services disrupted due to damaged BTSs, TSPs should keep, as inventory, certain minimum number of portable BTSs and satellite equipment for connecting to BSC/MSC in case of disaster. Suggested number could be around 10 per TSP so that collectively sufficient numbers of portable BTSs with VSAT connectivity are available.

3.2.5 **Memoranda of Understanding amongst TSPs**

For restoration of Telecom services in emergencies and disaster conditions, TSPs may enter into Memoranda of Understanding (MoU) among themselves for sharing specialized resources and Intra-circle roaming for provisioning of services.

Priority user groups are to be identified, who might be involved in rescue, relief and restoration activities. These might include: different government agencies, police, Fire, Medical, civil defense, Red Cross, Army, financial institutions, NGOs, all officers and staffs engaged in restoration of telecommunication services, etc. Priority is to be given to these groups for provisioning of additional communication facilities and restoration of telecom services, if required, for quick and efficient rescue and relief operations.

3.2.5 **Training and Drill**

The quick & efficient response to disaster depends on availability of trained staff and inventory in immediate deployable condition. Periodic training ensures a continuous awareness of the additional demands which each individual might be confronted with in case of disaster. Also, it is necessary that the equipment meant for restoration should be kept in working condition. TSPs are required to conduct periodic mock-drills within their network and in coordination with other support agencies.

3.2.6 **Directory**

A directory of Nodal officers responsible for telecommunication services during disaster at various levels shall be prepared for National and State levels giving their names, addresses, telephone numbers, mobile numbers, email address, Fax numbers. Such directory will be widely circulated and updated annually. The current directory is at **Annexure –III.**

3.2.7 The preparedness measures taken by TSPs will be reviewed six-monthly.

CONTROL ROOM (CR)

4.1. Emergency Control rooms will be set up at National and State levels with requisite facilities. The Control Rooms already in existence at these levels will be suitably upgraded.

4.2 Objectives of the Control Room

4.2.2 The Control Rooms at National and State levels will be the nerve centres for coordination and management of disasters. The objectives of the control rooms shall be to provide centralized direction and control of any or all of the following functions:

- Receive and process disaster alerts and warnings from nodal agencies and other sources and communicate the same to all designated authorities.
- Monitor emergency operations
- Facilitate Coordination among Ministries/Departments/Agencies.
- Requisitioning additional resources during the disaster phase
- Issuing disaster/incident specific information and instructions to all concerned;
- Consolidation, analysis, and dissemination of damage, loss and assessment data;
- Forwarding of consolidated reports to all designated authorities.

4.3 Location of Control Room

The control room will be set up at a suitable location and the building should be disaster resistant so as to withstand the impact of disasters and remain functional during the emergency phase.

TRIGGER MECHANISM

5.1 This Trigger Mechanism prescribes the manner in which the disaster response system shall be automatically activated after receiving early warning signals of a disaster happening or likely to happen or on receipt of information of an incident. Activities envisaged in this SOP under the response phase shall be initiated simultaneously without loss of time to minimize the loss and damage and mitigate the impact of disaster.

5.2 The objective of having a trigger mechanism for natural disasters is to have a suo-motto activation mechanism for spontaneous response to set in motion command, control and management of the situation.

There shall be two types of situation with different trigger mechanisms for natural disasters:

(i) Situation I – Where Early Warning signals are available
(ii) Situation II- Where Disaster occurs without early warning

5.2.1 Where Early Warning signals are available

i. At the National Level Nodal Agencies have been designated by MHA for generating/forecasting of events of natural disasters. Onset of disaster shall be indicated through forecasting by the Nodal Agencies.

ii. NTDCC, STDCC shall be fully activated and activities envisaged in this SOP under the response phase shall be initiated simultaneously without loss of time to minimize the loss and damage due to impact of likely disaster.

iii. National and State Control Centers shall be fully activated.

iv. TSPs shall inform their customers via SMS / Cell Broadcast or recorded voice messages as per instructions of Government in the affected areas.

v. TSPs shall keep all the required inventory and personnel in readiness.

vi. TSPs shall take all pre-emptive measures (based on the nature of warning) as mentioned in this SOP or in any specific instructions/ orders issued by Government and report the same to SDTCC. SDTCC shall compile the details of such measures and report to NDTCC.

5.2.2 Where Disaster occurs without early warning

In disaster situations where no early warning signals are available, the primary objective of the trigger mechanism shall be to mount immediate rescue and relief operations and set the process in as quickly as possible as per this SOP.

The following procedure shall be followed in such situations:

1. State Control Room shall be fully activated for managing the incident.
2. National Control Room shall be informed. First Information Report shall be submitted to National Control Room.
3. DRTF and RDAT teams shall be deployed by TSPs.

RESPONSE and RECOVERY

6.1 NATIONAL LEVEL

Following shall be the sequence of actions at the national level:

i. Convening of NTDCC meeting to discuss and take stock of the situation arising due to disaster.
ii. NTDCC shall also discuss the response of various agencies.
iii. It may also depute a team of Officials to visit the affected areas for on the spot assessment of the situation and coordinate with STDCC, if required.
iv. It shall monitor and review the situation on a regular basis.
v. Central level Nodal officers of TSPs shall report to Convener, NTDCC, DoT, HQ, Delhi.

6.2 STATE LEVEL

Following shall be the sequence of actions at the State level:

i. Where Disaster strikes with/ without early warning signals, TSPs shall immediately assess damage to their network and deploy Rapid Damage Assessment Team & Disaster Response Task Force Teams (DRTF) with required inventory to provide emergency communication to priority callers like police, Fire, Medical, civil defense, Red Cross, Army, financial institutions, NGOs, all officers and staffs engaged in restoration of telecommunication services, etc.

ii. If required portable / vehicle mounted / air-transportable BTSs / BSCs with backhaul on satellite media may be installed by TSPs.

iii. Nodal officer of TSPs of affected telecom circle level shall report to concerned DDG (TERM), DoT (Chairman of STDCC) in that circle, for sharing information and coordination related matters.

iv. TERM units of DOT shall be the single nodal point in the disaster region where representatives of TSPs shall also be present to coordinate and oversee communication restoration efforts.

v. A control room will be setup at the state HQ / nearest to affected area, as the case may be, and made operational under control of TERM cell of affected area.

vi. The DDG of concerned TERM cell shall act as interface between all TSPs and other support agencies including State Government for any coordination related issues.

vii. Meeting of STDCC shall be convened to review situations. STDCC shall report to NTDCC.

viii. TSPs shall make helpline numbers operational where the last location of the survivors or missing persons can be intimated to the relatives.

ix. Providing information through helpline numbers about the last location details or sharing of CDRs of the subscribers, in the disaster affected areas, with the state/ central agencies requires special regulatory permission. However, in case of occurrence of disaster, these permissions would be deemed automatically permitted for duration of 2 weeks.

x. TSPs shall share specialized resources and allow Intra-circle roaming as per MoU for provisioning of services to priority user groups and general public during disaster period.

xi. In order to have wider coverage from a single BTS, TSPs may radiate more radio power from the BTSs located in the disaster affected areas beyond the EMR limits prescribed for 15 days.

xii. TSPs shall broadcast messages at regular intervals, in consultation with STDCC/NTDCC, to all the subscribers in the affected areas through SMSs / Cell broadcast giving details about:

(i) Details of TSPs helpline numbers.
(ii) Details about rescue and relief activities of state government such as tentative schedule of food / water distribution / nearest shelter/ shelter camp etc. as per need of State agencies.

xiii. TSPs shall open sufficient number of PCOs, preferably free of cost, for use of general public in affected area.

xiv. TSPs shall also ensure that in the disaster affected areas, no subscriber shall be denied access to voice / SMS communication due to any commercial consideration, whatsoever, including non-payment / insufficient balance/recharge etc. This facility shall continue for atleast 15 days.

xv. TSPs shall submit First Information Report as per **Annexure-II** and thereafter Daily Status Report about their network, help line and PCOs etc. as per **Annexure-III** to concerned TERM cell on daily basis or as sought by DDG(TERM), Head of STDCC.

xvi. TERM Cell shall submit the status report in respect of overall telecom facilities in affected area to DoT, HQ on daily basis or as sought by DoT, HQ.

xvii. The Control room under respective TERM cell shall remain operational 24X7 till the telecom services are restored to near normalcy or as per instructions from DoT, HQ.

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ABBREVIATIONS

AS	- Access Services
BSNL	- Bharat Sanchar Nigam Limited
BW	- Building Works
CS	- Carrier Services
DOT	- Department of Telecommunications
DRTF	- Disaster Response Task Force
DS	- Data Services
ESF	- Emergency Support Function
GOI	- Government of India
GSM	- Global System for Mobile communications
ICT	- Information and Communication Technology
MHA	- Ministry of Home Affairs
MTNL	- Mahanagar Telephone Nigam Limited
NDMA	- National Disaster Management Authority
NEOC	- National Emergency Operation Centre
NPDM	- National Policy on Disaster Management
NTDCC	- National Telecom Disaster Co-ordination Committee
NTP	- National Telecom Policy
PMRTS	- Public Mobile Radio trunk Service
PSU	- Public Sector Undertaking
RDAT	- Rapid Damage Assessment Team
SDH	- Synchronous Digital Hierarchy
SDMA	- State Disaster Management Authority

SMS	- Short Message Service
SOP	- Standard Operating Procedure
STDCC	- State Telecom Disaster Co-ordination Committee
TERM	- Telecom Enforcement, Resource and Monitoring
TSP	- Telecom Service Provider
UPS	- Uninterrupted Power Supply
WLL	- Wireless in Local Loop

Annexure-I

Directory of Nodal officers responsible for telecommunication services during disaster

Sl.No.	Name & Designation	Organization / Company	Contact details

Annexure-II

Format for First Information Report on occurrence of Disaster

(To be sent to DOT , Government of India within maximum of 24 hours of occurrence of disaster)

From: State ---------- Date of Report ---------- Name of TSP ----------

To

The DDG(TERM), …….Concerned State (fax : ____ ;email :_____)
Director(DM), DOT (fax : _____ ; email :_____)
Convener, NTDCC, DOT (fax: _____; email:_____)

a. Nature of Disaster:_____
b. Date and time of occurrence:_____
c. Affected area (number and names of affected districts):_____
d. Initial Risk Assessment:

Sl. No.	Item	Present consequences	Future consequences	Worst case Scenario
1	Number of Priority users affected			
2	Number of subscribers affected			
3	Number of Exchanges affected			
4	Number of Towers(BTSs) affected			
5	Number of OFC/MW/Satellite links affected			
6	Any major switches affected			
7	Services affected			

e. Actions taken for restoration, alternate communication backups and opening of help lines in brief

f. Immediate resource assistance required from State / Central agencies:

g. Any other critical information:_____

h. Next information update time/date:_____

Name : Contact :

Signature Time Report Logged :

TSPs Name:

Annexure-III

Daily Status Report

State/Circle : ---------- Date : ---------- Name of TSP :----------
To,
---------- (fax ---------- Email _____)

- Mobile Services:

Sl. No.	Total No. of BTSs	Total No. of BTSs affected	No. of BTSs Restored	No. of BTSs yet to be restored	Remarks

- Landline Services :

Sl. No.	Total no. of Exchanges	Total No. of Exchanges affected	No. of Exchanges restored	No. of Exchanges yet to be restored	Remarks

- Transmission Links :

Sl. No.	Media	Total no. of links affected	No. of links restored	No. of links yet to be restored	Remarks
1	OFC				
2	Microwave				
3	Satellite				

- Help Lines & Location Services :

No. of queries on help line till date	No. of queries answered	No. of queries related to location	No of queries answered related to location	No. of free public booths opened if any

- Any Assistance required from local administration :

Signature
Name :----------
Contact----------
Time report logged:----------
Name of TSP----------