



Subject: New Town Kolkata's Preparedness & Response towards Cyclone 'REMAL'

In response to the deep depression affecting Gangetic West Bengal, the India Meteorological Department, Government of India outlined warnings for anticipated thunderstorm activities over South Bengal from 25.05.2024 to 27.05.2024. Specifically, a yellow warning had been issued for 25.05.2024, followed by orange warnings for both 26.05.2024 and 27.05.2024.

As a proactive measure, the New Town Kolkata Development Authority had diligently implemented a series of precautionary and mitigation measures to safeguard its residents and infrastructure against the anticipated adverse effects of the thunderstorm activities.

PRECAUTIONARY MEASURE

As precautionary measure, NKDA adapted the following measures:

- (A) Issuance of Advisory- The New Town Kolkata Development Authority, issued an advisory for its residents and construction professionals prior to the outbreak of cyclone 'REMAL.' Residents were advised to secure balconies, roofs, vehicles, and clear drainage systems. Construction sites were instructed to secure loose materials and avoid high-level work. Emergency contacts were ensured to be available, and adequate fuel and first aid supplies were stored. Drinking water was supplied for extended periods on 26/05/2024; residents were advised to store sufficient water. For assistance, the NKDA 24x7 Control Room could be contacted at 033-3505 0004 / 3505 0030, mobile 8334069144, or toll-free 1800-103-7652.
- (B) Preparatory Surveillance- In anticipation of Cyclone 'REMAL,' higher officials and concerned engineers from NKDA conducted a reconnaissance survey of vulnerable sites in New Town. The survey focused on identifying potential hazards from areas prone to waterlogging and assessing the adequacy of the drainage system, including a thorough inspection of the canal. This helped NKDA in formulating strategic responses to safeguard its residents and critical infrastructures.



Pre- REMAL Surveillance by NKDA Officials



Precautionary Maintenance Work

- (C) Maintaining Repository of Emergency Equipment- As a preparatory measure, NKDA has made adequate provision of hydraulic pumps to facilitate the drainage of excess water and mitigate the risk of waterlogging. Additionally, an allocation of excess dumpers has been designated for emergency response purposes, ensuring prompt removal of fallen trees to enhance public safety and minimize potential hazards during the cyclonic event.



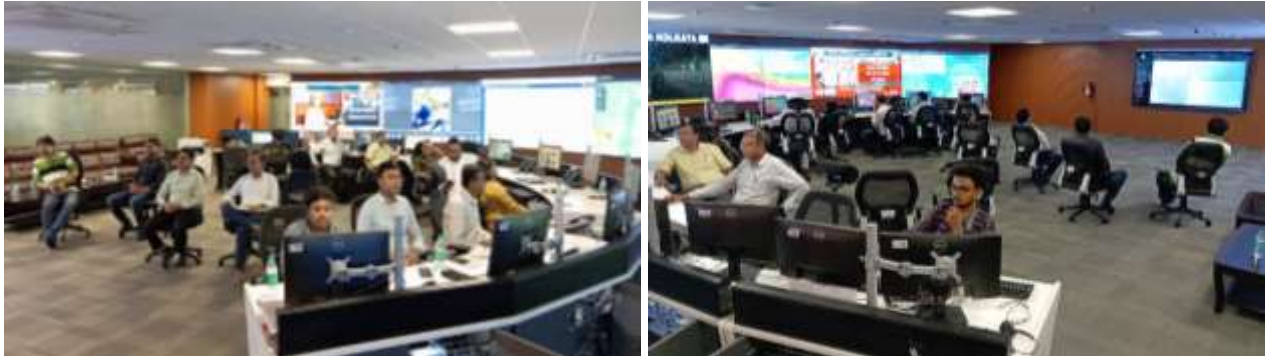
Repository of Emergency Equipment by NKDA

MITIGATION MEASURES

As mitigation measures, NKDA adapted the following measures:

- (A) 24/7 Control Room- To swiftly address any unforeseen circumstances in the wake of cyclone 'REMAL,' the authority had chosen to establish a '24/7 Control Room' at its Integrated Command

and Control Centre (ICCC) located on the Ground Floor of Plot No. DG/13, Action Area ID, from May 25th to May 28th, 2024. Officials had been assigned duties in shifts to ensure continuous surveillance round the clock.



NKDA '24/7 Control Room' for Overall Surveillance and Management of Cyclone REMAL

The monitoring was done via the following means:

- i. 24/7 CCTV surveillance: To closely monitor the effects caused by the thunderstorm, NKDA deployed a significant number of CCTV cameras, with live footage streamed to the Control Room. Relevant officials continuously monitored the cameras around the clock, taking swift and decisive action based on the captured video footage. CCTV cameras played a crucial role in enabling NKDA to promptly respond to and mitigate the adverse impacts of cyclone 'REMAL.'



Close Monitoring of CCTV in NKDA Control Room

- ii. 24/7 Citizen Helpline & Integrated Grievance Management System (IGMS): During the landfall, New Town's 24X7 helpline, supported by the Integrated Grievance Management System (IGMS), played a crucial role in swiftly addressing and resolving citizens' issues, ensuring continuous communication and efficient service delivery amidst the emergency. The IGMS facilitated real-time tracking and feedback collection, ensuring timely responses and resolution of grievances related to the cyclone's impact.
 - iii. Emergency helpline no. dedicated solely for cyclone 'REMAL.': For Cyclone 'REMAL,' New Town dedicated two additional emergency helpline numbers, 033-3505 0004 / 3505 0030 & mobile 8334069144 ensuring focused support and swift assistance alongside the existing toll-free number.
- (B) Physical surveillance by NKDA Disaster Management Team- NKDA constituted a dedicated Disaster Management Team tasked with conducting day around physical surveillance to monitor the hazards caused by the thunderstorm. This proactive measure facilitated prompt identification and reporting of emergent issues, thereby enabling swift and effective responses to the challenges posed by Cyclone 'REMAL'.
- (C) Emergency Services- The emergency services provided by NKDA were:
- i. Clearance of Fallen Trees- Approximately 50 incidents were reported during the landfall of cyclone 'REMAL' from midnight on May 26th to the evening of May 27th through various channels. Within a span of 30-45 minutes, the dedicated team of NKDA efficiently removed the fallen trees.



Clearance of Fallen Tree by NKDA as an Emergency Service

- ii. Remediation of waterlogged areas- Instances of waterlogging along NKDA roads were noted at approximately 25 locations during the landfall duration. The diligent workforce of NKDA promptly visited the sites and efficiently cleared the waterlogging in the shortest possible timeframe.



Remediation of Waterlogged Areas by NKDA as an Emergency Service

- (D) A Dedicated Standby Rescue Team- The development authority had a specialized rescue team on standby, poised to promptly address any emergent situations or crises. NKDA was fully prepared to mobilize resources and personnel swiftly in response to any potential emergencies.
- (E) 24/7 Ambulance Service- To cater to any health emergencies, NKDA implemented round-the-clock ambulance services at no charge throughout the duration of the cyclone's landfall. Access to these services was facilitated through the NKDA ambulance helpdesk via the toll-free helpline number 1800-103-7652.