



Government of Pakistan
Ministry of Climate Change
National Disaster Management Authority
2017

Guidelines for Minimum Standards of Relief in Camp

Prime Minister's Office, 2nd Floor, Sector G-5/1
Constitution Avenue, Islamabad - Pakistan
Website: www.ndma.gov.pk

These Guidelines have been prepared under patronage of
Lieutenant General Omar Mehmood Hayat, HI(M)
Chairman, NDMA

Editorial Team

Brigadier Mukhtar Ahmed
Member (Operations), NDMA

Muhammad Zafar Iqbal
Director (Recovery & Rehabilitation), NDMA

Muhammad Razi
Deputy Director (Recovery & Rehabilitation), NDMA



Abbreviations

AP	Affected Person
AJ&K	Azad Jammu and Kashmir
BHC	Basic Healthcare Center
BHU	Basic Health Unit
CA	Camp Administrator
CCC	Camp Closure Committee
DDMA	District Disaster Management Authority
DRM	Disaster Risk Management
DRR	Disaster Risk Reduction
EWS	Early Warning System
FATA	Federally Administered Tribal Area
FDMA	FATA Disaster Management Authority
GB	Gilgit Baltistan
GBDMA	Gilgit Baltistan Disaster Management Authority
GBV	Gender Based Violence
IEC	Information Educational and Communication
ICT	Islamabad Capital Territory
Kcal	Kilo Calories
LHV	Lady Health Visitor
LHW	Lady Health Worker
LEAs	Law Enforcement Agencies
MISP	Minimum Initial Service Package
NADRA	National Database Registration Authority
NDMA	National Disaster Management Authority
NFI	Non Food Items
PDMA	Provincial Disaster Management Authority
PHE Deptt.	Public Health Engineering Department
SHG	Self Help Groups
SMS	Short Message Service
SDMA	State Disaster Management Authority
TDPs	Temporary Displaced Persons
TLC	Temporary Learning Centers
WASH	Water, Sanitation and Hygiene

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1. **Introduction.** The rapid change in global climate has given rise to many disasters that pose a severe threat to human life, property and infrastructure. Pakistan due to its geo-physical location and climatic extremes, is a disaster-prone country. In terms of frequency, magnitude and scale of impact; earthquakes, droughts, floods, windstorms and landslides as well as man-made disasters; have caused widespread damages to private property, public infrastructure and forced people to leave their places.
2. Disaster management aims at avoiding and reducing the potential losses from hazards, assuring prompt and appropriate assistance to disaster victims and achieving an effective and rapid recovery. Of course, Government of Pakistan does not advocate for establishing camps, nor does it promote encampment, however, to mitigate adverse effects of both natural and human induced disasters, organized camps become the only option and last resort for provision of relief to affected people.
3. Section 11 (a) of National Disaster Management Act, 2010, mandates National Disaster Management Authority (NDMA) to lay down Guidelines for minimum standards of relief to be provided in relief camps in relation to shelter, food, drinking water, medical cover and sanitation to the persons affected by disaster.
4. These Guidelines shall assist provincial, district and sub-divisional administration and non-government sector for effective and efficient administration, coordination and management of camps ensuring minimum standards of relief. These Guidelines shall enable any relief camp authorities to take a decision as per demand of the situation to strive for promoting a holistic approach for physical, material, legal, psychological, cultural, social and emotional well-being of the inhabitants of a relief camp, established in consequence to a natural calamity or a manmade disaster. These Guidelines are drawn upon Global Standards such as Camp Coordination Camp Management Toolkit and SPHERE and adapted to the country context of Pakistan .
5. **Definitions.** Various definitions used in these Guidelines are given below and will be interpreted commensurate to the spirit of these Guidelines, unless the context otherwise requires. These are:-
 - a. **“Affected Person (AP)”** means and includes any person adversely affected by a natural or man-made disaster.
 - b. **“Relief Camp”** means temporary settlement including planned or self-settled camps, collective centers, transit and return centers established by the Government/District Administration for hosting displaced persons who are compelled to find shelter due to natural or man-made disaster and where protection and relief assistance can be provided.¹
 - c. **“Relief Camp Administration”** means the functions carried out by government and national authorities that relate to the oversight and supervision of activities in camps².

¹Camp Management Toolkit, Published by Danish Refugee Council in collaboration by IOM, IRC, NRC, UNHCR and UNOCHA p 14.

² Ibid Pp 29-30

- d. **“Relief Camp Coordinator”** means a person responsible for coordination between camps and oversees Camp Managers in the camps.
- e. **“Relief Camp Management Agency”** means representative of Provincial/Regional Government, PDMAs/ FDMA, GBDMA, SDMA, District administration and DDMA who are responsible to establish and oversee the affairs of a managed camp (s).
- f. **“Relief Camp Manager/Management”** means manager of a single camp responsible for the day to day affairs in a camp.
- g. **“Relief Camp Population”** means the disaster affected people settled temporarily in the camp.
- h. **“Disaster”** means a catastrophe or a calamity in an affected area, arising from natural or man-made causes or by accident which results in a substantial loss of life or human suffering or damage to, and destruction of, property.
- i. **“Family”** the term family for the purpose of entitlement to relief assistance includes the following persons of a family:
 - (1) Husband & wife/wives.
 - (2) Un-married children dependent on parents.
 - (3) Orphan children may be included as members of family of the nearest next of kin in case both parents are not alive.
 - (4) Dependent parents.
- j. **“Host Population”** means a local community, hosting a camp population.³
- k. **“Registration”** means a process whereby an affected person or family, after proper verification, is brought on Registration Roll and becomes entitled to the prescribed relief assistance⁴.
- l. **“Relief Assistance”** means any assistance given free of cost by the Government/INGOs/NGOs in cash or kind to the affected person by disaster. It is divided into two broad categories:-
 - (1) **“Direct Assistance”** given directly to an affected individual or family, such as maintenance allowance, food, shelter, clothing etc.
 - (2) **“Collective Assistance”** given on community basis such as medical, educational and drinking water and sanitation facilities etc.⁵
- m. **“Shelter”** includes tents, temporary huts and any other temporary dwelling provided to the disaster affectees.

³ Camp Management Toolkit (2015), CHAPTER | 1 | ABOUT CAMP MANAGEMENT page 23, Published by the Global CCCM Cluster <http://cmttoolkit.org/>

⁴Camp Management Toolkit (2015), CHAPTER | 9 | REGISTRATION AND PROFILING Page 129

⁵Handbook on Management of Afghan Refugees in Pakistan-1984 (revised edition)

6. **Guidelines.** The Guidelines for minimum standards of relief to the disaster/calamity affected people in camps shall be as under:-
- a. **Short Title.** These Guidelines shall be named as “Guidelines for Minimum Standards of Relief in Camp” for the disaster affected people of Pakistan.
 - b. **Applicability.** These Guidelines shall extend to whole of Pakistan. The Governments of Azad Jammu & Kashmir (AJ&K) and Gilgit Baltistan (GB) may also follow these Guidelines and formulate their guidelines accordingly.
 - c. **Types of Disasters.** The disasters, as defined in the Section 2(b) of NDM-Act 2010 shall be covered under these Guidelines, which includes Earthquake, Drought, Flood, GLOF, Tsunami, Cyclone, Wind/hailstorm, Heatwave, Lightening, Avalanche and Landslide as well as man-made disasters etc.
 - d. **Objective of Guidelines.** The objective of these Guidelines is to:-
 - (1) Make Standard Operating Procedure (SOP) relating to provision of minimum standards of relief to the disaster affected persons according to their needs, with comfort, honor and dignity during their temporary stay in camps till they return to their homes;
 - (2) Ensure that minimum standards of relief assistance are accessible to the affected persons in line with internationally agreed laws, standards and community participation; and
 - (3) To give comprehensive guidance to national authorities, national and international humanitarian actors as well as affected persons and camp residents involved in Camp Management.
 - e. **Site Selection of a Relief Camp.** In case of any large scale disaster(s), the district and sub-divisional civil administration shall order for establishment of relief camp(s) at pre identified sites in collaboration with Law Enforcement Agencies (LEAs) and humanitarian organizations as per following:
 - (1) **Building Based Relief Camps.** While site for establishing a building based relief camp is under consideration following be observed:-
 - (a) Relief camp should be established in a safe and pre-identified building/location as per District/Sub-Divisional Disaster Management Plan. These buildings/ locations can be community/marriage halls and stadiums etc. at elevated sites with adequate facilities like water, electricity, toilets and weather accessibility etc.
 - (b) Relief camps shall not be set up in educational institutions and public buildings unless no other options are available.
 - (2) **Open Space/Shelter Based Camps.** When the capacity of the public buildings are overwhelmed and a new location is to be selected for the camp due to unavoidable

circumstances, following points shall be considered for selection of a site for an open space relief camp:-

- (a) It shall be located at a safe place which is not vulnerable to landslides, flood, high wind, soil erosion/mudslides and earthquake or on an edge of a hilly plane etc. with appropriate physical characteristics and geology.
- (b) Selected site should not be exposed to extreme seasonal hot or cold wind.
- (c) It shall be accessible by road, suitable for all type of transport in all seasons, with adequate space for internal roads/streets and parking.
- (d) With a gentle slope between 1% and 5% gradient in order to provide natural drainage for rainwater off the site.
- (e) Site with absorptive and stable soil be selected for the camp.
- (f) Proposed camp site must be near to water source, with groundwater table is known and taken into consideration.

(3) **General Points**

- (a) The title of ownership of building/land selected for establishment of relief camp should be clear.
- (b) Site shall have sufficient space for future expansion.
- (c) Site shall have enough space for shelter set up collective centers, structural quality, existing infrastructure, proper ventilation/ insulation, accessibility and feasibility for partitioning space.
- (d) Site shall have enough space/facility for storage of Food and Non- Food Items (NFI).
- (e) Site should not pose any risk to health, security, privacy and dignity of the camp residents.
- (f) The area shall not be prone to endemic disease like malaria or water borne/ vector diseases.
- (g) The camp site shall be near to the population and free from security and environmental hazards.
- (h) Camp site should be at a safe distance from conflict areas as well as from damaged homes.
- (i) District/Agency Administration may use private land for establishing a camp after seeking consent /agreement with the local host communities.
- (j) Rent of the land/building acquired for establishment of a relief camp and tenure of the occupancy which can be extendable, if required may be specifically mentioned in the agreement.
- (k) Site should be as close to the area of reconstruction as possible.

- f. **Camp layout (Open Space/Shelter Based).** The camps shall be preferred as U-shaped or H-shaped cluster pattern as it promote link with communities, encourage ownership of shared facilities & resources and decrease hazards associated with overcrowding. The camp shall be planned in a way to ensure following facilities to be centrally located and easily accessible for the camp population:
- (1) Camp Manager/Management Office.
 - (2) Registration Office.
 - (3) Help Desk with public information system.
 - (4) Control Room.
 - (5) Committee/Conference Room.
 - (6) Hospital/Basic Health Centers.
 - (7) School/Vocational Training Center/Temporary Learning Centers (TLC).
 - (8) Warehouse for Food/ Relief items.
 - (9) Food/ Relief Distribution Counters.
 - (10) Mosque/Prayer Area.
 - (11) Assembly Area in case of an emergency situation.
 - (12) Recreation and Play Area for children.
 - (13) Protected and separate area for vulnerable group (i.e. separated women/ children/elderly and disabled people).
 - (14) Community Consultation Facility (where community elders may sit and discuss their affairs).
 - (15) Typical Camp Layout/Plan is at **Annexure-I.**
- g. **Registration Mechanism.** Soon after arrival in a relief camp, the affected person/ family shall be registered by Camp Management in collaboration with NADRA. The Camp Management shall ensure the following:-
- (1) Maintain record of each registered person/family as per prescribed format at **Annexure-II.**
 - (2) Separated children will be registered separately.
 - (3) Women headed family without CNIC will be issued legal documents by NADRA mobile center which will be used for registration.
 - (4) Establish a separate registration desk/counter for vulnerable community.
 - (5) The registration/profiling and mapping systems record disaggregated data on age, gender and vulnerabilities so as to identify people with specific needs at the earliest stages of entering in the site and throughout the camp life cycle.
 - (6) Allocate a unique registration number to each affected person/family which will be used subsequently to access to entitlements such as a ration/health

cards or in ex-gratia assistance announced by the government.

- (7) Issue printed food coupons with serial numbers and also allocate tent number to the registered affected person/family.
 - (8) Maintain a register of the relief items provided to a registered affected person/family as per prescribed format at **Annexure-III**.
 - (9) Mobile Centers of NADRA will be made available to provide legal documents, in case of prolong stay of the inhabitants in a camp.
- h. **Minimum Standards of Relief in the Camps**⁶: Minimum standards for provision of relief in the camps shall be as following:-
- (1) **Camp layout/ setup**. Standard layout for the camp setup shall be:-
 - (a) Open space of 30-45 sq. meter per person or 3-4.5 hectares of land per 1000 person.
 - (b) Roads of 10 meters width.
 - (c) Roads and walkways should be 20-25% of entire camp.
 - (d) Camps shall be at a reasonable distance (preferably 100 meters) from the edge of the road to ensure maximum security.
 - (e) Reasonable distance (preferably 50 meters) between two adjoining camps shall be maintained.
 - (f) Empty space of 30-50 meters after every 300 meters of built up area be provided as firebreaks for safety against fire.
 - (g) Sufficient distance preferably 2 meters shall be left between the tents to ensure privacy and avoid spreading of fire.
 - (h) Firebreak must be kept clear and unoccupied.
 - (i) Sufficient space be allocated for livestock yard.
 - (j) If possible, separate space for graveyard adjoining to the camp be earmarked.
 - (2) **Shelter**. Temporary shelter shall be planned as per following minimum standards:-
 - (a) Covered space of 3.5 sq. meters per person.
 - (b) To ensure sufficient warmth, fresh air, security and privacy for the health and well-being of inhabitants.
 - (c) Each family shall be provided separate tent.
 - (d) In warm & humid climate, proper ventilation & protection from direct sunlight must be ensured.
 - (e) If plastic tents or shelter sheets are available, provision of an insulating

⁶ Most of the minimum standards taken from NDRP (P-66 onward)

- layer or a double skinned roof may be considered.
- (f) Priority be given to women headed households, separated children, disabled and elderly people in tent/room distribution.
 - (g) Parda wall to ensure privacy where required as per local culture.
- (3) **Food.** Minimum standard of food shall be 2100 Kcal for adult per day and for children/infants, 1700 Kcal per day. The following shall be observed by the Camp Management:-
- (a) Initially for 3-4 days, cooked food shall be provided to the camp inhabitants.
 - (b) If possible, Food Inspector shall be detailed to certify the fitness of food items for consumption before these are served.
 - (c) Food must be according to religious belief, meet nutritional needs, culture specific and as per food habits of the affected community.
 - (d) Manufacturing/Expiry date of the packed food, like tinned food, biscuit and ready to eat meals etc. shall be checked before distribution.
- (4) **Food/Relief Distribution.** The Camp Management shall ensure observance of the following points while distributing food/relief items:-
- (a) If space permits, cooked food shall be provided at one place for convenience of cleanliness, to ensure proper hygiene and smooth disposal of waste.
 - (b) Reputed Voluntary Organizations shall be allowed to assist in cooking and distributions of meals but the Camp Manager shall be ultimately responsible for all arrangements.
 - (c) If cooked food is not served, dry food like, rice, flour, salt, pulses and oil etc. shall be distributed for one week at a time as per prescribed scale.
 - (d) Camp Management shall make sufficient counters to ensure distribution of relief articles/dry food in an organized way.
 - (e) Display board shall be hanged on each of the counter showing village name or coupon serial numbers of Food Coupons already distributed to the affected persons/families during registration.
 - (f) Camp Management shall make arrangements for dedicated counter for vulnerable groups enabling them to collect relief aid/food without any difficulty.
 - (g) Mechanism to distribute food items in smaller groups shall be devised where each group will be communicated through SMS, public address system or other suitable means.
 - (h) Camp Management shall make arrangements for distribution of food

and other relief items on alternate days to avoid disturbance/difficulty due to large gathering.

- (i) Camp elders may be engaged to facilitate in distribution of food and other relief items.
- (5) **Storage of Food/Relief Items.** For storage of food items following shall be observed:-
- (a) Dry and well-ventilated area may be designated in the Relief Camp for storage of food/relief items.
 - (b) Storage should be free from insects, rodents, dust and dirt etc.
 - (c) Store Incharge shall ensure that boxes/bags must not lie directly on floor and ensure use of pallets, boards or heavy branches, or bricks underneath piles.
 - (d) Keep products at least 40 cm away from the wall and do not stock them too high.
 - (e) Pile the bags/boxes in such a way to permit ventilation.
 - (f) Keep damaged boxes/bags away from the undamaged ones.
 - (g) Observe First In-First Out/Expiry First Out Principle.
 - (h) The Camp Manager shall personally check the stock of food/aid items and tally it with stock register at least once in a week and countersign the stock register, if satisfied.
 - (i) Updated stock register should be maintained in a format as per prescribed format at **Annexure-IV (a) & (b)**.
- (6) **Water.** Provision of safe, sufficient and appropriate quantity of water for drinking, cooking and personal hygiene must be one of the priorities of the relief Camp Management. The Camp Management shall ensure the following:-
- (a) Water points and sources are easily accessible, safe and protected.
 - (b) Water points must be equally distributed throughout the camp to avoid overloading.
 - (c) Water quality is regularly monitored.
 - (d) Short-term and long-term water needs are assessed and the water supply is managed accordingly.
 - (e) Camp residents have enough water storage facilities such as vessels and jerry cans.
 - (f) Agreements with the host community are made where water sources outside the camp are being used.
 - (g) Persons with specific needs and those at risk are prioritized when water is scarce.

- (h) If water is rationed, the camp population must be informed in advance.
- (i) Total requirement of drinking water, water for toilets, bathing & washing of clothes and utensils shall be assessed according to the following standards and proper arrangement be made accordingly:-
 - i. Drinking and food - 5-7 liters per person/day.
 - ii. Basic hygiene needs - 5-7 liters per person/day.
 - iii. Basic cooking needs- 5-6 liters per person/day.
 - iv. Two buckets or water containers per family to store the water for drinking and cooking etc.

(Total basic water needs = 15-20 liters per person/day⁷)
- (j) As far as possible, piped water distribution system may be ensured for continuous supply of water in the camp. However, if not possible then following points be considered by the Camp Management:-
 - i. Install water tanks with minimum capacity of tanks 200 liters.
 - ii. Minimum distance of tanks from the tents should be 100 meters and not be more than 500 meters.
 - iii. One water tap for 200-250 persons based on a flow of 7.5 liters per minute.⁸
 - iv. One hand pump for 200-300 persons based on a flow of 17 liters per minute.
 - v. One open well for 400 persons.
 - vi. One hand basin for 10 persons or one wash bench of 4-5 meters for 100 persons shall be arranged.
 - vii. One officer of the PHE Department shall be deputed to ensure continued supply of water in the camp.
- (k) To ensure water quality standards, weekly sample from water tanks, taps and other sources shall be collected and analysed in the district lab of PHE Department. Corrective measures shall be taken as per result of water analysis, if required.
- (l) To ensure provision of good quality water to the camp inhabitants the Camp Management must consider the following steps:-
 - i. Hand pumps or water tanks shall be at least 20 feet away from the toilets.
 - ii. It is essential to ensure that existing water sources such as springs are protected from:-

⁷Camp Management Toolkit (2015), CHAPTER | 14 | WATER, SANITATION AND HYGIENE Page 205 WASH Emergencies Response Indicators for Minimum Allowable Humanitarian Standards Typical WASH Emergencies Response Indicators for Minimum Allowable Humanitarian Standards

⁸Ibid p.426

- aa. Animal usage.
 - bb. Cloth washing and bathing area.
 - cc. Burial grounds.
 - dd. Waste disposal sites.
- (7) **Sanitation and Hygiene.** The minimum standards of sanitation requirements shall be:-
- (a) There shall be one toilet for :-
 - i. 20 persons in living areas.
 - ii. 10-20 indoor patients and 20-50 outpatients in health care facilities.
 - iii. 30 girls and 60 boys in schools.
 - iv. 50 persons in Reception/Registration Areas.
 - v. 20 staff members in Administration Areas.
 - (b) Latrines should be ideally placed at a distance of 30 meters from water source.
 - (c) Separate toilets and bathing units for male & female and shall be located at a reasonable distance on opposite directions for access with visual privacy barriers between the two.
 - (d) Toilets and bathing units shall be 30-50 meters away from the shelter/ camp user's accommodation and must allow rapid, safe and acceptable access at all times of the day and night.
 - (e) For waste disposal - one communal pit of 2m x 5m x 2m in size dug for 500 persons.
 - (f) To ensure the safety and accessibility of those using latrine, area should be adequately lit. Where electricity is not available, solar panels may be used as an alternative.
 - (g) One soap of 100 grams per family per week shall be provided.
 - (h) Adequate number of sanitary staff shall be detailed to ensure regular cleaning and maintenance of the toilets with bleaching powder and cleaning items.
 - (i) Regular spray of disinfectants and fogging shall be carried out in the camp.
 - (j) The bottom of latrine pits should be a minimum 1-5 meters above the maximum water table. This distance may be increased for fissured rocks or limestone or decreased in fine soils.
 - (k)

- (l) Drainage or spillage from the defecation systems must not flow towards surface water or shallow ground water sources.

(8) **Clothing and Bedding**

- (a) Minimum two Charpai(bed)/mats per family.
- (b) Minimum two bed sheets/quilts/blankets per family.
- (c) Sufficient clothing for protection from the adverse effects of the climate.

(9) **Lighting Arrangements**

- (a) One big candle and one match box per family per week.
- (b) Emergency lights - one per tent with battery cells.

(10) **Medical Care & Psycho-social Support**. The minimum standard of medical and health care shall be:-

- (a) District Health Department shall established a Basic Healthcare Center (BHC) with at least one Doctor along with a team of following paramedical staff for round the clock duty in the relief camp on roster system basis:-
 - i. Midwife- at least 1 per BHC.
 - ii. Pharmacist- at least 1 per BHC.
 - iii. Health worker- at least 1 per BHC.
 - iv. Medical kit and basic medicines per BHC.
- (b) As far as possible each and every inhabitant of the camp should be screened for presence of any communicable disease immediately upon his/her arrival or within 24 hours of his/her arrival in relief camp without fail.
- (c) A rapid health assessment of all inhabitants in the camp shall be done on weekly basis.
- (d) District Health Department shall arrange adequate stock of medicine from district stores. Detailed Inventory & Stock Register of medicine available within store at camp shall be maintained as per format at **Annexure-V**.
- (e) District Health Department shall arrange visit of team of specialist doctors and staff in order to monitor health and its standards in camps on weekly/ fortnightly basis.
- (f) Preventive measures shall be taken in camp to avert large scale spread of diarrhoea, gastroenteritis, conjunctivitis, allergies, malaria, and viral fever.
- (g) If it is anticipated that camp will continues for more than a month, the District Health Department shall arrange provision of maternal & childcare services including immunization to the camp inhabitants.
- (h) No prescription will be given to the patient to purchase any medicine from

outside the camp. All the medicines shall invariably be provided free of charge to the inhabitants.

- (i) If medicines are unavailable in the camp these may be purchased from outside by the Medical Officer (Incharge) of BHC and expenditure shall be reimbursed from District Relief Fund.
 - (j) Some advance fund shall be given to the Medical Officer (Incharge) of BHC for purchase of medicine from open market, if required. Medical Officer (Incharge) of BHC shall maintain proper account of expenditure including original vouchers, bills etc. and forward the same to District Health Department for record/audit at regular interval or closure of the camp whichever is earlier.
 - (k) If there are more than 1000 persons in the camp, one ambulance shall be stationed in the camp with a driver to meet any emergency situation.
 - (l) Necessary arrangement shall be made in nearest Tehsil/District Hospital for adequate stock of anti-venom injection for timely treatment of the victims of snake bite.
 - (m) Family shall be kept together as far as possible to provide psychological support.
 - (n) Social gathering like religious activities, entertainment and recreation etc. shall be arranged in consultation with camp inhabitants to boost their morale.
 - (o) Professional psycho-social therapist shall be detailed to provide counselling to the affected persons. It shall be ensured that follow up sessions are conducted for vulnerable persons.
 - (p) Minimum Initial Service Package (MISP) for reproductive health care will be made available in each BHC.
 - (q) Doctors and paramedical staff duty register will be maintained in the BHC/ BHU as per **Annexure-VI**.
 - (r) Camp Management will ensure to take appropriate steps for vector control and eradication of rats, snakes and mosquitoes in and around the camp.
- (11) **Special Arrangement for Vulnerable Group**. Since women, children, physically challenged and elderly persons are more vulnerable during disaster, therefore their specific needs must be identified and taken care of. The following steps shall be taken to provide solace and succor to this vulnerable group:-
- (a) **Women Specific**
 - i. Relief sites and camps should ensure attention to women's security

needs, such as separate washrooms with locks, adequate lights, water and sanitation facilities etc.

- ii. Women's access to basic services should be ensured, particularly in health and hygiene.
- iii. Female doctors and psychosocial support personnel should be available.
- iv. Mobile medical units equipped with safe delivery, post-natal facilities and referral should be in place.
- v. Women Centers are established as a safe space for women and girls to meet and talk about issues affecting their lives.
- vi. Female gynecologist and obstetrician shall be detailed to take care of maternity and child related health concern.
- vii. BHC/BHU shall ensure that all children are vaccinated against childhood disease within the stipulated time period.
- viii. For safety and security of the women and children vigilance committees shall be formed consisting of women.
- ix. Security measures shall be taken in the camps to prevent abduction of women, girls and children.
- x. Self Help Groups (SHG) shall be formed among the affected women to give emotional support to each other.
- xi. Women participation in the Camp Management shall be ensured to take care of women's specific needs including hygiene kit etc.
- xii. At least one woman shall be appointed as an Assistant Camp Manager for the facilitation of females in the camp.

(b) **Children Specific**

- i. Ensure birth-registration process and provision of birth certificates for all displaced children in the camp.
- ii. Established Child Friendly Spaces to ensure extra-curricular activities in the camps.
- iii. Establish inclusive education arrangements in the camp or nearby areas to ensure continuity of educational activities of displaced children.

(c) **Older Persons Specific**

- i. Assess the need for and create older persons friendly spaces to offer them opportunity to interact with each other meaningfully.
- ii. Engage them in income generating activities.
- iii. Encourage them to socialize with others so as to avoid loneliness and boredom.

- (d) **Persons with Disabilities**
 - i. Ensuring that camp services and facilities, such as latrines, showers and distribution points are accessible to persons with disabilities.
 - ii. Access to services and relief items, for persons with disabilities, must be evaluated and, if necessary, alternative mechanisms should be put in place to deliver such services.
 - iii. The Camp Management shall ensure handles at convenient heights on latrine doors, bars and support rails to hold onto around shelter and washing areas and a cushion to support a correct sitting position.
 - iv. A shady and comfortable sitting spot close to a shelter block, allowing easy access to and contact with the wider community.
 - v. A path which allows wheel chair access.
- (e) **Un-Accompanied Children**
 - i. Un-accompanied children should be placed separately with proper care and fulfilment of their physical and psycho social needs.
 - ii. Missing persons/children should be reported to the concerned District Police Officer (DPO)/Deputy Commissioner (DC) and Gender Cells of PDMAs.
- (12) **Detailed Matrix Dealing with Vulnerable Groups.** In accordance with the National Policy Guidelines on Vulnerable Groups⁹ in Disaster, detailed matrix dealing separately with a different category of vulnerable persons under the following are at **Annexure - VII.**
 - (a) **Disaster Preparedness and Reduction Phase**
 - i. Policy, Planning, Data Collection
 - ii. Institutional Strengthening and Capacity Development
 - iii. Awareness Raising and Community Engagement
 - (b) **Response, Relief, Rehabilitation Phase**
 - i. Safety and Security
 - ii. WASH and Health
 - iii. Shelter, Food, and NFIs
- (13) **Education and Vocational Training.**
 - (a) Temporary schools shall be setup in the camp involving volunteers from the camp inhabitants.
 - (b) NGOs shall also be allowed to run temporary schools in the camp and be encouraged to provide free textbook, stationary and uniforms etc. to children.
 - (c) Camp Manager with the assistance of Social Welfare Department and selected

NGOs shall impart vocational training to the youth particularly women on tailoring, embroidery, soft toy making, pickle manufacturing and engage them to learn new skills to earn a livelihood and supplement family income.

(14) **Security.** Security, peace and order shall be maintained in the relief camp. The following shall be observed:-

- (a) The Camp must have Watch Towers at least on all four corners manned by security guards.
- (b) There should be a Security Committee comprising representative from Camp Management, Local Police/Law Enforcement Agencies (LEA) and camp inhabitants including a representative of women to oversee overall security environment in and around the camp.
- (c) The Security Committee may conduct security audit at regular intervals with special focus on concerns of women and girls suggest measures for improvement.
- (d) The youths in the camp shall be engaged/hired as community guard for providing better security environment.
- (e) Police personnel including lady police officers shall be detailed on roster basis.
- (f) Adequate security staff shall be deputed on the boundary and main entry/exit gate of the camp.
- (g) All entry/exit gates of the camp shall be closed at night except main gate with night guard at duty.
- (h) Police shall keep vigil on anti-social elements & criminal around the camp.
- (i) Special police contingent shall be deputed during distribution of the food/relief materials.
- (j) Police and community guards shall be detailed for patrolling & night watch.
- (k) Store room/warehouse of food/relief items shall be properly guarded by the police.
- (l) Anti-Riot Squad shall be kept ready in nearest Police Station to avert any worsening law and order situation in the camp.
- (m) Adequate fire points shall be ensured in each sector of the camps.

(15) **Media Management and Documentation**

- (a) The camp administration and other stakeholders shall inform the displaced population about their entitlements, available resources, current needs, gaps, timeline for additional supplies and date and timing for distribution of Food/NFI and responsible actors etc.
- (b) The camp administration may convey all major decisions through formal and

informal communication means like SMS, public announcement or through notice board.

- (c) To prevent spread of rumors, the camp administration shall prepare a daily report and submit the same to District/Agency Administration through DDMA.
- (d) Deputy Commissioner shall issue press release, if need be.
- (e) District Manager in cooperation with Press Information Department shall arrange regular visits of the camps by the media teams and explain them about the facilities and arrangements made for the camp inhabitants.

(16) **Entertainment and Recreation**

- (a) All activities in the relief camp shall succeed only if camp population is meaningfully involved in management of the camp, therefore, their involvement may be encouraged.
- (b) Camp Officer/Asst. Manager shall involve the inhabitants on:
 - i. How to maintain good hygienic conditions in the camp, how to prevent breeding of flies, mosquitoes, insects, and rodents etc.
 - ii. Share Information with camp elders, youth and women groups about camp affairs, scale of relief items, availability of food items, state of health and educational facilities and helpdesk etc.
 - iii. Rehabilitation schemes and entitlement of affected families.
- (c) Literary Clubs/ Organizations shall be promoted to arrange books & magazines for camp population.
- (d) Camp inhabitants shall be engaged in religious, entertainment & recreational activities.

7. **Expansion of Camp.** Expansion of existing camp be avoided as far as possible. However, expansion be carried out if:-

- a. There is significant new arrival of people into the camp.
- b. The camp is overcrowded and congested.
- c. Some parts of the camp become dangerous or unsuitable due to flooding, landslide or lack of water.

8. **Closure of the Camp.** Camp closure process is gradual withdrawal of humanitarian assistance from a former camp location. The process begins following indications that displaced persons are ready to return, relocate or resettle in places of their preference or origin. Although it should be planned for in advance, however, it should be conducted in close participatory consultation with local authorities, affected populations, host community and should be in line with national or provincial exit policy and action plan. The camp administration should

take into consideration the following points for smooth and effective closure of a camp:-

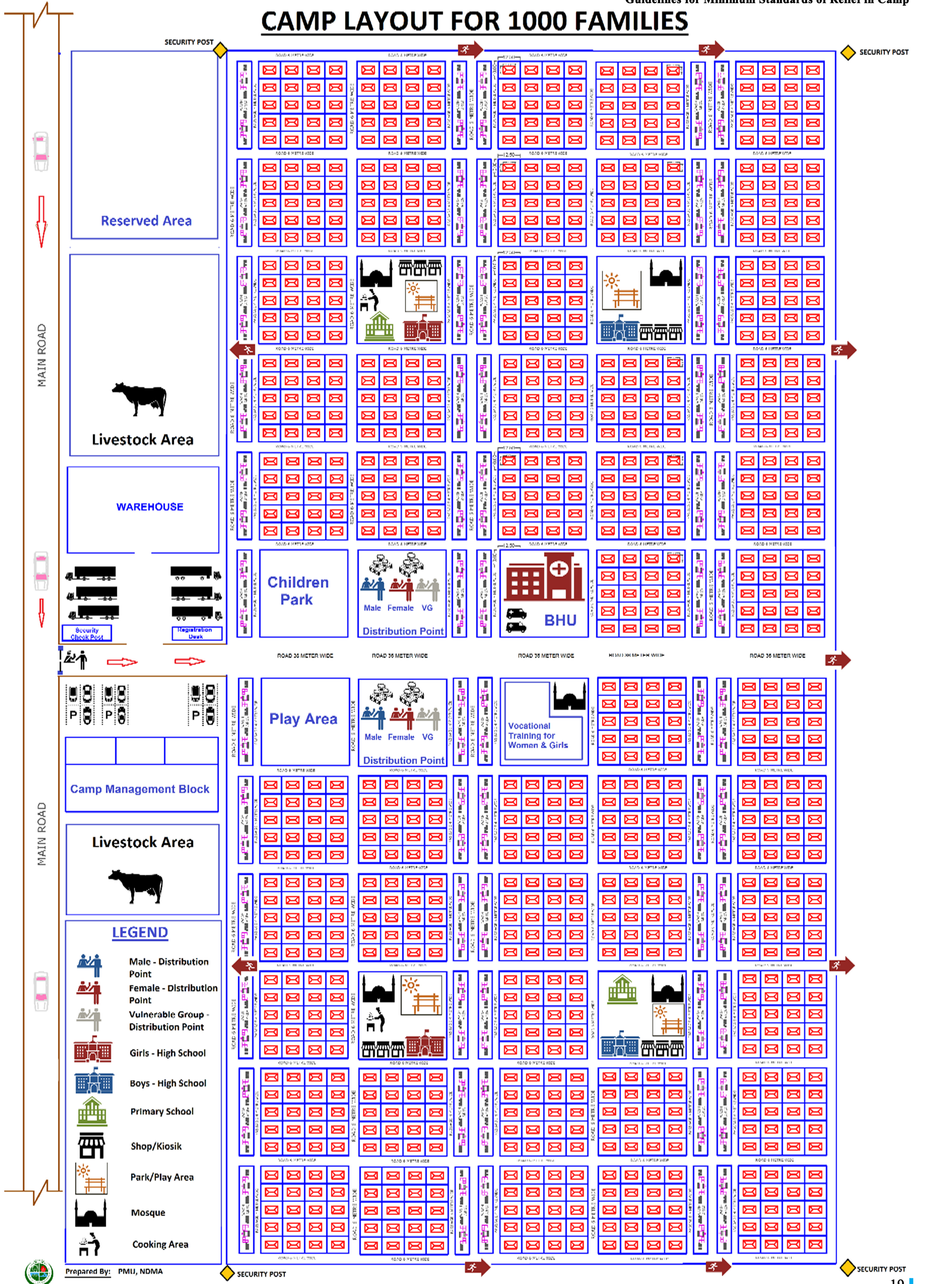
- a. May establish a Camp Closure Committee and take all stakeholder on board for effective coordination.
 - b. Brief the Camp Closure Committee about the Government's decision and draw an Action Plan and set time frame for camp closure.
 - c. Camp inhabitants shall be encouraged to return to their homes, as situation improves in the areas of origin. Transport facilities shall be provided for the purpose.
 - d. Family as a whole shall leave the camp. No member of a family shall be allowed to stay back in the camp.
 - e. A final report highlighting gaps, deficiencies and grey area identified along with best practices and innovative interventions shall be documented and submitted to the government with recommendation to amend these Guidelines, if required.
 - f. All the registers, reports, bills, vouchers and record etc. shall be kept in a box under lock and key and be shifted to the office of the Deputy Commissioner through DDMA.
 - g. Push and pull factors will be put in place before closure of the camp.
 - h. Deregistration of inhabitants leaving the camps will be ensured.
 - i. People return will be ensured through informed voluntary process, community mobilization well before the closure of camp.
 - j. Arrangement for transportation of livestock of the inhabitant shall be made.
 - k. Special transport arrangements and priority departure of vulnerable groups will be ensured.
 - l. Safety and security arrangements on the routes to the places of origin will be ensured specially in case of complex emergency.
 - m. Left behind infrastructure/assets like generators, water pumps, electric transformers, polls and tents etc. shall be handed over to the relevant department/organization.
 - n. Arrangements shall be made to rehabilitate the environment of the area.
 - o. Filling up of latrines and garbage pits shall be ensured through relevant departments.
 - p. Ground shall be levelled after the inhabitants have moved and infrastructure decommissioned and handed over to the relevant department/organization.
9. **Roles and Responsibility.** Responsibility for Camp Management shall be as under:-
- a. Provincial Governments, and the Governments of AJ & K, FATA & GB shall be primarily responsible for provision of relief assistance to camp population from their own budget. Whereas Chief Commissioner, Islamabad Capital Territory will be responsible for ICT.
 - b. District Management and DDMA's shall serve as a Camp Management agency, under the supervision of respective PDMA/GBDMA/FDMA/SDMA Camp Management Cell.

- c. District administration and DDMA's shall primarily be responsible for smooth and efficient management of camps and for the provision of minimum standards of relief assistance granted through collaboration of respective provincial government to the camp population.
 - d. Deputy Commissioner shall appoint one of his officer as Camp Manager assisted by Assistant Camp Manager (s) along with supporting staff according to the population of the camp.
 - e. The camp Manager and his/her team will run day to day affairs of the camp in consultation and supervision of District Administration/DDMA and in liaison with respective PDMA/GBDMA/FDMA/SDMA and shall solicit help and assistance of District line departments as and when need arises.
 - f. All heads of District Line Department shall extend their full cooperation to Camp Manager for smooth operation and effective management of the relief camp.
10. **Grievance redressal System.** The Camp administration shall ensure to establish Complaint Centre and constitute a committee comprising representative of all relevant government agencies alongwith one or more community elders including representative of women to redress grievances of camp inhabitants during their stay in the camp.



Brig
Mukhtar Ahmed
Member (Operations), NDMA
Ph: 051-9214925
Fax: 051-9205086

CAMP LAYOUT FOR 1000 FAMILIES



LEGEND

- Male - Distribution Point
- Female - Distribution Point
- Vulnerable Group - Distribution Point
- Girls - High School
- Boys - High School
- Primary School
- Shop/Kiosk
- Park/Play Area
- Mosque
- Cooking Area

Prepared By: PMU, NDMA

Annexure-II (Reference Para- 6 (g)(1))
Guidelines for Minimum Standards of Relief in Camp



MASTER REGISTER OF RELIEF CAMP

Name of Village: _____
 Name of Mouza: _____
 Name of Police Station: _____
 Name of Tehsil/Sub Agency: _____
 Name of District/ Agency: _____

Ser.	Name of the Head of Family with Father's Husband's Name	Age	Sex	Name (s) of other Family Members	Age	Sex	Total Members			Date of Entry in Relief Camp	Date of Leaving the Relief Camp	Remarks
							Adult	Minor	Total			
1	2	3	4	5	6	7	8	9	10	11	12	13

Countersigned by Camp Administrator _____

Annexure-III (Reference Para- 6 (g) (8)

Guidelines for Minimum Standards of Relief in Camp

DETAILS OF RELIEF ITEMS DISTRIBUTED

Date	Name/Reg./CNIC No. of Recipient	Article (s)	Scale for Adult/Minor	Quantity Issued	Signature of Recipient	Signature of Issuer	Signature of Distributing Officer
1	2	3	4	5	6	7	8

Countersigned by Camp Administrator_____

Annexure-IV (a) (Reference Para- 6 (h) (5) (i))
Guidelines for Minimum Standards of Relief in Camp

STOCK REGISTER FOR FOOD ITEMS

Article Name:- _____

Page No. _____

Receipt			Issue					
Date of Receipt	Quantity	Received from (Fed./Pro. Govt./UN Agencies/ Donor Countries/ INGOs/ NGOs/ Philanthropist	Name & Signature of Receiving Officer	Date of Issue	Quantity issued	Name/ Reg./ CNIC No. of Recipient	Signature of Issuer	Balance
1	2	3	4	5	6	7	8	9

Countersigned by Camp Administrator _____



Annexure-IV (b) (Reference Para- 6 (h) (5) (i)

Guidelines for Minimum Standards of Relief in Camp

STOCK REGISTER FOR NON FOOD ITEMS

Article Name:- _____ Page No. _____

Receipt				Issue					
Date of Receipt	Quantity	Received from (Fed./Pro. Govt./ UN Agencies/ Donor Countries/ INGOs/ NGOs/ Philanthropist	Name & Signature of Receiving Officer	Date of Issue	Quantity	Name/ Reg./ CNIC No. of Recipient	Signature of Recipient	Signature of Issuer	Balance
1	2	3	4	5	6	7	8	9	10

Countersigned by Camp Administrator _____

Annex-V (Reference Para- 6 (h) (10) (d))
Guidelines for Minimum Standards of Relief in Camp



STOCK REGISTER FOR MEDICINES

Article Name:- _____

Page No. _____

Receipt				Issue				
Date of Receipt	Quantity	(Fed./ Pro Govt./UN Agencies/ Donor Countries/ INGOs/ NGOs/ Philanthropist	Name & signature of Receiving Officer	Date of Issue	Quantity	Name/ Reg./ CNIC No. of Patient	Signature of Issuer	Balance
1	2	3	4	5	6	7	8	9

Countersigned by Camp Administrator _____

Annex-VI (Reference Para- 6 (h) (10) (r)
Guidelines for Minimum Standards of Relief in Camp

DOCTORS AND PARAMEDICAL STAFF DUTY REGISTER

Date	Doctor's Name	Duty Hours		Name of the Nurse(s)/ Paramedical Staff	Duty Hours		Remarks	Signature of Doctor on Duty
		From	To		From	To		
1	2	3	4	5	6	7	8	9

Annexure-VII Reference para 6(h)(12)
Guidelines for Minimum Standards of Relief in Camp

Detailed Matrix of Actions for Vulnerable Groups in the Camp

I: GENDER:

Disaster Preparedness and Risk Reduction		
Policy, Planning, & Data Collection	Institutional Strengthening & Capacity Development	Awareness Raising & Community Involvement
<ul style="list-style-type: none"> • Ensure gender balance in the need assessment teams. • Develop sector wise database of professional women (teachers, LHVs, Government employees etc.) to be trained and called upon in emergencies. • Develop gender sensitive indicators to monitor and measure progress. • Women Headed Households to be recognized and included in registration forms for provision of various facilities. 	<ul style="list-style-type: none"> • Foster women's leadership in DRR and DRM. • All relevant DMAs and line departments should receive training on gender inclusive DRR and DRM. • Women should be trained as frontline workers in emergency services (and equip them with life-saving skills). • Capacity building of rescue and response workers on Genderaware Camp Management, food and NFI distribution. • GBV referral systems need to be established and operational during all phases of disasters. 	<ul style="list-style-type: none"> • Develop and use IEC material targeting women. • Utilize existing women's networks (such as LHVs) • Specific issues of women should be addressed during camp management in case of displacement of communities from their residing areas.
RESPONSE, RECOVERY, AND REHABILITATION		
Safety & Security	Wash & Health	Shelter, Food, & NFIs
<ul style="list-style-type: none"> • Strengthen community based safety mechanisms by involving local community women in EWS, response and rescue. • Relief sites and camps should ensure attention to women's security needs, such as separate washrooms with locks, adequate light, water and sanitation facilities etc. 	<ul style="list-style-type: none"> • Women's fair and equitable access to basic services should be ensured, particularly in health and hygiene. • Female doctors and psychosocial support personnel should be available for women. • Mobile medical units equipped with safe delivery, postnatal facilities and referral should be in place. 	<ul style="list-style-type: none"> • Evacuation and relocation measures must make provision for women's access to transportation and protection in culturally sensitive areas. • Women perspective should be included in designing shelter and rehabilitation projects.

II: OLDER PERSONS AND PERSONS WITH DISABILITIES:

DISASTER PREPAREDNESS AND REDUCTION		
Policy, Planning, & Data Collection	Institutional Strengthening & Capacity Development	Awareness Raising & Community Involvement
<ul style="list-style-type: none"> • SOP's should be developed for evacuation, rescue and relief of persons with disability and older age during disasters to ensure their appropriate handling and care/facilitation. • Stockpiling and contingency planning should incorporate special needs of older persons and persons with disability. 	<ul style="list-style-type: none"> • Adequately trained focal persons in line departments should be designated for older persons and persons with disability in disaster response. • Rescue teams should be trained to deal with and to prioritize needs of older persons and persons with disability. • Caretakers (relatives) should be trained in order to cater for the special needs of older persons and persons with disabilities to ensure their proper handling and care in disasters. 	<ul style="list-style-type: none"> • Early warning should be designed to reach older persons and persons with disability, specifically persons with visual, hearing/speech and learning impairments. • Work with print & electronic media to encourage inclusion of disability and aging issues in their disaster reporting.
RESPONSE, RECOVERY, AND REHABILITATION		
Safety & Security	Wash & Health	Shelter, Food, & NFIs
<ul style="list-style-type: none"> • Establish systems and procedures for prevention from abuse & exploitation of older people and persons and disability. 	<ul style="list-style-type: none"> • Health, WASH, and shelter facilities should be made accessible for persons with disability and older persons. • Establish mobile health/rehabilitation/relief units to cater to persons with disability and older persons in emergencies. 	<ul style="list-style-type: none"> • Designated shelters and buildings should be made accessible for persons with disability and older persons. • Specific projects including livelihood programs dedicated for older persons and persons with disability need to be developed as part of disaster management programs.



For Questions & Queries

Contact Director (Recovery & Rehabilitation)

National Disaster Management Authority

Ph. No. 051 9207066

Prime Minister's Office, 2nd Floor Sector, G-5/1

Constitution Avenue, Islamabad - Pakistan

Website: www.ndma.gov.pk

