Disaster Management Plan

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Ministry of Corporate Affairs
Government of India
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Foreword

The Ministry of Corporate Affairs (MCA) has prepared this Disaster Management Plan in accordance with the guidelines issued by the National Disaster Management Authority to various Ministries/Departments of the Government of India to make all government agencies disaster resilient. The Plan provides a framework for disaster management and defines the institutional arrangements within the MCA to address the challenges. It provides the planning framework necessary to make the Ministry adequately prepared to cope with emergencies.

The fact that the Ministry recognizes the importance of disaster risk reduction is evident from the creation of necessary institutional arrangements and the assigning of a system of responsibilities and accountabilities within the Ministry pertaining to multiple aspects of disaster management. A new and critical concern for the Ministry is the protection of MCA21, the eGovernance platform and the plan envisages a dedicated disaster management plan for the platform.

The plan is the result of team effort involving many and a consultative process involving various stakeholders and agencies. The Coordination Division and eGovernance Cell of the Ministry provided guidance, supervision and inputs relating to risk and vulnerability assessment. The feedbacks from the officers who participated in the meeting organized to discuss the plan has enriched the plan. The team from UNNATI, Ahmedabad consisting of Mr. Kirit Parmar, Dr. C. P. Geevan and Mr. Binoy Acharya provided the requisite technical support.

I am confident that the Disaster Management Plan provides a sound framework disaster risk reduction and disaster management for the Ministry and it will serve to support the national efforts for disaster risk reduction.

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Tapan Ray

Secretary, Ministry of Corporate Affairs

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Abbreviations

ASSOCHAM	:	Associated Chambers of Commerce and Industry of India
BCP	:	Business Continuity Plan
BO	:	Back Office
CAT	:	Competition Appellate Tribunal
CBRN	:	Chemical, Biological, Radiological and Nuclear
CCI	:	Competition Commission of India
CCI	:	Competition Commission of India
CII	:	Confederation of Indian Industry
COMPAT	:	Competition Appellate Tribunal
CPWD	:	Central Public Works Department
CRC	:	Central Registration Centre
DBMS	:	Database Management System
DC	:	Data Centre
DGCoA	:	Director General of Corporate Affairs
DMA	:	Disaster Management Authority
DMG	:	Disaster Management Group
DMP	:	Disaster Management Plan
DM-TF	:	Disaster Management Task Force
DRC	:	Data Recovery Centre
DRR	:	Disaster Risk Reduction
FICCI	:	Federation of Indian Chambers of Commerce and Industry
FO	:	Front Office
GAR	:	Global Assessment Report
GDP	:	Gross Domestic Product
GSR	:	Government Secure Repository
HRVA	:	Hazard Risk and Vulnerability Assessment
IC	:	Incident Commander
ICAI	:	Institute of Cost Accountants of India
ICLS	:	Indian Corporate Law Service
ICSI	:	Institute of Company Secretaries of India
IEC	:	Information Education Communication
IEPF	:	Investor Education and Protection Fund
IEPFA	:	Investor Education and Protection Fund Authority
IFRS	:	International Financial Reporting Standards
IICA	:	Indian Institute of Corporate Affairs
IRS	:	Incident Response System
LLP	:	Limited Liability Partnership
MCA	:	Ministry of Corporate Affairs
MCA21	:	The eGovernance platform of MCA
MDMC	:	Ministry-level Disaster Management Committee
NCLAT	:	National Company Law Appellate Tribunal
NCLT	:	National Company Law Tribunal
NCT	:	National Capital Territory
NDMA	:	National Disaster Management Authority
NDMP	:	National Disaster Management Plan
NDRF	:	National Disaster Response Force
NFCG	:	National Foundation for Corporate Governance
NIC	:	National Informatics Centre
NIDM	:	National Institute of Disaster Management

NPDM	:	National Policy on Disaster Management
NSDG	:	National e-Governance Services Delivery Gateway
OL	:	Official Liquidators
RD	:	Regional Directorate
RDMG	:	Regional Disaster Management Group
ROC	:	Registrars of Companies
RPO	:	Recovery Point Objective
RT	:	Response Team
RTO	:	Recovery Time Objective
SCM	:	Security and Continuity Management
SFIO	:	Serious Frauds Investigation Office
SOP	:	Standard Operating Procedure
SPOF	:	Single Point of Failure
TF	:	Task Force
UDD	:	Urban Development Department
UN	:	United Nations
UNDP	:	United Nations Development Programme
UNISDR	:	United Nations International Strategy for Disaster Reduction
UT	:	Union Territory
XBRL	:	Extensible Business Reporting Language

Executive Summary

The Ministry of Corporate Affairs (MCA) is primarily concerned with administration of the Companies Act 2013, the Companies Act 1956, the Limited Liability Partnership Act, 2008, allied acts, rules and regulations relevant for the functioning of the corporate sector in accordance with Indian laws. The Ministry is also responsible for administering the Competition Act, 2002 to prevent practices having adverse effect on competition, to promote and sustain competition in markets, to protect the interests of consumers through the commission set up under the Act.

The DMP of MCA is based on the overall approach of the National Plan prepared by the NDMA and the hazard-specific guidelines issued by NDMA (Annexure-I). The National Disaster Management Plan (NDMP) provides a framework and direction to the government agencies for all phases of disaster management cycle. The Disaster Management Act, 2005 (DM Act 2005) lays down institutional and coordination mechanism for effective Disaster Management (DM) at the national, state, district and local levels. As mandated by this Act, the Government of India (GoI) created a multi-tiered institutional system consisting of the National Disaster Management Authority (NDMA) headed by the Prime Minister and the State Disaster Management Authorities (SDMA) headed by the respective Chief Ministers. The National Plan requires all central ministries and departments to prepare their own individual DMPs to complement the national plan.

The purpose of the DMP is to provide clarity about the actions, roles and responsibilities necessary to adequately prepare for and respond to various disaster situations in a coordinated manner. The DMP provides guidance to dealing with emergency situations. The DMP provides a framework and direction to the government agencies for all phases of disaster management cycle: a) Pre-disaster b) Disaster c) Post-Disaster and d) Recovery. A DMP by its very nature is a "dynamic document" since it has to be periodically updated and upgraded on the basis of experiences, practices and new knowledge about disaster management.

The top-level body, Ministry-level Disaster Management Committee (MDMC), will include representatives from all these agencies. The MDMC will constitute Disaster Management Task Forces (DM-TF) to carry out specific DM-related responsibilities for prevention, response and recovery. The regional and other offices under the MCA will follow the systems adopted by the MCA headquarters depending on the situations sund needs at each location. The MCA

headquarters will examine the specific DM requirements of all other offices under MCA and take necessary steps based on disaster risk and vulnerability assessment.

The DMP includes description of the institutional arrangements and discussions on various aspects of disaster management such as prevention, mitigation, preparedness, mainstreaming, capacity development and response. It has set of actions and recommendations for disaster risk reduction and effective response. Special attention has been given to the MCA21-eGovernance system.

1 Introduction

1.1 Overview of the Ministry

The Ministry of Corporate Affairs (MCA) is primarily concerned with administration of the Companies Act 2013, the Companies Act 1956, the Limited Liability Partnership Act, 2008, allied acts, rules and regulations relevant for the functioning of the corporate sector in accordance with Indian laws. The Ministry is also responsible for administering the Competition Act, 2002 to prevent practices having adverse effect on competition, to promote and sustain competition in markets, to protect the interests of consumers through the commission set up under the Act.
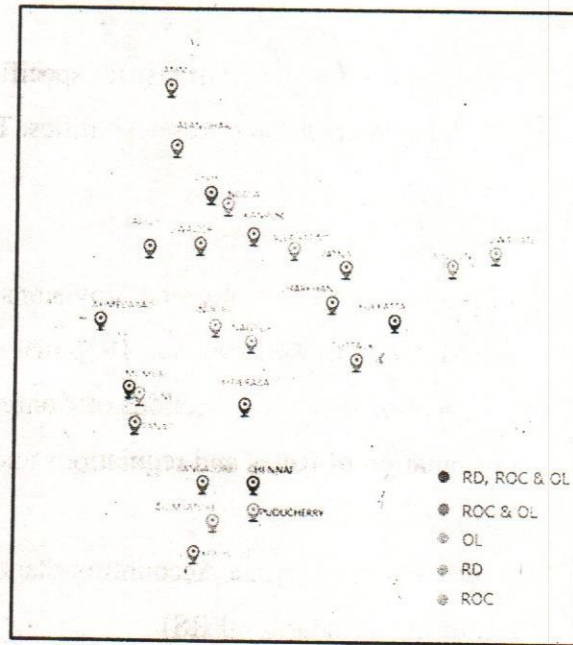
Figure 1-1: MCA and associated offices
Note: RD – Regional Directorates; ROC – Registrars of Companies; OL – Official Liquidators

The Department of Company Affairs was first constituted in 1950s. Until 2004, it functioned as a department or a part of the Ministry of Law, the Ministry of Finance or the Ministry of Commerce. It became a Ministry in 2004 and acquired the present name in May 2007. The mandate of the Ministry, inter alia, includes the administration of a wide range of statues, as given below for the regulation of the corporate sector as per the Government of India (Allocation of Business) Rules:

i) Companies Act, 1956

ii) Companies Act, 2013

iii) Limited Liability Partnership Act, 2008

iv) Competition Act, 2002 as amended by Competition (Amendment), Act 2009

v) Insolvency and Bankruptcy Code, 2016

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vi)   Chartered Accountants Act, 1949

vii)   Cost and Works Accountants Act, 1959

viii)   Company Secretaries Act, 1980

ix)   Societies Registration Act, 1860 and Indian Partnership Act, 1932 in centrally administrated areas

x)   Companies (Donation of National Funds) Act, 1951

The MCA is not one of the nodal ministries specifically designated by the Government of India for disaster management related responsibilities. The mandated primary responsibilities of the Ministry are:

i)   Administration of the notified provisions of Companies Act, 2013 and those provisions of Companies Act, 1956 that are still in force

ii)   Notification of various sections of Companies Act 2013

iii)   Formulation of Rules and regulations under various Acts administered by the Ministry,

iv)   Convergence of Indian Accounting Standards with the International Financial Reporting Standards (IFRS)

v)   Implementation of Competition Act through the Competition Commission of India

vi)   Implementation of e-Governance in MCA

vii)   Building systems for early detection of irregularities in corporate functioning

viii)   Conducting investor education and awareness programmes

ix)   To undertake investigation of serious frauds through the Serious Fraud Investigation Office (SFIO)

x)   Management of the cadre of Indian Corporate Law Service (ICLS)

The Ministry has a three-tier organizational structure (Fig. 1-1) with the Headquarters at New Delhi, seven Regional Directorates (RD), sixteen Registrars of Companies (ROCs), fourteen Official Liquidators (OLs), nine ROC-cum-Official Liquidators, and one Central Registration Centre (CRC). The Official Liquidators (OLs) function under the overall administrative control of the Ministry, and are attached to corresponding High Courts. The administrative structure at the Headquarters includes a Secretary, one Additional Secretary, one Director General of Corporate Affairs (DGCoA), four Joint Secretaries, one JS&FA, one Economic Adviser, one Adviser (Cost), one Deputy Director General (Statistics) and other officials having expertise in

administrative, legal, accounting, economic and statistical matters. The Central Registration Centre (CRC) is located at Manesar in Haryana, nearly 45 km from Shastri Bhawan.

The Ministry has the responsibility of carrying out the functions of the Central Government relating to administration of Partnership Act, 1932, the Companies (Donations to National Funds) Act, 1951 and Societies Registration Act, 1980. The primary role of MCA is that of an administrator, facilitator and integrator of companies and businesses registered under the Companies Act and other laws.

At the end of December 2016, the number of active companies registered with the MCA was over 1.6 million and the number of companies registered in the calendar year 2016 was 93,718 (Table 1-1), which works out to be average 257 registrations per day.

Table 1-1: Summary Statistics of Indian Companies as on 31 December, 2016

	Description	Number	Authorized Capital (Rs. Crore)
1	Total Companies Registered	16,13,371	
2	Active Companies	11,43,131	52,69,513
2.1	Private	10,77,398	17,65,118
2.2	Public	65,733	35,04,396
2.3	Agriculture & Allied	31,838	52,533
2.4	Industry	3,69,977	28,98,705
2.5	Services	7,20,957	21,65,864
2.6	Others	20,359	1,52,411
3	Registrations in 2016 (Jan to Dec)	93,718	50,244

Source: MCA Annual Report 2016-17

1.2 Regional Directorates

The seven Regional Directorates (RD), each headed by a Regional Director, are: 1) North 2) South 3) East 4) West 5) North-West 6) South-East and 7) North-East. Their jurisdictions are described below:

1. RD (North) at New Delhi is having jurisdiction over the states of Jammu and Kashmir, Punjab, Himachal Pradesh, Haryana, Uttar Pradesh, Uttrakhand, NCT of Delhi and Chandigarh (UT)

2. RD (East) at Kolkata is having Jurisdiction over the states of West Bengal, Orissa, Jharkhand and Bihar

3. RD (West) at Mumbai having jurisdiction over Maharashtra, Goa and Daman

4. RD (NWR) at Ahmedabad having jurisdiction over the states of Madhya Pradesh, Rajasthan and Gujarat

5. RD (South) at Chennai having jurisdiction over the states of Tamil Nadu, Kerala and UT of Andaman and Nicobar

6. RD (SER) at Hyderabad having jurisdiction over the Sates of Telangana, Andhra Pradesh and Karnataka

7. RD (NER) at Shillong having jurisdiction over all North Eastern States

1.3 Statutory Bodies associated with the MCA

The statutory bodies functioning under MCA are listed below:

1. Serious Frauds Investigation Office (SFIO)
2. Competition Commission of India (CCI)
3. Competition Appellate Tribunal (COMPAT)
4. The Investor Education and Protection Fund (IEPF) Authority
5. Several professional bodies (described separately)

1.4 Professional Bodies

The Ministry administers laws regulating the professions of Accountancy (The Chartered Accountants Act, 1949), Cost Accountancy (The Cost and Works Accounts Act, 1959) and the Company Secretaries (Company Secretaries Act, 1980). The MCA oversees these professions through three professional bodies, namely, Institute of Chartered Accountants of India (ICAI), Institute of Company Secretaries of India (ICSI) and the Institute of Cost Accountants of India (ICAI), which are constituted according to three Acts of the Parliament.

1.5 Other Entities

Entities other than statutory and professional bodies under MCA are:

a) Indian Institute of Corporate Affairs (IICA)
b) National Company Law Tribunal (NCLT), a quasi-judicial body

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c) National Company Law Appellate Tribunal (NCLAT), a quasi-judicial body

d) National Foundation for Corporate Governance (NFCG), a trust jointly established by MCA and several other organizations

1.6 Purpose of the Disaster Management Plan

The purpose of the DMP is to provide clarity about the actions, roles and responsibilities necessary to adequately prepare for and respond to various disaster situations in a coordinated manner. The DMP provides guidance to dealing with emergency situations. The DMP provides a framework and direction to the government agencies for all phases of disaster management cycle: a) Pre-disaster b) Disaster c) Post-Disaster and d) Recovery. A DMP by its very nature is a "dynamic document" since it has to be periodically updated and upgraded on the basis of experiences, practices and new knowledge about disaster management.

1.7 Scope

The Disaster Management Plan (DMP) described here pertains to all offices and staff falling within the jurisdiction of the MCA as per prevailing directives of the Government of India. The DMP covers steps necessary for long-term disaster risk reduction as per the National Disaster Management Plan (NDMP), preparations for coping with likely disaster situations, mechanisms for disaster response in the eventuality of a disaster and recovery after a disaster. It provides an overall framework for disaster management for the ministry and the diverse administrative divisions under it. This plan deals primarily with the disaster risk management of the ministry covering its human resources, assets and functioning. The purpose of the disaster management plan is to envisage various measures for disaster risk reduction, prevention, mitigation and recovery.

1.8 Authorities, Codes, Policies

The DMP has been prepared in accordance with the provisions of the Disaster Management Act 2005, the guidance given in the National Policy on Disaster Management 2009 (NPDM), the NDMP prepared by the National Disaster Management Authority (NDMA) and the established national practices.

The Disaster Management Act 2005 defines "disaster" as follows:

> *"Disaster means a catastrophe, mishap, calamity or grave occurrence in any area, arising from natural or manmade causes, or by accident or negligence which results in substantial loss of life or human suffering or damage to, and destruction of property, or damage to, or degradation of environment and is of such a nature or magnitude as to be beyond the coping capacity of the community of the affected area."*

The DMP of MCA is based on the overall approach of the National Plan prepared by the NDMA and the hazard-specific guidelines issued by NDMA (Annexure-I). The National Disaster Management Plan (NDMP) provides a framework and direction to the government agencies for all phases of disaster management cycle. The Disaster Management Act, 2005 (DM Act 2005) lays down institutional and coordination mechanism for effective Disaster Management (DM) at the national, state, district and local levels. As mandated by this Act, the Government of India (GoI) created a multi-tiered institutional system consisting of the National Disaster Management Authority (NDMA) headed by the Prime Minister and the State Disaster Management Authorities (SDMA) headed by the respective Chief Ministers. The National Plan requires all central ministries and departments to prepare their own individual DMPs to complement the national plan.

2 Hazard, Risk, Vulnerability Assessment (HRVA)

2.1 Background

The Global Assessment Report of 2015 published by the United Nations Office for Disaster Risk Reduction (UNISDR) estimates India's average annual economic loss due to disasters as US$9.8 billion. This underscores the need to make adequate investment in disaster risk reduction. The report argues that an annual global investment of US$6 billion in disaster risk management strategies can help achieve a risk reduction of US$360 billion, which is equivalent to a 20 percent reduction of new and additional annual disaster-related economic losses. Globally, there is now a greater emphasis on risk management and risk reduction, along with strengthening the disaster response systems. This approach is of considerable relevance to MCA's domain, which is of companies and businesses in the private and public sector. Both the industry and MCA should be aware of the multiple hazards as India a highly hazard-prone country and consider options for both disaster response and risk reduction.

2.2 Hazard Profile - An Overview

The NDMP notes that nearly 59 per cent of India's landmass is prone to earthquakes and more than 40 million hectares (12 per cent of land) is prone to floods and river erosion. Of the nearly 7,500 km long coastline, close to 5,700 km is prone to cyclones and tsunamis. Nearly 68 percent of the cultivable area is vulnerable to drought. Large tracts in hilly regions are at risk from landslides and some are prone to snow avalanches. Chemical, Biological, Radiological, and Nuclear (CBRN) hazards rank very high among the human-induced risks. Terrorist activities

and secondary incidents add to these risks and calls for adequate preparedness and planning. The major hazards that the MCA located in Delhi face are: a) fire b) earthquake c) CBRN and d) terror attacks.

Delhi is located in seismic zone IV in the classification used in India, which represents areas characterized by high seismic activity. The zoning is based on the number of active fault lines in a region. Zone-V is the most seismically prone region this classification. In the case of fire, within last few years, there have been nearly 20 fire incidents in various ministries located in Delhi. The Shastri Bhawan where MCA is located itself has experienced a few fire incidents recently. The MCA suffered from a minor fire incident in 2015. The MCA Headquarters is spread across the third, fourth and fifth floors of the Shastri Bhawan. The other ministries sharing these floors are the Ministry of Human Resource Development (MHRD), Ministry of Coal and Mines, and the Ministry of Information and Broadcasting etc. The bulk of MCA is located in 5th Floor, A and B Wings of the Shastri Bhawan.

3 Institutional Arrangements

3.1 Institutional Framework

The top-level body, Ministry-level Disaster Management Committee (MDMC), will include representatives as indicated in Table 3.1. The MDMC will constitute Disaster Management Task Forces (DM-TF) to carry out specific DM-related responsibilities for prevention, response and recovery. The regional and other offices under the MCA will follow the systems adopted by the MCA headquarters depending on the situations and needs at each location. The MCA headquarters will examine the specific DM requirements of all other offices under MCA and take necessary steps based on disaster risk and vulnerability assessment.

The institutional framework for DM in the MCA will consist of the following:

a) Ministry-level Disaster Management Committee (MDMC)

b) Disaster Management Task Forces (DM-TF) that will have specific DM-related responsibilities

c) Each RD , ROC, OL and ROC-OL will have a DM Group (DMG) with functions similar to the MDMC that will be responsible for disaster-related functions

d) Supporting and/or coordinating agencies such as other ministries such as MHRD, the CISF that is responsible for security and the CPWD responsible for building maintenance and safety

The institutional framework includes arrangements within the MCA, coordination with other ministries located in the same floor as the MCA, the CISF that provides security and the CPWD that is responsible for building maintenance and safety (Fig. 3-1). The MDMC will oversee the functioning of the DMGs. The broken line indicates that it is not necessary to have representatives from the RD, ROC, OL and ROC-OL in the MDMC.
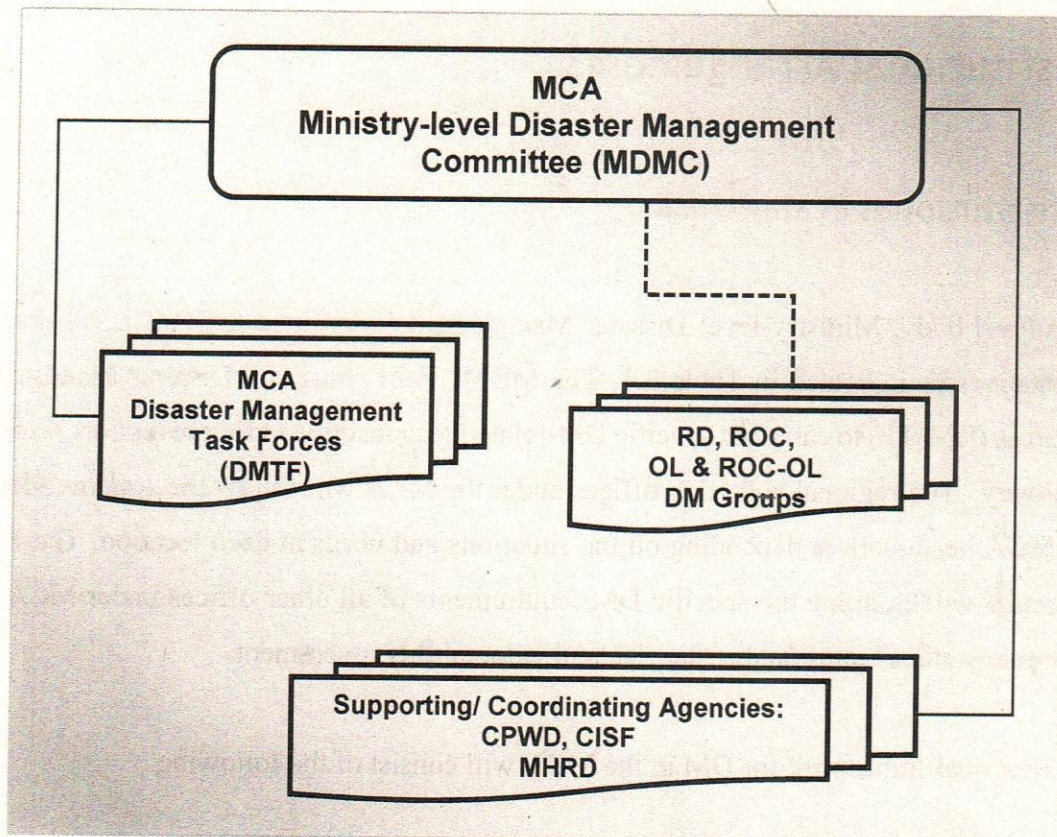
Figure 3-1: MCA's Institutional Framework for Disaster Management

3.2 Ministry-level Disaster Management Committee (MDMC)

3.2.1 Responsibilities of MDMC

The MCA will constitute a Ministry-level Disaster Management Committee (MDMC) consisting of senior officials which will be the apex body for disaster management related work of the Ministry. The key responsibilities of the MDMC are:

a) Developing, reviewing and updating the disaster management plan for MCA

b) Overall responsibility for the implementation of the DMP

c) Assessing hazards and taking necessary measures for prevention, mitigation, preparedness, response and recovery

d) Assisting the Secretary MCA in taking an informed decision for activating and deactivating urgent disaster response, based on all the reliable and verifiable information available

e) Coordinate with the key external agencies such as CPWD, Fire Service, CISF and other ministries having offices on the same floors of Shastri Bhawan with MCA

3.2.2 Composition of the MDMC

The composition of the MDMC is given in Table 3-1. The MDMC will constitute DM Task Forces (TF) having specific DM responsibilities. The MDMC will periodically review the DMP and restructure the number, nature and functions of the DMTF. If required, the MDMC will requisition help from other ministries, government departments, or government agencies. It will make sure that there is maximum possible clarity on roles, responsibilities and accountabilities of the members and various TFs.

Table 3-1: Ministry-level Disaster Management Committee (MDMC)

	Member	Functions/ Role
1	Joint Secretary (Coordination)	Head Ministry's Disaster Management Committee (MDMC); Overall management
2	Deputy Secretary (Admin.)	Deputy Head MDMC Assist the Head of MDMC; Acting head when the head is absent or not available
3	Under Secretary (General)	Coordination within MCA
4	Executive Engineer (Civil), CPWD	Safety audit and risk reduction for Shastri Bhawan
5	Representative of CISF	Guidance and support
6	Representative – Min. of Human Resource Dev. (Dept. of Higher Education)	Inter-Ministry Coordination

3.3 Inter-Ministry and Across Floors Coordination

Several other ministries are also located on the same floor of Shastri Bhawan where MCA is located. Proper coordination is necessary between MCA and other government agencies with offices on the same floor as MCA. MCA needs to work out coordination mechanisms with other ministries located on the same floor for coordination across the floors since the offices of

the MCA are located across the third, fourth and fifth floors of the Shastri Bhawan. Reliable communication and coordination mechanisms needs to be worked out with the CPWD and the officials of CPWD designated for emergency response. The MDMC have to take the necessary initiatives to ensure joint DM efforts at the floor-level and across floors among all offices in a coordinated manner.

3.4 Task Forces

The MDMC will constitute the DM Task Forces as per needs and assign specific responsibilities. The MDMC will periodically review the functioning of the DM-TFs and reorganize or restructure them as per changing needs and situations. The functions, domain and composition of the DM-TFs are summarized in Tables 3-2 and 3-3. The MDMC will determine the number of DM-TFs and their composition as per evolving requirements. As far as possible, the TFs will have staff from different sections of the ministry.

Table 3-2: Disaster Management Task Forces, Functions and Domain

	Task Force	Functions and Domain
1	Overall Coordination & Supervision	• Coordination - Intra and Inter Ministerial, Media, VIP, Legal, Companies, Other Agencies • Safety Audit, Upgrade of systems; Maintenance of DM systems, protocols and discipline, Liaison with RD for DRR, Mainstreaming of DM • Functioning of the IRS, Protection of vital data, critical assets/equipment, Organizing and overseeing evacuation
2	Recovery; Hazard Risk Vulnerability Assessment& Capacity Development	• Damage Assessment, Developing recovery plans; Ensuring Business Continuity and return to near normal functioning within the shortest period • Planning and making adequate arrangements to take care of all persons with special needs such as: a) people with disabilities b) pregnant women, c) sick, d) elderly and e) children • Assessment of hazard risks and vulnerability; Training; Promoting Behavior/Attitudinal Change and Safety Discipline; Organize Mock Drills; Ensuring Disaster Preparedness

Table 3-3: Disaster Management Task Forces - Composition

	Task Force	Members
1	Coordination, Prevention, Preparedness, Mitigation (Disaster Risk Reduction) and Monitoring	Joint Secretary(Coordination), Deputy Secretary(Admin), Under Secretary(General), Section Officer (General)
2	Recovery, Capacity Development and Hazard Risk Vulnerability Assessment	Same as in 1 (temporarily)

3.5 DM Groups in RD, ROC, OL and ROC-cum-OL

A Disaster Management Group (DMG) of at least three persons will be formed in the MCA offices that are not functioning from the headquarters of MCA in Delhi. Each DMG will function on the pattern adopted in the headquarters. The DMGs will take into account the specific conditions, examine the DM requirements and undertake a hazard risk and vulnerability assessment for their respective office. The Group will assign specific responsibilities based on the situation analysis. The group will organize trainings, mock drills and periodic reviews of disaster risks.

3.6 Mainstreaming Disaster Management

The MCA will make efforts for promoting the mainstreaming of DM by encouraging industry and business associations/bodies such as ASSOCHAM, CII, FICCI, and other similar associations to become proactively involved in disaster management at national and local levels. The RD, ROC, OL and ROC-OL will be encouraged to organise awareness programs of DRR in different parts with the involvement of business community.

3.7 Plan Management

The MDMC will have the overall responsibility for the preparation, review, revision and implementation of the MDMP. The MDMC will, however, create a DM Unit (DMU) within the MCA to undertake the responsibility for developing, maintaining, revising, reviewing, approving and updating the DMP, the annexes, and other details. The MDMC will institute a system for the monitoring and regular maintenance of the DMP. On an annual basis, MDMC

will review the DMP. In addition, MDMC will carry out a review after any incident to incorporate the lessons learnt into the DMP.

4 Prevention and Mitigation

4.1 Monitoring of Hazards and Threats

One of the Task Forces under the MDMC will be responsible for evaluating hazard risk and monitoring. The major hazards risks for the MCA headquarters located in Delhi are: a) fire b) earthquake c) Chemical, Biological, Radiological and Nuclear (CBRN) and d) terror attacks. The responsibility for monitoring and responding to CBRN and terror attacks are with specially designated agencies. In the case of earthquakes, the MCA will have to follow the guidance provided by specific agencies. Regarding fire hazards, MCA will take proactive measures for assessing the risks and adopt necessary control strategies. MCA will take necessary steps to ensure that the offices and institutions under the MCA at other locations will also initiate proper steps for assessing and monitoring the hazard risks relevant at each location.

4.2 Preventive and Mitigation Measures

4.2.1 Background

In general, there are multiple hazard risks in Delhi and in the case of every major disaster, the MCA will have to depend on the Delhi-level disaster management systems and institutions. Therefore, the focus of the ministry-level DM plan is on risk reduction and strengthening the ministry's capacities to carry out safe evacuation and arrange for emergency relief. The Delhi State Disaster Management Plan emphasizes that it is of utmost importance for various institutions to develop their own basic emergency capabilities for quickly responding to emergencies. Establishing a strong emergency response system is an essential building block. The main sources of fire risks at MCA headquarters are from a) any activity that can ignite a fire and b) fire originating from the electrical system. The relevant DM-TF will periodically review the situation with the help of engineers and experts from the CPWD.

4.2.2 General Measures

The offices of the Ministry are dispersed across three floors of the Shastri Bhawan - the third, fourth and fifth. Most of the offices are on the fifth floor, Wings A & B of Shastri Bhawan. About 350 persons (staff, authorized visitors, and persons providing services) may be present on a typical working day in the MCA offices. In addition, there are offices of other ministries and a cafeteria. All the passages to the staircases need to made fully open and the barriers have to be removed so that people can easily leave the floor in an emergency without facing an obstacles and bottlenecks. At present, some parts are partially obstructed by metal grills installed to serve as barrier to the movement of monkeys. However, these severely constrain the free movement towards the stairways. To facilitate free and barrier-free movement towards all the exits, a better alternative that keeps the passages to stairways fully open at all times is necessary.

Listed below are the major elements of MCA's general preventive measures:

1) Revamping the housekeeping to minimize, if not eliminate, likelihood for any fire through human error, negligence or flaws

2) Review of the safety and fire control arrangements in the cafeteria and its environs

3) Periodic review of the actual peak electrical load, rebalancing of load if necessary, the electrical wiring and the quality as well as adequacy of the distribution boards, junctions, switches, plugs and integrity of the safety devices used in the electrical circuits

4) Review and rearrange if necessary the UPS, battery banks, and major equipment to minimize any electrical faults

5) Review of the existing fire safety arrangements – efficiency of fire hydrants, availability of water in the fire hydrants

6) Review of the deployment of different types of fire extinguishers at various locations in the building and provide portable, light and easy to use fire extinguishers inside rooms, especially in rooms where equipment such as heavy-duty printers, photocopying machines, air conditioners and UPS are installed

7) Assess the risks from the use of electrical appliances and examine ways to minimize risks (i.e., appliances such as electric hot cases, room heaters, air filtering systems)

8) Review of the exit routes, elimination of blockages from passages to allow easy evacuation, review of current seating arrangements and exit routes

9) Ensure at least two doors for rooms with high occupancy

10) Review the evacuation arrangements at the common exit

11) Review floor coordination in the eventuality of complete evacuation of all from the building

12) Ensure entire staff is familiar with use of firefighting equipment and evacuation plans

13) Periodically conduct drills

14) Promote good housekeeping and safety practices

15) Review the coordination plans at the floor-level and between floors

16) Dedicate an area or room where certain emergency response equipment, first aid kits, wheel chairs, stretchers to carry seriously injured, and other materials are kept for quick and easy access

17) Display evacuation plans using large posters along with most important instructions and the emergency call number

4.3 Public Warning

As per building safety norms, certain warning systems are already in place such as smoke detectors and fire alarms. The MDMC will review the existing systems carefully and establish, if necessary, additional warning systems. The overall responsibility for maintaining the smoke detection systems, fire alarms, and the public announcement systems to warn people is with the CPWD. The MCA will, however, review the existing arrangements and augment them after detailed assessment.

5 Preparedness, Mainstreaming and Capacity Development

5.1 Preparedness

MCA will take adequate steps to ensure that the DM institutional framework and IRS are sufficiently prepared to face disaster situations. The Task Forces formed by the MDMC will meet regularly and provide status reports to the MDMC about preparedness and risk reduction activities. The MDMC will make sure that the TFs are functioning properly and take steps to improve the functioning through regular reviews.

5.2 Mainstreaming Disaster Management

Through outreach activities, the Indian Institute of Corporate Affairs and the National Foundation for Corporate Governance, MCA will try to increase awareness about disaster risk reduction and the importance of corporate sector to support DM efforts in areas where the companies and businesses are located. The companies registered with MCA can incorporate DRR into their CSR activities in coordination with local authorities and voluntary organizations. All the businesses and companies have to recognize the importance of risk management because that can drastically reduce the disaster-related losses.

5.3 Capacity Development

The MDMC will take steps to organize proper training, awareness raising and mock drills of the staff in various aspects of disaster management. MCA will make efforts to ensure that all are well aware of how to respond to different types of disasters with the help of agencies having requisite competence. Efforts will be made to ensure that the staff is aware of disaster-specific Guidelines, Do's and Don'ts prepared and published by the NDMA from time to time.

6 MCA21 and Disaster Management Framework

6.1 MCA21 eGovernance Platform

The MCA21 eGovernance platform is a critical asset that includes the company registration data and related information and this chapter presents the DMP dedicated for MCA21. The entire functioning of the MCA depends on the MCA21 database management system (DBMS). The MCA21 is an e-governance initiative aimed at repositioning the MCA as an organization capable of fulfilling the aspirations of its stakeholders in the 21st century. The MCA21 eGovernance platform incorporates Government's vision for ensuring a service-oriented approach in the design, and delivery of Government services, establishing a healthy business ecosystem, and making the Indian industries globally competitive.

The MCA21 eGovernance platform facilitates transparency and provides users 24X7 secure access to MCA services. A schematic overview of the MCA21 system is given in Fig. 6-1. The entire system is managed under an outsourcing model where a service provider is fully responsible for the fail-safe and secure operations with full safeguards in accordance with conditions stipulated in the Service Level Agreement (SLA) between MCA and the service provider.
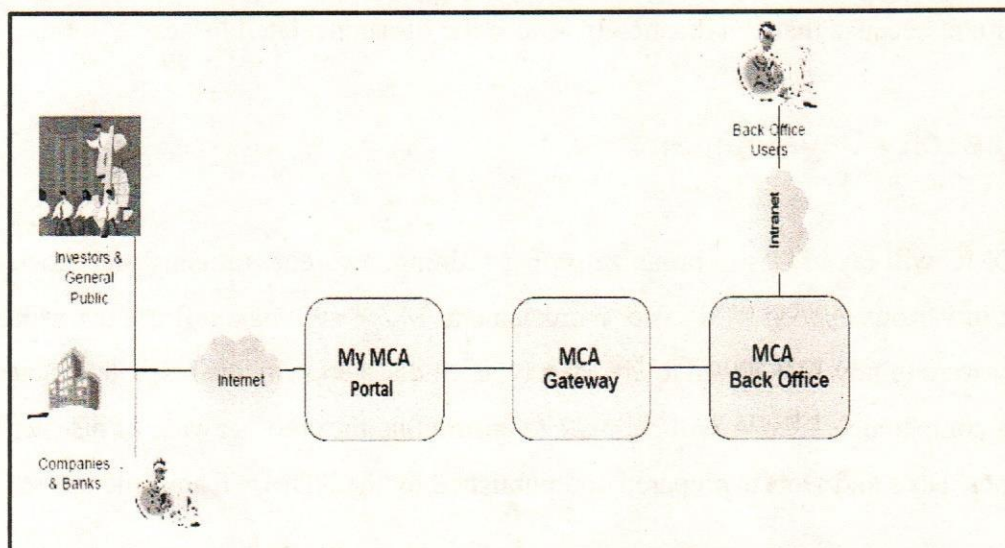

Figure 6-1: A schematic view of the MCA21 System

The MCA21 eGovernance platform is consistent with global good practices. The system has the following goals for different stakeholders:

- Business – Hassles free online registration of a company and the and the paperless compliance with all the statutory requirements as per the prevailing laws
- Public – Transparent and easy access to documents of public interest and online window for grievance redress
- Professionals – Options to offer efficient services to their client companies
- Financial Institutions – Quick, secure and reliable access to key information required for financial transactions
- MCA – Efficient administration and ensuring effective compliance by companies with relevant laws and promoting good corporate governance

The MCA21 platform comprises of the following four applications, each having distinct role in enabling MCA operations:

1) Front Office (FO) Portal: The Front Office Portal acts as the interface between the corporate world and the MCA.
2) Gateway Application: The MCA Gateway acts as the single point interface between back-end application of MCA and other external systems as well as MCA21 Front Office Portal.
3) Business Layer Application: This application is responsible for processing any service request originating from the Front Office portal, third parties, or the National e-Governance Services Delivery Gateway.
4) Back Office (BO) Application: This application automates the back end process at MCA and is accessible to the MCA employees only

Any significant disruption of the MCA21 eGovernance platform due to any disaster poses a major risk to the business continuity of the ministry. The biggest operational risk MCA faces from disaster situations is the disruption of the MCA21 eGovernance system.

The focus of a disaster management plan dedicated to MCA21 eGovernance platform will be on managing the risks that could severely affect its functionality. The key elements of the plan having the perspective of IT security and Continuity Management (ITSCM) are:

a) Establishing and adopting systems to provide certain minimum threshold of services through adequate preventive measures and service level agreements
b) Ensuring rapid recovery of all the critical IT services after a disaster
c) Adopting best industry practices and systems for Business Continuity Management
d) Adopting policies and processes that helps to avoid or minimize the impacts of a disaster

The systems and processes adopted shall address a) Availability b) Reliability and c) Recoverability. The DM Task Force dedicated for MCA21 will report on the performance of the MCA21 eGovernance platform in periodic tests. The MCA may, if necessary, seek services of experts from government agencies specialized in data security and recovery for periodic review of the operations of the MCA21 to reduce risks.

6.2 Disaster Management Perspective for MCA21

6.2.1 Disaster Management and Service Level Agreement with Service Provider

The detailed compliance requirements specified in the Service Level Agreement (SLA) with the service provider stipulate clear benchmarks for the resumption of online services, Recovery Point Objective (RPO), Recovery Time Objective (RTO) and other parameters. MCA has laid down specifications for service quality, data network performance, data security, data recovery and business continuity after a disruption. As per the SLA, the service provider will implement a comprehensive business continuity plan (BCP), which will be supported by relevant processes. The service provider will provide a reliable and well-designed Disaster Recovery Center to ensure the business continuity requirements of MCA21. As per specifications of the MCA21, the RPO should be less than two hours and the RTO less than eight hours.

The SLA specify strict criteria for ensuring the restoration of MCA21's business processes after disaster (or disruption). MCA has determined that at present, conformity with these

specifications is adequate to avoid unacceptable consequences after a disruption and to ensure business continuity in the eventuality of different levels of disruption including a major disaster. Since the biggest operational risk MCA faces is the disruption of the MCA21 eGovernance system, it is necessary to take all possible steps to minimize the losses and ensure business continuity. The MCA has laid down detailed performance requirements regarding the service quality, data security and data recovery while selecting the service provider and in the contract between MCA and the service provider.

6.2.2 Disaster Management Framework for MCA21

The main objective of disaster management in the domain of business and governance services enabled through information technology is to manage risks to service delivery under specified conditions. The risks include short or long periods of loss in business continuity, partial or complete data loss, corruption of data, physical damage to expensive hardware, inconvenience to users, and the indirect disruption of many activities or processes that depend on the services impacted by a disaster. The disaster management framework for MCA21 takes into account the importance of the e-governance platform to the business community and government. It comprises of the following two key elements:

a) Guaranteeing the rapid recovery of (critical) IT services after a disaster
b) Establishing policies and procedures that avoid, as far as possible, the harmful consequences of a disaster or instance of force majeure

Proper Security and Continuity Management (SCM) policies and systems are necessary to ensure that the service provider always conform to the agreed Service Levels, by reducing the risk from disaster events to an acceptable level and planning for the recovery of IT services. The main features of proper IT Service Continuity Management is summarized below:

a) Proper management of risks
b) A reduction in the length of interruption of service due to force majeure
c) Improved confidence in the quality of service among customers and users
d) Support for the Business Continuity Management process.

Critical and non-critical services for both internal and external users covered by the Disaster Management Plan are presented in Fig. 6-2. Measures to protect the MCA21 eGovernance system will be initiated as soon as a disaster situation is notified.

	Internal for MCA	External for Public
Critical	BO Portal Internet PeopleSoft HRMS PeopleSoft Finance	FO portal services for which registration is required Company registration and related services including processing of payments Support for extensible business reporting language (XBRL) services for financial and operational business reporting Investor Education and Protection Fund (IEPF)
Non-Critical	Helpdesk, Email, MIS	Service tool for complaints FO portal services for which registration is not required

Figure 6-2: Critical and non-critical services covered under disaster management plan

Multi-level Disaster Management Framework applicable to MCA21 addresses risks at three nested levels of risk management, as described below and depicted in Fig 6-3:

- Level-1 – Availability
- Level-2 – Reliability, with Level-1 as a subset of Level-2
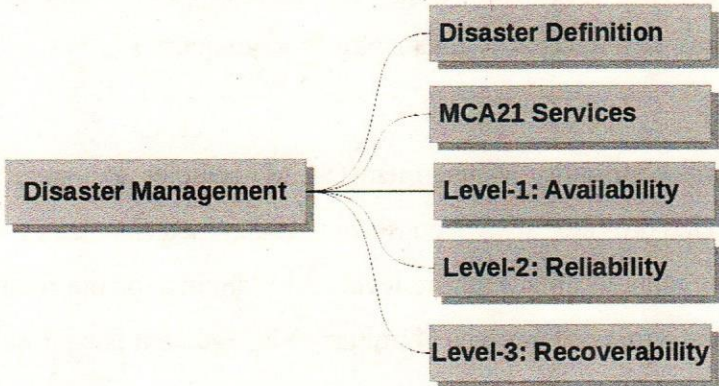- Level-3 – Recoverability, with Level-2 as a subset of Level-3

Figure 6-3: Disaster Management for MCA21 Services – Key Elements

The larger DM framework includes a pro-active and preventive risk reduction component and a reactive component. The former works for eliminating risks and preventing disasters, while

the later takes care of response to the disaster situation and subsequent recovery. The approach is depicted schematically in Fig. 6-4.
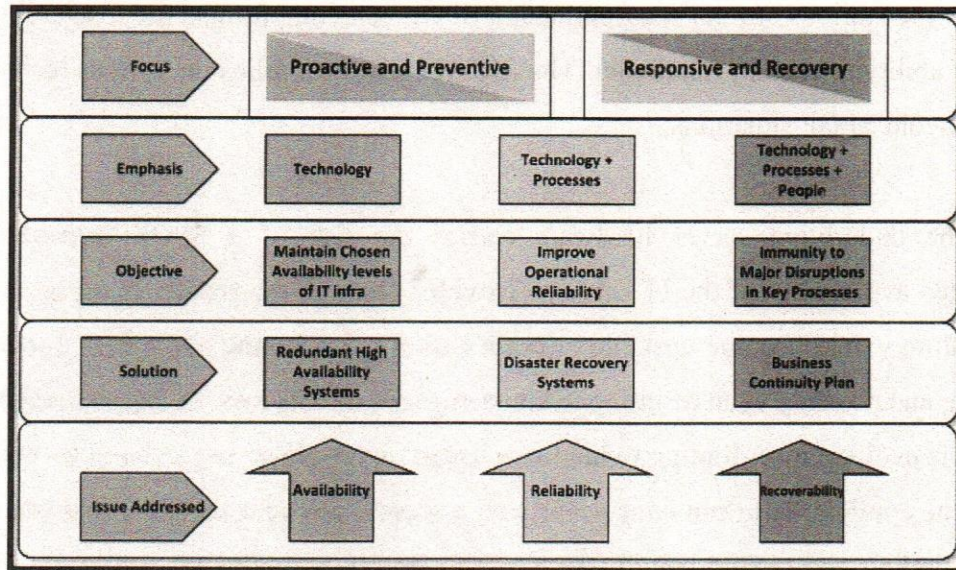

Figure 6-4: Proactive and responsive aspects of disaster management for MCA21

To address various challenges and achieve the Disaster Management and Business Continuity objectives, the DM framework has deployed an approach combining technology, processes and people. A sound combination of these approaches provides certain degree of risk cover within certain the technical limits defined by the technological capabilities and choices available.

6.3 Level-1: Availability

Availability is the key issue addressed at the first level of Disaster Management Framework. Reliance on technology is the main option to ensure High Availability in IT systems and it is achieved by using systems built, assembled and configured to deliver services that prevent Single Point of Failure (SPOF). SPOF is a potential risk posed by a flaw in the design, implementation or configuration of a system (hardware and/or software) in which one fault or malfunction brings down the entire system or severely incapacitates it.

While deploying a highly available platform like MCA21, it is necessary to identify all the potential SPOFs and consider the options to mitigate the SPOF situations. Typically, SPOF falls into three categories:

a) Hardware failures, for example, server crashes, network failures, power failures, or disk drive crashes

b) Software failures, for example, Directory Server or Directory Proxy Server crashes

c) Database corruption

If adequate precautions are not incorporated, a SPOF can compromise the availability of the system, its ability to remain functional. The MCA21 platform relies on various technological options to avoid SPOF situations.

Usually, the underlying server hardware carries the risk of a SPOF jeopardizing the uninterrupted availability of the IT services provided through the server. If the server failed, the application would become unstable or crash entirely; preventing users from accessing the application, and possibly even resulting in some measure of data loss. In this situation, the risk of a SPOF is avoided by enforcing redundancy using server-clustering technology that allows a copy of the application to run concurrently on a second physical server. In the event of the first server failing, the second would take over to preserve access to the application ensuring continuity of services.

6.3.1 Data Centre

a) All Hardware Assets (HA) are maintained in a redundant configuration. Disruption due to failure of any single device is automatically prevented by paired redundant / HA device.

b) All software assets are in cluster configuration. Disruption due to failure of any single asset is automatically prevented by paired clustered asset.

c) All Support Systems are in redundant configuration. Disruption due to failure of any single device is automatically prevented paired redundant device.

d) All Control and Monitoring Systems are in redundant configuration. Disruption due to failure of any single device is automatically prevented paired redundant device.

End user services generally remain seamless during redundancy switchover. The risk umbrella coverage is to the extent of any single device failure in the Data Centre (DC).

6.3.2 Disaster Recovery Centre

In addition to redundant/ high availability systems in Data Centre (DC), additional level of technology failure protection is achieved with the implementation of Data Recovery (DR) system in parallel. The DR is essentially a replica or a somewhat scaled down replica of DC technology landscape. In the event of any event at the DC location that disrupts the DC services completely, the DRC will be provide continuation of seamless/ critical services. This is made possible in the following way:

a) All Hardware assets in DR are in redundant / HA configuration similar to DC. Disruption due to failure of any single device is automatically prevented by paired redundant / HA device.

b) All the software assets in DR are maintained in a cluster configuration. A paired clustered asset automatically prevents disruption due to failure of any single asset.

c) All support systems in DR are also in redundant configuration. Disruption due to failure of any single device is automatically prevented by the presence of a paired redundant device.

d) All Control and Monitoring Systems in DR are in redundant configuration. Disruption due to failure of any single device is automatically prevented paired redundant device.

The end user services after switchover to DR will also be seamless during redundancy switchover. The risk umbrella coverage is to the extent of entire DC failure and additionally any single device failure in DR.

6.3.3 Government Secure Repository (GSR)

In addition to redundant, high availability systems in Data Centre (DC) and Disaster Recovery Centre (DRC) site next level of disaster risk reduction and data security are achieved by using a data depository. The additional layer of security is achieved by the maintaining the data on a Government Secure Repository (GSR). The GSR is in an alternate location and all the specified transactional data of the production environment (DC) are replicated on it in real-time over a secure system. In the event of database corruption at DC and/or DRC, the backed up transactional database can be restored from the data maintained on the GSR. Risk umbrella

coverage is to the extent of selective database corruption at DC and additionally at DR within the RTO and RPO norms established for the MCA21 system.

6.3.4 MCA Offices

Front Office (FO) Services offered through MCA21 system are facilitated by the Back Office (BO) portal services used by MCA officials operating from various MCA office locations. Generally all MCA offices have multiple desktop/ laptop machines and peripheral devices such as printers etc. Failure of a single desktop/ laptop does not paralyse operations.

Risk umbrella coverage is to the extent of any desktop/ laptop failure within each of MCA offices.

6.4 Level-2: Reliability

Second level of Disaster Management Framework addresses reliability as the key issue. Risk minimizing processes compliment technology to maximize operational reliability. The key technical challenge addressed is of operational services continuity. In terms of technology, all the systems applicable to Level-1 are part of Level-2 reliability framework. The processes are designed in a way to compliment the technology by enhancing the operational reliability of the system.

6.4.1 DC/DRC Switchover Process

In the event of a total blackout of the DC, a well-defined process that has been implemented will initiate a seamless switchover of the operational services to the DRC. The switchover process step-wise and checklist driven process defining reasons for switchover and authorization from competent authority. The process also covers procedures of traffic diversions from DC to DRC in addition to other checks.

6.4.2 Backup Restoration Process

Backup restoration process is an off-line backend task, which is undertaken periodically to verify that transaction data for previous period is restored from backup database, tested and

validated against primary database. Risk umbrella coverage is to the extent verification for transactional data back up at a different location for additional data security.

6.4.3 GSR Restoration Process

GSR restoration process is similar to backup restoration process executed from database from secure government site. Risk umbrella coverage is to the extent verification for transactional data back up at a different location for additional data security.

6.5 Level-3: Recoverability

Third level of Disaster Management Framework addresses recoverability as the key issue. The technological options and processes are complimented with human resource (people) to provide greater immunity to major disruptions in key processes (Fig. 6-5). The main technical challenge addressed is of ensuring business continuity after assessing business risks, quantifying business loss and RTO in conformity with BCP. As discussed earlier, the technologies and processes within in Level-1 and Level-2 are nested within the Level-3 recoverability framework. In addition to technological solutions and improvements in processes, human resource (people) pad up to deliver immunity to major disruptions in key processes.
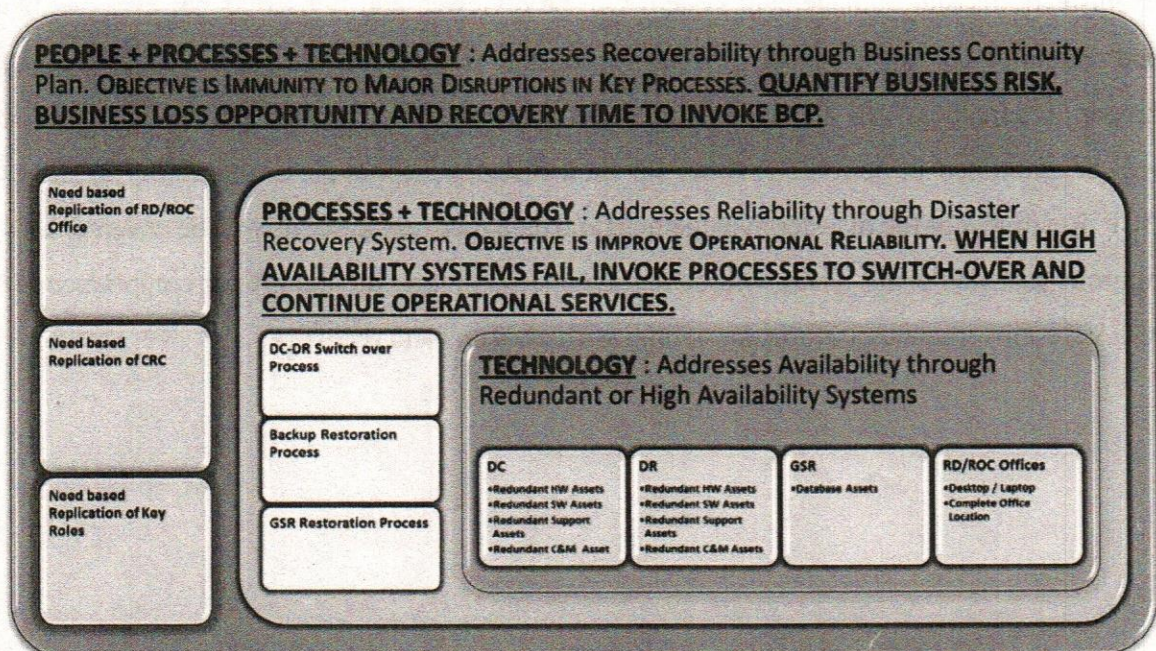

Figure 6-5: DM and BCP based on People + Processes + Technology

6.5.1 Need Based Replication of MCA Offices

In the unforeseen event of major disruption of services or a complete blackout of services in any of the offices of MCA, the steps to be undertaken for restoring services from alternative location(s) are specified in the BCP.

6.5.2 Need Based Replication of CRC

In the unforeseen event of major disruption of services / complete blackout of services from CRC of MCA, the BCP outlines steps to be undertaken for restoring services from alternative location(s).

6.5.3 Need Based Replication of Key Roles

In the unforeseen event of major disruption of services delivered through a key resource of MCA, BCP outlines the steps to be undertaken for restoring services via alternative resource(s).

6.6 Ensuring Preparedness

Multi-level disaster management system will be reviewed and revised as per evolving needs and technological developments. Proper response to a crisis requires coordinated efforts and proper preparedness. All the technological elements, processes and human resource capacities will be examined in periodic reviews for their disaster preparedness and ability to meet the BCP. Readiness of the disaster management and data recovery systems will be ensured through rigorous tests and drills. There will be regular checks on the full and proper compliance of the MCA21e-Governance platform for coping with disasters and recovery.

7 Response

7.1 Incident Commander and Deputy Incident Commander

The MDMC will designate one senior officer to act as the incident commander and a deputy incident commander who will have all powers to commandeer the resources of the ministry necessary for effectively responding to a disaster situation. Establishing an Incident Response System (IRS) with a clearly defined chain of command is a crucial requirement for quick and coordinated disaster response. An IRS envisages the that the roles and duties of everyone are laid down in advance, the personnel earmarked for various tasks, and the team members are properly trained for carrying out assigned tasks. To make the IRS work, the MDMC has to fix responsibilities and accountability of the designated personnel. The Response Team (RT) has to avoid both duplication of efforts and responsibility overlaps.

7.2 Initiating Emergency Response

The main task of the MDMC is to ensure a panic-free and well-organized evacuation in case of any emergency. It is not fully within the resources at the disposal of the MCA to make a determination whether even a relatively small incident can be localized and fully contained or not. Nor is it feasible for the MCA to categorize hazardous episodes as minor that can be localized and major that cannot be contained. While MCA will make all efforts using its capabilities to contain the hazard, it is not wholly within its capability to manage even a small incident professionally and properly entirely on its own. Both in terms of current protocols and capabilities, MCA shall without loss of time inform designated external agencies to assist and respond to the emergency situation, while the MCA will do all it can to cope with the situation. The CPWD is responsible for the safety of the building. The existing protocols require that MCA shall seek the assistance of the CPWD and the Fire Services without delay. Simultaneously, MCA shall take immediate steps with the equipment available to contain hazard using the portable fire extinguishers, shutting down the electric mains and move people out of the building.

Ministry will activate an emergency response under any of the following conditions:

1) Any confirmed hazardous episode within the office premises involving fire, danger from electrical short circuits, hazardous malfunctioning of any equipment within the premises

2) Any hazardous episode reported and confirmed in the corridor or in any of the other offices located on the same floor as MCA

3) Following an hazard alarm in the building indicating danger to the occupants of the building

4) Following declaration of disaster situation by the Delhi DMA

5) On the basis of advice or guidance from the Fire and Emergency Services

6) On the basis of advice or guidance from the CPWD

7) On the basis of any official security alert issued by authorized agencies like the CISF or Delhi Police

8) In the eventuality of sensing serious threat – natural, man-made or security concern, the Secretary MCA will make a reasonable judgment based on all available information and consultations, e.g., sensing of earthquake tremors.

On the activation of an emergency, the IRS and the designated DM-Task Forces will become operational as per norms laid down by the MDMC. The Incident Commander will coordinate with the Safety Director designated by CPWD for the Shastri Bhawan and determine the emergency steps as per prevailing Standard Operating Procedures (SOP). In case of emergencies in locations other than the headquarters, the IRS in the offices facing emergency will become operational.

The Response Team will take action based on the best information available, which is acknowledged by the Safety Director CPWD and the IC of MCA. The Response Team (RT) will follow the instructions given by first responders. The team will help people follow the evacuation procedures as per floor-wise plans. The focus of the team will be to ensure orderly response without any panic. The RT will give first priority to helping people with special needs.

7.3 Hazard-Specific Response

NDMA has issued detailed guidelines for hazard-specific response (Annexure-I). There are also guidance on Do's and Don'ts issued by the NDMA and by the Delhi DMA. There are also specific SOPs and instructions issued by the agencies responsible for disaster management of the buildings and area where the MCA is located. Relevant excerpts from the Do's and Don'ts for earthquake and fire prepared by the NIDM are given in the Annexure-II and III.

8 Recovery

Disaster recovery tends to be very difficult process as all the damage has to be rectified and complete functioning has to be re-established. The recovery effort and rebuilding will vary depend on the actual extent of damages caused by the disaster, and the resources available for full recovery. The post-disaster recovery usually provides an opportunity for improvement or what is called 'betterment reconstruction', which is the current norm in global and national practices. The DMP can only provide a generalized framework since it is not possible to anticipate all aspects of betterment reconstruction, as the possibilities for betterment depend on resources and options available at a given time.

After the MCA notifies the end of disaster situation, the MDMC will meet to plan for recovery and for ensuring the business continuity in the Ministry. It will take steps with the assistance of other government agencies to establish temporary facilities to start skeletal functioning of the Ministry. Steps will be taken for detailed damage assessment and to determine the status of all the staff on duty when the incident occurred. Appropriate decisions will be taken to provide immediate support to all the affected staff and their families.

9 Proposed Actions/ Recommendations

9.1 Introductory Note

The Task Forces constituted by the MDMC will implement the measures described in this section. The responsibility for implementation is not defined in terms of existing divisions or sections. Instead, the responsibility vests with the appropriate task force. Many measures will cut across the domains of divisions and sections within the ministry.

9.2 Prevention and Mitigation

1) Streamline the coordination mechanisms between MCA, CPWD, CISF and Fire Services for safety and emergency measures such as rapid evacuation, firefighting, coping with situations like earthquakes and security threats

2) Review evacuation arrangements, disseminate the information and put easily visible display posters

3) In consultation with CPWD and other agencies responsible for the DM of the building and the area, notify the evacuation plan and the location of assembly points after evacuation

4) Streamline the functioning of the institutional arrangements for DM consisting of MDMC and TFs by defining the roles, responsibilities, accountability and coordination mechanisms

5) Commission a detailed audit of the office seating arrangements, space utilization and housekeeping to reduce risk of accidental fire and to ensure sufficient circulation space for free movement in case of emergency within the framework of the larger safety and evacuation plans for the whole building

6) Review and develop an updated common plan for all electrical equipment and IT infrastructure such as computers, data network devices, electrical switches, electrical cabling, network cabling, air conditioning systems, photocopying machines, uninterrupted power supply systems, printers, etc.

7) With the help of CPWD, carry out a detailed safety evaluation of the floors occupied by MCA in light of the updated National Building Code of India 2016 and implement the recommendations for improving safety

8) Request the Delhi Fire Service to undertake a fire safety audit and implement the recommendations

9) Request Delhi Fire Service and the CPWD to evaluate and suggest changes to the current evacuation plans, the exit routes and the access paths for fire services, emergency vehicles such as ambulances, and the operation of various search and rescue emergency equipment

10) Conduct awareness-cum-training program for the staff on disaster risk reduction, use of firefighting equipment and evacuation plans every six months

11) Carry out every year at least one full-scale evacuation drill in coordination with the CPWD and Fire Service

9.3 Preparedness and Response

The following aspects need special attention while ensuring disaster preparedness:

1) Participation of all in drills and disaster response trainings
2) Regular safety audits of electrical systems and equipment
3) Regular checks on the functionality of safety equipment such as fire extinguishers and fire hydrants
4) Conditions for easy and barrier-free passages, stairways and exit points
5) Rigorous monitoring of all spots within the building that are identified as highly hazard-prone such as the canteen, battery banks for power supply backups, etc.

The following aspects covering all divisions/ sections of the ministry need section attention:

1) Proper shutting down all equipment as far as possible
2) Switching off the electric mains
3) Use of emergency equipment to control fire, if any, preferably under the led by those who have undergone training on the proper use of the equipment
4) Ensuring orderly, panic-free and safe evacuation
5) Take steps to prevent panic by asking people to behave in an orderly fashion and by helping to make the evacuation process as smooth as possible

6) Prioritize the evacuation of differently abled persons, children, elderly and pregnant women (including the staff and visitors)

7) Assist rescue workers as per situation when one is in a position to help others

8) Conducting periodic mock drills to prepare everyone for disaster response

9) Conducting training on all aspects of DRR and in the use of equipment

10) Periodically examining the status of exit routes and condition of safety and warning equipment installed in the premises

11) Making good house-keeping within the work place a habit to minimize accidents

Annexure-I: NDMA's Disaster Management Guidelines

	Theme	Title of NDMA Guideline
1	Biological Disaster	National Disaster Management Guidelines for Biological Disaster
2	Chemical (Industrial)	National Disaster Management Guidelines – Chemical Disasters
3	Chemical (Terrorism)	National Disaster Management Guidelines for Chemical (Terrorism) Disaster
4	Cyclones	National Disaster Management Guidelines on Management of Cyclones
5	DM Plans for States	National Disaster Management Guidelines on Formulation of State DM Plans
6	Drought	National Disaster Management Guidelines: Management of Drought
7	Earthquakes	National Disaster Management Guidelines on Management of Earthquakes
8	Fire Services - Scaling, Type of Equipment and Training	National Disaster Management Guidelines for Scaling, Type of Equipment and Training of Fire Services
9	Flood	National Disaster Management Guidelines on Management of Flood
10	Heat Wave	Guidelines for Preparation of Action Plan – Prevention and Management of Heat-Wave
11	Hospital Safety	National Disaster Management Guidelines: Hospital Safety
12	Incident Response System	National Disaster Management Guidelines for Incident Response System
13	Information and Communication System	National Disaster Management Guidelines for National Disaster Management Information and Communication System
14	Landslide and Snow Avalanches	National Disaster Management Guidelines On Landslide and snow avalanches
15	Medical Preparedness and Mass Casualty Management	National Disaster Management Guidelines on Medical Preparedness and Mass Casualty Management
16	Minimum Standards for Relief	Minimum Standards for Shelter, Food, Water, Sanitation, Medical Cover in Relief Camps
17	Nuclear and Radiological Emergencies	National Disaster Management Guidelines for Nuclear and Radiological Emergencies
18	Psycho-Social Support	National Disaster Management Guidelines: Psycho-Social Support and Mental Health Services in Disasters
19	School Safety Policy	National Disaster Management Guidelines – School Safety Policy
20	Seismic Retrofitting of Deficient Buildings and Structures	National Disaster Management Guidelines for Seismic Retrofitting of Deficient Buildings and Structures
21	Tsunamis	National Disaster Management Guidelines on Management of Tsunamis
22	Urban Flooding	National Disaster Management Guidelines on Management of Urban Flooding

Source: http://ndma.gov.in/en/ndma-guidelines.html

Annexure-II: Basic Precautions- Earthquake

Precautions and Preparations

- Have an emergency communication plan
- Carry out repairs and maintenance to ensure that there are no defects in the office rooms
- Identify structural defects with the help of professionals and rectify them without delay
- Ensure that all overhead fixtures are firmly riveted or fixed to the ceiling or walls
- Follow relevant BIS and building codes in all constructions and repairs
- Fasten shelves securely to walls
- Place large or heavy objects on lower shelves
- Store breakable items such as bottled foods, glass, and china in low, closed cabinets with latches
- Hang heavy items away from places where people sit
- Brace overhead light and fan fixtures.
- Repair defective electrical wiring and leaky gas connections
- Engage experts to minimise all potential fire risks
- Store toxic or corrosive chemicals and flammable materials securely in closed cabinets with latches and on bottom shelves
- Identify relatively safe places indoors and outdoors
- Display emergency contact numbers prominently (emergency services, fire service, ambulance, etc.)

Emergency Kit

- Battery operated torch with extra batteries
- Battery operated radio
- First aid kit and manual
- Emergency food (dry items) and water (packed and sealed)
- Candles and matches in a waterproof container
- Knife
- Chlorine tablets or powdered water purifiers
- Can opener.
- Essential medicines
- Cash and credit cards
- Thick ropes and cords
- Sturdy shoes

Response when an Earthquake Occurs

- Keep in mind that more and bigger shocks may follow the initial shock
- Do not panic, switch off electric appliances and anything that can cause fire

- Gather cell phone, cash, credit/ debit cards, wallet, handbag and other personal items which can be easily carried
- Stay indoors until the shaking has stopped
- Move out through area where dangerous objects are not falling down

Indoors

- Drop to the ground; take cover by getting under a sturdy table or other piece of furniture; and hold on until the shaking stops. If there is no a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Protect yourself by staying under the lintel of an inner door, in the corner of a room, under a table or even under a bed.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, (such as lighting fixtures or furniture).
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on

Outdoors

- Keep away from buildings, trees, streetlights, and utility wires
- Stay in open space until the shaking stops
- Great danger exists near buildings, at exits and near exterior walls
- Remember that most earthquake-related casualties in built area result from collapsing walls and falling objects

Trapped under Debris

- Do not light a match to avoid fire or explosion
- Cover your mouth with a handkerchief or clothing
- Tap on a pipe or wall to help rescuers find trapped persons
- Use a whistle if one is available to call for help
- Try to call for help, but conserve energy

Annexure-III: Basic Precautions - Fire

Precautions

- Get familiar with all the escape routes
- Create awareness of escape routes and evacuation plan
- Ensure all escape routes are free from obstacles
- Carry out periodic mock drills
- Organise trainings on the correct and proper use of various fire fighting equipment installed
- Periodically check the working status of detection (fire/ smoke) systems and sprinklers
- Periodically check the condition of fire hydrants and availability of water for fire hydrants

Response

- Do not panic when an incident happens
- Alert others and inform higher officials or authorised person
- Authorised person should inform the local fire service and the CPWD
- Unplug all electrical appliances, switch off electric supply
- Help differently abled persons, children, elderly and pregnant women to get away from the fire hazard
- Use available fire fighting equipment strictly as mentioned in the instructions
- Different types of fire fighting equipment are needed for different types of fire. For example, water should not be used against electrical fire
- If clothes catch fire, Stop, Drop and Roll on the floor
- In case of uncontrollable fire, wrap the victim in a blanket, till the fire ceases/stops
- Burnt clothing should be removed only with the help of trained medical responders
- Do not apply adhesive dressing on the burnt area

References

Disaster Management Act 2005, Govt. of India, 2005

National Policy on Disaster Management, Govt. of India, 2009

NDMA (2016) National Disaster Management Plan

http://ndma.gov.in/images/policyplan/dmplan/National%20Disaster%20Management%20Pla n%20May%202016.pdf

NDMA Guidelines: http://ndma.gov.in/en/ndma-guidelines.html

Delhi Disaster Management Plan

http://www.delhi.gov.in/wps/wcm/connect/doit_dm/DM/Home/Delhi+Disaster+Management ++Plan/

NIDM Publications: http://nidm.gov.in/books.asp

Comments on Disaster Management Plan

- Data Center (DC) and Disaster Recovery Center (DRC) of MCA21 are not located in MCA premises. Therefore, as per the scope laid down in para 1.7 (The DMP described here pertains to all the offices and staff falling within the jurisdiction of the MCA as per prevailing directives of the GoI), specific step to be taken for Data Protection/ Data Recovery, in case of any disaster in MCA premises, should not be part of Disaster Management Plan.
- DC/ DRC are hosted in Tier-II data center, which have their own fire safety/ protection, physical security and environment control features.
- Common plan for both local MCA21 infrastructure (i.e. MCA21 network equipment, switches, computers, and electrical cabling) and other infrastructure (i.e. Video Conference Equipment, NIC network equipment, locally purchased PCs and other IT Infrastructure) need to be formed.
- Therefore sections of DMP for DC/ DRC shall be removed and common plan for all the local IT Infrastructure need to be incorporated in DMP.

भारत सरकार/**Government of India**

कॉर्पोरेट कार्य मंत्रालय/**Ministry of Corporate Affairs**

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No. MCA21/ 30/2017/eGov Cell   Dated the   May, 2017

Office Memorandum

Subject: Note for meeting of COS 05.05.2017.

With reference to the subject cited and your email dated 03-05-2017 regarding actionable items as per the minutes of the meeting held by the Principal Secretary to PMO for a meeting to be held on 05-05-2017. The following actionable items at Para 5 of the Note for meeting of CoS 05-05-2017 pertain to the eGov Division:-

SN	Identified areas	Progress made	Remarks
1	Updating MCA21 PAN database	Around 6 lakhs PANs have been associated with CIN since 2016.	• PAN of companies are not being captured in MCA21 before 2016. • It has been made mandatory in MGT-07 (Annual Returns) since the filing period of FY2016-17. • Around 6 lakhs PANs have been associated with CIN since then. • Since 01-Feb-2017, as PAN is being issued at the time of incorporation itself, CIN-PAN association is available for all new incorporations. • AADHAAR number is a non-mandatory fields in SPICE. So linkage is not available.
2	Triangulation of CIN-PAN-DIN-Aadhaar	Out around total 48 lakhs DINs, 36 lakhs DIN-PAN association is available in MCA21.	• DIN-PAN association has been made compulsory w.e.f. 2011. • A drive for capturing DIN-PAN association for DIN issued prior to 2011 was launched. • As of date, around 36 lakhs DIN-PAN association is available in MCA21. • DIN-CIN mapping is available in MCA21

2.   This issues with the approval of competent authorities.

(Shashi Raj Dara)
Deputy Director

To
Director (SFIO)