

LESSONS LEARNT WORKSHOP

21st January 21

BACKGROUND The year 2020 has left an impression on people from all walks of life: citizens, governments, business groups, academic institutions, civil societies etc. pandemic affected the economy, services, transportation system, livelihood, food & nutrition, supply of basic amenities for vulnerable sections etc. The pandemic has turned humans' lives that have become topsy – turvy as a direct consequence of the health emergency. An impact visible in the social, economic, physical, mental and emotional lives and their response to the entire situation. The entire country has been grappling with the effects of the aftermath and spiraling effects. As a collective, our everyday routines were brought to a standstill, and any sense of normalcy somehow a distant memory. There are many lessons, learnings and key takeaways especially from the pandemic as a health crisis that has affected 1.3 billion of our country, the conflicts and catapulting series of natural disasters such as the Super Cyclone Amphan, Delhi Violence, Telangana floods, Cyclone Nivar, Cyclone Burevi among unfortunate natural disasters that wreak a havoc on the affected populations and people. The emergencies have opened the flip side of life, it also opened to us an opportunity to collaborate and jointly come together to overcome and address adversities and crisis. Along with government and frontline warriors, civil society organizations, local network groups, volunteers, academic and technical institutions, corporate organizations and many key stakeholders played a major role in spreading awareness, serving vulnerable groups and capacity building on ground. This is time, we all can share and take stock of learnings from last year and decide the way forward for a new year which will enable us to be better prepared and address various challenges

OBJECTIVE

To provide an opportunity for different stakeholders to discuss achievements, outcomes, challenges learnings from 2020 and collate suggestions, recommendations for improvements in preparedness and response in 2021

To identify most significant changes noticed as a result of the preparedness and response efforts, to understand what worked / what did not work and to understand the extent to which these changes are attributed.

To document learnings, good practices, experiences, expectations and develop a shared understanding on way forward.

Inaugural Address General Perspective on the Lessons Learnt for the Year 2020

Moderator: Mr. Mihir Bhatt, AIDMI

Speakers: Shri. Anil Gupta, NIDM; Mr. Sarbjit Sahota, UNICEF; Mr. Saji Varghese, World Vision; Mr. Vinod Menon, Former NDMA member

The opening session had remarks highlighting how we are underprepared to deal with number of things looking at the situation last year especially the deficiencies in the system such as systemic deficit (humanitarian sector, CSO, UN etc.) and limited resources to do risk analysis, our capacity to forecast or long cast in the long run, far more capacity building for IAG at each state level or where they struggle were summarized and highlighted.

Learnings from the Emergency Responses

Moderator: Mr. Wasi Alam, Care India

Breakout Session Moderators: Ms. Eilia Jaffar, Sphere India, Mr. Vinod Menon, Former NDMA member, Mr. Sighbatullah, Islamic Relief, Ms. Divya Gupta, Sphere India and Mr. Prusty

The need for building capacity of local organizations to act as support system for larger impact. In addition, creating a culture of preparedness and general awareness regarding all the issues among the communities through local panchayats or other local administration is very much important. Authentic information is important which is flooded with fake news in circulation. Govt (central and state) came up with IEC materials in vernacular languages which was crucial in reaching out to the masses.

Prospects for sustainable solutions in humanitarian interventions in India

Moderator: Mr. NM Prusty, CDMASS

WAY FORWARD

Ms. Vandana Chauhan, Sphere India

1. The need to change the thinking process, instead of using "Disaster Management" the use "Disaster Risk Management". We should also shift our focus from Response to Preparedness.
2. Localization need to be defined in Indian context inclusive but not limited to cultural and vernacular variation
3. Use of appropriate vernaculars at the state and district levels to maximize the outreach
4. Assurance of political buy-in for all humanitarian assistance along with the government
5. SOP for the IAG need to be revised through formation of the task force to strengthen the IAG work
6. IAG should focus on strengthening inter-sectoral coordination. It's very important to implement at CSO and govt. level. Even within CSO inter sector coordination has to be established. At the govt. level we are advocating to do the inter-sector coordination
7. Media and social media and corporate stakeholders should be brought in all humanitarian course of action. They should be part of IAG as well

Speakers: Ms. Aditi Kapoor, Alliance, Mr. Justin Jebakumar, HFH, Dr. Bhanu (UP, IAG), Mr. Joseph (TN, IAG) and Mr. Sarbjit Sahota, UNICEF

The shift to conflict prevention and building resilience on communities' livelihoods and eco-systems especially during shocks and stresses. The Strengthening existing systems and national capacities to deal with conflicts and disasters. In addition, to reduce the negative effects of climate change. Planning tools to facilitate risk informed programming for effective assessment, analysis and preparation,

Lesson Learnt at various level by different stakeholders during Humanitarian operations

Moderator: Mr. Ghanshyam, Caritas

Speakers: Mr. Debrath & Mr. Joseph (Action Aid), Mr. Tushar (Plan India), Col. Supanekar (Yashada), Prof. Amita (Former JNU), Mr. Nishad (KutumbShree), Mr. Asif (Hyderabad Flood Relief Coalition), Mr. Wasi Alam (Care India), Youngistan Foundation Representative, Dr. Hishmi Husain (Tata Steels) and Mr. Bala (Reliance Foundation)

The most of important lesson has been the importance of technology the health related interventions were provided by various organizations. Online capacity building was another area of important. Resource mobilization is another area of important area with local fund pool instances, many local and national response efforts and contributions to strengthening the Panchayat Raj.

8. Strengthening the documentation of humanitarian sector response efforts collaboratively

9. We all think of Multiple risk but recent times have taught us that we have to think of "Integrated Risk"

10. Main streaming DRR to ensure sustainability as a part of inter sectoral coordinating

11. Use of technology to increase efficiency and optimum overall results

12. Use of social media for intervention in humanitarian action specially for preparedness

REGISTRATIONS: 116

CSOs, CBOs, CSRs, Government Representatives, NGOs, UN Agencies, Academicians & Independent Consultants

GALLERY VIEW



Mr. NM PRUSTY, CDMASS MODERATING A SESSION



Prof. VINOD MENON, LEARNING ANALYSIS



Gupta, NIDM, INAUGRAL ADDRESS



Ms. Aditi Kapoor, Alternative Futures, Sharing her thoughts on the Humanitarian Challenges in India

LESSONS LEARNT WORKSHOP

Inaugural Session

- How we should look at the seminar and the lesson learnt as more of a lesson learnt for each of us.
- To focus on the key challenges faced and key opportunities in terms of lessons learnt.
- To be more forward looking focusing on improvements and improvisations that we can make.

Key Discussions:

- Sphere India and partners especially in 2020 have assumed a new role and 2020 has been a year of great experiences esp compilation of excellent case studies. From the point of view of disaster and climate resilience it is a year of disaster complexities and provided a platform for complex agglomerates.
- The other disaster faced other than COVID-19 included –super cyclone, Industrial mishap, drought, flood, heat wave and fire.
- There have been lessons on social and habitat issues, business continuity management and economic intervention. livelihood, sustainability and the industrial sustainability. Especially the aspects of lack of labours and activities which lead to Industrial mishap. The Resilience of Health Department has been commendable. The issues of resource wastage which are sometimes caused by overlapping of authority.
- A growing need to improve professional education and research. Focusing on how to integrate the planning process across 4 important domains of resilient – Safety (DM,), Environmental resilience, Sustainability (economic, social) and stressing on the Health Resilient
- The stating how we are underprepared to deal with number of things looking at the situation last year- there are number of deficiencies in the system such as systemic deficit (humanitarian sector, CSO, UN etc), limited resources to do risk analysis, our capacity to forecast or long cast in the long run, far more capacity building for IAG at each state level or where they struggle.
- Discussions on learning for future responses, learn, innovate and implement changes and share learning and innovation internally with communities and stakeholders.
- Some of the major findings that came through was were that Television is main source of information. Close to 85% wore masks, 40% physical/social distancing, avoiding handshakes, visiting other houses. About 48% children falling behind in education. In addition, 47% may not return to school.
- One of the key aspects is that only 70% knew were to report child abuse. The statistics revealed that 76% of the households total income reduced. There are different coping mechanisms which have not been adopted. The analysis and studies shows 81% not able to meet the basic needs.
- The increased engagement with Govt. department and Civil Society, especially on the need for livelihood programming (youth and migrants) the need for more education support, especially the need for Psychosocial support
- Some of the challenges included uncertainty/fear, consequences (psychosocial, economic, increased violence), lack of printing IEC materials, children dropping out of school. The transportation issues as well as challenges faced by migrant workers. The loss of livelihoods and disaster within a disaster (Amphan Cyclone, migrant labourers, lockdowns) the adaptations- digital technology along with the budget vs the need –huge gap

Analysis of Learnings, critical issues shared by Sphere Members:

- 2020 was neither a lost year or a lost generation for children who have left out the mainstream activities and education has also suffered a lot.
- As we can see 48% of children have access to education, 47% of them may not return to school and 76% of the household income is reduced.
- One of the most important lesson learnt from 2020 is the fact that humanitarian assistance practitioners need to be more transparent and accountable to themselves and their organizations.
- Martin Luther King Jr. “In the end we will not remember the words of our enemy but the silence of our friends”, He believes this statement is extremely important and need to be applied in our advocacy, especially in the field of humanitarian assistance as we should leave no one behind and do no harm shouldn't remain as clichés, we should be honest to ourselves and gives importance to protection, as there are many cases of rape (women, children) reported, we need to take a stand on this, and it has to be discussed to make a difference.

- Its also been a year with delays in access to education because of lack of smart phones, laptops, internet, power, data.
- Realizing the importance of Health sector not only due to COVID but because of many other disasters that happen in the country. Widening income inequality to avoid extreme poverty and deprivation.
- Recognizing the self organizing groups which become the support group.
- Year 2020 has also brought learnings on agility/adaptability and unlearning, relearning in COVID-19 situations and to adopt multi-hazard approach preparedness and response plan.
- Need for basic disaster management training for all the staffs.
- Growing importance of Emotional Quotient, Mental Health especially the need for co-ordinated effort between NGOs, CSOs and Government. The one size fit all approach doesn't apply during pandemic.
- Inclusion of gender transformative approach to development planning and intervention
- Organizations to realize how saving lives is as important as saving livelihood, as we have learnt so much from the migrant workers during the Pandemic and how we need to introspect and reflect 2020 as an opportunity and recognizing that this year is going to be much more complex as the cascading effects and the 2nd generation spill over from 2020 is still continuing and we need to be very clear in continuing the strategies applied, preparing for responding and restoring to recovery and emergencies is important and we need to stress that.
- Need for collaborative efforts especially with respect to earthquake related issues, humanitarian studies and disaster studies, the role of media in 2020. Usage of energy/electricity/ power.
- Challenges faced by farmers, anticipation for the future as well as the scarcity of water and how it effects the humanitarian sector.

Learnings from the Emergency Responses in 2020

Delhi Riots (23 Feb 2020 – 29 Feb 2020)

- Small groups rose to the occasion i.e., delhi concerned citizens, students, volunteers and other unorganised groups.
- In spite of Delhi NCR being capital region has impeccable security, law and order.
- Security was a major concern for organisations, field teams could not conduct assessments and hence were not able to identify most effected population. When the communities were approached for information gathering locals were hesitant to give information.
- Absence of pre-existing coordination mechanisms like IAGs resulted in delayed response.
- Since conflicts are unique in nature, safety issues create questions around how and when to step in.
- Cross cutting concerns of spread of diseases when people are staying in close proximity, fear of spread of COVID in relief camps.

COVID-19(27 Jan 2020 – Present day)

- 1,91,000 people have been given the first dose of COVID-19 vaccine, at this rate it would take 8 years to cover 20% of the total population of the country with 2 doses. Studies show a minimum if 30,00,000 doses would have to be administered to vaccinate entire population with 2 doses in the desired time.
- Less capacity in terms of human resources and with the organizations within the state
- Efforts are required to build capacities within the state, organizations have failed to build capacities. While there are multiple interests from international and national agencies, post the projects are completed, not enough Human Resources are left in the state for the follow-ups.
- Some states have more acceptance with the community. How can we strengthen IAGs and have more members into it. Pan district is not possible for small organizations so networks are required to collect data and form partnerships, conduct documentation, data interpretation, etc.
- Due to large scale impact, there was limited space for NGO's. The govt not only had all the things in hand, but they were also not interested in getting unknown entities in the scene. Govt would rather not take the risk of brining NGOs, except in places there was a credibility already built with the govt.
- In terms of ground reality in many states/districts it was observed the people with disability, transgender, etc. had to go through a lot of troubles.
- Elective surgeries were postponer, procedures like kidney dialysis and chemotherapy were postponed.

- Migrant population- Good practice. Kerala govt found out where the migrant came from. Reached out to the NGOs in that area and made sure that the money transfer to migrants is made available to the families over there.
- The biggest problem was to how to manage the logistics as individuals and organizations were send materials here and there without a plan in hand.
- Planning till May and June was a big mess. Isolation units and PCC centers were being established. When govt was making hospitals, govt did not have manpower or training workforce with capacity.
- Major suicide cases were happening in Aims etc. which was also to addressed due to depression so tv were added in the room. List of programs and activities were to be added to keep the patients motivated.
- Exploitation of resources, while humans were struggling other animals and creatures were flourishing. For fisheries, they were flourishing as there was no pollution and fishermen made profits.

Cyclone Amphan(16 May 2020 – 21 May 2020)

- Collaborative learning and advocacy were missing in Amphan
- Technology use should be encouraged, more and more humanitarian players should use technology.
- Coordination between international organization, large NGOs and the Govt. is the know to success.
- Need to strengthen IAG at state and district level.
- Use per establish govt. norms.
- Prior to disaster
 - Micro mapping of risk vulnerabilities and resources
 - Mark high and lowlands
 - Embankment of areas

Telangana Floods (12 Oct 2020 – 14 Oct 2020)

- In spite of a well established IAG the delay in its response contributed to collective delay
- There was failure to utilise existing partnerships within the development program.
- GEO NGO coordination was a major challenge.
- It was a new scenario of dealing with a disaster with a Pre-existing pandemic resulting in change of response structure.
- There were families which were affected by COVID-19 that were receiving essential support from NGOs and other players including but not limited to the govt, the flood disrupted the COVID-19 supply chain which further deteriorate the situation.
- There was a lack of preparedness in an urban context as they are more vulnerable.

Cyclone Nivar & Burevi (23 Nov 2020 – 5 Dec 2020)

It is first time in recent history that any state has faced 2 natural disasters in one week. Cyclone Nivar from 23 Nov 2020 to 27 Nov 2020 & Burevi from 30 Nov 2020 to 5 Dec 2020

- 2.3 lakh people were affected, nearly 3400 relief camps were open and people from coastal districts were evacuated.
- Intense crop damage and infrastructure damage
- Since March 2020 our country along with many others have been under lockdown which resulted in lesser emission of green house gases. This also impacted climate. It became truly clear from the climate shift observed in Tamilnadu from the month of May till December. Cyclone Nivar & Burevi were irregular to the patterns which disrupted the assessment process.

Sustainable Solutions:

- How can the emergency response intervention can be seen as an entry point for sustainable solutions?
 - How to strengthen the mainstreaming strategy at the organization level?
 - What are the few ideas on advocacy taking good strategy for sustainable solutions?
1. Asking ourselves how we can mitigate this disaster to save lives and livelihoods. It was explained that natural disaster happens frequently and more often day by day, even if we save lives, the hunger, the

poverty will anyway lead us to desperate ends. So, the DRR Committee needs to look in to how to mitigate the disaster and we will automatically look into sustainable solutions.

2. To develop specific procedures and that all organization must put it mandatory to develop and Standard Operating Procedure (SOP).
 3. Start working with DTIO as the work they are engaged encompass whole lot of issues on sustainable solutions and also write more-journals, review journals etc. to show the rich culture this sector has.
- 1st Thumbs-up-The Government preparedness to tackle heat wave etc at the same time while coping with Covid-19 Pandemic.
 - 1st Thumbs-Down-We didn't think of resilience. Water is an important example to her. We have awareness and teachings on important of hand washing but at the other side we need to teach on harvesting and conservation of water.
 - 2nd Thumbs-up- Indian government tackle Cyclone ahead of time by making sure people were saved, which even won an award.
 - 2nd Thumbs down –We still have not reach to a point where we think about the integrated nature of risk.
 - 3rd Thumbs-Up-Prime Minister of India has said in 2016 as the 10th point Disaster Risk Reduction Agenda at the conference on Asian Ministry on Disaster Risk Reduction where every DDMA were mandated to have plans
 - 3rd Thumbs-down-The DDMA are only to focus on response. She exaggerates that the DDMA/DDMR has to move to integrated risk mitigation.
 - 4th Thumbs-up – DDMA started to work with the panchayats by giving advocacy training on the cause. They will have a deeper study on the local disaster and how could be done to safeguard their local resources.
 - 4th thumbs-down-RED CROSS- Integrated risk management program to train panchayats, LOCAL BODIES etc safeguard natural resources.
 - 5th Thumbs-Up –Move to anticipation the information given when the floods are going to come etc.
 - 5th Thumbs-down –We need to make sure we used social protection schemes like PDS, can rations be on time, labour salary on time etc.
 - Important of technology
 - Reduce staff strength –managing with less resources and started building rapport, partnership, networking etc.

IAGs:

- The continuity towards sustainability is missing from the exercise on ground and actions on the same must be undertaken.
- The response taken to understand the rehabilitation processes must be strengthened.
- Working with the government.
- The accountability is towards the donors, when there is fall in funds that it delays the whole work of the organization, so, we need to build rapport with government and its schemes as well as different departments.

UN Agencies:

- UNICEF has been working on the child risk informed programming with the 2030 development agenda with specific focus on the following aspects such as conflict prevention and crisis
- Building resilience of communities, livelihoods and eco-systems to shock and stresses.
- Strengthening existing systems and national capacities to deal with conflicts and disasters.
- Reduce the negative effects of climate change. The flexible and consistent funding with system-wide coherence. The GRIP- a planning tool to facilitate risk informed programming was covered extensively with the introduction to risk-informed programming especially risk analysis on Preparation, Assessment, Analysis, Validation, Design & Adaptation of Programmes or HRP, TOCs, Program Results, Risks to the programme

Academic Institutions:

- The policy of evaluation will bring up the light that who is updating, what to update as there are much happening in this field, new policies, new techniques, new laws are needed to incorporate. As in every

six months the policies became outdated as there are so much happening in the world. To take up of law, Science, governance, climate and so many things; these are the basics significances changes occurring around the globe. We need NDMA to have policy making wing for tracking of this from time to time.

- The emphasis on local levels training centre in different zones; need to have considerations such as the evaluation wing at local level at different places.
- Community Radio is one that needs to have, in every 5-10 kms around, there must be a community radio where there must be broad cast with the assign work and ask to share information to the community.
- Who is going to evaluate at local level, people at the institutes must evolve students and indicators must be given about the buildings, water system, drainages, landslides areas flood areas, etc, this will evoke them to work together with DMA in disaster management work?
- Need to have local interaction which is not really doing, evenDDMA, where the posted officer doesn't even know what is his role of work, amount of funded for the work, the office is find running by the local office attendants. So, these are some of the important issues need to evaluate properly to make disaster management work successful. There must be involvement of women, students of higher education, academies and many more to collect information and do research of the behaviour, psychological status, communications for those disaster affected people at their level.
- Courses of DM are needed to revise. The current Courses are out-dated more emphasis on science, now the disaster is not prevented by science, it can be prevented by people, and people need understand law and governance to prevent disaster. Science gives only the information of how to act and when to act in times of disasters. She also mentioned the important points given in the international disasters Management.
- International collaboration with Disaster management is missing in humanitarian concern.
- If we don't allow NGOs to work, facilitate their rights by giving legal support, providing relief measures for disasters, relief on Visa, legal support on customs, on license to do work and these are not there in law.
- Even in the high prone areas of disaster we have not taken steps to incorporate with NGOs to work with, when NGOs are the lifeline for this institution of Disastermanagement and why is uniform forces are taken to help during DMs
- SAARC disaster management centre, we must evaluate their work, because this is really international humanitarian relief measures, they are supposed to take up many measures and according to the reports of few years nothing has been done and whatever has done are only in the hall, they need to disseminate the information and need to hand hold people, bring meaningful NGOs and carry forward the work and they need to strengthen the governments. Regional organization need to strengthen for instance she mentioned the BHIMSEN in west Bengal and SAARC, agreement met in 2011 where rapid response to be given in Disasters and nothing has been done yet.
- Food bank also dying up, she deeply emphasise to work on it and get it done with whatever we have, she also requested Home Ministry and NDMA to get done this task and hold the hands of willing organization and people to work together with SAARC nation

INGOs:

- The experience and summarise what they had learned, they reach out 77 lakhs people across the 24 states, covered 185 districts, that was great learning experience, with help of local partnership like CSOs, volunteers, local administrative.
- The focus on marginalised people, women, schedule caste, schedule tribes and most importantly migrant labours, with limited resources, they find out to help these people and create leadership to work with and reach out many other marginalised people and transparency was developed at the time of disasters to reach out people and ensure longer term resilience can be done. He also stresses that advocacy part is needed for better recovery and need to work more from whatever we are doing now

by different organizations, for instance Orissa was taken, progressive was there as Panchayati Raj order of 2014 which have mention to have comprehensive Migration planning in 11 disaster prone districts, which included, remuneration of migrants' worker, seasonal hostels for children of seasonal workers etc are there in migration plan but unfortunately this was not implemented. Many migrants about 55% who went back home are just flatten without work and put them into more vulnerable condition.

- Linkages to government schemes, the government schemes are not able to reach out to this group of required people, NREGA was started in many places but many have no idea about this, here we need to focus on who can provide them the awareness of the schemes and benefited them with government schemes which are meant for them.
- The local partnership had always very helpful in bringing out fruitful work, he mentioned that at the time of relief distribution, local people go forward to distributes from their own end, worker's facilitation centre, provide relief on the way to workers who are coming back home. So, during the time of disasters local partnerships play the most vital role, so it very impotent to have local partnerships
- The gender sensitive public health and humanitarian assistance to the most vulnerable families and impact of the crises on children, problems of girls and young women is minimized and mitigated. He also emphasises on priorities of them on four areas: Health & Hygiene, Nutrition & Education, Child protection and Economic Empowerment
- The three pillars on public priorities, basic needs and social economic impacts, they also focussed on giving general awareness, providing PPE kits to frontline workers and nutrition to community and help children to come back to schools, they targeted 50, 000 vulnerable families, 25,000 frontline workers, 6000,000 children and 1200 + villages in the initial stage but it was double at the end of the program, this was possible only with the help of local partnerships.
- Some of the targeted groups of migrant workers, people with disability, women headed families, senior citizens and Trans genders especially in Mumbai, Delhi and Pune and provided relief materials. Their most effort was to engaged children in the community as all schools are remained closed, tried their best to lessen their stress and less affected by the pandemic. Their best practice was to maintain contactless during relief distribution and followed the guidelines of the government and those people who were not able to come to get the relief, were delivered the relief products at their homes so they don't deprive from the relief. Specifically engaging children through creative works like painting and drawings, story writings, literary works etc, with help workers' community they managed to conduct the program successful.
- In the previous year of response 5 lakhs of people across India, raging migrant population, HIV infected person commercial sex workers, handloom workers other vulnerable groups of people, as a learning experience from this humanitarian work in responding to Pandemic, systematic task force procedure to response the pandemic there were some difficulties in carrying out the work as they are under prepared, prior to all these effort, they had already extended financial assistance which also carried forward their organization to work in close collaboration with existing government in responding to any disasters, it can be in giving mass awareness programs, relief distribution, supporting financial assistance etc.

CSRs

- The active involvement during the Uttarakhand flood, Jammu&Kashmir, Kerala flood, were a good learning for many CSRs.
- Multiple communication: Pre and Post disasters there is always need of communication to relieve the hardships, reach out with the the relief material, to provide Psycho support etc, for these it is required to communicate to the people and multiple communication like telephone technology, voice calls, social media, text messages help reduce stress, in going back to normal.
- Capacity building of local communities and partnership with local agencies who are specialised with emergency response training, has been helpful during the pandemic.

- Inclusion in relief distribution: Relief materials should reach to the needy one like the people with disability, elderly people, weaker sections of the society, worst affected by the disasters.
- Market backing: Micro entrepreneurship, small scale industries are mostly affected, from Government and other organizations have missing in putting them in consideration, they must be considered and help them in bringing back their work into normal, they were helped to get labours and market system was supported.
- Networking and multiplication: Try to make partners with many networking of local areas is very must, 5crores of meal was successful to distribute only with the help of the local NGOs, local people and more than 100 organizations were in hand to carry out the mission successfully.
- Coordination: Government, NGOs and local level coordination is very vital in bringing relief and governance of disasters, single NGO or Government will not be able to make successful until we coordinate closely.
- The lesson learned during the COVID-19 19, the most of important lesson is acknowledging the importance of technology. With the help of the technology people were able to get food and other basic need during the lockdown when people are restricted to movement. Many farmers could not sale their products and people could not reach them to buy, some dedicated people were able to collect the products and reach out the people through technology. System of JASCO, managed to engage 1200 people for the purpose of hygiene, where tons of waste materials are required to collect and this was very difficult during lockdown and health facilities were also facilitated by providing appointment through the health App, test bookings etc.
- Capacity building was another area of important to provide to the people as people are not easily able to accept the situation, at this situation Apps of today's technology help in redressing their problems awareness, psycho support with the help of new technology of different means.
- Resource mobilization is another area of important to discuss, many women were engaged to stich mask even for government to provide to millions of mass, here cooperate commitments are very important as many cooperates has given fund to the PM & CM care fund for the people to utilize at this crucial time. Linkage with NGOs is also particularly important to bring out any work successful at ground level, provide meals within the remote areas with the help of local NGOs and Panchayat Raj.

Way Forward from Technical Sessions:

- Case studies for each disaster that will highlight the learnings and challenges must be developed as a constant effort
- What existing measures such as environment district action plan and district environment plan can be enriching from the lesson, we have learnt
- Reviewing marginalised communities and socially pressed individuals getting adequate support must be constant effort (migrant workers etc.)
- Building of capacity in our Inter Agency Group in each state
- Ensure development systems that address the issues (Systemic preparedness)
- Establish Disaster Management Committee along with DM plan for all the efforts.
- Conduct training and mock drill (at least twice a year)
- Better coordination and access with Corporate sector
- Enhanced used of digital and internet technology.
- Coordinated and Collaborative approach between Government, NGOs and Corporates to access the resources and expertise.
- Continue to upgrade the documentation of digital recording and geo tagging of evidence of humanitarian intervention
- To Strengthen community feedback mechanism and collaboration at the state/dist. level (SDMA, DDMA, CSOs/FBOs)
- Need assessments should not be done in a hurry; speedy assessment is often inaccurate. JRNA is also important to cater to immediate needs of affected communities to establish proper mechanism.
- Sensitization and building awareness among key stakeholders.

- If govt. is able to manage any disaster out role is to support and compliment, there efforts by filling the gaps.
- Focus on long term preparedness than short term response. Issues regarding damages incurred by farmers due to loss of crop should be taken into special consideration, more attention is needed on small and marginal farmers just compensation won't be enough.
- Mapping of hot spots of social tensions and natural hazard vulnerability. The mapping community level volunteers for initial assessment
- Psychosocial support is a critical need and must be included in the disaster response. While mapping of agencies, orgs specialising in psychosocial support experts must be pre-mapped. Their location contact details should be mapped.
- Identification of key dynamics which may cause tensions. Pre-identification may include local NGOs, their goals and strengths, thematic areas of engagement.
- Community level volunteers should be mapped as they will have access to local communities. This measure will enable rapid assessments in areas where access is impacted due to floods, riots or any other disaster which hampers access.
- Leverage technology – use phones and zoom to train volunteers on what basic info is to be collected within first 24-48 hours to identify immediate needs.
- Medical care – scare of COVID precautions of physical distancing, exceedingly difficult to take precautions due to large numbers, packed lines, location was unfamiliar. Pre disaster assessment required in order to establish better medical facilities.
- Build capacity of local organisation that can act as a support system for larger organisation. Creating culture of preparedness and general awareness regarding all the issues among the communities through local panchayats or other local administration is very much important.
- Crucial to establish a central/nodal academy. Authentic information is important which is flooded with fake news in circulation.
- Govt (central and state) came up with IEC materials in vernacular languages which was crucial in reaching out to the masses. The govt of India had special suggestions and guidelines for especially abled persons via IEC material. This good practice should be continued
- NGO's have limited reach whereas the govt wants a pan reach. How can NGOS work together and promote partnerships to meet those requirements?
- SHG's are working, can we work through SHG's, Nehru Yuvak Kendra etc. (We need to build partnerships with civil society organizations) IAG and SHG.
- Both Govt and NGOs way to utilise development programs to mainstream DRR specially in urban context like Hyderabad to insure better and coordinated response and to effectively manage damages incurred by floods or any other disaster in an urban context
- While there is common consensus that urban context is more challenging, resources mapping, and utilisation can create can opportunity in better handling of an emergency.

Roadmap Ahead:

1. The need to change the thinking process, instead of using “Disaster Management” the use “Disaster Risk Management”. We should also shift our focus from Response to Preparedness.
2. Localization need to be defined in Indian context inclusive but not limited to cultural and vernacular variation
3. Use of appropriate vernaculars at the state and district levels to maximize the outreach
4. Assurance of political by-in for all humanitarian assistance along with the government
5. SOP for the IAG need to be revised through formation of the task force to strengthen the IAG work
6. IAG should focus on strengthening inter-sectoral coordination. It's very important to implement at CSO and govt. level. Even within CSO inter sector coordination has to be established. At the govt. level we are advocating to do the inter-sector coordination
7. Media and social media and corporate stakeholders should be brought in all humanitarian course of action. They should be part of IAG as well
8. Strengthening the documentation of humanitarian sector response efforts collaboratively
9. We all think of Multiple risk but recent times have taught us that we have to think of “Integrated Risk”

10. Main streaming DRR to ensure sustainability as a part of inter sectoral coordinating
11. Use of technology to increase efficiency and optimum overall results
12. Use of social media for intervention in humanitarian action specially for preparednes