Panvel Municipal Corporation

**STANDARD OPERATING PROCEDURES
FOR FIRE AND EMERGENCY SERVICES RESPONSE**

1. Purpose

To establish a comprehensive, systematic, and swift operational protocol for the Panvel Municipal Corporation (PMC) Fire Department as the **Primary Responding Agency (PRA)**. This SOP ensures effective response to fire, rescue, and allied emergencies to protect life, property, and the environment within PMC jurisdiction.

2. Scope

This SOP applies to all personnel of the PMC Fire Department, the PMC Emergency Control Room (ECR), and all other PMC departments that may be required to support fire and emergency operations.

3. Objectives

- Ensure immediate mobilization and response to all fire and emergency calls.
- Establish clear Incident Command System (ICS) for effective on-scene management.
- Define protocols for inter-departmental and inter-agency coordination.
- Standardize procedures for fire suppression, rescue operations, and hazard mitigation.
- Ensure post-incident analysis and readiness.

4. Definitions

- **Primary Responding Agency (PRA):** PMC Fire Department.
- **Incident Commander (IC):** The senior-most fire officer on scene, responsible for all incident operations.
- **Emergency Control Room (ECR):** PMC's integrated command and communication hub.
- **First Due:** The first fire appliance to arrive at the incident location.
- **Staging Area:** A designated location where additional resources await assignment.

5. Activation and mobilization

5.1. Call Reception & Dispatch:

1. All emergency calls (via 101, 112, or direct lines) are received by the **PMC ECR**.
2. ECR Operator ascertains:

   - Exact location (landmark, ward number)
   - Nature of emergency (fire type, rescue, hazmat)
   - Life hazard (persons trapped, injured)
   - Caller's identity and contact number.

3. Using pre-determined response plans, ECR immediately dispatches:

   - **First Due Engine** from the nearest fire station.

- o Additional **Strike Force** (additional engine, ladder, rescue tender) based on incident size-up.
- o **Station Officer** or **Senior Fire Officer**.

5.2. Simultaneous Alert to Support Agencies:

Upon dispatch, ECR will *simultaneously* alert:

- **Police Control Room:** For traffic management, crowd control, and scene security.
- **Ambulance Services (108/102):** For medical support and casualty transport.
- **PMC Water Supply Department:** To boost/maintain water pressure in the affected zone.
- **PMC Electricity Department:** For emergency power isolation in the affected area.

6. Response and size-up

6.1. Response Phase:

- Responding vehicles use designated emergency routes.
- Crews don Personal Protective Equipment (PPE) en-route.
- Officer-in-charge begins initial size-up based on visible indicators (smoke column, traffic congestion, radio updates).

6.2. Initial Arrival & Size-Up (First Due Officer):

The First Due Officer transmits a **CODE 1** (Preliminary) Report on the designated radio channel (FIRE-TAC-1):

- **"PMC Fire to ECR, on scene at [Address]."**
- **Conditions:** Building type, height, visible fire/smoke, occupancy.
- **Action:** Initiating scene survey/attack.
- **Needs:** Declare initial needs (e.g., "Additional two engines," "Hold other units," "Ambulance required").

7. Incident command system (ICS) – fire department as PRA

7.1. Establishment of Command:

- The first arriving fire officer establishes **"Fire Command."**
- A clearly identifiable **Incident Command Post (ICP)** is set up in a safe, strategic location (upwind, uphill, with clear access).
- The IC assumes responsibility for all strategic and tactical decisions.

7.2. Command Structure (Develops as incident escalates):

- **Incident Commander (IC):** Overall responsibility.
- **Operations Section:** Directs all tactical field operations (Fire Attack, Rescue, Ventilation).
- **Planning Section:** Collects and evaluates incident information, tracks resources.
- **Logistics Section:** Provides support, resources, and services.
- **Finance/Admin Section:** Tracks costs and provides administrative support.
- **Safety Officer:** Monitors scene for hazards and ensures personnel safety.

7.3. Strategic Priorities (In Order):

1. **Life Safety** (Rescue, Evacuation)
2. **Incident Stabilization** (Fire Confinement & Extinguishment)
3. **Property Conservation** (Salvage, Overhaul)
4. **Environmental Protection**

8. OPERATIONAL PROCEDURES

8.1. Scene Management:

- The IC, in consultation with Police, establishes:
    - **Hot Zone (Exclusion Zone):** Immediate hazard area. Only fully equipped firefighting/ rescue teams allowed.
    - **Warm Zone (Contamination Reduction Zone):** Decontamination and staging for personnel/equipment.
    - **Cold Zone (Support Zone):** Location for ICP, Staging, Ambulance, Media, and other support.
- Police are responsible for securing the outer perimeter and managing traffic/public.

8.2. Fire Attack Methodology:

- **RECEO-VS:** Standard guiding principle
  – **R**escue, **E**xposures, **C**onfinement, **E**xtinguishment, **O**verhaul –
  with **V**entilation and **S**alvage integrated throughout.
- Primary search is conducted concurrently with initial attack line deployment.
- Water supply is managed by the designated **Water Officer**.

8.3. Rescue Operations:

- Rescue is the *first* tactical priority.
- The IC will deploy dedicated **Search and Rescue Teams**.
- Extricated casualties are handed over to ambulance personnel at the designated **Casualty Collection Point**.

8.4. Coordination with Supporting Agencies:

- **Police:** The IC provides requirements for perimeter size and traffic points. Police work under the IC's operational plan for scene safety.
- **Ambulance:** The IC designates a safe **Ambulance Parking & Treatment Area**. Medical triage and transport are managed by ambulance personnel in coordination with the Fire Department's **Medical Unit Leader**.
- **PMC Departments:** The IC directs requirements:
    - **Water Dept:** Maintain/boost pressure at specific hydrants.
    - **Electricity Dept:** Isolate power to a specific building/block.
    - **Civil/Structure Dept:** Provide building plans and conduct post-fire stability assessment.

9. SPECIAL INCIDENTS

- **Hazardous Materials (HazMat):** Initiate isolate, deny entry, and notify procedures. Request specialized HazMat team if needed.
- **High-Rise Fire:** Implement high-rise SOP (use of Fire Fighter Lifts, Attack from floor below, Floor Control Room).
- **Forest/Wildland Fire:** Coordinate with Forest Department. Establish firebreaks. Prioritize exposure protection.

10. DE-ESCALATION AND TERMINATION

10.1. Overhaul & Investigation:

- Systematic search for hidden fire is conducted.
- The scene is preserved for **Origin & Cause Investigation** by the Fire Department's investigation cell, in coordination with Police if required.

10.2. Demobilization:

- IC authorizes release of units in a phased manner.
- All units inform ECR upon leaving the scene and returning to station.

10.3.   Post-Incident Activities:

- **Hot Debrief:** Conducted on-scene or immediately upon return to station for all involved crews.
- **Incident Report:** Station Officer submits a detailed report to the **Chief Fire Officer (PMC)** within 24 hours.
- **Critical Incident Stress Debriefing (CISD):** Offered to personnel involved in traumatic incidents.

11.   MAINTENANCE AND READINESS

- All appliances, equipment, and communications are checked daily.
- Pre-fire plans for major risk buildings are updated quarterly.
- Hydrants are inspected monthly by the Water Dept. in coordination with the Fire Dept.

12.   TRAINING AND DRILLS

- Weekly drills on firefighting, rescue, and equipment handling.
- Quarterly joint table-top and field exercises with Police, Ambulance, and PMC support departments.
- Annual certification for all personnel in basic and advanced firefighting/rescue techniques.