

STANDARD OPERATING PROCEDURES(SOPs)
FOR ATTENDING FIRE CALL



**FIRE & EMERGENCY SERVICES,
NAGALAND**

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Chapter -1

Introduction:

STANDARD OPERATING PROCEDURES (SOPs)

SOPs (also known as standard operating guidelines) are, in their simplest form, a “how to” guideline for fire fighters to follow to achieve a desired goal. SOPs should not be viewed as rules and regulations but rather as a roadmap to achieve specific goals and objectives. The course of action directed in SOPs ensures efficiency, predictability, consistency, and safety for all fire fighters operating on the fire ground.

SOPs are to offer practical framework for emergency operations and to effectively integrate the effort of all members, officers and fireman. This will facilitate an organized and orderly tactical operation and a more effective effort in combating fire at any given point of time.

As important as fire fighting, SOPs are to operational success at the fire ground. Developing SOPs for the many other responsibilities that modern fire departments face is crucial as well; they respond to many types of emergencies that require the same efficiency, predictability, consistency, and safety as fire fighting.

In today's context the country is developing at a fast pace, the fire service has become an important agency for sustainable development of the country growth and progress.

Once an SOP is developed, the next step is to ensure that all fire fighters are trained on the SOP. Formal training is usually required and that training can take the form of drills in the station or training programs taken up by the department. SOPs are an important blueprint for all fire department operations and should be included in every promotional exam of the department. When fire fighters are studying and preparing for a promotional exam, they will study these SOPs to the point that they become ingrained in the fire fighter's skill set.

While the effort to incorporate the best practical success of SOPs, the guidelines and procedures are subject to amendment as and when demand.



Chapter-2
DURING PEACE TIME

I. Duties and responsibilities:

A. Officer-in-Charge (not below the rank of SI)

- i. To serve as Administrative and Operational Head of the Fire Station within his jurisdiction.
- ii. To oversee all the maintenance of the appliances and equipments and assign station routine work to his subordinate and lower rank officials and staff.
- iii. Ensure the work done from the lower ranks at station as well at the scene of fire, rescue service calls or mass disaster case.
- iv. Assign duties to subordinates and lower rank officials / staff at station level.
- v. To deliver lecture on various subjects pertaining to fire prevention, precautions and life safety etc as assigned.
- vi. Any other work or duty that is assigned to him by Divisional/Regional/Directorate Office.
- vii. Ensure Discipline, Command & Control, implementation of Government Order, Acts and Rules etc in the functioning of the Office as well as Station under his jurisdiction.
- viii. To receive instructions and to report to Divisional/Regional/Directorate Office for any official works.
- ix. To be well acquainted with all the information regarding water facilities, communication, topography and fire risks in the area / fire station jurisdictions.
- x. Inspect scenes of fire or accidents to identify causes or discover significant findings or investigation of fire to ascertain the cause of fire.
- xi. Submit the finding with detail report of fire incident (as per the format) along with photograph, videos etc to Divisional/Regional/Directorate Office for record keeping.
- xii. During Fire shall assume over all supervisory work at Station level. He will be responsible for coordination with commanders at the fire scene, officers at Divisional/Regional/Directorate Office for assistance, nearest Fire Station (in case of reinforcement), Traffic Control Room for traffic regulation, Police Station, District Administration, Paramilitary, SDRF/NDRF, Medical etc for assistance (if Required). On arrival of the Department Senior Officer, he will brief and hand over the charge to Senior Officer, and in-case required he shall proceed to fire scene and assume the charge of Commander at site.
- xiii. Will act as Public Relation Officer (PRO) for passing information to media for a specific fire incident, however any derogatory statement, sensitive information, department policy and project or any information which may tarnish the image of the department shall not be passed on to media house.

- xiv. Shall report to Divisional/Regional/Directorate Office for any requisition, absent report, indiscipline report, leave forwarding etc.
- xv. To inform the personnel through Social media, or through other means to alert and report to Fire station for reinforcement, if required.

B. 2nd Officer-in-Charge/ 2 I/C

The 2nd seniormost Officer in the rank of Inspector/Station Officer, Sub-Inspector/Asst. Station Officer, Asst. Sub-Inspector/ Leading Fireman will assume the charge of 2nd Officer-in-Charge/2 I/C. He shall be Subordinate to OC and to assist the OC in discharging the following duties:-

- i. To be In-charge of fire Station in absence of OC
- ii. To take charge of the vehicles, equipment's, gears etc. and report to OC any lapses in the vehicle, appliances, equipment's, PPEs etc
- iii. Take charge during 24 hrs change over shift.
- iv. To hand over the charge to the incoming shift in charge.
- v. To extract the strictest obedience to the subordinate and be obedient and be respectful to the superiors.
- vi. To attend fire calls, building collapses, other services call and to carry out the operations and direct the staff to work in safe and efficient manner.
- vii. To deliver lecture on various subjects pertaining to fire prevention, Protection and Life safety etc.
- viii. Carry out special jobs/works assigned by senior officers.
- ix. To impart practical as well as the theoretical training to Subordinate and to the general Public
- x. Attend control Room duties as and when assigned by Superiors / Senior officers.
- xi. Any other work or duty that is assigned to him by OC/Divisional/Regional/ /Directorate.

C. Duty Commander (Insp/SI/ASI/Hav):

- i. Irrespective of Rank, shall perform duties as below:
 - a. Assign duties to subordinates and lower rank officials / staff during his duty shift (i.e 24hrs)
 - b. To extract the strictest discipline to the subordinate and be obedient and be respectful to the superiors. If any lapse in discipline by duty shift personnel, shall directly report to OC for further course of disciplinary action.
 - c. Shall coordinate with OC/2nd OC in assigning role and responsibilities of shift duties.
 - d. Shall be responsible to oversee the duties and assignment of duty personnel in performing their assigned task. In-case of any lapse or failure by shift duty personnel. He shall be directly answerable to OC, 2nd OC or any visiting senior officer.

- ii. Any other work or duty that is assigned to him by OC/2nd OC/Senior Officer/Divisional/Regional/ /Directorate.

D. Station Writer/ Naik Clerk

- i. Keeping proper records at the station level.
- ii. To prepare duty roster and maintain GD in consultation with OC.
- iii. To record and communicate the shortage of the staff.
- iv. To keep the attendance of the staff under Fire Station up to date.
- v. To receive and dispatch.
- vi. Any other work or duty that is assigned to him by Senior Officer/OC/Divisional/Regional/ /Directorate Office.

E. Pump Operator / Driver Constable / Havildar (MT)

- i. To maintain Fire engines in working condition.
- ii. Shall be responsible for daily maintenance of fire engine and its accessories and report any shortfall to OC/2nd OC for repair/replacement.
- iii. Shall see to it that adequate quantity of POL is maintained.
- iv. Shall be responsible for warming of fire engine on daily basis or routine schedule provided by competent authority.
- v. Shall maintain that Fire engines are all clean and movable parts are oiled/greased all the time.
- vi. Shall drive fire engine to scene of fire /building collapse and other emergencies and to operate the pump and carry out such operational duties as may be required by his superiors.
- vii. To be well acquainted with all the information regarding water facilities, communication, topography, traffic of fire station jurisdictions
- viii. Any other work or duty that is assigned to him by Senior Officer/OC/Divisional/Regional/ /Directorate Office.

F. Fireman

- i. To attend fire or other emergency call such as Building Collapses, Rescue operation etc.
- ii. To be well acquainted with all the information regarding water facilities, communication, topography, traffic of Fire Station jurisdiction.
- iii. To keep the station premises and station appliances neat and clean and keep the fire and rescue appliances and other equipments in good working conditions.
- iv. To remain alert while on duty all the time and not to leave the place of duty assigned by the superiors without prior permission / reliever.
- v. To assist the Driver Constable and Superiors in proper maintenance of appliances and equipments.
- vi. While on sentry duty he shall be responsible : –
 - a) To guard all the properties, fixtures fittings of the entire station premises.



- b) To see that no unauthorized persons enter the station premises.
- c) To remain alert all the time while watch room duty.
- d) Control the movement of the vehicles while attending and returning from emergency and others to avoid accidents.
- e) To maintain log book/register

viii. Any other work or duty that is assigned to him by Senior Officer/OC/Divisional/Regional/ /Directorate Office.

G. Control Room Operator/WRO/Telephone Duty.

- i. Shall be responsible for manning the Control Room of the station.
- ii. To inform/ alarm the emergency duty personnel on duty for occurrence of fire or any other emergency calls.
- iii. To inform the Station personnel through social media, or any other means.
- iv. To perform the following:
 - a. shall note down the name of the caller, number, date & time of incident
 - b. Find out the exact location of the fire or any emergencies from the caller.
 - c. Ask the caller about the type of fire and type of building.
 - d. Inform the Traffic Control Room for traffic regulation from Fire Station to fire scene
 - e. Notify the nearest fire station for re-enforcement about the fire or incident for assistance if needed.
 - f. Inform the Power Station to cut-off the power line of the specific incident location.
 - g. Inform OC immediately in-case if it happens after office hour.
- v. Any other work or duty that is assigned to him by OC/2nd OC/ Senior Officer/ Divisional/Regional/ /Directorate.

H. NCE

- i. Shall perform any role and duties as assigned by senior officers.
- ii. Any other work or duty that is assigned to him by OC/2nd OC/ Senior Officer/Divisional/Regional/ /Directorate.



Chapter-3
DURING FIRE OR ANY EMERGENCY CALL

1. On Receiving a Fire Call:

- a) Fire calls maybe received from running caller, mobile or landline, social media platform, email, apps through Android or IOS, or any other means of communication.
- b) The Control Room/The telephone Duty shall respond in a polite manner and obtain all relevant information from the Caller: as note in duties and responsibilities in **chapter 2 duties and Responsibilities of the Control room operator or Telephone Duty.**
- c) Hoax/False Calls is an offence as per Section 37 of the Nagaland Fire &Emergency Service Act, 2021 and shall be dealt as per the said Act against the defaulter. *(sic : shall be punishable with imprisonment for a term which may extend to three months, or with fine which may extend to Ten thousand rupees, or withboth).*
- d) A Verification Call should be made in ascertaining the Case and Nature of Fire and the Topography or the shortest possible Route etc, and expect simultaneous Calls.
- e) On recording all possible details, he shall inform the commander and alert the Duty Personnel for Combat Action.
- f) Shall carry out duties and responsibilities as noted in **Chapter 2 duties and Responsibilities of the Control room operator or Telephone Duty.**
- g) OC shall disseminate information about the fire incident in 101 whatsapp official group, all nearby Fire Station shall be in readiness to turn out for reinforcement if required.
- h) In-case a fire call is received via 101 number, the concern fire Station shall immediately alert the nearest fire station or concern jurisdiction by acquiring the requisite information as noted in **chapter 2 duties and Responsibilities of the Control room operator or Telephone Duty.**

2. Turn-out

- a) The Duty Officer/Commander should immediately mobilize the Resources according to the requirements (should not be more than 2 minutes for turn out).
- b) The Quick ResponseTeam(QRT)/ Emergency duty team shall turn out in Combat dress (orange & Navy Blue)/operational/field dress with available PPEs.
- c) The Pump operator/ Driver Constable shall immediately turn on the emergency beacon light and Siren (fire Mode).

3. On the way to fire site/incident site:

- (i) While on the way, the commander should detailed/distributed tasks to the crew members and motivate the crew. And check that all crew are properly equip with available PPEs and in combat/operational/field dress.
- (ii) The Commander shall see to it that the pump operator/Driver should maintain a Reasonable Speed and observe Safety rules.

- (iii) The Fire Crew shall take the shortest possible and available route to the Fire Ground/Incident Site, while observing traffic rules.
- (iv) Under Section 15 (10) of The Nagaland Fire & Emergency Service Act 2021, While responding to emergency calls, the vehicle or personnel of the Fire & Emergency Services shall have the **Right of Way** over National Highways, State Highways, Village roads or any other roads or ways and also the Fire & Emergency Services shall have the Right Of Way by use of force if deemed fit/necessary(sic). In the event of incident, the provisions of THE MOTOR VEHICLES (AMENDMENT) ACT, 2019, under Section 194 (E), shall be applicable.
- (v) **Accidents :-** While proceeding to the Fire ground, there is a possibility that the Water Tender/Vehicle meets with an accident, such as knocking down a Man, in which case; Proceed to the Fire Ground after dropping your Leading Fireman or a Senior Fireman with the First Aid Box, with instructions to:-
 - (a) Render First Aid to the injured person.
 - (b) Report to a Policeman, if possible to assist him.
 - (c) Arrange for sending him to Hospital.
 - (d) If the accident happens in a Rural Area, where there is no Ambulance available, then the Second Fire Engine may be used for dropping off the Casualty to Hospital.
- (vi) If the Vehicle/Water Tender is damaged and cannot proceed to the Fire Ground/ Incident Site, then:-
 - (a) Ride the Second Vehicle/Water Tender and proceed to the Fire Ground.
 - (b) Take the Crew of the damaged Vehicle also along with, excepting the Driver and a Leading Fireman or a Fireman.
- (vii) In case of a Motor Vehicle accident, involving any Injury to a Person, the above procedures may be followed accordingly.
- (viii) If a Motor Vehicle accident does not involve any Injury to a Person, the Crew shall not waste much time but proceed straight to the Fire Ground and if any complaints or grievances arise, it shall be dealt with later at Station or Headquarters.
- (ix) In the event of any such accident, information should be immediately sent to Fire Station or Head Quarters for further necessary action or sending of additional Vehicles/Water Tender.

4. On reaching fire site/incident site:

(a) **Arrival at the Scene and Assessment :-**

- (i) The Duty Officer/Commander on reaching the Incident site should immediately take control of the Command and Operations and make a quick assessment of the situation.
- (ii) The Duty Officer/Commander shall categorise the Fire as **Small, Medium or Major** accordingly as per the intensity of the inferno. He shall immediately report to control room or OC through available means of communication. The Officer-in-charge shall execute relevant Duties & Responsibilities as noted in **chapter 2 duties and Responsibilities of the Officer-in-Charge.**

- (iii) In the event of any other Senior Officer or Authority arriving at the Fire Ground, the commander shall provide/play Supervisory and Coordinating Role.
- (iv) In case of turn out of Fire Station to other Jurisdiction for firefighting, the firefighting shall not cease however, fire report shall be prepared by the Fire Station under whose jurisdiction fall (the 1st turn out party to provide detail first information report), the other Fire Station Team other than their jurisdiction shall be considered as reenforced team.
- (v) The duty commander shall coordinate with Police, Administration, Paramilitary at the incident site to provide security and Cordon off the Area to avoid unnecessary Public disturbances.
- (vi) Any Person or other party causing disturbances or obstructions to the Fire fighting Crew while in action, shall be liable to various Legal proceedings and Penalties as per Section 36 of the Nagaland Fire & Emergency Service Act, 2021. *(sic : shall be punishable with imprisonment for a term which may extend to three months, or with fine which may extend to Ten thousand rupees, or with both)*
- (vii) Shall call Police to assist/ cordon off the fire site as per Section 57 of the Nagaland Fire & Emergency Service Act, 2021 *(sic: Police officers and others to aid)*

(b) Fire fighting and Search & Rescue (SAR):

- (i) The First and foremost duty of a Firefighter is to Save Lives. Carry out Rescue work immediately.
- (ii) During SAR if any casualty/ Victim is found, take to a safe place, administer first aid and send to hospital.
- (iii) "Crew safety first and then the safety for the others" Shall be adopted.
- (iv) Watch out for **Flash over** (i.e a condition in enclosed spaces where all flammable substances are turn in flammable vapour/gas due to shortage of oxygen/air) and **Backdraft** (i.e a condition in enclosed space where on introduction of Oxygen through ventilation by opening/breaking of door/window lead to sudden intense fire/explosive fire) without proper technic and precaution may injured fire fighters.
- (v) Prioritisation of line of attack is a must, priority shall be to prevent the spread of fire.
- (vi) Systematic Method of Entry should be adopted while entering the Building
- (vii) Safe working Distance shall be maintained all the time.
- (viii) While working in Darkness, carry proper Lighting Apparatus and stay safe from Wires.
- (ix) While working in Smoke. Put on BA Sets and PPEs. All protocols for wearing BA set shall be followed.
- (x) Messages to be sent at regular intervals, updating about the progress of the Operations to control room or OC.
- (xi) The Concerned Officer/Commander should keep a vigilant Eye to see that everyone is doing his Job properly and is in safe position.

- (xii) In case of any Injury to any of the Fire fighters, immediate Evacuation and Treatment should be resorted to and information given to Station or Headquarters.
- (xiii) Look out for signs of Building collapse and withdraw Men and Appliances to a safe distance.
- (xiv) Salvage work to be followed. While executing the Salvage work no person shall concede any property for his personal gain/interest .
- (xv) Sending 'Fire Out' message and then order for Locking and Making Up(a condition after the last fire is douse off, where pump disengaged, disconnect hose line, search & rescue tools, branch pipe, BA sets are housed in Fire engine/rescue tender).
- (xvi) Record and Prepare the Fire Incident Report/Commanders Handbook.
- (xvii) No personnel shall communicate with media houses, NGOs, public leaders or any official except designated PRO/OC.

5. The fire service community shall be immune to the action taken for firefighting purpose as prescribe in Section 15 of the Nagaland Fire & Emergency Service Act, 2021.

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Chapter- 4
ON RETURN TO FIRE STATION:

- (a) Conduct Check Parade and see that all Duty Personnel are present and safe, and in case of any injury, due Care and Treatment shall be taken accordingly and inform Divisional Office/Regional Office/ Directorate
- (b) Check all Fire Appliances and Equipment's, Diesel/Petrol, Oil etc. of all Vehicles and Pumps which attended the Fire Call, and report for Repair and Maintenance if any.
- (c) Dry up Hoses and other Equipment's and Tools.
- (d) Recharge Oxygen Cylinders of BA Sets if used.
- (e) Drivers to check the condition of fire tenders and report to duty commanders if vehicle needs repair to meet the next emergency call.
- (f) All the fire appliances used in the operations have to be checked. If any loss or damage is observed, make arrangement for replacement and make the appliances ready for duty again. Report on damage or loss of fire appliances has to forward to FHQ for requisition if necessary.
- (g) The duty commander shall fill up the incident report format/commander's handbook to be signed and forwarded by the Officer-in-charge to FHQ.
- (h) The Station Officer should write a brief report in the GD, Commander Handbook and also dispatch W.T/Flash message to Fire Headquarter.
- (i) Fire personnel on completion of the task be ready and prepared for the next exigency.

“We serve to save”


M. Takutemsu
Under Secretary
Home Department
Police Branch.