

**MAHARAJA BIJLI PASI GOVERNMENT PG COLLEGE, ASHIANA,**  
**LUCKNOW, UP**

**Standard Operating Procedure (SOP) for Critical Incidents and Emergency**  
**Response**

### **1. Purpose**

The purpose of this Standard Operating Procedure (SOP) is to establish a systematic framework for preventing, responding to, managing, and recovering from critical incidents and emergencies within the institution. The SOP aims to ensure the safety and security of students, faculty, staff, visitors, and institutional property while minimizing disruption to academic and administrative activities.

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### **2. Scope**

This SOP applies to all students, teaching and non-teaching staff, contractual personnel, visitors, and other stakeholders present within the institution's premises.

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### **3. Definition of Critical Incidents**

A critical incident includes, but is not limited to:

- Fire or explosion
  - Medical emergencies
  - Natural disasters (earthquake, flood, storm, lightning, etc.)
  - Building collapse or structural damage
  - Electrical hazards
  - Chemical or laboratory accidents
  - Violence, assault, or security threats
  - Bomb threat or suspicious object
  - Gas leakage
  - Pandemic or infectious disease outbreak
  - Any event that poses an immediate risk to life, health, or property
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### **4. Emergency Response Committee (ERC)**

The institution shall constitute an Emergency Response Committee comprising:

- Principal/Head of Institution – Chairperson
- Disaster Response Management Committee Incharge – Incident Coordinator
- Security Officer-Local Police Station Representative
- Medical Officer/Health Centre Representative
- NSS/NCC Coordinator/s
- Fire & Safety Coordinator-Local fire Station Representative
- Office-Maintenance Team
- Faculty Representatives
- Student Representatives (where appropriate)

The committee shall review preparedness periodically and coordinate emergency response activities.

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## **5. Roles and Responsibilities**

### **Principal/Head of Institution**

- Overall command and decision-making.
- Coordinate with district administration, police, fire services, and hospitals.
- Authorize evacuation or temporary closure, if required.

### **Incident Coordinator**

- Assess the situation.
- Activate the emergency response plan.
- Coordinate emergency teams.

### **Security Staff**

- Secure affected area.
- Assist evacuation.
- Guide emergency services.

### **Faculty Members**

- Ensure orderly evacuation of students.
- Account for students at assembly points.
- Report missing or injured persons.

### **Students**

- Follow official instructions.
- Avoid panic.
- Cooperate during evacuation.

### **Maintenance Team**

- Shut down electricity, gas, or water supply when necessary.
- Assist in restoring essential services.

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## **6. Emergency Communication**

During any emergency:

- Inform the Principal immediately.
- Activate emergency alarm/public address system.
- Contact Police, Fire Service, Ambulance, or Disaster Management authorities as applicable.
- Notify parents/guardians when necessary.
- Maintain a communication log.

Emergency contact numbers shall be displayed prominently across the campus.

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## **7. Emergency Response Procedures**

### **A. Fire Emergency**

- Raise the fire alarm immediately.
- Call the Fire Service.
- Use fire extinguishers only if trained and safe.
- Evacuate through designated exits.
- Do not use elevators.
- Assemble at the designated assembly point.
- Conduct attendance verification.

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### **B. Medical Emergency**

- Inform the Health Centre/First Aid Team immediately.
- Provide first aid if trained.

- Call an ambulance if required.
  - Inform parents/guardians.
  - Record the incident.
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### **C. Earthquake**

- Follow "Drop, Cover, and Hold On."
  - Stay away from windows and heavy furniture.
  - After shaking stops, evacuate calmly.
  - Assemble in an open area.
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### **D. Flood/Storm**

- Shift people to safer locations.
  - Disconnect electrical supply if required.
  - Avoid flooded areas.
  - Follow directions issued by local authorities.
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### **E. Bomb Threat/Suspicious Object**

- Inform Police immediately.
  - Do not touch suspicious objects.
  - Evacuate the affected area.
  - Follow instructions from security agencies.
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### **F. Chemical/Laboratory Accident**

- Evacuate laboratory if necessary.
  - Use spill control procedures.
  - Provide first aid.
  - Inform laboratory in-charge and administration.
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### **G. Violence/Security Threat**

- Inform security and police immediately.
  - Lockdown or evacuate depending on the situation.
  - Keep students in safe locations.
  - Avoid confrontation with the offender.
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## **8. Evacuation Procedure**

- Emergency alarm shall be activated.
  - Occupants shall evacuate using the nearest safe exit.
  - Faculty shall guide students.
  - Persons with disabilities shall receive assistance.
  - Everyone shall report to the designated assembly area.
  - Attendance shall be verified.
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## **9. First Aid**

The institution shall ensure:

- Availability of fully equipped first aid kits.
- Trained first aid personnel.
- Tie-up with the nearest hospital.
- Emergency transportation whenever required.

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## 10. Documentation

Following every incident:

- Prepare an Incident Report.
  - Record injuries, damages, and actions taken.
  - Maintain photographic evidence wherever applicable.
  - Submit the report to the Principal.
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## 11. Recovery and Restoration

After the emergency:

- Assess structural and operational safety.
  - Restore utilities.
  - Provide counselling support if required.
  - Resume academic activities only after ensuring safety.
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## 12. Training and Mock Drills

The institution shall:

- Conduct fire and evacuation drills at least twice every academic year.
  - Organize awareness programmes on disaster management.
  - Train staff in first aid and emergency response.
  - Review preparedness after every drill.
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## 13. Review of SOP

This SOP shall be reviewed annually or immediately after any major incident to incorporate lessons learned, statutory changes, and best practices.

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## 14. Emergency Contact Directory

The institution shall maintain an updated list of:

- Fire Service
- Police Station
- Ambulance Service
- District Disaster Management Authority
- Nearby Government Hospital
- Electricity Department
- Gas Supply Agency
- Principal
- Emergency Response Committee Members

The contact list shall be displayed at all strategic locations on campus.

This Standard Operating Procedure is approved by the Head of the Institution and shall come into effect immediately upon its issuance. All departments shall ensure strict compliance with the provisions contained herein.

  
Approved By: Prof Suman Gupta

Principal

प्राचार्य

Effective Date: 01/07/2026

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