



सत्यमेव जयते

# **TAMIL NADU FLOODS**

## **LESSONS LEARNT & BEST PRACTICES**

**A REPORT**



**National Disaster Management Authority**  
Government of India

**BEST PRACTICES  
ADOPTED BY  
GOVERNMENT OF  
TAMIL NADU  
POST 2015 FLOODS**

**A STUDY REPORT  
BY NDMA**





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### FOREWORD

Urban floods are a comparatively new phenomenon in India. Preparedness and mitigation measures for these floods are different from riverine floods, which occur in identified flood-prone regions in the country.

Tamil Nadu, which does fall under the flood-risk zone, recorded an exceptionally heavy rainfall during November-December, 2015 due to the North East Monsoons. This led to devastating floods in the capital city of Chennai and two adjoining districts - Kancheepuram and Thiruvallur.

The floods caused major damages to irrigation infrastructure, roads and public amenities as well as loss of human lives and livestock. The floods also damaged household durable assets and motor vehicles, and rendered many homes uninhabitable. The Govt. of Tamil Nadu took various measures to bring relief to people and to provide relief to the people and restore normalcy.

In this backdrop, this study was taken up to document the best practices adopted by Tamil Nadu, especially issue of duplicate records/ certificates to the flood-affected people. This study also examined the long-term measures being undertaken by the State to make its cities flood resilient. Based on the study some recommendations are also made for risk mitigation.

We acknowledge the support and cooperation extended by the Govt. of Tamil Nadu in our efforts to document the best practices adopted during the 2015 floods. We are hopeful that this study will help other State Governments plan flood preparedness and rehabilitation efforts.

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#### **ACKNOWLEDGEMENT**

Flood is one of the most common disasters and affects a large number of people in India. There are well-demarcated flood-prone regions in the country for which various preparatory measures have been taken. However, in the recent past, floods have occurred in areas that were never considered prone to flooding. It is important to study these events to understand the phenomenon better, zero in on the causes and put adequate and efficient systems in place to prevent reoccurrences. Such studies also help us identify gaps as well as document best practices, which may come handy in disaster management planning. Such studies also bring out new and innovative practices which may prove helpful for management of such hazards in an effective and efficient manner.

One such innovative practice adopted by the Govt. of Tamil Nadu was the single-window approach for issuing duplicates of the documents lost during the Chennai floods in 2015. NDMA decided to study and document this initiative so that it may further be widely disseminated to other States.

I thank Dr. K. Satyagopal, Principal Secretary and Commissioner of Revenue Administration, Govt. of Tamil Nadu, who was instrumental in facilitating the study. I would also like to thank Shri Atulya Mishra, Principal Secretary, Industries, Govt. of Tamil Nadu, for his insights into the management of 2015 floods as the then Principal Secretary/Commissioner of Revenue Administration.

Dr. D. Kartikeyan, Commissioner, Chennai Municipal Corporation and Shri P. Poorniah, IAS, District Collector, Kancheepuram facilitated the meetings and the field visits. Ms. Sangeetha, Collector-in-charge, Chennai also organised a meeting wherein all the stakeholders were present. I highly appreciate this facilitation, including arranging interaction with the beneficiaries. Without this, the study could not have been completed.

I thank the beneficiaries, who were issued duplicate documents/certificates free of cost, for sharing with us first-person accounts of the entire process.

I express my sincere thanks and gratitude to the Government of Tamil Nadu for facilitating the team during its visit, and for extending all possible help and cooperation in conducting this study.

My special thanks are due to the Members of NDMA for their unwavering support to this study tour as well as to other initiatives towards Disaster Risk Reduction (DRR). I would also like to thank the organisation and its staff for the institutional support.

In the end, I would like to thank Shri Naval Prakash, SRO, NDMA and Shri Shankar Mahto, Senior Consultant, River and Flood Erosion, NDMA, for their valuable contribution in conducting the study and finalising this report.

*V. Thirupugazh*

Dr. V. Thirupugazh,  
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# **BEST PRACTICES ADOPTED BY GOVERNMENT OF TAMIL NADU POST 2015 FLOODS**

## **A STUDY REPORT BY NDMA**



### Background

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- 1.1 Tamil Nadu recorded an exceptionally heavy rainfall during November - December 2015 due to the North East Monsoons. This unprecedented rainfall took place in four spells:
- November 8-10, 2015 causing extensive damages, mainly in Cuddalore district;
  - November 12-13, 2015 severely affecting Kancheepuram town;
  - November 15-17, 2015 bringing heavy rain to Chennai and the adjoining districts of Kancheepuram and Thiruvallur; and
  - November 30 to December 07, 2015 which again hit Chennai and the two adjoining districts with such great intensity that it marooned large parts of the metropolis causing severe damage and destruction, and marooning large parts of the metropolis with people stranded on rooftops for days together, especially in the low-lying areas.
- (Source: Memorandum by Government of Tamil Nadu)*
- 1.2 While the first three spells of rains caused flooding in many districts of Tamil Nadu, causing damages to infrastructure and property and distress to people, the final spell on 2<sup>nd</sup> December, 2015, flooded densely populated areas of Chennai Metropolis and adjoining districts of Kancheepuram and Thiruvallur. This unprecedented rainfall in a short duration led to devastating flash floods causing major damages to irrigation infrastructure, roads and public amenities as well as loss of human lives and livestock.





## Rainfall Pattern of Tamil Nadu

2.1 Tamil Nadu receives most of its rainfall from North East Monsoons. The normal pattern of rainfall distribution is as follows:

Table 1 - Rainfall Pattern of Tamil Nadu

Season	Months	Normal Rainfall (in mm)	Percentage of Annual Rainfall
Winter Rains	January-February	31.3	3.40%
Summer Rains	March-May	128.0	13.90%
Southwest Monsoon	June-September	321.2	34.88%
Northeast Monsoon	October-December	440.4	47.82%
Average Rainfall		920.9	100.00%

(Source: Memorandum by Government of Tamil Nadu)

2.2 It is obvious from the Table 1 that the State receives nearly 48% of the precipitation from the North East Monsoons during the period from October to December.



## Rainfall Pattern of 2015

3.1 Typically, rainfall during this season occurs in multiple spells, following formation of systems of low pressure area over the Bay of Bengal, which may intensify to deep depression and cyclones, when accompanied by high speed winds. In 2015, the North East Monsoon commenced late on 28.10.2015 and three synoptic weather systems formed over Bay of Bengal caused floods in Tamil Nadu:

- Deep Depression over the Bay of Bengal between 8<sup>th</sup> November and 10<sup>th</sup> November, 2015;
- Low pressure area over South West Bay of Bengal between 12<sup>th</sup> November and 18<sup>th</sup> November 2015; and
- Low pressure over South West Bay of Bengal between 28<sup>th</sup> November and 4<sup>th</sup> December 2015.

- 3.2 The Metropolitan City of Chennai along with the adjoining districts of Kancheepuram and Thiruvallur and the coastal district of Cuddalore were badly affected. During November 2015, Chennai received 101.8 cms rainfall, which is the highest recorded rainfall in a month since 1918.
- 3.3 District wise rainfall received during the period from 1.12.2015 to 5.12.2015 is given below in Table 2.

**Table 2 – Rainfall Pattern of the most affected Districts during North East Monsoons, 2015**

Sl. No.	District	Actual Rainfall for 5 Days (in mm)	Normal Rainfall for 5 Days (in mm)	Excess %
1	Chennai	399.0	40.6	+ 883 %
2	Kancheepuram	467.2	34.5	+ 1254 %
3	Tiruvallur	335.2	34.8	+ 863 %
4	Cuddalore	274.8	49.9	+ 451%
5	Nagapattinam	263.1	73.9	+ 256 %
6	Viluppuram	240.0	27.8	+ 764 %

(Source: Memorandum by Government of Tamil Nadu)

- 3.4 In the districts of Chennai, Kancheepuram and Tiruvallur, it had received about 2.5, 3.8 and 3.2 times normal levels of rainfall respectively. Cuddalore District received 1.9 times normal rainfall, while Nagapattinam and Viluppuram received over 2.5 times normal rainfall.
- 3.5 Chennai, Thiruvallur and Kancheepuram districts received a rainfall of 22 cm, 23 cm and 24 cm respectively on 15<sup>th</sup> November 2015. These districts again received a very high rainfall of 27.6 cm, 25.8 cm and 33.6 cm respectively on 1<sup>st</sup> December 2015. Tambaram received 494.2 mm, Chembarambakkam in Thiruvallur district received 475.0 mm and Kattukuppam in Kancheepuram district received 429 mm of rainfall on the same day.



## Flood and Aftermath

- 4.1 The outcome of this unprecedented level of downpour was immediate and disastrous with major water bodies getting filled and flowing into major rivers, Adyar, Cooum and Kosathalai, which in turn overflowed into densely populated areas of Chennai City, transforming Chennai into islands of houses in a vast expanse of water many feet high. This flood put a large number of urban populace of these areas in great difficulty and caused severe damages to public and private property. Water entered buildings, even in first floors in some areas, stranding residents on building rooftops without essential provisions - food, water and electricity, besides completely damaging all their household durable assets and motor vehicles, and rendering their homes uninhabitable for long period to come. People were shifted to temporary shelters set up by the State Government.

- 4.2 To address the issue of loss of important documents of flood-affected people in Chennai, Thiruvallur, Kamcheepuram and Cuddalore districts, the Hon'ble Chief Minister, in an announcement dated 07.12.2015, ordered for exemption from payment of fees for obtaining copies and duplicate of documents (driving licence, R.C. Books, etc.). Officials were directed to conduct special camps for two weeks to facilitate the process (Annexure I).
- 4.3 All government departments, particularly eleven major departments - Revenue, Civil Supplies, Census, Banks, Registration, Corporation of Chennai, Oil Corporation, Transport, School Education, District Differently Abled Welfare Office (DDAWO) and Industrial Training Institutes (ITIs) of the Department of Technical Education - participated in the exercise. Single-window camps (All participating departments had put up stalls) were conducted for ease of filing and tending to all applications.



## Study of Best Practices by NDMA

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- 5.1 A team headed by Dr. V. Thiruppugazh, Joint Secretary (Policy and Plan), NDMA, visited Chennai and Kancheepuram in June, 2017 for assessing the post-flood relief measures by the Government of Tamil Nadu for the affected population in Chennai and Kancheepuram districts. The team comprised the following officials:
- Dr. V. Thiruppugazh, Joint Secretary (Policy and Plan), NDMA
  - Shri Nawal Prakash, Senior Research Officer, NDMA
  - Shri Shankar Mahto, Senior Consultant (Flood and River Erosion), NDMA



## Objectives of the Visit

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- 6.1 The objectives for study by the team consisted of the following:
- To study the best practices adopted by Tamil Nadu and the lessons learnt in the issue of duplicate records/certificates, etc. to the flood affected people.
  - To study the lessons learnt from the flood and subsequent measures being undertaken for better preparedness.
  - Make recommendations and disseminate the best practices to other States and stakeholders.



## Places Visited

### Kancheepuram

7.1 The team visited Kancheepuram Collectorate on 21.06.2017 wherein it interacted with officials as well as beneficiaries. Interactions included:-

- a) PPTs by the district administration (Flood Damages in Kamcheepuram District in the North East Monsoon 2015, An Appraisal on 2015 Floods & Preparedness and the Vardah Cyclone 2016: Damages, Rescue, Relief and Restoration in Kancheepuram District).
- b) Short videos on the 2015 Floods and 2016 the Vardah Cyclone.
- c) Interactions with officials (List of officials attached at Annexure II).
- d) Interactions with beneficiaries (Some first-person accounts are attached as Annexure VI).



7.2 The team visited several desiltation sites where silt clearance activities in the rivers were going on as part of preparedness to face any future flood disasters.





7.3 The team also visited the Chembarambakkam Tank, the largest irrigation tank in Tamil Nadu to understand its functioning and role in water management in the State.



### Office of the Commissioner of Revenue Administration (CRA Office), Chennai

- 7.4 The team visited CRA Office, Chennai on 22.06.2017 wherein it interacted with Dr. K. Satyagopal, Principal Secretary/Commissioner of Revenue Administration and other senior officials (List of officials attached at Annexure III).
- 7.5 The Team also met Shri Atulya Mishra, Principal Secretary, Industries, Government of Tamil Nadu. Shri Mishra was the Principal Secretary/Commissioner of Revenue Administration during 2015 floods.

### Visit to Greater Chennai Corporation

- 7.6 The team visited Greater Chennai Corporation wherein it interacted with officials and also visited their Control Room to observe their warning dissemination network. Interactions included:-

- PPTs by the Greater Chennai Corporation (2015 Floods: Chennai Challenges, Integrated Storm Water Drain System for the Expanded areas of Chennai Corporation and Vardah 2016: Chennai Landfall).
- Short videos on the 2015 floods and 2016 Vardah Cyclone.
- Interactions with officials (List of officials attached at Annexure IV).



## Chennai Collectorate

7.7 The team visited Chennai Collectorate wherein it interacted with officials as well as beneficiaries. Interactions included -

- a) PPTs by the District Administration (Chennai District North East Monsoon 2015 – Presentation on the Issuance of Certificates/ Documents to the affected People who lost their Certificates/ other Documents).
- b) Short videos on the 2015 floods and 2016 Vardah Cyclone.
- c) Interactions with officials (List of officials attached at Annexure V).
- d) Interactions with beneficiaries (Some first-person accounts of beneficiaries are attached as Annexure VI).





## Highlight of the visit-Major Observation

### Best Practice: Issuing of Duplicate Certificates/Documents

- 8.1 When officers visited these temporary shelters, affected people expressed anxiety about important documents and certificates such as patta, educational certificates, Aadhaar Card, Voter ID Cards, Bank Pass Books, RC Books, Driving Licences, etc. that they had lost in the floods. The same were communicated to the government.
- 8.2 The Hon'ble Chief Minister, in an announcement dated 07.12.2015, among other things ordered for exemption from payment of fees for obtaining copies and duplicate of documents (Driving Licence, R.C. Books, etc.) by those who lost them due to heavy flood in Chennai, Thiruvallur, Kamcheepuram and Cuddalore districts (Annexure I).

### Camps for Lost Documents/Certificates

- 8.3 The Government also directed officials to conduct special camps for two weeks beginning 14.12.2015 in which various State Government Departments and Central Government Organisations were to participate and receive applications from the affected public and issue necessary copies of documents within a week without collecting any fee. This order was applicable for the flood-affected people of Chennai, Kancheepuram, Thiruvallur and Cuddalore districts only and was to stay in force till the completion of the special camps for issue of the above said copies/duplicate documents. Subsequently, the issue of duplicate documents was initiated free of cost (Annexure VII).
- 8.4 Camps for issuing duplicate documents were planned for 14-day duration i.e. from December 14 to 28, 2015. These camps were run from 8 AM to 6 PM. Principal Secretary (Admn.) was appointed as the monitoring officer and other IAS officers were appointed as nodal officers to ensure smooth functioning of these camps. Special camps were organised at the Taluka level for issue of certificates to persons who lost them in the floods. Arrangements were also made to receive applications for replacement of such documents at Common Service Centres. Formats of Applications for various documents are at Annexure VIII to XIII.
- 8.5 Affected people had to apply for issuance of duplicate documents in the camps in requisite formats, which were made widely available. No FIRs for the lost documents were required to be filed. Applications were to be compulsorily made on standardised bilingual application forms, which were given to the applicants free of cost. Applications submitted thus were acknowledged (on a card), thoroughly verified by the respective departments and duplicates were issued within two weeks. Individuals were informed on their mobile numbers to collect copies of duplicate certificates/ documents on their becoming ready for delivery.
- 8.6 A decentralised decision-making approach was adopted by nodal officers for taking on-the-spot decisions.



- 8.7 All government departments, particularly eleven major departments – Revenue, Civil Supplies, Census, Banks, Registration, Corporation of Chennai, Oil Corporation, Transport, School Education, District Differently Abled Welfare Office (DDAWO) and Industrial Training Institutes (ITIs) of the Department of Technical Education – participated in the exercise.
- 8.8 Information about these camps was provided to the general public about two weeks in advance. Various modes of communication were used to make them aware about these camps. Auto rickshaw – based speaker announcements were made too, to ensure that the maximum number of affected people make use of these camps.
- 8.9 At each of these camps, two reception desks were established for guiding the applicants. In Chennai, a total of 51,654 applications were received for issuing duplicate certificates/documents (details are at Table 3). All these applications were scrutinized and relevant documents were provided to the applicants. These camps, conducted in all flood-affected districts, were a major success.
- 8.10 In Kancheepuram, a total of 42,810 applications were received in these camps. While a majority of applications (37,001) were successfully disposed, 5,809 applications were rejected for want of certain procedural lapses or information mismatch. It may be noted here that out of 5,809 rejected applications, 4,112 were pertaining to Family Card/Ration Card (details are at Table 4). A detailed scrutiny of these applications through the data available with the Fair Price Shops under Public Distribution System (PDS) brought out the fact that a lot of duplicacy of information had happened. Many applicants had multiple ration cards and the information provided by them had accuracy issues. Based on the inputs given by Fair Price Shops, only genuine applicants were issued duplicate ration cards.
- 8.11 College students also raised their concern about their college certificates which were lost or mutilated due to flood water. However, during these camps College certificates were not issued as it involved different Universities.
- 8.12 Village Administrative Officers (VAO) helped people who did not know the survey number/patta number. Computers from taluka offices along with printers were brought to the camps to help people with the patta numbers.
- 8.13 Applications were entertained even if the applicant's original documents were registered in a different taluka. Applications were transmitted to the concerned authority where the original document was registered, duplicate was obtained and handed over to individuals.



## Lessons Learnt from Practices Adopted by Tamil Nadu

- 9.1 People/communities living in vulnerable areas should be made aware about the importance of their certificates/documents and the need to store them at safe places.
- 9.2 People should be encouraged to link their Government documents to Aadhaar.
- 9.3 Develop standard formats for collecting requisite information from applicants. The formats for issuing of duplicate copies of various documents used by Government of Tamil Nadu are enclosed in annexure for your reference.
- 9.4 Establish Common Service Centres at multiple locations for ease of filing applications.
- 9.5 Documents to be issued on the basis of a certification about the loss to be issued by the concerned Tehsildar; no need to file an FIR to report the loss.
- 9.6 Documents should be issued free of cost or at a nominal cost as deemed appropriate.

Table 3: Details of applications in special camps in Chennai

S. No.	Name of the Department	Applications Received	Applications Disposed	Percentage of Disposal	Certificates/ Documents / Aid Material Issued	Documents Relied upon
1.	Revenue	1,785	1,785	100	a) Legal Heirship certificate b) Patta c) Community Certificate d) Income Certificate	a) Flood-affected certificate issued by Tehsildar b) Through field enquiry
2.	Civil Supplies	3,295	3,295	100	a) Ration Card	a) Flood affected certificate issued by the concerned Tehsildar b) Verification of 'A' register maintained in the concerned ration shop

3.	Census	3,383	3,383	100	a) Aadhaar UID	a) Flood affected certificate issued by the concerned Tehsildar b) Bio-metric details captured in the camp were cross-checked with the back-up data
4.	Banks	2,423	2,423	100	a) Account Pass book b) Entries in the pass book c) ATM Card	a) Flood affected certificate issued by the concerned Tehsildar b) Photos taken and KYC details collected in the camps were verified with the respective bank branches
5.	Registration	2,439	2,439	100	a) Sale Deed Document b) Gift Deed c) Partition Deed d) Parent Documents	a) Flood affected certificate issued by the concerned Tehsildar b) Search of documents by the name of the parties involved and the survey number of the village from the back up data in the respective Sub-Registrar offices
6.	Corporation of Chennai	13,407	13,407	100	N/A	N/A
7.	Oil Corporation	1,639	1,639	100	a) Gas connection book b) Refill cylinders in lieu of lost cylinders on collection of 50 % of the original cost.	a) Flood affected certificate issued by the concerned Tehsildar b) Verification of Registers/Data maintained by the respective gas agencies
8.	Transport	12,039	12,039	100	a) Registration Certificate of the vehicle b) Driving Licence c) Vehicle Permit	a) Flood affected certificate issued by the concerned Tehsildar b) Verification of Registers/Data maintained by the respective Regional Transport Offices (RTOs) c) Special camps were conducted to test run the vehicles by the applicants

9.	School Education	10,971	10,971	100	a) Transfer Certificate b) Conduct Certificate c) Mark sheet	a) Flood affected certificate issued by the concerned Tehsildar b) Verification of Registers/Data maintained by the respective schools and Directorates
10.	DDAWO	174	174	100	a) Tricycle b) Wheelchairs c) Crutches d) National Identity Card	a) Flood affected certificate issued by the concerned Tehsildar b) Special camps were conducted to assess the disability status of the applicants by the doctors
11.	Technical Education (ITIs)	99	99	100	a) National Trade Certificate (NTC)	a) Flood affected certificate issued by the concerned Tehsildar b) Verification of records maintained by the Directorate
	<b>Total</b>	<b>51,645</b>	<b>51,645</b>	<b>100</b>		

Table 4: Details of applications in special camps in Kancheepuram

Petition Details	Bank Pass Book	Family Card	Aadhaar Card	Patta Copy	Registered document copy	EPIC (Elector's Photo Identity Card)	Gas Connection Book	Driving Licence	School Certificate	Birth and Death Certificate copy	Developmental Disabilities Regional Offices (DDRO)	ITI	Employment	Total
Receipt	432	12608	1887	2878	2668	11211	231	4928	4096	1867	1	2	1	42810
Accepted & Copy Issued	412	8496	1061	2812	2278	11203	200	4627	4086	1822	1	2	1	37001
Rejected*	20	4112	826	66	390	8	31	301	10	45	0	0	0	5809

\* Cases of rejection for want of certain procedural lapses or information mismatch.



## Application of Key Lessons Learnt

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10.1 Each disaster presents an opportunity to learn from it. The Tamil Nadu Government used the opportunity presented to it after the December 2015 deluge to strengthen disaster preparedness in the State. A year later, in December 2016, the city was face-to-face with another extreme weather event, the tropical Cyclone Vardah. This time around, the government had put in place preparedness measures to deal with any freak rainfall, flood, cloudburst, drought or cyclonic storm incident well in advance. Accordingly, Tamil Nadu SDMA vide Letter No. NC1 (4)/5779/2016, dated 04.10.2016 issued an Order to all District Collectors and Greater Chennai Corporation with consolidated instructions to be followed for North East Monsoons 2016 complete with a check list and formats for reporting the implementation and progress of various measures weekly (Annexure XIV). This greatly minimized loss of lives as rescue and evacuation operations could be effectively organized. Massive restoration efforts were launched and the infrastructure was brought back to normalcy within a very short time.

10.2 Key highlights of the preparedness measures taken to mitigate the impact of Vardah Cyclone and North East Monsoons during 2016 are as follows:

- Special drive to clean channels leading to water tanks is undertaken before the monsoon season.
- Gaps between Government and Private Sector efforts were bridged. Private companies came forward, post-disaster, for repairing vehicles, re-phasing loans and personnel management.
- The State Government had convened a meeting with all Stakeholders to discuss their contingency plans which ensured pre-emptive deployment of response forces. Additional Teams of NDRF, SDRF and Columns from Army, Navy and Coast Guard were mobilized and pre-positioned in vulnerable areas.
- Similar meetings were held at the district and state level to sensitize hospitals, educational and industrial organizations, communication service providers and Oil Companies etc. sensitizing them to be equipped with institutional strategies for immediate response during disasters. They were also sensitized to make back-up arrangements to ensure continuity of life saving services, especially in the hospitals.
- A coordinated approach covered timely evacuation and minimum casualties.
- Power supplies were turned off during floods/cyclonic storms.
- Diesel Generators (DG) were shifted to elevated level/upper floors. DG sets of mobile service operators were damaged during 2015 floods as they were installed in the basements.
- Sufficient diesel/oil stock with power/oil/telecom companies with proper storage facilities at safe locations. While only BSNL had enough stock during 2015, each of these service providers had enough stock during the 2016 North East Monsoon.

- During the 2016 North East Monsoons, at least 5,000 culverts were cleaned beforehand. Similarly, bridges and culvert outlets were also cleaned – 500 metres upstream and an equal distance downstream.
- Awareness among local communities on Do's and Don'ts and knowledge of escape routes and relief shelters.
- Ministers and Senior Officers were designated for each district/zone during the North East Monsoon 2016 to monitor preparedness measures and inter-departmental coordination.
- Education Department distributed Books/uniforms/other learning aids for school children as soon as possible in the relief camps itself, as was done in 2015. This had resulted in maintaining learning outcomes/exam results.
- When schools were re-opened after floods, water storage tanks were cleaned and filled with fresh water.
- Power supply to government hospital buildings were restored first. Later, step-by-step restoration of power for other important establishments was done.
- Animals /cattle were untied during flood situations.
- Chlorination of water tanks were done before North East Monsoon season.
- Volunteers with skills of swimming and climbing were enrolled as first responders with a team of ten such responders in each vulnerable area. A total of 1499 first responders team were formed. Mobile teams of snake catchers were also formed.
- Massive exercises for desilting 22,899 tanks and 11,446 kms of water bodies were taken up. In addition, clearing of blockages on either side of at least 15,870 bridges and more than 1.4 lac culverts for up to 500 upstream and downstream were also undertaken and encroachments were removed.
- A total of 6,960 recharge pits were created and 8,657 defunct bore-wells were also converted as recharge-pits.
- Formation of green corridors in vulnerable areas to facilitate rapid movement of rescue teams to undertake necessary operations.



## Other Measures Taken for Better Preparedness

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11.1 Besides immediate relief measures, Govt. of Tamil Nadu had also undertaken a slew of long-term measures to prevent the recurrence of a similar disaster situation in the future. These initiatives address the fundamental causes underlying such catastrophes and can easily be contextualized for major cities across the country.

- Master Plan 2030, drawing lessons from the 2015 deluge, is under preparation. This will result in an institutional framework to manage disasters of such magnitude by way of a long-term plan.
- Long-term conservation and response plans are being drawn.
- Regulation of tanks/reservoirs is being prepared.
- Classification and subsequent mapping of both rural/urban areas to decide their vulnerability to flooding depending on inundation: 5ft. and above water - high vulnerability; 2-3 ft. water - moderate vulnerability, less than 2 ft. water - low vulnerability.
- Plans to deploy unmanned vehicles (drones) for aerial photography.
- Proposal to equip SDRF with cranes of 100 tonnes capacity to remove blockages due to water hyacinths.
- UAV photogrammetry of all rivers in rural areas.
- Sea-side Storm Surge Modelling.
- Study the designed discharge capacity of tanks as it may have cascading effects on breaching of tanks.
- A compendium of water resources to be made public.
- Constitute Inter-Departmental Teams with Team Leaders for pre-inspection and monitoring designated areas.
- Identify escape routes to the nearest relief shelter on vulnerability maps.
- Hospitals were asked to prepare their emergency plans.



## Suggestive Measures Based on Tamil Nadu Experience

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- Do not depend only on field officers for getting information.
- Need for deployment of boats strategically near vulnerable/low-lying areas during monsoons. Pre-positioning of lorries and JCBs, etc. too needs to be done in consonance with vulnerability of the area.
- Need to deploy *Aapda Mitra* at every level for preparedness.
- Need to train youngsters as first responders. Integration between these first responders and official response teams at the local level should be ensured.
- Need to set up additional emergency operation centres.
- Public Interest Litigations (PILs) should not be entertained within a specified period (say within 15-30 days of any such event) to ensure that relief and rescue work are not hampered.
- Need to maintain all records electronically. In Tamil Nadu, these records are available both with the Revenue and the IT Department.
- Overall infrastructural improvements as preparedness and/or mitigation measure.
- Availability of multiple-channel HAM radios for uninterrupted communication despite communication network breakdown during a disaster. Officials/front-line responders/community responders should also be trained on how to use HAM radios.
- Documentation of best practices.
- Need to revise Disaster Management Plans.
- Removal of encroachments on river banks, timely inspection before each monsoon cycle.
- Generators are needed in all taluka offices for power back up. Water supply also gets disturbed due to lack of power.
- Need for special cattle ponds to cater to their needs as well as preventing spread of diseases through community ponds.
- Civil supplies corporations should maintain sufficient stocks and should be able to move them swiftly whenever needed.
- Only one designated office/officer/spokesperson should give out information to the media.
- Soil analysis and land use pattern should be taken into account while planning for urban flood mitigation in any city/town.
- A policy should be made regarding a standard family kit that will be delivered to the affected families in case of a disaster.
- Public awareness on disasters needs to be created with a community-based participatory approach to disaster risk reduction.
- Information from the Meteorological Department needs to be made user-friendly.
- Suggestive Formats for issuing duplicate copies of various Documents (Annexure XV to XVIII).





## Specific Recommendations for Government of Tamil Nadu

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- A high-level expert committee for Chennai city should be formed. This committee should be given adequate authority to take decisions on-site to appropriately regulate and release water from upstream lakes/tanks keeping in view hydrological and meteorological forecasts issued for the region. During heavy rainfall, this committee should have a final say on releasing water from lakes/tanks/water bodies on the basis of reviewing the inflow forecasts.
- Chennai city should develop its own network of Automatic Weather Stations (AWS), say one station for every four sq. km., for effective monitoring of rainfall and issuing of warnings. These should be used in conjunction with satellite map animations, IMD warnings and flood forecasting software. It should address sudden thunderstorm flooding (20 mm/hr to 120 mm/hr), rapid moving weather disturbances, heavy rains due to various factors, etc.
- Documentation of best practices and sharing the same in public domain so that other States may learn and mitigate risks of flooding based on Chennai's experience. This may also help other countries, especially the developing nations of Asia, plan flood rehabilitation efforts.



தருக்கம்

பேரிடர் மேலாண்மை - 2015ஆம் வருட வடகிழக்கு பருவமழை காலத்தில் ஏற்பட்ட வெள்ளத்தின் காரணமாக நிலம் மற்றும் வீட்டு மனைப் பட்டா, கல்வி சான்றிதழ் மற்றும் பிற சான்றிதழ்களை இழந்த பொதுமக்களுக்கு அவற்றை வழங்கும் பொருட்டு சிறப்பு முகாம் நடத்துதல் - ஆணை வெளியிடப்படுகிறது.

வருவாய் [பே.மே.2] துறை

அரசு ஆணை (நிலை) எண்.423

நாள்:07.12.2015

மன்மத, கார்த்திகை 21,  
திருவள்ளூரவரண்டு 2046

படிக்கவும்

மாண்புமிகு முதலமைச்சர் அவர்களின் அறிக்கை, நாள் 07.12.2015

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ஆணை:

மாண்புமிகு முதலமைச்சர் அவர்கள், 2015ஆம் வருட வடகிழக்கு பருவமழை காலத்தில் ஏற்பட்ட வெள்ளத்தின் காரணமாக நிலம் மற்றும் வீட்டு மனைப் பட்டா, கல்வி சான்றிதழ் மற்றும் இதுபோன்ற பிற சான்றிதழ்களை இழந்த பொதுமக்களுக்கு அவற்றை வழங்கும் பொருட்டு ஆணை பிறப்பித்துள்ளார்கள்.

2. மாண்புமிகு முதலமைச்சர் அவர்களின் அறிக்கையில் ஆணையிட்டுள்ளவாறு ஆவணங்களை இழந்துள்ள பொதுமக்களுக்கு மீண்டும் அவற்றை வழங்கும் பொருட்டு பின்வருமாறு ஆணையிடப்படுகிறது:-

(அ) வெள்ளத்தின் காரணமாக பொதுமக்கள் இழந்துள்ள நிலம் மற்றும் வீட்டு மனைப் பட்டா, கல்வி சான்றிதழ், எரி வாயு இணைப்பு அட்டை, ஆதார் அடையாள அட்டை, வாக்காளர் அடையாள அட்டை, வங்கி கணக்குப் புத்தகம், நிலம்/ வீட்டு கிரைப் பத்திரம் உள்ளிட்ட ஆவணங்களை அவர்களுக்கு வழங்கும் பொருட்டு சிறப்பு முகாம்கள் பாதிப்படந்த பகுதிகளான சென்னை, காஞ்சிபுரம், திருவள்ளூர் மற்றும் கடலூர் மாவட்டங்களுக்குட்பட்ட வருவாய் வட்டங்களிலும், கல்வி சான்றிதழ்களுக்கு, பள்ளி மற்றும் கல்லூரிகளிலும் வருகின்ற 14.12.2015 முதல் இரண்டு வாரங்களுக்கு நடத்தப்படும். இம்முகாம்களில், தமிழ்நாடு அரசின் பல்வேறு துறை அதிகாரிகளும், மத்திய அரசின் தொடர்புடைய நிறுவனங்களின் அதிகாரிகளும் கலந்து கொண்டு பொதுமக்களிடமிருந்து விண்ணப்பங்களை பெற்று ஒரு வாரத்திற்குள்ளாக நகல் ஆவணங்களை கட்டணமின்றி வழங்குவர். சிறப்பு முகாம்களில் மட்டுமின்றி பொதுமக்கள் விண்ணப்பங்களை பொது சேவை மையங்கள் மூலமாகவும் கொடுத்து நகல் ஆவணங்களைப் பெறலாம்.

/தயிபா/

(ஆ) ஒட்டுநர் உரிமச் சான்று, வாகன பதிவுச் சான்று (R.C Book) ஆகியவற்றை இழந்த ஆட்டோ ஒட்டுநர்கள் உள்ளிட்ட அனைவருக்கும் மேற்காணும் நடைமுறைப்படி ஆவணங்கள் வழங்கப்படும்.

(ஆளுநரின் ஆணைப்படி)

சு. ஞானதேசிகன்,  
தலைமைச் செயலாளர்.

பெறுநர்

முதன்மைச் செயலாளர்/வருவாய் நிருவாக ஆணையர்,

எழிலகம், சேப்பாக்கம், சென்னை-600 005

கூடுதல் தலைமைச் செயலாளர்,

போக்குவரத்து துறை, தலைமைச் செயலகம், சென்னை- 600 009.

முதன்மைச் செயலாளர்,

பள்ளிக் கல்வித் துறை, தலைமைச் செயலகம், சென்னை-600 009.

முதன்மைச் செயலாளர் (பொறுப்பு),

வணிகவரி மற்றும் பதிவு துறை, தலைமைச் செயலகம், சென்னை-600 009.

முதன்மைச் செயலாளர் (பொறுப்பு),

பிற்படுத்தப்பட்டோர், மிகப்பிற்படுத்தப்பட்டோர் மற்றும்

சிறுபான்மையினர் நலத் துறை,

தலைமைச் செயலகம், சென்னை-600 009.

செயலாளர்,

ஆதிதிராவிடர் மற்றும் பழங்குடியினர் நலத் துறை,

தலைமைச் செயலகம், சென்னை-600 009.

செயலாளர்,

உயர்கல்வித் துறை, தலைமைச் செயலகம், சென்னை-600 009.

மாவட்ட ஆட்சியர்கள்,

சென்னை, காஞ்சிபுரம், திருவள்ளூர் மற்றும் கடலூர் மாவட்டம்.

நகல்

வருவாய்த்துறை அமைச்சரின் சிறப்பு

நேர்முக உதவியாளர், தலைமைச் செயலகம், சென்னை- 600 009.

தலைமைச் செயலாளர் அவர்களின் முதுநிலை தனிச் செயலர்

தலைமைச் செயலகம், சென்னை - 600 009.

அரசு செயலாளர், வருவாய்த்துறை அவர்களின் முதுநிலை

தனிச்செயலாளர், சென்னை- 600 009.

முதலமைச்சர் அலுவலகம், சென்னை-600 009.

இடிகோ/உதிரி

//ஆணைப்படி அனுப்பப்படுகிறது//



பிரிவு அலுவலர்.



மாவட்ட ஆட்சித் தலைவர், காஞ்சிபுரம் அவர்களின் செயல்முறைகள்.

முன்னிலை : திருமதி இரா.கஜலட்சுமி, இ.ஆ.ப.

நக. 12663/2015 பே.மே

நாள் +12-2015.

பொருள்.	பேர்டர் மேலாண்மை - 2015-ம் ஆண்டு வருட வடகிழக்கு பருவமழை காலத்தில் ஏற்பட்ட வெள்ளத்தின் காரணமாக நிலம் மற்றும் வீட்டு மனை மட்டா, கல்வி சான்றிதழ் மற்றும் பிறச் சான்றிதழ்களை இழந்த பொதுமக்களுக்கு அவற்றை வழங்கும் பொருட்டு சிறப்பு முகாம் நடத்துதல் தொடர்பாக
பார்வை	1.அரசு ஆணை (நிலை) எண்.423 வருவாய் (பே.மே.2) துறை நாள்.07.12.2015. 2.மாவட்ட ஆட்சித் தலைவர் அவர்களின் கட்ட நடவடிக்கைகள் நக. 12663/2015 பே.மே. நாள் 11.12.2015. 3.சம்மந்தப்பட்ட ஆவணங்கள்.

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பார்வை 1ல் கண்ட அரசாணையின்படி 2015-ம் வருட வடகிழக்கு பருவமழையின் காரணமாக ஏற்பட்ட வெள்ளப்பெருக்கின் காரணமாக பொதுமக்கள் இழந்த அவர்களுடைய வீட்டு மனை மட்டா, கல்வி சான்றிதழ், எரிவாயு இணைப்பு அட்டை, ஆதார் அடையாள அட்டை, வாக்காளர் அடையாள அட்டை, வங்கி கணக்கு புத்தகம், ஓட்டுனர் உரிமம் உள்ளிட்ட ஆவணங்களின் நகல்கள் வழங்குவதற்காக வருவாய் வட்டங்களில் சிறப்பு முகாம்கள் அமையப்பது தொடர்பான ஆய்வுக் கட்டம் 11.12.2015 அன்று மாவட்ட ஆட்சியர் அலுவலகத்தில் நடைபெற்றது.

2. சிறப்பு முகாம்கள் 14.12.2015 அன்று முதல் இரண்டு வாரங்களுக்கு நடத்தப்படவுள்ளதால் ஒவ்வொரு வட்டங்களிலும் அட்டவணைப்படி சிறப்பு முகாம்கள் நடத்தப்படவேண்டும் எனவும் இது குறித்து சம்மந்தப்பட்ட கிராம நிர்வாக அலுவலர் அலுவலகங்களிலும் வட்ட அளவில் சம்மந்தப்பட்ட கிராம பஞ்சாயத்து அலுவலகங்களிலும் உரிய விளம்பரப்படுத்த நடவடிக்கை மேற்கொள்ள அறிவுறுத்தப்பட்டது. இது தொடர்பான கட்ட நடவடிக்கைகள் பார்வை 2ல் கண்ட கடிதத்தில் அனைத்து சார்நிலை அலுவலர்களுக்கும் அனுப்பப்பட்டது.

3. மேற்படி முகாமில் துறை வாரியாக பங்கேற்கும் அலுவலர்களின் பட்டியல் பெறப்பட்டு வட்ட வாரியாக இணைப்பில் கண்டவாறு நிபுணம் செய்து உத்தரவிடப்படுகிறது.

4. சிறப்பு முகாமில் பொதுமக்கள் அவர்களுடைய வீட்டு மனை பட்டா, கல்வி சான்றிதழ், எரிவாயு இணைப்பு அட்டை, ஆதார அடையாள அட்டை, வாக்காளர் அடையாள அட்டை, வங்கி கணக்கு புத்தகம், ஓட்டுனர் உரிமம் உள்ளிட்ட ஆவணங்களின் நகல்கள் கோரி வரப்பெறும் விண்ணப்பங்கள் பெற்று அரசு ஆணைப்படி ஒரு வாரத்திற்குள்ளாக நகல் ஆவணங்களை கட்டணமின்றி வழங்கப்பட வேண்டும். சிறப்பு முகாம்களில் மட்டுமின்றி, பொதுமக்கள் விண்ணப்பங்களை பொது சேவை மையங்கள் மூலமாகவும் கொடுத்து நகல் ஆவணங்களைப் பெறலாம் எனவும் உத்தரவிடப்படுகிறது.

5. எனவே, சிறப்பு முகாமில் பெறப்பட்ட மனுக்களின் விவரங்களை 14.12.2015 முதல் அன்றைய தினம் மாலை 6.00 மணியளவில் முன்னேற்ற அறிக்கைகளை மாவட்டாட்சியின் தேர்முக உதவியாளர் (பொது) என்பவருக்கு துறை வாரியாக அனுப்புவாறு கேட்டுக்கொள்ளப்படுகிறது.

6. முகாமின் பொது போதிய காவல்துறை பாதுகாப்புக்கு ஏற்பாடு செய்யவும் வட்டாட்சியருக்கு அறிவுறுத்தப்படுகிறது.

மாவட்ட ஆட்சித் தலைவர்,

காஞ்சிபுரம்.

பெற்றநர்.

சம்மந்தப்பட்ட அலுவலர்கள்.

நகல்: காவல்துறை கண்காணிப்பாளர், காஞ்சிபுரம்.

காவல்துறை துணை ஆணையர், பரங்கிமலை.

## Annexure II

### List of Participants at Kancheepuram on 21.06.2017

Sl. No.	Name and Designation
1.	P. Ponniah I.A.S., District Collector
2.	K. Sowrirajan, District Revenue Officer
3.	C. Manoharan, District Fire Officer, Kancheepuram
4.	K. Vasubabu, Joint Director of Agriculture, Kancheepuram
5.	P. Sumathy, Tahsildar, Walajabad
6.	A.A. Muthu, RTO, Kancheepuram
7.	K. Rajammal, Tahsildar, Uthiramerur
8.	G. Karpagam, Tahsildar, Maduranthagam
9.	P. Quri, Tahsildar, Kancheepuram
10.	T. Poornachandran, EE/North TANGEDCO, Kancheepuram
11.	C. Swaraj, EE/S/KPM, TANGEDCO, Kancheepuram
12.	K. Selvam, EE/General TANGEDCO/Chengalpet
13.	K. Kannan, Assistant, DEO, Chengalpet
14.	K. Ganapathy, DEO, Chengalpet
15.	N. Sri Ranganathan, JA, CEO Office, Kancheepuram
16.	V.R. Girija, Superintendent, DEO, Kancheepuram
17.	A. Ulaganathan, Divisional Accountant, DE Highway, Chengalpet
18.	S. Thanigaivel, Senior Drafting Officer
19.	T. Dhanasekaran, Tahsildar, Alandur
20.	N. Manogaran, Tahsildar, Thirukazhukundram

21.	W. Bharanikumar, District Medical Officer, DDHS,Kancheepuram
22.	M. Elumalai, Tahsildar, Sriperumbudur
23.	V.M. Seetha, Special Tahsildar (Election), Kancheepuram
24.	G. Annie Selva Sonia, Inspector of Fisheries
25.	V. Thamizhselvi, DADWO, Kancheepuram
26.	K. Balaji, Deputy Tahsildar, Chengalpet
27.	S. Dhanlakshmi, Tahsildar, Deputy Inspection Cell Officer, Kancheepuram/Tiruvallur
28.	R. M. Ibrahim, Tahsildar, Chengalpet
29.	V. Mohan, Head Clerk, AD Town Panchayat, Kancheepuram
30.	P. Radhakrishnan, Assistant Engineer, Sriperumbudur Town Panchayat
31.	P. Shantha Jayalakshmi, E.O Townpanchayat, Peerkankaranai
32.	A. Natrajan, Assistant Engineer, Town Panchayat
33.	T.N. Kamal Raj, Executive Officer, Perungalathur Town Panchayat
34.	N.M. Murugan, EO, Mamallapuram Town Panchayat
35.	V. Rajendran, EO, Karunguzhi Town Panchayat
36.	M. Venkatesh, EO Nandivaram Guduvancheri Town Panchayat
37.	M. Kesavan, EO Uthiramerur Town Panchayat
38.	R. Govindaraju, JE, Chitlapakkam Town Panchyat
39.	C. Umamaheswari, Revenue Assistant, Thiruporur Taluk
40.	A. Sardar, Commissioner, Kancheepuram Municipality
41.	K. Mahendran, Municipal Engineer, Kancheepuram Municipality
42.	E. Sathyaseelan, Assistant Engineer, Kancheepuram Municipality
43.	S. Chockalingam, Assistant Executive Engineer, PWD Buildings
44.	K. Sathiya Narayanan, CSR, JR (Co-op), Kancheepuram

45.	R. J. Adhiyaman, GM, KCC Bank, Kancheepuram
46.	DR. FintonMissen, JD (AH), Kancheepuram.
47.	M. Hebsur Rehman, Lead Bank Manager, Kancheepuram
48.	M. Manivasakam, AD (Panchayat), Maduranthagam
49.	R. Rama PrabaNalini, Agriculture Officer (PPM)
50.	P. Devi Shyamala, HO(Tech), Deputy Director Horticulture
51.	P. Manivannan, Suprintendent, District Forest Office
52.	B. Murali, DBCWO
53.	R. Manoharan DR, Chennai (Audit) South
54.	M. Devaki, District Registrar, Kancheepuram
55.	P. P. Sumathi, District Registrar Chengalpet
56.	Dr. K. Kalpana, Residential Medical Officer, Joint Direcor of Health Service Office, Kancheepuram
57.	M. Murali, Programmer (Election), Collectorate
58.	R. Thiruvalarselvi, CEO, Kancheepuram
59.	R. Pannerselvam, DSO, Kancheepuram
60.	S. Gangatharani, AD Panchayat
61.	A. Muthiya, EE/PWD/WRD, Kancheepuram
62.	G. R. Radhakrishna AEE/PWD/WRD
63.	R. Srinviasan, EE/TWAD/Maraimalai Nagar



## *Annexure III*

### **Chennai (22.06.2017)**

Dr. K. Satyagopal, Principal Secretary/Commissioner of Revenue Administration

Sh. Atulya Mishra, Principal Secretary, Industries, Government of Tamil Nadu

Sh. Kandasamy, Jt. Director, DM, DRO, SDMA

Ms. Azhagu Meena, Assistant Commissioner, Chennai Municipal Corporation (Earlier District Revenue Officer, Chennai District)

Mr. Suresh, CRA Office

## Annexure IV

NDMA MEETING - ATTENDANCE OF OFFICIALS			Greater Chennai Corporation (22.06.2017)
SI No.	Name	Designation	Organisation
1	Dr. D. Kartihkeyan, I.A.S.,	Commissioner	Greater Chennai Corporation
2	M. Govindha Rao, I.A.S.,	Deputy Commissioner (Works)	Greater Chennai Corporation
3	K. S. Kandasamy, I.A.S.,	Deputy Commissioner (Education)	Greater Chennai Corporation
4	M. Pugalendi	Principal Chief Engineer	Greater Chennai Corporation
5	L. Nandakumar	Superintending Engineer (SWDD)	Greater Chennai Corporation
6	R. Alagumeena	Assistant Commissioner (GA & P)	Greater Chennai Corporation

**Note:-** Executive Engineer, Assistant Executive Engineer and Assistant Engineer from Storm Water Drain Department are the officials attended the meeting

## Annexure V

### List of Participants at Chennai Collectorate on 22.06.2017

Sl. No.	Name and Designation
1.	M. Thulasi Reddy, Manager, Indian Overseas Bank, Egmore Branch
2.	K P Jayakumar, Assistant Secretary – II, Office of STA, Chennai (Transport Department)
3.	G. Jothi, Deputy Commissioner (North), Civil Supplies and Consumer Protection Department
4.	M. Nagammal, Assistant Commissioner, Civil Supplies and CP Department
5.	Shri L. Singaram, Deputy Commissioner (South), Civil Supplies and Consumer Protection Department
6.	Ms. L. Amaravathi, Superintendent, Civil Supplies and Consumer Protection Department, Thousand Lights, Chennai
7.	Ms. Indira, Civil Supplies and Consumer Protection Department, Saidapet, Chennai
8.	V. Vasuki, DIG, Chennai Zone, Registration Department
9.	K. S. Usha, Superintendent, Office of Directorate of Employment and Training, Department of Employment and Training
10.	Etherajulu. R, District Education Officer, Chennai North
11.	K. Shakthi Kumar, Assistant Director, Census, Directorate of Census Operations, Tamil Nadu
12.	S. Kumar, Chief Area Manager, Indian Oil Corporation, Chennai Area Office
13.	T. Ramesh, Sr. Manager, Indian Oil Corporation, Chennai Area Office
14.	C. Jasmine, District Differently Abled Welfare Officer, Chennai, Department for the Welfare of Differently Abled
15.	Ms. Sangeetha, IAS, Collector-in-charge, Chennai

## Annexure VI

During the visit, the Central team also interacted with a number of beneficiaries. Their first-hand experiences have been documented below:

### A) Education Certificates

1. Sh. A. Abdul Rashid, Theradi Theru, Kancheepuram – I lost my class 10<sup>th</sup> and 12<sup>th</sup> mark sheets and certificates in flood at Oli Mohamed Pettai. I applied on the prescribed form at the camp at C M Subbaraya Madaliyar Higher Secondary School, Big Kancheepuram. I received a call on my mobile phone asking me to collect the lost documents. I went to the same camp and collected the same.
2. Sh. Hari Krishnan, Sekkupert Street, Kancheepuram-In the 2015 floods, I lost my class 12<sup>th</sup> mark sheets at Ramapuram, Chennai. A camp was being conducted at Pachaiyappa's Higher Secondary School, Kancheepuram. I submitted my application and received a call and my certificates within 15 days.

### B) Driving Licences

3. Sh. P Kumar, 91, Thayarpuram Medu, Dharmalingeshwarar Nagar, Kancheepuram (Mob. No. 9566300096) - I got the prescribed form at the camp in Anna Arangam and applied for my lost driving licence. I had a Xerox copy of my original licence that I had produced. The RTO Office asked me to come over, got me photographed and issued my licence at a separate counter at the camp. Banks were even issuing lost passbooks at their branches.
4. Sh. R. Sakthivel, 43/23, Paladi Thoppu street, Kancheepuram (Mob. No. 9629357054)- I had lost my driving licence but had a photocopy available with me. I made an application along with a photocopy of the license at the camp in Anna Arangam. The officials gave me a date to come to RTO. When I went there on the given date, I was photographed and a licence was immediately issued.
5. R Shakti, (Mob. No. 9629867054) - I got the application at the local camp, filled it, got it endorsed and sent to the RTO. I was photographed and a licence was issued on the given date at RTO.

### C) Registration of Land Records

6. Sh. N. Karunakaran (Mob. No. 9789528242) - My land record documents had gone missing during the rains. I got an application form from Anna Arangam. Within a week, I was informed on my mobile to collect my document.
7. Sh. Krishnan, Age 60, No. 13, 4<sup>th</sup> Street, Annai Sathya Nagar, Manali High Road (Mob. No. 9092309899) - I lost the documents pertaining to my land in the floods. I handed over the photocopy of the original document in the camp. I was handed over an acknowledgement and within 4-5 days, they called me. I went and received the document.

### D) Agricultural Crop Loans

8. Sh. V. Baskaran (Mob. No. 9790009995) - At least 400 farmers got loans from Co-operative Banks at a premium of Rs. 1. However, could not get any such insurance/relief in 2016.
9. Sh. G. Shankar, Sekankulam village (Mob. No. 9940858532) - Incessant rains in 2015 during the crop season damaged my crop over an area of 3 acres. The VAO came and inspected the damage. This helped me get flood relief. I had not taken co-operative insurance in 2015.

## Annexure VII



### **ABSTRACT**

Motor Vehicles- Disaster Management-2015 North East Monsoon- Floods - Loss of Documents - Driving Licence, Certificate of Registration, Permit - Issue of copies / duplicate documents for the affected people - Special Camp by the Government- Exemption from payment of Fees - Orders - Issued.

### **Home(Tr. VII) Department**

**G.O.Ms.No.883**

**Dated:08.12.2015**

#### **Read:**

1. Announcement made by Hon'ble Chief Minister, dated.7.12.2015
2. G.O.(Ms) No.423, Revenue Department, dated.7.12.2015
3. From the Transport Commissioner, Letter R.No. 57625/H2/2015, dated.8.12.2015.

#### **ORDER:**

The Hon'ble Chief Minister in the announcement dated 07.12.2015 among other things ordered for exemption from payment of fees for obtaining copies of documents viz., driving licence, R.C. Books, etc., by those who lost them due to heavy flood in Chennai, Thiruvallur, Kanchipuram and Cuddalore Districts.

2) In the Government Order second read above, the Government has directed to conduct special camps for two weeks from 14.12.2015 in which various Departmental Officials of the State Government and Central Government Organizations are to participate and receive applications from the affected public and issue necessary copies of documents within a week without collecting any fee.

3) In the letter third read above, the Transport Commissioner, Chennai has requested the Government to issue necessary orders as follows:

- a) Fee for issue of copy / duplicate driving licence may be exempted for those whose driving licence was lost, destroyed, defaced or torn due to floods, as per the provisions stipulated under Section 211 of the Motor Vehicles Act, 1988, read with Rule 32 of the Central Motor Vehicles Rules, 1989 and Rules 25, 26, 28, 48, 49, 431 and other relevant provisions / rules of the Tamil Nadu Motor Vehicles Rules, 1989.
- b) Fee for issue of copy / duplicate Certificate of Registration may be exempted for those whose Certificate of Registration was lost or destroyed due to floods, as per the provisions stipulated under Section 211 of the Motor Vehicles Act, 1988, read with Rule 53 and 81 of the Central Motor Vehicles Rules, 1989 and Rules 100, 131, 431 and other relevant provisions / rules of the Tamil Nadu Motor Vehicles Rules, 1989.
- c) Fee for issue of copy / duplicate permit may be exempted for those whose permit was lost, destroyed or mutilated due to floods, as per the provisions stipulated under Section 211 of the Motor Vehicles Act, 1988, read with Rules 215, 278, 279, 431 and other relevant provisions / rules of the Tamil Nadu Motor Vehicles Rules, 1989.

4) The Government has, after careful examination of the proposal of the Transport Commissioner, decided to accept the same and accordingly orders as follows:

- 1. Fee for issue of copy / duplicate driving licence is exempted for those whose driving licence was lost, destroyed, defaced or torn due to floods, as per the provisions stipulated under Section 211 of the Motor Vehicles Act, 1988, read with Rule 32 of the Central Motor Vehicles Rules, 1989 and Rules 25, 26, 28, 48, 49, 431 and other relevant provisions / rules of the Tamil Nadu Motor Vehicles Rules, 1989.
- 2. Fee for issue of copy / duplicate Certificate of Registration is exempted for those whose Certificate of Registration was lost or destroyed due to floods, as per the provisions stipulated under Section 211 of the Motor Vehicles Act, 1988, read with Rule 53 and 81 of the Central Motor Vehicles Rules, 1989 and Rules 100, 131, 431 and other relevant provisions / rules of the Tamil Nadu Motor Vehicles Rules, 1989.

3. Fee for issue of copy / duplicate permit is exempted for those whose permit was lost, destroyed or mutilated due to floods, as per the provisions stipulated under Section 211 of the Motor Vehicles Act, 1988, read with Rules 215, 278, 279, 431 and other relevant provisions / rules of the Tamil Nadu Motor Vehicles Rules, 1989.

5) This order is applicable for the flood affected people of Chennai, Kanchipuram, Thiruvallur and Cuddalore Districts only and will be in force till the completion of the special camps for issue of the above said copies / duplicate documents.

**(BY ORDER OF THE GOVERNOR)**

**APURVA VARMA  
PRINCIPAL SECRETARY TO GOVERNMENT**

To  
The Transport Commissioner, Chennai-5.  
The District Collectors,  
Chennai, Kanchipuram, Thiruvallur and Cuddalore.  
The RTOs concerned through the Transport Commissioner, Chennai-5.  
Copy to  
The Principal Secretary to Hon'ble Chief Minister, Chennai-9.  
The Special P.A. to Hon'ble Minister for Transport, Chennai-9.  
The P.A. to Principal Secretary to Government,  
Home, Prohibition and Excise Department, Chennai-9.

**//FORWARDED BY ORDER//**

  
Section Officer



## Annexure VIII

Taluk Name: ..... Date: ..... Token No: .....

**SPECIAL CAMP – G.O.Ms.No: 423, Revenue (DM 2) Dept, GoTN**

**FORMAT TO BE FILLED IN BY THE RESIDENT FOR OBTAINING  
DUPLICATE AADHAAR**

Sl. No.	Details	To be Filled by the Resident
1.	Aadhaar Number, If Known ஆதார் எண், தெரிந்தால்	
2.	Enrolment Number, If Known பதிவு எண், தெரிந்தால்	
3.	Name (as in Aadhaar Card) பெயர் (ஆதாரில் உள்ளபடி)	
4.	Father's Name (as in Aadhaar Card) தந்தையின் பெயர் (ஆதாரில் உள்ளபடி)	
5.	Gender இனம்	
6.	Date of Birth பிறந்த தேதி	
7.	District & Pincode மாவட்டம் மற்றும் தபால் குறியீட்டு எண்	
8.	Mobile Number கைபேசி எண்	

**For Office Purpose :**

Aadhaar Number :  
Enrolment Number :  
Remarks, if any :

### **ACKNOWLEDGEMENT**

**SPECIAL CAMP – FOR OBTAINING DUPLICATE AADHAAR**

Taluk Name: ..... Date: ..... Token No: .....

## Annexure IX

வ. எண்: உணவுப்பொருள் வழங்கல் மற்றும்  
நுகர்வோர் பாதுகாப்புத் துறை  
நாள்: மண்டலம் / வட்டம்

ஒப்புதல் சீட்டு

மனு எண் :	
மனு பெறப்பட்ட நாள் :	
விண்ணப்பதாரர் பெயர் :	
முகவரி :	
குடும்ப அட்டை எண் :	
கோரிக்கையின் தன்மை :	
முடிவு தெரிந்து கொள்ள வேண்டிய நாள் :	

சையெளப்பம்

உ.பொ.வ.(ம) நு.பா.து.1

GCP-105-1—19-5-2011— 51,30,000 Cps. [HCL-10]

**மக்கள் சாசனம்**

பணியின் வகை	கால வரையரை
குடும்ப உறுப்பினர்களின் பெயர்களை சேர்த்தல் / நீக்குதல் (அந்தப் பகுதி உணவு பங்கீட்டு அலுவலகத்தில் அளிப்பதன் பேரில்)	தேவையான ஆதாரத்துடன் குடும்ப அட்டைகள் அளிப்பதன் பேரில் மூன்றாம் நாள்
அதே நியாய விலைக் கடையின் அதிகார வரம்பிற்குள் முகவரி மாற்றம்	மூன்று நாட்களுக்குள்
நியாய விலைக் கடை மாற்றம் மற்றும் முகவரி மாற்றம்	ஒரு வாரத்திற்குள்
வேறு மாநிலங்களுக்கு அல்லது வெளிநாடு அல்லது வேறு வகையில் குடும்பத்தை மாற்றிச் செல்வதன் பேரில் குடும்ப அட்டை ஒப்படைப்பு சான்றிதழ் வழங்கல்.	இரண்டு நாட்கள்
மாநிலத்திற்குள் வேறு மாவட்டம் அல்லது வட்டம் / மண்டலத்திற்கு முகவரி மாற்றம்.	ஏழு நாட்களுக்குள்
வேறு மாநிலத்திலிருந்து மாற்றப்பட்டு வரும் நேர்வில், தேவையான ஆதாரம் அளிக்கப்படுவதற்குப்பட்டு குடும்ப அட்டை புதியதாக வழங்குதல்.	60 நாட்கள்

பொது விநியோகத் திட்டம், குடும்ப அட்டைகள் மற்றும் வெளிச்சந்தையில் வாங்கும் பொருட்கள் / சேவைகளிலுள்ள குறைபாடுகள் குறித்து புகார்கள் அளிக்கவும் ஆலோசனைகள் பெறவும் அணுகுவிர்:

“மாநில நுகர்வோர் சேவை மையம்”

044-28592828

கூடுதல் விவரங்களுக்கு : [www.consumer.tn.gov.in](http://www.consumer.tn.gov.in)

ல் பாதிப்படைந்த குடும்ப அட்டைக்கு நகலட்டை  
கோரும் விண்ணப்பம்

குடும்பநர்

DC / Flood / 171 / 15  
Royapuram Zone

Mr. ஜெம்சுதீன்

31/12/2015, 12:00 AM

09118

செல்போன் எண்: 7299357646

பெறுநர்

PO

Live  
28/12/15

உதவி ஆணையர்,  
உணவுப்பொருள் வழங்கல் துறை,  
இராயபுரம் மண்டலம்.

குடும்ப அட்டை எண் : 241W/10012061

அ.பதிவேட்டு எண் : 1075

அங்காடி குறியீடு : BED26

அம்மையர்,

எனது குடும்ப அட்டை மழைநீரால் பாதிப்படைந்தது, என சான்றளிக்கிறேன்.

இந்த குடும்ப அட்டையின் பேரில் எனக்கு நகல் குடும்ப அட்டை வழங்குமாறு

கேட்டுக்கொள்கிறேன்,

நி. ஜெம்சுதீன்

Assistant Commissioner (C.S)  
ROYAPURAM ZONE

தங்கள் உண்மையுள்ள,

Mr. ஜெம்சுதீன்

28/12/15

ணவுப்பொருள் வழங்கல் மற்றும் நுகர்வோர் பாதுகாப்பிதனை  
நகல் குடும்ப அட்டை கோரிய விண்ணப்பதாரர் தொடர்பான  
னும் விபரங்களை தெரிவிக்குமாறு கேட்டுக்கொள்ளப்படுகிறது.

DC/65/15

கண்காணிப்பாளர்  
உதவி அலுவலர், திருச்சி  
இலாபர்த்தி பண்ணை

பெறுநர்

சம்மந்தப்பட்ட அங்காடி பணியாளர்.

குடும்ப அட்டை விபரங்கள்

1. குடும்ப அட்டைதாரர் பெயர் : M. J. ஜார்ஜ்
2. குடும்ப அட்டை எண் : 01/07/03/25240
3. 'அ' பதிவேட்டு எண் : 245
4. குடும்ப அட்டை நடைமுறையில் உள்ளதா? : ஆம்/இல்லை
5. கடைசியாக பொருள் வழங்கிய நாள் : 24/11/15
6. சம்மந்தப்பட்ட அங்காடி பணியாளர் : R. Raju

நாற்கோ  
143, Y.H. 6-00-III  
சென்னை-21,  
BE 014

அங்காடி பணியாளர் கையொப்பம்

## Annexure X

### NATURAL CALAMITY/ FLOOD RELIEF CAMPS IN CHENNAI DISTRICT

TALUK: M&M

OIL COMPANIES: IOC/ BPC/ HPC

SL. NO.

(25)

### APPLICATION FOR ISSUANCE OF DATA SHEET CONTAINING LPG CONNECTION PARTICULARS

NAME OF THE CUSTOMER : Mrs. Anudhe.

CONSUMER NO. : Cx 19217704

CONTACT NO. : 9841237059

ADDRESS : 16/128, 8th Street  
Kanaraj Colony, Kodambakkam  
Ch - 84.

NAME OF THE DISTRIBUTOR : Bashyam Gas Service

Loss of documents

p 210977  
SIGNATURE OF APPLICANT

**சென்னை மாவட்டம்**

**வெள்ளத்தின் பாதிப்பால் இழக்கப்பட்ட சான்றிதழ்கள் /  
ஆவணங்களின் நகல் வழங்கும் சிறப்பு முகாம்**

மனு எண். 23551

**விண்ணப்ப படிவம்**

நாள் : 21.12.2015

1.	மனுதாரர் பெயர் மற்றும் முகவரி	சென்னை
2.	கைபேசி எண்.	9840114246
3.	மனு வெள்ளத்தில் இழந்த சான்று / ஆவணத்தின் விபரம்	
4.	மனு வெள்ளத்தில் இழந்த சான்று / ஆவணத்தின் நகல் ஏதேனும் இணைக்கப்பட்டுள்ளதா?	ஆம் / இல்லை
	இருப்பிட முகவரிக்கான ஆதாரம் ஏதும் இருப்பின் அதன் விபரம்	
6.	துறை	HPD. Sec
7.	குறிப்பு	Loss of one Cyl. Missing

P. பஞ்சவர்ண  
மனுதாரரின் கையொப்பம்



## Annexure XI

Taluk Name: ..... Date: ..... Token No: .....

**SPECIAL CAMP – G.O.Ms.No: 423, Revenue (DM 2) Dept, GoTN**

**FORMAT TO BE FILLED IN BY THE RESIDENT FOR OBTAINING  
DUPLICATE AADHAAR**

Sl. No.	Details	To be Filled by the Resident
1.	Aadhaar Number, If Known ஆதார் எண், தெரிந்தால்	
2.	Enrolment Number, If Known பதிவு எண், தெரிந்தால்	
3.	Name (as in Aadhaar Card) பெயர் (ஆதாரில் உள்ளபடி)	
4.	Father's Name (as in Aadhaar Card) தந்தையின் பெயர் (ஆதாரில் உள்ளபடி)	
5.	Gender இனம்	
6.	Date of Birth பிறந்த தேதி	
7.	District & Pincode மாவட்டம் மற்றும் தபால் குறியீட்டு எண்	
8.	Mobile Number கைபேசி எண்	

**For Office Purpose :**

Aadhaar Number :

Enrolment Number :

Remarks, if any :

### **ACKNOWLEDGEMENT**

**SPECIAL CAMP – FOR OBTAINING DUPLICATE AADHAAR**

Taluk Name: ..... Date: ..... Token No: .....



## Annexure XII

<b>சென்னை மாவட்டம்</b> <b>வெள்ளத்தின் பாதிப்பால் இழக்கப்பட்ட சான்றிதழ்கள் /</b> <b>ஆவணங்களின் நகல் வழங்கும் சிறப்பு முகாம்</b> <b><u>விண்ணப்ப படிவம்</u></b>	
மனு எண்.	46002
	நாள் :
1.	மனுதாரர் பெயர் மற்றும் முகவரி
2.	கைபேசி எண்.
3.	மனு வெள்ளத்தில் இழந்த சான்று / ஆவணத்தின் விபரம்
4.	மனு வெள்ளத்தில் இழந்த சான்று / ஆவணத்தின் நகல் ஏதேனும் இணைக்கப்பட்டுள்ளதா ?
5.	இருப்பிட முகவரிக்கான ஆதாரம் ஏதும் இருப்பின் அதன் விபரம்
6.	குறை
7.	குறிப்பு

மனுதாரரின் கையொப்பம்

---

மனு எண். 46002

குறை :

**ஒப்புகை சீட்டு**

மனுதாரரிடமிருந்து விண்ணப்ப படிவம் பெற்றுக் கொண்டனமக்கு ஒப்புதல் அளிக்கப்படுகிறது.

நாள் :

அலுவலர் கையொப்பம்

## Annexure XIII

एन.टी.सी. प्रमाण पत्र सं.1033000009

NTC Certificate No. 1033000009



भारत सरकार  
GOVERNMENT OF INDIA

श्रम एवं रोजगार मंत्रालय,  
MINISTRY OF LABOUR AND EMPLOYMENT,

राष्ट्रीय व्यावसायिक प्रशिक्षण परिषद्  
NATIONAL COUNCIL FOR VOCATIONAL TRAINING

राष्ट्रीय व्यवसाय प्रमाण - पत्र  
NATIONAL TRADE CERTIFICATE

श्री/श्रीमती/कुमारी P. Shanmugam  
सुपुत्र/पत्नी/सुपुत्री श्री P. Pachaiyappan को  
Government Industrial Training Institute, North Chennai, Chennai, Tamil Nadu में  
प्रशिक्षण पूरा करने और माह July सन् 2010 में आयोजित  
Fitter की निर्धारित व्यवसाय  
परीक्षा में उत्तीर्ण होने पर यह व्यवसाय प्रमाण - पत्र प्रदान किया जाता है।  
प्रशिक्षण अवधि Aug-2008 से Jul-2010 तक तथा स्कूल के प्रमाणपत्र में दर्ज जन्म तिथि 05-Feb-1990 है।  
Shri/Shrimati/Kumari P. Shanmugam  
Son/Wife/Daughter of Shri P. Pachaiyappan having completed  
the course of training at Government Industrial Training Institute, North Chennai, Chennai, Tamil Nadu  
and passed the prescribed trade test in the trade of Fitter  
held in the Month of July year 2010 is awarded this trade certificate.  
Period of Training from Aug-2008 To Jul-2010 and Date of Birth as recorded in school certificate is 05-Feb-1990

दिनांक/Date 11-Apr-17

सदस्य सचिव  
Member Secretary

राष्ट्रीय व्यावसायिक प्रशिक्षण परिषद्  
National Council For Vocational Training

This is a computer generated certificate and it does not require any physical signature or attestation. All contents of this certificate can be verified for authenticity by the process of online verification through scanning the QR code printed above. The verification can also be done by visiting DGE&T's verification portal (<http://ncvtmiz.gov.in/Pages/Certification/Validate.aspx>) and entering the e-Certificate number. The DGE&T shall not be responsible for any direct or indirect financial losses, any loss of goodwill or reputation, or any other loss or damage caused by any incorrect / fraudulent information in this computer generated certificate that cannot be validated by the DGE&T's verification portal. DGE&T also reserves the right to take appropriate legal action in such cases.

## Annexure XIV

### Tamil Nadu State Disaster Management Agency

From  
**Dr. K. Satyagopal, I.A.S.,**  
Principal Secretary /  
Commissioner of Revenue Administration,  
Chepauk, Chennai - 05.

To  
1. All District Collectors. (W.E)  
2. The Commissioner,  
Grater Chennai Corporation,  
Ribbon Building, Chennai - 3.

Letter No.NC1 (4) / 5779 / 2016, dated : 04.10.2016

Sir / Madam,

**Sub:** Natural Calamities - North East Monsoon 2016 - Convening of District Coordination Committee Meeting - Updating District Disaster Management Plan - Disaster Preparedness, immediate relief and restoration measures, etc. to be carried out - Consolidated Instructions issued.

- Ref:**
- 1 PS / CRA's D.O. letter no. Rc. No. NC-1(4) / 5779 / 2016, Dated: 20.05.2016.
  - 2 This office Circular instructions no. Rc. No. NC-1(4) / 5779 / 2016, Dated: 29.08.2016.
  - 3 This office Circular instructions no. Rc. No. NC-1(4) / 5779/2016, Dated: 16.09.2016. (Only Coastal Districts).
  - 4 This office minutes of the meeting NC 1 (4) / 5779 / 2016, dated 30.09.2016.
  - 5 This office minutes of the meeting NC 2 (2) / 6259 / 2016, dated 30.09.2016.

I invite attention to the references cited.

2) Instructions have been issued by this office with regard to Disaster Management measures to be under taken by the Districts covering, (1) Institutional Mechanism, (2) Mitigation measures, (3) Hazards, Vulnerability and risk analysis, (4) preparedness search, (5) rescue and evacuation and (6) relief measures etc.,

3) In order to monitor implementation of various measures in the Districts a check list and formats for monitoring the progress of Preparedness, desiltation and eviction of encroachments in water bodies are enclosed herewith.

4) The status report with reference to check list and weekly progress in the prescribed format Table - I and Table- II are to be submitted to this office.

Yours faithfully,  
**Sd/-K.Satyagopal,**  
Principal Secretary /  
Commissioner of Revenue Administration

//Forwarded by Order//

Superintendent

Tamil Nadu State Disaster Management  
Agency  
North East Monsoon-2016  
Check List

Sl. No.	Details	Yes/No	If no, date by which it will be completed
1.	Preparation/updation of District Disaster Management Plan.		
2.	Taluk level Disaster Management Plan.		
3.	a) DDMA Meeting. b) District Coordination committee meeting with line departments.		
4.	Preparation of Hand book on Disaster Management.		
5.	Mock drills in vulnerable areas.		
6.	Strengthening of DEOC.		
7.	Working condition of Rain gauges.		
8.	Identification of vulnerable areas.		
9.	Preparation of maps of vulnerable areas.		
10.	Appointment of nodal officer at the District level, Taluk level, Block level and vulnerable area level.		
11.	Training of Nodal Officers.		
12.	a) Formation of Zonal Teams including local community at vulnerable locations. b) Did the Zonal Teams visit their areas?		
13.	State whether following committees are formed or not? I. Early Warning Committee. II. Search and Rescue Committee. III. Evacuation Committee. IV. V. Relief Centre/Shelter Management Commmittee.		
14.	Inspection of Tanks/water bodies, supply channels/canals/ reiver courses by PWD officials.		

15.	Inspection of the water bodies/supply channels under the control of local bodies by Engineers of local bodies.		
16.	Preparation of deployment plan for rescue teams based on vulnerability mapping.		
17.	Whether Private Institutions/Hospitals/Educational Institutions etc., sensitized about their preparedness.		
18.	Preparation of list of inventories machineries required for the vulnerable area.		
19.	Preparation of traffic plan by police to establish green corridor to highly vulnerable areas.		
20.	Whether advance storage points/location for food items (Civil Supplies), boats (fire service, fisheries) identified for vulnerable locations in consultation with Civil Supplies/Fisheries/Fire Service.		
21.	Co-ordination Meeting with NGOs/Red Cross/Service Organisation etc.		
22.	a) Identification and Training of First Responders (Volunteers). b) Meeting with First Responders by Collectors.		
23.	Whether blockages under all culverts/bridges are cleared.		
24.	Whether Adangals are updated properly? (Azmoish entries).		
25.	Whether reconciliation with Agriculture Department crop wise are done periodically and report sent to Government/Department?		
26.	Enrolment of farmers in fasal Bheema Yojana Scheme.		

Sd/- K. Satyagopal.  
Principal Secretary/  
Commissioner of Revenue Administration

For Principal Secretary/  
Commissioner of Revenue Administration

## Annexure XV

### Formats for Issue of Duplicate Copies of Different Documents

#### Format to be filled in by the Resident for Informing Loss of Documents

Sl. No.	Details	To be filled by the Resident/Applicant
1.	Applicant's Name and Address	
2.	Mobile Number	
3.	List of Documents lost	
4.	If the Photocopies of applied/lost documents available  Yes  No	
5.	If the Photocopies of applied/lost documents attached  Yes  No	
6.	Residence Proof Details	
7.	Department for Application	
8.	Remarks	
9.	Date	
10.	Signature of the Applicant	

## Annexure XVI

Format to be filled in by the Applicant for Obtaining Duplicate Aadhaar Card

Sl. No.	Details	To be filled by the Resident/Applicant
1.	Aadhaar Number, if known	
2.	Enrolment Number, if known	
3.	Name (as in Aadhaar Card)	
4.	Father's Name (as in Aadhaar Card)	
5.	Gender	
6.	Date of Birth	
7.	District & Pincode	
8.	Mobile Number	
9.	Date	
10.	Signature of the Applicant	



## Annexure XVII

Format to be filled in by the Applicant for Obtaining Duplicate or Certified Copy of Registered Documents

Sl. No.	Details	To be filled by the Resident/Applicant
1.	Name of the Applicant	
2.	Address & Telephone No. (if available)	
3.	Capacity of the Applicant in the document for which copy is applied	<ul style="list-style-type: none"> <li>• Executant (    )</li> <li>• Claimant (    )</li> </ul>
4.	Sub Registrar Office where the document was registered	
5.	Nature of Document (please tick mark)	<ul style="list-style-type: none"> <li>• Sale</li> <li>• Settlement</li> <li>• Exchange</li> <li>• Release</li> <li>• Partition</li> <li>• Mortgage</li> <li>• Will</li> <li>• General Power</li> </ul>
6.	Village	
7.	Street Name/Survey number (if known)	
8.	Extent of Property	
9.	Name of Executor	
10.	Father/Husband Name of Executor	
11.	Name of the Claimant	
12.	Father/Husband Name of the Claimant	
13.	Document Number and year	
14.	If details not known, approximate period for which nominal has to be conducted	
15.	Details of Identification Certificate produced	
16.	Date	
17.	Signature of the Applicant	

## Annexure XVIII

Format to be filled in by the Applicant for Obtaining Replacement Elector's Photo Identity Card (EPIC)

Sl. No.	Details	To be filled by the Resident/ Applicant
1.	State/UT	
2.	Assembly Constituency (No. & Name)	
3.	Name of Elector	
4.	EPIC No. of Original Card (if known)	
5.	Father's/Mother's/Husband's Name	
6.	Gender	
7.	Date of Birth (if not known then age in years as on 01st Jan, 2017)	
8.	Address House/Door Number Street/Mohalla/Road/Gali Area/Locality Town/Village Police Station Pin Code District	
9.	Reason for applying for a Duplicate	
10.	Please Tick any one: I will collect EPIC from VRC/CSC I wish to receive my EPIC by Post (self addressed and Stamped envelope enclosed) I will collect EPIC from BLO	
11.	Please tick any one: I hereby return my mutilated/old card I undertake to return the earlier card issued to me is the same is recovered at a later date	

**National Disaster Management Authority**  
Government of India  
NDMA Bhawan  
A-1, Safdarjung Enclave  
New Delhi - 110 029