

Community Grievance Forum

With the eventual return to controlled involvement outside our homes, we will be amidst influencers that need to be reported, assessed and resolved. Zero level thinking programmes to expect, to prevent, to mitigate and to conserve will help.

Without a Community Grievance Forum (**CGF**), the governing authorities and departments will not be actively interacting with people afflicted. Control room sophistication is a step but a forum is Involvement.

Expectation to prevent grievance from becoming further vulnerability, can help in this condition of health threats.

The Grievances today can be related to Contingency planning, answering of crucial questions, coordination expected, influencers, hazards, representatives to be contacted and more of examples like these.



Community Grievance Forum

Clarity of Purpose

- The Grievances could be related to and more like
- 1. Inadequate infrastructure or resource planning
- 2. Insufficient or inappropriate information gathering standards
- 3. Lack of overall readiness for return post health-threat lockdown
- 4. Lack of information or how to knowledge for a person
- 5. Lack of clarity of purpose for what one must do for risk reduction or remedial action
- 6. Lack of assistance to take remedial action when things go wrong
- 7. Not enough problem resolution
- 8. Financial stress and relief for specific action-ables, where they are more of a non-value adding activity for the complainant

- Governmental interest for all this has been evolving with the best of practices since the health threat in early 2020, now developing a forum can help sensitization, preparedness & assessments for the months to come.

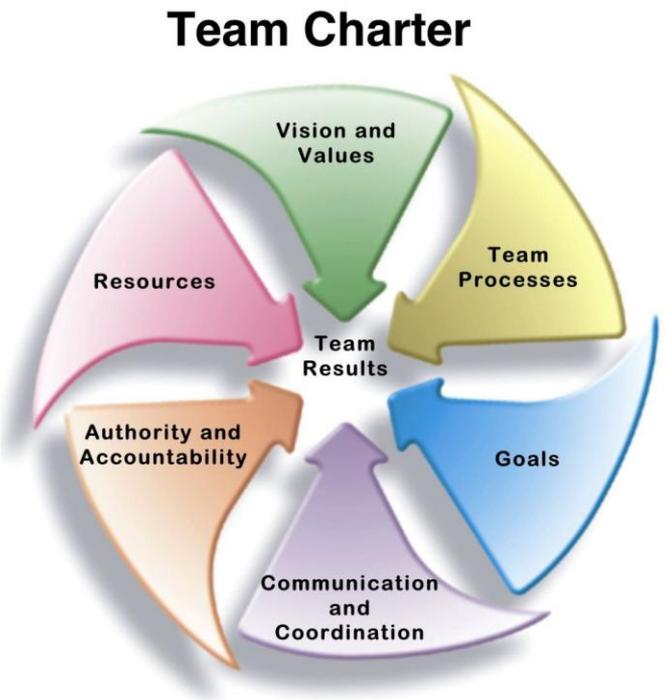
Community Grievance Forum

A Forum is not “a Desk, a Call Centre or a Help line”, it has stakeholders and custodians assigned to all Grievances recorded via any of the “mentioned”.

The enabling of sensitization meetings or mapping of grievances to cause and effect analysis can help fire fighting or dependencies. Defining grievances as what is done in healthcare can help, that is sentinel, adverse, near miss for forecasting or action planning based. The **incidence, occurrence or mitigation window is not all alike.**

A team charter for the forum’s staff can help. Definitions of the 5Ms i.e. manpower, materials, tools/implements/machines/equipment, methods/SOPs, measurements for the forums interactions, do(s), do not(s), and issue management can help.

Charters for (1) Forecast based action planning (2) In time surveillance based action planning and (3) Health influencers related action planning can help.



Associated Planning and/or Restoration programmes

SYNERGY
IN

People Welfare

Zero level thinking

Given that man has experienced disasters in different severities, it is possible to come up with zero level thinking or ground zero thinking for disaster mitigation and disaster management. The health threat in 2020 is not an experienced disaster.

Developing zero level thinking when people are observing a stay home and observe social distancing order, may help.

The vital aspect is that this zero level thinking should be based on an autonomic outlook or of reasoning that can provide outlook guidance or synergy in measures for disaster mitigation and disaster management.

The illustration that follows proposes a design made up of a series of modules for such zero level thinking.

This design can become integral knowledge for teams working in Planning and/or Restoration Centres.

Zero level thinking

Vision and mission

Sense and respond
methodology for locations

Policy
Portfolio for
I M & A

People Welfare
System
interfaces

I M & A
Performance
control

Outlook Guide
and Synergizer

Zero level thinking

What do each of these modules stand for?

1. **Vision and mission:** A clear definition of what the 2020 disaster mitigation and disaster management team is going to achieve at a location or connected locations

2. **Sense and respond methodology for locations:** A technical draft or specification that identifies how the team is going to sense the need for incidence mitigation and adaptation at a location or in connected locations. It will also identify how the team will respond to **incidences, occurrences or mitigation window** instances at these locations

3. **Policy Portfolio for I M & A:** Though a cliché, this portfolio makes it possible for a team to define from A-Z the different policies and methodologies that would be followed for incidences or disasters classified into A-Z compartments for solution deployment etc

4. **People Welfare interfaces:** The People Welfare interfaces are network interfaces that permit a Planning and/or Restoration Centre to be connected with other Centres in the same region, or in different regions, states, time zones, countries etc. The robustness of the network will need to be kept in mind while planning such connectivity.

Zero level thinking

I M & A Performance Control: As disaster mitigation and disaster management does need budgets, resources and advancements in technology, this module identifies how performance or success factors for mitigation will be measured and improved upon. The thinking is that making this a quality imperative will help meet ends in the long term

Outlook Guide and Synergizer: To an average person disaster mitigation and disaster management stands for reciprocal humanism or reciprocal but swift responses, but to a disaster management team this exercise is all about managing health influencers, thinking for the people located there, quarantining or relocating them, saving life and/or the environment, preventing further calamities or incidences, handling the stress experienced and also initiating relief and rehabilitation work.

This module keeps all this in mind and adds what is called as an autonomic outlook for disaster mitigation and disaster management where different functions like self-configuration, self-optimization, zeroing in and self-healing are built into a booth, it's devices and computers that can be driven via a service request and/or service response capability.

Zero level thinking

What is autonomics (only for associated interests)?

The word “autonomic” means acting or occurring involuntarily. Autonomics is used to describe an action or response that occurs without conscious control.

Humans are known to use a specific in-built/autonomic behavior to manage themselves i.e. they use this in-built/autonomic behavior to self-manage their need for newer alignment, newer capabilities, understanding of dependencies, need for interactions while they deliver in or for dynamic criteria.

It is this skill that organizations are trying to build into the IT environment.

Organizations like IBM have led the way in defining, implementing and enabling an autonomic framework, they have led the industry to believe that a system can become intelligent enough to manage its behavior in any environment.

Zero level thinking

It is projected that committees teaming for disaster mitigation and disaster management may need to think of autonomic outlooks to ensure their efforts are not just about reciprocal humanism.

If we can have Community Grievance booths in all important locations

These booths can help a disaster management team swing into action more swiftly and adeptly given that a device or computer housed in a booth performs tasks such as self-configuration, self-optimization, zeroing in and self-healing at dedicated locations that are disaster prone, are emerging hot spots or are difficult to manage or address. A booth is not unprotected like a local desk or remote like a call centre

Self-configuration: The booth, it's devices and computers should be able to identify, gather and report different information like

1. Axis based Imagery
2. Life and Environment specific parameters like weather, temp, wind speed, humidity, rainfall patterns and emergency response patterns

Zero level thinking

3. Wired connectivity or wireless connectivity signal strength for specific service providers
4. Any message alerts that have been generated by the booth or have been manually fed in at the booth
5. A Planning and/or Restoration “agenda or design” illustration for the location or connected locations
6. Electricity supply available or battery levels for the booth, it’s devices and computers
7. Last inspected timestamp that indicates when the booth was last inspected by a representative from the disaster management team

Self-optimization: The ability of the booth, it’s devices or computers to operate for **different stress levels** (related to disaster mitigation and disaster management), where certain functions are prioritized or different problems identification services are initiated

Zero level thinking

Zeroing in and self-healing: This is the ability of the booth, its devices or computers to contact and receive information from Disaster Management Centres, Planning and/or Restoration Centres, so as to initiate certain tasks or predict certain parameters and now address complaints like

1. Specific actions to be taken (highlighted blocks in the Planning and/or Restoration agendas, where the highlights are specific to the disaster or incidence)
2. Measurable time interval for these actions (based on evaluations from mock drills/periodic recording)
3. Achievable action levels (based on locale friendliness, and the enabling of reciprocal services that are coded into the booth, its devices or computers for such locales)
4. Realistic caretaking that is needed to be undertaken by people at the location or connected locations
5. Time oriented alarm settings that keep informing the nearest disaster management team as to how severe is the disaster

Zero level thinking

(CGF)'s Sample Incidences/Complaints details

CGF Ticket Id:

CGF Ticket date:

CGF Ticket description:

CGF Ticket status:

CGF Ticket responses:

CGF Achievable action:

CGF Ticket Closure details:

Related Control room closure:

Zero level thinking

Future for this kind of proposal

Even if the booth or desk is thought of as possible, zero level thinking for Planning and/or Restoration Centres and a network that connects them will definitely help disaster management teams prepare and mitigate disaster despite diversities in the level of urbanization, technological know how, vision etc. The recommendations were put across earlier in 2017 to planning authorities and are still relevant today. Email: venkataoec@gmail.com, call +91 9342867666.

