

The Government of West Bengal has empowered the Office of Resident Commissioner, New Delhi as nodal centre outside West Bengal to provide aid, rescue, relief and any other official assistance in the situation of crisis and disasters to the peoples from West Bengal. The office has established a **TOLL FREE NUMBER - 1800-11-3330**. The number is operational 24 X 7.

The office has successfully handled many crisis situations from 2009-13. Some of the major success stories are:

Sl. No.	State & Place	Crisis Situation Details
1.	Kullu, Himachal Pradesh (29 th April, 2009)	On 29 th April, 2009, tourists from West Bengal met with accident. 7 died at the spot and 5 severely injured. RC Office got information at 5:00 PM on 29 th April, 2009. A team comprising of two officials were immediately preceded for Kullu. The officials reached on 30 th April, 2009 and managed the entire crisis.
2.	Leh, Ladakh (7 th August, 2010)	Many tourists from West Bengal stranded different locations in Leh, Laddakh due to flash flood. Two officials of RC Office rushed to Leh and successfully made arrangement of air-transport for the stranded tourists.
3.	Uttarakhand (24 th September, 2010)	Many tourists stranded at different locations of Uttarakhand due to heavy rainfall and bad weather. One official from RC Office accompanied the team from West Bengal to the various locations and provided relief to the tourists.
4.	Laxmi Nager, Delhi (16 th November, 2010)	A building collapsed at Laxmi Nager, Delhi. Many people from West Bengal died and got severely injured. Those died and injured were admitted in four different hospitals. RC's office extended all possible assistance in medical treatment of the injured.

5.	Ernakulam, Kerala (24 th January, 2011)	5 tourists from West Bengal died and 9 injured in an accident in Ernakulam, Kerala. Official from RC Office immediately rushed to Ernakulam in the next day and with the help of local administration arranged air-lifting and transport.
6.	Thane Tragedy (4 th April, 2013)	Liaison Officer, RC's office was deputed to Thane for overseeing the transfer of dead bodies of 6 deceased persons from Malda District in the building collapsing case in Thane, Maharashtra on 4 th April, 2013.
7.	West Godavari Tragedy (3 rd May, 2013)	Dead bodies of 5 tourists who had met with a road accident at Denduluru, Eluru, Andhra Pradesh on 3 rd May, 2013 were sent by air in coordination with Revenue Divisional Officer, Eluru and Collector, West Godavari.
8.	Bageshwar (2 nd June, 2013)	In coordination with DM, Bageshwar and Commissioner, Kumaon dead body of a trekker near Pindari Glacier was retrieved and after post mortem at Haldwani sent for last rites to Kolkata.
9.	Himachal Pradesh land slide (16 th June, 2013)	More than 60 tourists at Sangla, Kinnaur stranded after the land slide were safely rescued with the active assistance of D.C. Kinnaur on 16 th June, 2013.
10.	Uttarakhand Disaster (18 th June, 2013)	A 20 member team of RC's office was stationed from 18 th June to 3 rd July, 2013 at Dehradun, Rishikesh and Haridwar to assist the stranded pilgrims and tourists after the flash floods in Kedarnath. 3445 pilgrims were rescued of which 866 were made to return to their respective Districts by train and 117 by air. The entire relief work was supervised by MIC, Transport and MIC, Planning.
11.	Andhra Pradesh Tragedy (9 th November, 2013)	RC's office coordinated with Collector, Prakasam, Andhra Pradesh and Officer-in-

		Charge, Ulavapadu Police Station to provide medical and other assistance to 55 tourists from Baruipur, South 24 Parganas District, stranded after a road accident on 9 th November, 2013.
12.	Tanahun (Nepal) Accident (1 st January, 2014)	RC's Office coordinated with Ministry of External Affairs and Indian Embassy in Kathmandu to arrange for last rites of 8 tourists who met with an accident in Tanahun. 5 injured persons and the kith and kin of the deceased were assisted to safely travel back to Howrah from Kathmandu.