

DISASTER MANAGEMENT PLAN

2014

EAST CENTRAL RAILWAY

HAJIPUR

QUALITY POLICY

Where Quality is the Hallmark

Of Every Operation, the Unit would Strive

And

Continuously work towards Monitoring

Of

Prompt & Quick Rescue and Restoration

Through

Inter Department

Quality Coordination and Management.

CHIEF SAFETY OFFICER DY. CSTE (SAFETY)

QUALITY OBJECTIVES

The important quality objectives of the Organization are:

- **To implement and ensure continual compliance of ISO 9001:2008 based quality Management System for effective services.**

*

- **To reduce initial lead time for inter department functions as per laid down norms and means.**

*

- **To monitor quick and efficient Medical assistance to distressed passengers / victims by keeping the equipment in ready to use conditions in divisional ARMEs.**

*

- **To exercise the power as delegated in the Schedule of Powers for quick and prompt restoration & relief.**

*

- **To monitor the availability of quality training at different centers as per laid down norms for front-line staff for quick restoration and rescue acquainted with first-aid.**

*

- **To manage proper protection, identification & delivery of belongings of injured and deceased passengers to their representative.**

*

- **To manage quick and timely transportation of stranded and effected passengers to valid destination.**

*

- **To monitor restoration of traffic at the earliest & build up confidence of public.**

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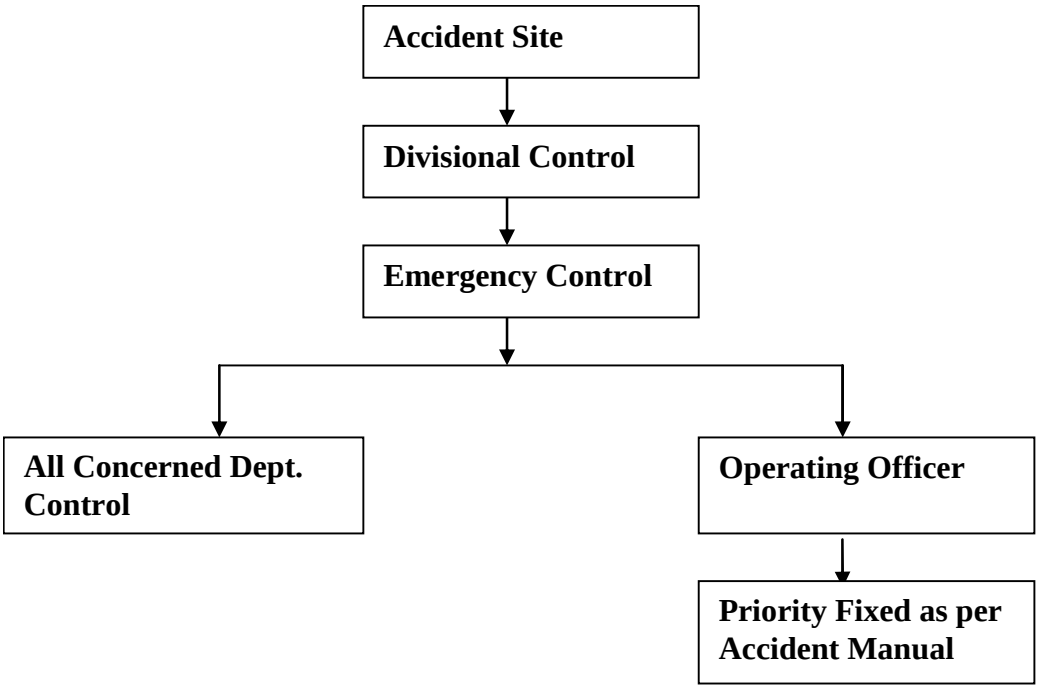
Note

1 *Disaster in the railway context is defined as a major train accident leading to serious casualties and long duration of interruption to traffic.*

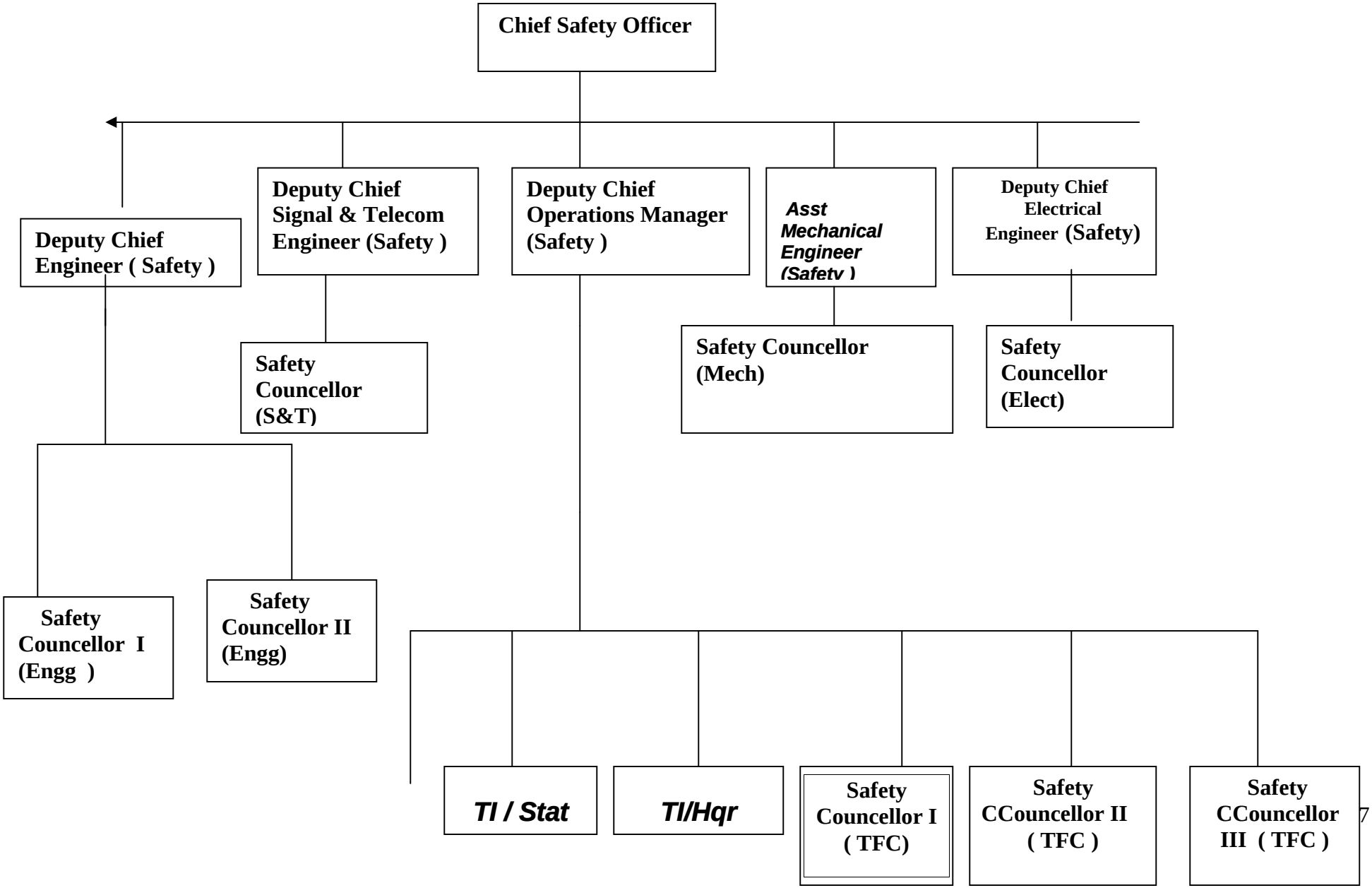
2 *As a thumb rule, any accident involving more than 100 injuries (Grievous + Simple) should be termed as Disaster.*

3 *This compendium of instructions has been prepared for dealing with such disasters, and not normal train accidents.*

PROCESS FLOW CHART



Organizational Chart of Safety Department ECR/ HQ Hajipur



TERMS OF REFERENCE

Railway Board's Safety Directorate vide their letter No. 2003/Safety-I/6/2 dated 29th September 2003 laid down the requirement of Zonal Railway's Disaster Management Plan as follows:

1. **Disaster Management Plan-**All Divisions and Zonal Railway hdqrts. (Including Metro Kolkata & Delhi Metro Railway Corporation) must devise their disaster management plan, if not already done taking into consideration the resources available with them, their neighboring divisions/Zonal Railways, civil authorities, industrial units and Armed Force bases located in their territory. This would enable the Divisions/Zonal Railways to muster the entire local resources in case of a major disaster/natural calamity. Zonal Railways Disaster Management plan should integrate all divisions and also to take into consideration adjacent railway's framework.

Preparation of Disaster Management Plan : The Disaster Management Plan must inter-alia include 'who is responsible for what activities in detail'.

(i) Preparation and implementation of disaster management plan is the responsibility of concerned General Manager/Divisional Railway Manager.

(ii) Authority to order ART/ARMV/Break Down crane-Chief Mechanical Engineer/Chief Motive Power Engineer (Running & Loco)/Sr. Divisional Mechanical Engineer/Divisional Mechanical Engineer, etc.

(iii) Senior most railway officer at the site of the accident shall be the designated Site Manager.

(iv) Management of rescue operations- Primarily it is responsibility of Mechanical and Medical Departments. Assistance to be provided by all railwaymen (irrespective of their department)as needed.

(v) Relief operations including care for the dead-Commercial, Medical & RPF Departments.

(vi) Communication network-Telecom Department.

(vii) Crowd control and law & order at site – RPF.

(viii) State police clearance for restoration – RPF.

(ix) Restoration operations-Rolling stock- Mechanical Department.
Fixed infrastructure like Track, Over Head Equipment, Signaling system, etc.- departments concerned.

(x) Maintenance of SPART/ART & ARMV Rolling Stock/Break Down cranes including rail-cum-road and road mobile emergency vehicle etc. – Mechanical Department.

(xi) Maintenance of equipment kept in SPART/ART/ARMV for rescue and restoration operations – departments concerned.

(xii) Media Management at site-
- (a) Site Manager shall be the chief spokesman at site and can be assisted by the branch officers concerned, if needed.
- (b) PR/Commercial Department to look after the media needs at site.

(xiii) Checklist for the officers & supervisors must be issued in the form of a pocket booklet indicating Dos and Don'ts for the benefit of:
- (a) First official reaching the site of accident.
- (b) Senior most officer at the site.
- (c) Divisional/HQ control organization.
- (d) Station Manager/Station Master.

The Disaster Management Plans must be reviewed and updated in the month of January every year.

ABBREVIATIONS USED

1 AC	-	1ST Air Conditioned Coach
2 AC	-	2 Tier Air Conditioned Sleeper Coach
3 AC	-	3 Tier Air Conditioned Sleeper Coach
ADG	-	Additional Director General
ADMO	-	Assistant Divisional Medical Officer
ADRM	-	Additional Divisional Railway Manager
AEN	-	Assistant Engineer
AGM	-	Additional General Manager
AME	-	Assistant Mechanical Engineer
ARME	-	Accident Relief Medical Equipment
ARMV	-	Accident Relief Medical Van
ART	-	Accident Relief Train
ASTE	-	Assistant Signal & Telecommunication Engineer
BCX	-	8-wheel covered vacuum brake wagon
BD Spl.	-	Break Down Special
BFR	-	8-wheel open flat vacuum brake wagon
BPC	-	Bharat Petroleum Corporation
BRWD	-	Station Code for Barwadih
C&W	-	Carriage and Wagon
CAC	-	Combined Assistance Center
CBE	-	Chief Bridge Engineer
CCM	-	Chief Commercial Manager
CCM(G)	-	Chief Commercial Manager (General)
CCM(M&R)	-	Chief Commercial Manager (Marketing & Rates)
CCRS	-	Chief Commissioner of Railway Safety
CE	-	Chief Engineer
CEE	-	Chief Electrical Engineer
CEE (Op)	-	Chief Electrical Engineer (Operations)
CFTM	-	Chief Freight Transportation Manager
CHC	-	Chief Controller
Chg.	-	Coaching
CHOD	-	Coordinating Head of Department
CMD	-	Chief Medical Director
CME	-	Chief Mechanical Engineer
CME (Op)	-	Chief Mechanical Engineer (Operations)
CMI	-	Commercial Inspector
CMM	-	Chief Materials Manager
CMPE (Diesel)	-	Chief Motive Power Engineer (Diesel)
CMS	-	Chief Medical Superintendent
COM	-	Chief Operations Manager
Con.	-	Construction
COS	-	Controller of Stores
CPO	-	Chief Personnel Officer
CPRO	-	Chief Public Relations Officer
CPTG/G	-	Chief Passenger Transportation Manager/General
CPU	-	Station Code for Chopan
CRB	-	Chairman Railway Board
CRS	-	Commissioner of Railway Safety
CRSE	-	Chief Rolling Stock Engineer
CSC	-	Chief Security Commissioner
CSE	-	Chief Signal Engineer
CSO	-	Chief Safety officer
CSTE	-	Chief Signal & Telecommunication Engineer
CTE	-	Chief Track Engineer
CWE	-	Chief Workshop Engineer

CWS	-	Carriage & Wagon Superintendent
DAO	-	Divisional Accounts Officer
DCM	-	Divisional Commercial Manager
DCOS	-	Divisional Controller of Stores
DEE	-	Divisional Electrical Engineer
DEN	-	Divisional Engineer
DG	-	Director General
DHN	-	Station Code for Dhanbad
DM	-	Disaster Management
DM	-	District Magistrate
DME	-	Divisional Mechanical Engineer
DMO	-	Divisional Medical Officer
DMT	-	Disaster Management Team
DMU	-	Diesel Multiple Unit
DNR	-	Station Code for Danapur
DOM	-	Divisional Operations Manager
DOT	-	Department of Telephones
DPO	-	Divisional Personnel Officer
DR	-	Disaster Response
DRM	-	Divisional Railway Manager
DSC	-	Divisional Security Commissioner
DSO	-	Divisional Safety Officer
DSTE	-	Divisional Signal & Telecommunication Engineer
DTM	-	Divisional Traffic Manager
Dy.	-	Deputy
Dy. CCM	-	Deputy Chief Commercial Manager
Dy. COM	-	Deputy Chief Operations Manager
Dy. CSO	-	Deputy Chief Safety Officer
E-Mail	-	Electronic Mail
EC	-	Emergency Control
ED	-	Executive Director
EMC	-	Electro Mechanical Core
EMU	-	Electric Multiple Unit
Engg.	-	Engineering
ETL	-	Emergency Train Lighting
FA	-	First Aid
FA	-	Financial Advisor
FA&CAO	-	Financial Advisor and Chief Accounts Officer
FR	-	First Responders
(G)	-	General
G&SR	-	General & Subsidiary Rule
GM	-	General Manager
GRP	-	Govt. Railway Police
GYA	-	Station Code for Gaya
HOD	-	Head of Department
HOR	-	High Official Requisition
HPC	-	Hindustan Petroleum Corporation
HQ	-	Hdqrts.
HRE	-	Hydraulic Rerailing Equipment
HRD	-	Hydraulic Rescue Device
IAF	-	Indian Air Force
IAT	-	Instant Action Team
IG	-	Inspector General of Police
IRCM	-	Indian Railway Commercial Manual
IRCTC	-	Indian Railway Catering & Tourism Corporation
IRMM	-	Indian Railway Medical Manual

IOC	-	Indian Oil Corporation
ISD	-	International Subscriber Dialling
IT	-	Information Technology
JA	-	Junior Administrative
JCB	-	Jack-cum-Bulldozer
JE	-	Junior Engineer\
Jn.	-	Junction
LC	-	Level Crossing
LCC	-	Local Command Center
LI	-	Loco Inspector
LPG	-	Liquefied Petroleum Gas
LR	-	Leave Reserve
MGS	-	Station Code for Mughalsarai
MOR	-	Ministry of Railways
MOSR	-	Minister of State for Railways
MP	-	Madhya Pradesh
MR	-	Minister for Railways
MRV	-	Medical Relief Van
NGO	-	Non-Govt. Organisation
NR	-	Northern Railway
NCR	-	North Central Railway, Allahabad
OC	-	Officer-in-Charge
OHE	-	Over Head Equipment
PA	-	Public Address
PC	-	Personal Computer
PCE	-	Principal Chief Engineer
PCO	-	Public Call Office
PHOD	-	Principal Head of Department
POL	-	Petroleum & Oil
PR	-	Public Relations
PRC	-	Power Controller
PRO	-	Public Relations Officer
PSU	-	Public Sector Undertaking
P Way	-	Permanent Way
PWI	-	Permanent Way Inspector
RCT	-	Railway Claims Tribunal
RE	-	Railway Electrification
RG	-	Rest Giver
RMS	-	Railway Mail Service
RPF	-	Railway Protection Force
RSO	-	Rolling Stock Organisation
S&T	-	Signal & Telecommunication
SDGM	-	Senior Deputy General Manager
SE	-	Section Engineer
Secy.	-	Secretary
SHO	-	Station House Officer
SI	-	Signal Inspector
SI	-	Sub-Inspector
SJAB	-	St. John Ambulance Brigade
SLR	-	Second Class-cum-Luggage-cum-Brake Van coach
SM	-	Station Manager
SP	-	Self Propelled
SPARMV	-	Self Propelled Accident Relief Medical Van
SPART	-	Self Propelled Accident Relief Train
SO	-	Staff Officer
SOS	-	International Call for Distress

Sr.	-	Senior
Sr. DAO	-	Senior Divisional Accounts Officer
Sr. DCM	-	Senior Divisional Commercial Manager
Sr. DEE	-	Senior Divisional Electrical Engineer
Sr. DEN	-	Senior Divisional Engineer
Sr. DME	-	Senior Divisional Mechanical Engineer
Sr. DMO	-	Senior Divisional Medical Officer
Sr. DOM	-	Senior Divisional Operating Manager
Sr. DPO	-	Senior Divisional Personnel Officer
Sr. DSC	-	Senior Divisional Security Commissioner
Sr. DSO	-	Senior Divisional Safety Officer
Sr. DSTE	-	Senior Divisional Signal & Telecommunication Engineer
SSE	-	Senior Section Engineer
STD	-	Subscriber Trunk Dialing
STM	-	Senior Transportation Manager
SS	-	Station Superintendent
TCM	-	Telecommunication Maintainer
TCI	-	Telecommunication Inspector
TI	-	Traffic Inspector
TRD	-	Traction Distribution
TS	-	Train Superintendent
TTE	-	Traveling Ticket Examiner
TXR	-	Train Examiner
UCC	-	Unified Command Center
VHF	-	Very High Frequency
VPU	-	Vehicle Parcel Van
WLI	-	Welfare Inspector
WTT	-	Working Time Table

Chapter-1
DISASTERS

1. DEFINITION:

Disaster is an unusual occurance characterized by:-

(i) Sudden calamitous event, having great material damage, loss and distress.

(ii) A complete definition of disaster may be 'an event, concentrated in time and space, which threatens a society or a relatively self sufficient sub division of a society with major unwanted consequence as a result of the collapse of precaution which had hitherto been culturally accepted as adequate.' (Turner, 1976).

Many serious train accidents are also disasters and hence, every Railway staff should be in position to identify the characteristics of different disaster situations.

2. TYPES OF DISASTER CAUSING INTERRUPTION TO TRAIN SERVICES:

Human/Equipment failure:

The following disasters/ accidents may be caused by human/equipment failure, which may affect normal movement of train services with loss of life or property or both.

* Collisions.
* Derailments.
* Level crossing accidents at Manned/Unmanned Level Crossings.
* Fire on Train.

Natural Calamities:

Natural calamities may also cause serious disruption of traffic with loss of life/property.

* Landslide.
* Earth quakes.
* Floods.
* Storm/Cyclones/Tornadoes.

Sabotage:

Sabotage causing deliberate loss of life and / or damage to property.

* Setting fire to train/railway installations and railway property.
* Bomb blasts.
* Placing of obstructions on track to cause disruption to traffic.
* Tampering with railway fittings to cause accidents.

3. **LEVEL OF DISATER CAUSING INTERRUPTION TO TRAIN SERVICES:**

Railway accidents can be categorized into different levels:

* Accidents of a magnitude which can be managed by the concerned divisional authorities;
- Accidents of a magnitude which may require assistance from neighbouring divisions but can be managed by the Zonal Railway: and Disaters of a magnitude in terms of their severity or scale of casualties that require

- active involvement of multiple agencies of the Central Govt. (Ministry of Railways & other Ministries).

4. **CLASSIFICATION OF A RAILWAY ACCIDENT AS A DISASTER**:

Disaster in the railway context is defined as a major train accident leading to serious causalities and long duration of interruption to traffic. This compendium of instructions has been prepared for dealing with such disasters, and not normal train accidents. In case of a serious accident the Administration would take a conscious decision whether the situation is to be classified as a Disaster or not.

5. **AUTHORISED OFFICERS TO DECLARE AN ACCIDENT AS A DISASTER :**

COM is the authorized officer to declare an accident as a Disaster. Such declaration will be issued to all concerned with the approval of General Manager. If the accident is declared as a Disaster, all instructions as contained here in this Disaster Management Plan would automatically come into force, and officers and staff of all departments would take action as laid down in this book.

6. Categorization of Alerts:

According to severity of disaster concerned ministry will issue an alert. A Standard Operating Procedure has been prepared for alerts of events of different types and identifies the situations when alerts are to be sent by the IOC.

Specific hazards have different categories of alerts. Accordingly, a uniform system has been devised by categorizing each type of alert in stages-Yellow, Orange and Red.

Action Plan for Communication of Alert Messages:

Whenever a crisis is about to be faced, Government of India has laid down system for warning its respective department through an 'Alert'. It should be understood that mere issue of an 'Alert' (Yellow or Orange) is not an indication of the occurrence of a Disaster. This only signifies the existence of a crisis for which provisions of the Crisis Management Plan would come into operation.

The Action plan for Alert Messages lays down as under:

(i) All concerned Ministries/Departments/Organisations/Agencies will report events to IOC, MHA.

(ii) While generating and transmitting alerts to IOC, MHA, the concerned agency, will indicate the category of the event as well as its corresponding stage (Red/Orange/Yellow).

(iii) For Railways categorisation of Alerts is under.

Category	Description	Stage
Minor	50 or more casualties (inclusive of death and injuries)	Yellow
Medium	51-99 deaths.	Orange
Major	100 or more deaths, or where additional assistance is sought	Red

7. Standard Operating procedure (SOP) on Railways:

(i) National Disasters:-

The Civil Engineering Department at the field level and on the Divisions gets information through advance warning sent by the respective Government Departments on the possibility of Floods, Cyclones, Earthquakes and Landslides etc. Depending on the gravity of the disaster/crisis/calamity expected the information would be passed on to the Divisional officers through the Emergency Control which will act as the ICS. Where train operations have to be suspended or regulated the operating departments would be suitably advised. After making the train regulation plan the divisional control would advise the commercial and security departments for management of the welfare of passengers. Alerts to the passengers would be issued through the PR Department of the Railway in the Print and Electronic Media.

The DRMs on the divisions shall ensure coordination amongst the departments for ensuring running of train services (including relief special trains) as also relief arrangements for the passengers and for the Welfare of Railways own staff. Assistance of other Divisions and from the Zonal Railways would be taken through the Headquarter of the Zonal Railways (i.e. by involving the General Manager). Coordination with the IOC of MHA and NDMA/NDRF would be through the Emergency Control of each zonal Headquarter.

(ii) Man-made Disasters:-

Different forms of terrorism fall under the ambit of these disasters. A major role has to played by the Security Department of the Railways who will coordinate with the State Governments and when required the Para-military and other forces. The Security Control of the division will act as the ICS. The Headquarter Security Control will coordinate with the IOC of MHA.

A similar system would be followed as above in organizing regulation of train services by the operating department at the divisional, zonal level and also in the Railway Board.

(iii) Handling CBRN Disaster

Training of a skeleton number of Medical Doctors in all Divisional Railways Hospitals is to be planned for handling and to provide medical relief for all CBRN(Chemical, Biological, Radiological, Nuclear) disaster and mitigation of BN(Biological, Warfare), BT(Bio-Terrorism).

(iv) Chemical Disaster:-

Railways expertise in dealing with mis-happenings likes spillage, catching fire etc of inflammables, Acids & other corrosives are very limited. It is therefore imperative that the respective divisions will develop and nurture co-ordination

with those agencies and organizations on their system that have expertise in dealing will the hazardous materials being handled and transported.

Chapter-2

DISASTER PREPAREDNESS AVALABILITY OF RESOURCES

Railways are generally self-reliant in carrying out rescue and relief operations as a result of having a well organized set up including ARMVs and ARTs. However, major accidents, involving heavy casualties in remote areas or in difficult terrain or under adverse weather conditions are possible to be managed efficiently only by mobilizing non-railway resources.

Disaster Management mechanism in Railways can be maintained at a high level of preparedeness and efficiency by keeping all resources readily available and in good fettle. Resources imply both railway and non-railway men and material including medical personnel, transport, volunteers, police and fire services. Details of these resources, their location, contact numbers and other details have been identified, complied and placed in a 'Data Bank'. This Data Bank is available in the divisional DM Plans of Dhanbad, Mughalsarai, Danapur, Sonpur & Samastipur divisions respectively. These have also been put on ECR's Web Site (www.ecr.railnet.gov.in) for ready access.

Resources available in case of a major accident may be grouped into 4 different units, depending on the time frame within which these can be made available after an accident.

These are as follows:

(1) Resource Unit I - Railway and non-railway resources available on the train, and at nearby surroundings.

(2) Resource Unit II - Railway resources available at ARMV/ART depots and elsewhere within the division.

(3) Resource Unit III - Railway resources available at ARMV/ART depots and elsewhere on adjoining Zones and Divisions.

(4) Resource Unit IV - Non-railway resources available within or outside the division.

1. Resource Unit –I

(a) Resources available on trains carrying Passengers

(i) First Aid Box available with the Guard.

(ii) First Aid Box available with Train Superintendent and in the Pantry Car.

(iii) Portable Telephones, Fire Extinguishers in Brake Van.

(iv) Portable Telephones in Locomotives.

(v) Walkie-Talkie with Guard and Driver.

(vi) CellPhones/Mobile communications with Passengers.

(vii) Information collected by Train Superintendent/Travelling Ticket Examiner about Medical Practioners traveling on the train.

(viii) Information collected by TS/TTE about Railway Officers travelling on the train.

(ix) Railway staff travelling on the train-either on duty or on leave as passengers.

(x) Passengers travelling on the train who volunteer their help for rescue and relief work.

(b) Non-railway resources available nearby:

(i) Volunteers from nearby villages and town.

(ii) Transport facilities available at site or passing through nearby LC Gates.
(iii) Tractors with trolleys from nearby villages both for transport purposes and for lighting up the accident site.
(iv) Station staff and local railway administration should requisition help from non-railway sources before railway own rescue team arrives.
(v) Such local networks are most effective in rushing assistance immediately, especially with regard to :
- medical succour,
- additional manpower,
- rescue equipment,
- lighting arrangements,
- transport services,
- fire fighting tools etc.

(C) Railway resources available nearby:
(i) Engineering gangs.
(ii) OHE staff and Signal staff available.
(iii) Other resources such as medical facilities, communication facilites

(d) At adjoining Stations:
(i) Staff available at adjoining or nearby stations.
(ii) Railway resources as given in respective Divisional DM Plans.
(iii) Non-railway resources as given in respective Divisional DM Plans.
(iv) Resources should be mobilized to send medical team at short notice as given in the respective Divisional DM Plans.

2. Resource Unit - II
(i) AMRVs, ARTs with 140 T crane are stabled at nominated stations. their locations are given in **Chapter 3.**
(ii) Railway medical and departmental resources.

3. Resource Unit - III
(i) Location of AMRVs, ARTs with 140 T crane based on adjoining Zones/Divisions are given in **Chapter 3.**
(ii) Section wise chart of which ARMVs/ARTS are to be requisitioned from adjoining Zones/Divisions is given in **Divisional/zonal DM Plans.**
(iii) Resources of men and material available on adjoining Zones/Divisions are given in their data bank and included in the Zonal/Divisional DM Plans of respective Zones/Divisions.
(iv) Copies of DM Plans of adjoining divisions should be available with the divisional control offices.

4. Resource Unit – IV :
(i) Non-railway resources available within the division-as given in the data bank and included in the Divisional DM Plan.
(ii) Non-railway resources available outside the division-as given in the data bank and included in **Chapter 20.**

Chapter-3

DISASTER PREPAREDNESS –ARMVs/ARTs

1. ACCIDENT RELIEF MEDICAL VAN (ARMV)

ARME Scale-I –Equipment stored in Spl. Medical Relief Vans stabled in separate sidings.

i. Location of ARME Scale-I are given below:-
ii. One key of the Van is available with the Loco forman or Station Master in a glass fronted case.
iii other key is with the doctor in charge of the ARMV.
iv. Medicines and equipments are provided as per Rly. Board norms.
v. Keys of all locks inside the ARMV are also in duplicate. One set of keys is kept with the medical officer in charge of ARMV and the other set of keys are kept in a glass fronted case inside the ARMV.
vi. The target time for turning out of ARMV is 15 minutes in day and 25 minutes in the night from the time of sounding of Hooter.

1.1 LOCATION OF ARME SCALE-I

DIVN	DEPOT	ARME			
		Brake	Load	Cold cutting equipment	Speed Kmph
DANAPUR	DANAPUR	AB	2=4	Yes	100
	JHJHA	AB	2=4	Yes	100
MUGHALSARAI	MUGHALSARAI	AB	2=4	Yes	100
	GAYA	AB	2=4	Yes	100
DHANBAD	DHANBAD	AB	2=4	Yes	100
	BARWADIH	AB	2=4	Yes	100
	CHOPAN	AB	2=4	Yes	100
SONPUR	SONPUR	AB	2=4	Yes	100
	BARAUNI	AB	2=4	Yes	100
SAMASTIPUR	NARKATIYAGANJ (MG)	AB	2=4	Yes	40
	Jhanjharpur (MG)	AB	2=4	Yes	40
	SAHARSA (MG)	AB	2=4	Yes	40

1.2. **ACCIDENT RELIEF MEDICAL EQUIPMENT -II**

(i) Locations of ARME Scale II are given below:-

(ii) The medical equipment is kept sealed without any lock.

(iii) The Scale II room has duplicate keys.

(iv) One is with the Medical officer and the other is in Station Master's Office.

(v) These are to be taken out and rushed to the site of an accident by any train or available road vehicle.

1.4 **Section wise chart for requisitioning of ART, ARMVs Crane from DIVs & adjoining Zones/Divisions from both ends:**

S. No.	DIV	Section	First End	Other end	2 Extra 140T BD Crane	Remarks
1	DHN	(I)DHN -PKA	DHN	ASN **	HWH, MGS	**(ER)
		(II) DHN -MPO	DHN	MGS	ASN, DNR	
		(III) DHN -PEH	DHN	ASN **	BRWD, MGS	
		(IV)DHN -CRP/GMO	DHN	BKSC***	ASN ** ,BRWD	*** SER
		(V) GMO /CRP-BRWD	DHN	BRWD	BKSC *** ,MGS	
		(VI)BRWD -CPU	BRWD	DHN	MGS, DNR	**** NCR
		(VII) CPU SGRL /KRSL /MHD	BRWD	NKJ	CNB, MGS, JBP	***** WCR
2	MGS	(I)MGS -GYA (MA)	MGS	DHN	BRWD, DNR	
		(II)DOS -GHD	MGS	BRWD	DHN, DNR	
3	DNR	(I) JAJ -DNR	ASN	DNR	SEE, MGS	
		(II) KEV ,GYA	ASN	DNR	DHN,MGS	
		(III) DNR -MGS (includingDLN -TRG)	DNR	MGS	DHN, CNB	
		(IV) FTU IPR* BKP -RGD*	DNR		MGS	*Single entry point
		(V) PNBE -GYA	DNR	MGS	DHN, BRWD	
4	SEE	(I)KIR -BJU	KIR	SEE	NJP, DNR	****** NFR
		(II)BJU -SEE Via SPP	KIR	SEE	DNR, GKP	******* NER
		(III) SEE -CI	SEE	GKP	GD, DNR	
		(IV) BJU -HJP ViaMFP -SPJ	SEE	GKP	GD,DNR	
		(V)BJU -RJO	SEE	ASN	DHN, DNR	
5	SPJ BG	(I) SPJ - DBG*	SEE		DNR	*Single entry point
		(II) MNE -SHC *	SEE	KIR		-
		(III)MFP -VKNR	SEE	GKP	GD, DNR	
		(IV) SGL -RXL*	SEE	GKP	GD, DNR	*Single entry point
		(V) KVC -PNYA	SEE	GKP	GD, DNR	

Section wise chart for requisition of ARMV from the affected division & adjoining Zone/ Division

S.N.	DIV	Section	First End	Other end	2 Extra ARMV	Remarks
1	DHN	(I)DHN -PKA	DHN	ASN **	GYA ,JAJ	**(ER)
		(II) DHN -MPO	DHN	GYA	MGS ,ASN#	
		(III) DHN -PEH	DHN	ASN **	JAJ ,GYA	
		(IV)DHN -CRP/GMO	DHN	BKSC***	ASN ** ,BRWD	*** SER
		(V) GMO /CRP-BRWD	DHN	BRWD	BKSC *** ,MGS	
		(VI)BRWD -CPU	BRWD	CPU	MGS ,ALD****	**** NCR
		(VII) CPU SGRL /KRSL /MHD	CPU	NKJ	ALD ,JBP*****ALD / BRWD,JBP	***** WCR
2	MGS	(I)MGS -GYA (MA)	MGS	GYA	BRWD,DHN	
		(II)DOS -GHD	MGS	BRWD	GYA ,CPU	
3	DNR	(I) JAJ -DNR	JAJ	DNR	ASN ,MGS	
		(II) KEV ,GYA	JAJ	GYA	DNR ,MGS	
		(III) DNR -MGS (includingDLN -TRG)	DNR	MGS	JAJ ,ALD	
		(IV) FTU IPR* BKP -RGD*	DNR		JAJ	*Single entry point
		(V) PNBE -GYA	DNR	GYA	MGS ,DHN	
4	SEE	(I)KIR -BJU	KIR	BJU	NJP****** ,SEE	****** NFR
		(II)BJU -SEE Via SPP	BJU	SEE	KIR ****** ,CI *******	******* NER
		(III) SEE -CI	SEE	CI	BJU ,GKP *******	
		(IV) BJU -HJP ViaMFP -SPJ	BJU	SEE	KIR ,CI	
		(V)BJU -RJO	BJU	JAJ	SEE ,DNR	
5	SPJ BG	(I) SPJ - DBG*	BJU	SEE		*Single entry point
		(II) MNE -SHC *	BJU	KIR		-
		(III)MFP -VKNR	SEE	GKP	BJU,GD	
		(IV) SGL -RXL*	SEE	GKP	BJU,GD	*Single entry point
		(v) KVC-PNYA	SEE	GKP	BJU, DNR	

Section wise chart for requisiting of ART without 140T BD crane from the affected division adjoining Zone/Division						
S.N.	**DIV**	**Section**	**First End**	**Other end**	**2 Extra ART without 140T BD Crane**	**Remarks**
1	DHN	(I)DHN -PKA	DHN	ASN **	GYA ,JAJ	**(ER)
		(II) DHN -MPO	DHN	GYA	MGS ,ASN	
		(III) DHN -PEH	DHN	ASN **	JAJ ,GYA	
		(IV)DHN -CRP/GMO	DHN	BKSC***	ASN ** ,BRWD	*** SER
		(V) GMO /CRP-BRWD	DHN	BRWD	BKSC *** ,MGS	
		(VI)BRWD -CPU	BRWD	CPU	MGS ,ALD****	**** CR
		(VII) CPU SGRL /KRSL /MHD	CPU	NKJ	ALD ,JBP***** ALD /BRWD,JBP	*** WCR
2	MGS	(I)MGS -GYA (MA)	MGS	GYA	BRWD,DHN	
		(II)DOS -GHD	MGS	BRWD	GYA ,CPU	
3	DNR	(I) JAJ -DNR	JAJ	DNR	ASN ,MGS	
		(II) KEV ,GYA	JAJ	GYA	DNR ,MGS	
		(III) DNR -MGS (includingDLN -TRG)	DNR	MGS	JAJ,ALD	
		(IV) FTU IPR* BKP -RGD*	DNR		JAJ	*Single entry point
		(V) PNBE -GYA	DNR	GYA	MGS ,DHN	
4	SEE	(I)KIR -BJU	KIR	BJU	NJP****** ,SEE	****** NFR
		(II)BJU -SEE Via SPP	BJU	SEE	KIR ****** ,CI *******	****** NER
		(III) SEE -CI	SEE	CI	BJU ,GKP *******	
		(IV) BJU -HJP ViaMFP -SPJ	BJU	SEE	KIR ,CI	
		(V)BJU -RJO	BJU	JAJ	SEE ,DNR	
5	SPJ BG	(I) SPJ - DBG*	BJU	SEE		*Single entry point
		(II) MNE -SHC *	BJU	KIR		
		(III)MFP -VKNR	SEE	GKP	BJU,GD	
		(IV) SGL -RXL*	SEE	GKP	BJU,GD	*Single entry point
		(V) KVC -PNYA	SEE	GKP	BJU ,DNR	

2. **ACCIDENT RELIEF TRAIN:**

(i) ART Locations are given below:-

(ii) ART Special formation is stabled complete on a separate siding having double entry for faster exit in both directions.

(iii) Rescue/Restoration equipment is kept as per Railway Board's instructions.

(iv) BD Special keys are with the following officials:

- Mechanical Tool Van SSE/SE/JE/Mechanical.
- Engineering Tool Van SSE/SE/JE/Permanent Way.
- Over Head Equipment Tool Van SSE/SE/JE/OHE/TRD.

(V) Crane Supervisor will ensure availability of adequate fuel and water in the crane at all times.

(vi) On getting emergency call, the Crane Supervisor shall check and ensure:

- Correct marshalling of Crane according to site requirement.
- Alert the stand by Crane Operator of 140T Crane.

(vii) In case road approach is faster, re-railing equipment may be moved by road as required.

(viii) The target time for turning out of ART is 30" by day and 45" by night from the time of sounding of siren.

2.1 LOCATION OF ARTs

DIVN	DEPOT	ART			
		CLASS	Brake	Load	Speed KM/Ph
DHANBAD	DHANBAD	A	AB	5=10	100
	GOMOH	B	AB	6=12	100
	PATHERDIH	B	AB	5=10	100
	BARKAKANA	B	AB	5=10	100
	BARWADIH	A	AB	6=12	100
	CHOPAN	B	AB	6=12	100
DANAPUR	DANAPUR	A	AB	5=10	100
	JHJHA	B	AB	6=12	100
MUGHALSARAI	MUGHALSARAI	A	AB	6=12	100
	GAYA	B	AB	5==10	100
SONEPUR	SONEPUR	A	AB	7=14	100
	BARAUNI	B	AB	6=12	100
SAMASTIPUR	NARKATIYAGANJ (MG)	A	VB	9=18	40
	JHANJARPUR (MG)	A	VB	11=22	40
	SAHARSA (MG)	A	VB	9=18	40

2.2. LOCATION OF CRANE BASES

DIVN	DEPOT	CRANE		
		Speed (Kmph)	Ton	Brake
DANAPUR	DANAPUR	100	140 T	AB
MUGHALSARAI	MUGHALSARAI	100	140 T	AB
SONEPUR	SONEPUR	100	140 T	AB
SAMASTPUR	NARKATIYAGANJ (MG)	40	35 (Steam)	Vacuum
	JHANJARPUR (MG)	40	35 (Steam)	Vacuum
	SAHARSA (MG)	40	35 (Steam)	Vacuum
DHANBAD	DHANBAD	100	140 T	AB
	BARWADIH	100	140 T	Dual

3.**Location of ARTs/ARMVs/Cranes/Bulldozers of adjacent division/ zone**

Zone	Place	ART	ARME	Crane	Bulldozer	Cold Cutting equipment
Eastern Railway	Asansol	Yes	Yes	Yes	-	-
	Sahebganj	Yes	Yes	Yes	-	Yes
	Bhagalpur	-	Yes	-	-	yes
	Jamalpur	Yes	Yes	-	Yes	Yes
North Central Railway	Allahabad	Yes	Yes	-	-	yes
	Vyasnager	Yes	Yes	-	-	Yes
	Kanpur	Yes	Yes	Yes	Yes	Yes
Northern Railway	Lucknow	Yes	Yes	Yes	-	Yes
NorthFrontier Railway	Katihar	Yes	Yes	-	-	Yes
North Eastern Railway	Gorakhpur	Yes	yes	Yes	-	Yes
West Central Railway	New Katni	Yes	Yes	Yes	-	Yes
	Jabalpur	Yes	Yes	-	-	-
SouthEastern Railway	Adra	Yes	Yes	Yes	-	Yes

4. **Location of Tower Wagons**

DIVISION WISE DETAIL RELATED TO TOWER WAGONs

SlNo	T.W.No.	Type	Base	Max. Speed
DHANBAD DIVISION				
1.	ER-863	Mark-II	Dhanbad (DHN)	40 KMPH
2.	ER-866	Mark-II	CRP	40 KMPH
3.	ER-856	Mark-II	Doltenganj(DTO)	40 KMPH
4.	ER-246	Mark-II	Gomiya (GMIA)	40 KMPH
5.	ER-844	Mark-III	Doltenganj(DTO)	60 KMPH
6.	ER-868	Mark-III	Khelari(KLRE)	60 KMPH
7.	ER-776	Mark-III	Lathehar (LTHR)	60 KMPH
8.	PTL-0021	DHTW	Gomo(GMO)	75 KMPH
9.	PTL-0053	DHTW	Hazaribagh(HZD)	75 KMPH
10.	PTL-0086	DHTW	Dhanbad (DHN)	75 KMPH
11.	ER/RU-901	DETC/ICF	Dhanbad (DHN)	100 KMPH
12.	ER/RU-904	DETC/ICF	Gujhandi (GJD)	100 KMPH
13	ER/RU-3906	DETC/ICF	Barkakana (BRKA)	100 KMPH
MUGHALSARAI DIVISION				
1.	ER-855	Mark-II	Karmnasha (KMS)	40 KMPH
2.	ER-845	Mark-II	SEB	40 KMPH
3.	ER-846	Mark-II	Gaya(GYA)	40 KMPH
4.	ER-810	Mark-II	Mugalsarai(MGS)	40 KMPH
5.	ER-869	Mark-II	Japala (JPL)	40 KMPH
6.	ER-003	Mark-IV	SEB	60 KMPH
7.	ER-837	Mark-II	RafiGanj(RFJ)	40 KMPH
8.	PTL-0016	Mark-IV	KTQ	75KMPH
9.	PTL-0052	DHTW	Deharionson(DOS)	75KMPH
10.	PTL-0082	DHTW	RafiGanj(RFJ)	75KMPH
11.	ER-902	DETC	Gaya(GYA)	100 KMPH
12.	ECRU-4907	DETC	Mugalsarai(MGS)	100 KMPH
DANAPUR DIVISION				
1.	ER-781	Mark-III	ARA (ARA)	60 KMPH
2.	ER-785	Mark-IV	Mokama(MKA)	KMPH
3.	ER-866	Mark-III	Buxar (BXR)	60KMPH
4.	ER-864	Mark-III	JHD	60KMPH
5.	ER-847	Mark-III	Dildar Nagar(DLN)	60 KMPH
6.	ER-868	Mark-IV	Bakhtiyar pur(BKP)	60 KMPH
7.	PTL-006	DHTW	Buxar (BXR)	75 KMPH
8.	ER-6512	SAN	Danapur (DNR)	100 KMPH
9.	ER-3485	BEML	Danapur (DNR)	100KMPH
10	RU-2902	DETC/ICF	Jhajha (JAJ)	100KMPH

5. Authority to order movement of ARMVs & ARTs to site:
   (i) On receipt of information about serious accident involving casualties, ARMVs and ARTs shall be ordered immediately.
   (ii) This decision would be taken by the Dy. CHC (Chg.) on duty and nobody's authorization would be required for ordering the same.

(iii) After sounding of siren the ARMV and ART should be run out within the stipulated target time.

Chapter-4

DISASTER PREPAREDNESS
USE OF ON BOARD RESOURCES

(A) PORTABLE TELEPHONE :

1.Types of Portable Telephones :

(i) Portable Telephones are available in Brake van of Passenger carrying Trains.

(ii) Telephones presently in use are of the 4-wire/2-wire type of portable phones which can be used in RE area as well as in overhead communication territory.

(iii) There are two types of Portable Telephones
-Land line type (Overhead Telephone line transmission)
-Socket Type (Underground cable transmission)

(iv) In overhead territory additional poles are to be carried by Guards for connecting phones to the overhead lines.

2. How to use Portable Telephones :

(a) Overhead type :

(i) Fix "Y" bracket on the poles.

(ii) Use required number of poles available.

(iii) Connect the two wires to phone terminals.

(iv) Circuit on Red colour bracket side connects the section controller telephone line.

(v) Circuit on the Green colour bracket side connects the Deputy Chief Controller telephone line.

(vi) Link "Y" bracket on the circuit and rub it for clear communication.

(b) Underground cable type :

(i) Look at Receiver Arrow sign for socket location on Over Head Equipment mast /location post and move towards the Arrow pointing direction.

(ii) On reaching EMC Socket location, open the socket by using the key kept in the phone box where required.

(iii) Plug in the phone terminal properly for communication.

(iv) In electrified section this phone connects the Traction power controller and then link to section controller.

(B) WALKIE – TALKIE SETS :

(i) Ensure that the set is charged.
(ii) Check that the proper channel is selected for communication.
(iii) Do not intervene when the channel is engaged.
(iv) Never press "SOS" button provided in walkie-talkie unless it is a real emergency. In case of emergency if "SOS" button is provided on the mobile, it should be used to override an on going conversation.

(C) Use of BSNL/Cell phone/Mobile phones :

(i) BSNL phone numbers with STD code for Railway Station in a Division are given in (Working Time Table).
(ii) WTT is available with Guard, Driver, and Assistant Guard.
(iii) Refer WTT for nearest Station contact number.
(iv) BSNL phone numbers of important Stations are also available in Public Time Table.

(D) EMERGENCY TRAIN LIGHTING BOX :

1. How to use ETL BOX :

(i) This box is available in the Brake Van of Passenger carrying trains.
(ii) Open the box by removing the seal.
(iii) Fix the crocodile clip of hand Torch to the coach power supply terminal and use it for searching/surveying.
(iv) Fix the flood light to the Tripod Stand and connect its crocodile clip to the power supply terminal.

Chapter-5

DISASTER RESPONSE – OVERVIEW

1. GOLDEN HOUR :

If a critical trauma patient is not given definite medical care within one hour from the time of accident, chances of his ultimate recovery reduces drastically, even with the best of Medical attention thereafter. This one hour period is generally known as The Golden Hour.

During Golden Hour period every effort should be made to :

(i) Render definite medical care to the extent possible preferably by qualified medical practitioners.

(ii) Stop bleeding and restore Blood Pressure.

(iii) Persons under shock should be relieved of shock immediately.

(iv) Transport casualties to the nearest hospital so as to reach within this Golden Hour period.

For being effective, any Disaster Management system should aim at recovering as many critical patients as possible and rushing them to hospital within this period.

2. Disaster Syndrome :

A victim's initial response following a Disaster is in three stages, viz. Shock stage, Suggestible stage and Recovery stage. These initial responses are called Disaster Syndrome.

(i) Shock stage: In which victims are stunned, dazed and apathetic.

(ii) Suggestible stage: In which victims tend to be passive but open to suggestions and willing to take directions from rescue workers and others.

(iii) Recovery stage: In which individuals may be tense and apprehensive and may show generalized anxiety.

3. 3 Different phases of Disaster Response :

Disaster Response in case of a railway accident, constitutes of 3 phases. These 3 phases are determined both by the time factor, as also by the extent of specialized assistance available. Firstly, it begins with the spontaneous reaction of men available on the train at the time of the accident. Thereafter the second phase continues with contributions made in rescue and relief work by men and material available locally in nearby areas of the accident site. The third and longest phase consists of meticulously planned action by trained DM teams who arrive at the accident site to carry out rescue and relief operations.

The first phase which is of shortest duration last for about half an hour. It is an amateurish, poorly equipped effort; but is nevertheless the most important phase. In most cases, this is the only help available for a major part of the 'Golden Hour'.

The second phase which is of 2-3 hrs. duration is comparatively less amateurish and much better equipped. Their contribution is vital since the 'Golden Hour' period comes to an end during the working of this group. How many critically injured passengers can finally be saved depends solely on the efficiency of this group.

The last and final phase of Disaster Response by railway's DM team continues for a few days. It comes to an end not only with the restoration of traffic but with the departure of most relatives and next of kin from the accident site and disposal of all bodies. Few of the grievously injured who continue to be hospitalized for comparatively longer spells are then the sole responsibility of railway's medical department.

With the above scenario in mind, it is necessary to take firm and quick decisions to save lives and property. To achieve these objectives Railways have a well-defined action plan that is successfully executed by the coordinated efforts of different disciplines, all of whom function as a team. The three groups which are active during the above mentioned 3 phases of Disaster Response, may be classified as follows :

(i) Instant Action Team (IAT)
(ii) First Responders (FR)
(iii) Disaster Management Team (DMT)

4. <u>First Aid in Emergency</u> :

(a) Order of priority for dealing with and helping injured passengers should be as follows :

- unconscious,
- bleeding excessively,
- having breathing problems,
- grievously injured,
- in a state of shock,
- having fractures,
- simple injured.

(b) For assessing and handling injuries, acronym **DR ABC** is to be followed**.**

(i) D – DANGER :
Look for danger. Make sure that no further danger exists either for the patient or for the First Aider.

(ii) R – RESPONSE :
Check for consciousness. Call by his/her name, slap, pinch and shake gently. If there is no response, then it means that the patient is unconscious.

(iii) A – AIR WAY :
Clear the airway (Trachea). If patient is unconscious, then the airway may be narrowed or blocked making breathing impossible. This occurs due to several reasons. Mass food particles or foreign body in the air passage; or the tongue may have sagged back and blocked the air passage.

To open the airway lift the chin forward with the fingers of one hand while pressing the forehead backwards with the other hand, now the tongue comes forward and the airway is cleared. To clear the other objects in the mouth press the Jaw, open the mouth put your fingers or a clean cloth in the mouth and clear the things. Now the air passage is clear.

(iv) B – BREATHING :
Check for Breathing. Keep the back of your fingers near the nose of the patient. You can feel the warm air (or) keep your ear near the nose and

look for the movement of chest, **listen** to the sound from the throat and **feel** the warm air from the nose.

(v) C – CIRCULATION :

Check the pulse. Normally we check the pulse at the wrist; however, sometimes it is not felt because of severe bleeding. So, it is better to check the pulse at neck. (Carotid Pulse).

After checking **DR ABC,** there may be **two possibilities**.

(i) If patient is breathing, has circulation but is unconsciousness, immediately turn him to Recovery position and transport to hospital.

(ii) If the patient has failure of breathing and circulation, then immediately start CPR (CARDIO PULMONARY RESUSCITATION) the important life saving technique in First Aid.

To revive the lungs you have to give artificial respiration by mouth to mouth (Kiss of Life) method. Lift the chin forward and press the jaw open the mouth with one hand and close the nose with other hand keep your mouth on the casualty's mouth and blow.



To revive the heart you have to give external chest compression. The casualty should be made to lie down on a hard surface. Keep heel of the palm on the chest (Pit of stomach) of the casualty and keep the other palm over that hand and compress.



Mouth to mouth ventilation and external chest compression should be given in the ratio of 2:15. This should be continued up to the revival of life or till reaching the hospital. Once life starts, immediately turn the casualty into recovery position and transport to hospital. (Recovery position or three quarter prone position means turn to one side, better to right side)

Recovery position :

Recovery position is the safest position for unconscious patients. Normally we keep the patient in a **supine position**. However, in case of unconscious patients, it is a very dangerous position because the tongue can fall back and close the airway or saliva and other secretions may get into windpipe. To avoid that, turn the casualty into recovery position and transport to hospital.



Sometimes, you may not be in a position to do First Aid due to tense situation. In such circumstances at least turn the casualty to **Recovery Position,** which would help to save many precious lives.

Chapter-6

DISASTER RESPONSE – INSTANT ACTION TEAM

INSTANT ACTION TEAM (IAT) :

1. Instant Action Team comprises :

(i) The Guard, Crew, TS, TTEs, AC coach attendant, Asst. Guard, RPF and other railway staff on duty on the accident involved train.
(ii) GRP staff traveling on the train on duty.
(iii) Railway staff traveling by the accident involved train either on duty or on leave as passengers.
(iv) Doctors traveling by the train.
(v) Passengers traveling on the train who volunteer for rescue and relief work.
(vi) Railway staff working at site or available nears the site of the accident.
(vii) Non-Railway personnel available at or near the accident site.

2. Pre – accident checklist of preparation for Members of Instant Action Team :

(i) Generally, about 15" time elapses before information regarding occurrence of an accident reaches the Divisional Control Office. In case information can be conveyed immediately this time can be saved. This 15" time is of vital importance since it constitutes 25% of the 'Golden Hour'.
(ii) In case they have a Mobile, ensure that telephone numbers of all relevant officials such as those of divisional control offices etc. have been permanently fed into the Mobile for immediate use in an emergency.
(iii) These important telephone numbers should cover all those sections where they are required to work their train either within their own division or even those of adjoining divisions.
(iv) Divisions will get printed and circulate a DM Telephone Directory containing all such telephone numbers that are likely to be required in an emergency.
(v) Whenever they are traveling at night they should keep a torch handy and secure it by some means. The torch will be of no use in an emergency if it cannot be taken out from inside the suitcase at that point of time; or if the torch cannot be located since it has fallen off due to severe jerk.

3. Duties of Guard, Driver and other Commercial Staff :

Detail duty list of Guard and Driver are laid down in the Accident Manual of Zonal Railways. Some of the more important ones are enumerated below

(a)Guard :

(i) Note the time of the accident and the location.
(ii) Switch on the Amber Light, if provided, in Flashing Tail Lamp, in the rear of brake van.
(iii) Inform Driver through walkie – talkie set.
(iv) Inform Station Master on walkie – talkie set, if possible.
(v) Protect adjacent line/lines if required and the line on which the accident has taken place as per G&SR 6.03.
(vi) Secure the train and prevent escaping of vehicles.
(vii) Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
(viii) Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose,

(a) Walkie – talkie communication provided with stations should immediately be used.
(b) Otherwise field telephone should be used.
(c) If a train comes on the other line which is not blocked the same should be stopped and information sent through the driver.
(d) Assistant driver may be sent to the next station to convey information of the accident.
(e) All of the above fail, one of the railway staff on duty on the train should be sent on foot to the nearest station.

(ix) Utilize Emergency Train Lighting box to facilitate medical aid.

(x) Save lives and render First Aid.

(xi) Call for Doctors and seek their assistance.

(xii) Seek assistance of railway staff and other volunteers from train to rescue injured or entrapped passengers.

(xiii) Direct railway staff and other volunteers from train for attending to injured.

(xiv) Ensure that field telephone is constantly manned by a railway staff.

(xv) Arrange protection of passengers' belongings and railway property with the help of railway staff, volunteers on train, RPF and GRP.

(xvi) Stop running trains on adjacent line and utilize resources on that train.

(Xvii) In electrified section if OHE is affected, take steps to switch off OHE supply.

(xviii) Arrange for transportation of injured to hospital.

(Xix) Record evidence or statements, if any, given by passengers.

(xx) Preserve all clues and evidences regarding probable cause of the cident and ensure that these do not get disturbed.

(xxi) Log your activities. Do not leave the spot unless you are relieved by a competent authority.

(b)Driver :

(i) Note the time of the accident and location.
(ii) Switch ON the 'Flasher light' of the locomotive and give 4 short whistles.
(iii) Inform Guard on walkie – talkie set.
(iv) Light the fusee, if required.
(v) Inform Station Master on walkie – talkie set, if possible.
(vi) Protect the adjacent line, if required, and the train in front as per G&SR 6.03.
(Vii) Take necessary action to keep the loco safe.
(viii) Take necessary action to prevent Loco/Vehicles/ Wagons from rolling down.

(ix) Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.

(x) Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose,

(a) Walkie – talkie communication provided with stations should immediately be used.
(b) Otherwise field telephone should be used.
(c) If a train comes on the other line which is not blocked the same should be stopped and information sent through the driver.
(d) Assistant driver may be sent to the next station to convey information of the accident.

(e) If all of the above fail, one of the railway staff on duty on the train should be sent on foot to the nearest station.

((xi) Render all possible assistance to the guard.

(xii) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.

(xiii) Log your activities. Do not leave the spot unless you are relieved by a competent authority.

(xiv) If necessary detach Loco and take it to inform SM.

(c)TrainSuperintendent/TravelingTicket Examiner :

(i) Preserve reservation charts of each coach containing names of passengers who actually traveled and in which berth no.

(ii) Avail services of Doctors traveling by the train and render Medical Aid.

(iii) Render First Aid to injured.

(iv) Collect particulars of injured passengers and prepare a list showing exact position of injured in coaches, from Train Engine to Brake Van. This should be handed over to railway doctors when ARMV arrives.

(v) Prepare a separate list of dead passengers with address and ticket particulars, if available.

(vi) Take assistance of local people and other volunteers at site.

(vii) Transport injured passengers by road vehicles, if available, to the nearest hospital.

(viii) Inform stranded passengers about alternative transport arrangement.

(ix) Arrange for refreshments and drinking water free of cost to the affected passengers.

(x) Record Evidences or statement given by passengers/others at site.

(d) AC Mechanic/Attendant:

(i) If required, Switch off the power supply to avoid short-circuiting.

(ii) They will ensure that all precautions are taken to prevent any problem arising of short circuit consequent to accident.

(iii) To switch OFF the AC machine and work on Exhaust to minimize the comfort of AC passengers and run down of the battery.

(iv) They will ensure that all precautions/steps are taken to avoid short circuits and the problem arising out of the short circuit.

(v) In case of fire advise passenger to move to the adjacent Coach, stop train by ACP and extinguish fire using correct fire extinguisher.

(vi) They will open emergencies windows and vestibules and break-open AC windows wherever required for providing escape routes to passengers when the doors are jammed.

(vii) They will use the bed sheets and others linens item in their custody for covering dead bodies.

(viii) Assist the TS/TTS in their duties at the accident site.

(e)RPF and GRP staff :

(i) Try and rescue as many passengers as possible from the accident involved coaches.

(ii) Render First Aid to injure.

(iii) Arrange to shift injured persons to the nearest hospital.

(iv) Protect passenger's luggage and railway property.

(v) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.

(f)Pantry Car's Staff:

(i) They will work as per guidance of team leader and will help in saving as many lives as possible by rescuing injured that are entrapped.

(ii) They will provide food and water to the injured and other passengers to the extent possible.

(iii) They will provide hot water and other things available with them for other use of injured and other passengers.

4. <u>Railway Staff travelling on the accident affected train</u> :

(i) Whenever a train is involved in a serious accident with casualties/injuries to passengers, all railway staff traveling on the train either on duty or on leave are deemed to be ON DUTY with immediate effect.

(ii) Under no circumstance should any of them leave the accident site unless and until divisional officers arrive, take over charge of rescue and relief operations, and permit them to leave.

(iii) Railway staff on train/at site shall volunteer themselves to render assistance and report to TS/TTE/Guard of the Train.

(iv) The senior most officer traveling on the train will assume charge as Officer-in-Charge Site (OC Site).

(v) Normally the senior most officer will be traveling in either the 1AC or in 2AC coach; and most probably in the HOR quota section of the coach. In any case the TS/TTE would know who the railway officers are, traveling in 1AC or 2AC.

(vi) Similarly, other railway staff will be traveling in 3AC coach; and most probably in the HOR quota section of the coach.

(vii) Similarly, some Group 'D' railway staff may be traveling in Sleeper coach; and probably in the HOR quota section of the coach.

(viii) In the absence of any officer, the TS or senior most TTE/Guard will discharge duties listed out for OC Site.

5. <u>Duties of OC Site – Immediately after the accident</u> :

(i) Note down the time of accident.
(ii) Ensure protection of traffic by Guard and Driver.
(iii) Ensure reporting of accident to nearest Station/Control.
(iv) Roughly assess the extent of damage and likely number of casualties.
(v) Collect railway staff and volunteers from amongst the passengers and form different groups. Each of these groups should be assigned work as detailed at item 6 below.
(vi) Maintain a log of events.
(vii) Till Divisional Officers arrive and take over charge of the situation, continue to discharge duties of OC Site.
(viii) After Divisional Officers arrive, fully brief the DRM & hand over charge to him.
(ix) The on-board OC Site should ensure issue of a detailed message with following information before leaving the site of the accident.

- Time/Date of accident.
- Location Km./between stations.
- Train number and description.
- Nature of accident.
- Approximate number of killed/injured.
- Extent of damage.
- Assistance required.
- Condition of the adjacent line, if any.
- Whether OHE is involved.

(x) From here onwards, the DRM of the accident involved division takes over charge as OC Site.

6. <u>Formation of Groups comprising members of Instant Action Team</u> :

(i) OC Site shall immediately collect all Railway staff on train/at site and form separate groups.
(ii) Passengers traveling by the same train who volunteer for rescue and relief work should also be drafted into these groups.
(iii) Passengers from non accident involved coaches should be directed towards their own coach.
(iv) Passengers from coaches which are affected can be distributed amongst other non accident involved coaches.
(v) In the absence of OC site, TS/TTE shall take steps to form such groups.
(vi) In the absence of TS/TTE the Guard/Assistant Guard shall take steps to form such groups.
(vii) 5 or 6 groups should be formed depending on number of coaches involved.
(viii) Ideally, one group should be formed for handling each coach.
(ix) In case sufficient numbers of officers are present, then one officer should be made in-charge of each group.
(x) Otherwise, Sr. Supervisors traveling by the accident involved train should be nominated as in-charge of each group to co-ordinate its working.
(xi) In case sufficient numbers of Sr. Supervisors are also not present, one TTE should be nominated as in-charge of each group to co-ordinate its working.
(xii) Each group should rescue injured, entrapped passengers.

7. <u>Duties of on board railway staff immediately after the accident</u> :

(i) Don't panic. Once the accident has already occurred and the train has come to a standstill nothing worse can happen.
(ii) In case you have a Mobile and it is working, inform the divisional control office immediately about the accident.
(iii) Observe the position in which your coach has stopped; whether it is standing upright or turned upside down or lying on its side.
(iv) Try and see whether your coach has stopped on a bridge or whether there is level ground on both sides.
(v) In case the coach is on a bridge or very high embankment or in case it is raining heavily, then it is better to wait for some time and not be in a hurry to leave the coach. You may be jumping from the frying pan into the fire.
(vi) Search your coach with your torch and try to determine the general position.
(vii) See that passengers don't panic either. Passengers sometimes make things worse for themselves by panicking at this critical moment. Try to calm them and build up their confidence.
(viii) Ascertain whether passengers are injured or not; and whether any of them are trapped or pinned down inside the debris.
(ix) Call out aloud and find out whether there are any doctors present.
(x) Doctors who are traveling in the coach should be asked to announce their presence so that they can attend to and help injured passengers.
(xi) Call out aloud and find out whether there are any railway staffs present.
(xii) Railway staff, who are traveling in the coach, should be asked to announce their presence so that they can attend to and help other passengers.
(xiii) For each coach, form a core team comprising of railway staff available, doctors and 3 or 4 uninjured passengers from the same coach. This core team should take the lead in helping remaining passengers both injured and uninjured.

8. <u>Duties of members of Instant Action Team – Till arrival of Divisional Officers</u> :

(i) If a person is bleeding and lossing blood, or if he is unconscious, then in that case you have to act quickly. 'Golden Hour' should be kept in mind. You may have at the most only one hour's time on hand.
(ii) In such cases, immediately administer First Aid to the injured passenger and try and stop further loss of blood.
(iii) Persons trained in first aid may do 'Cardio Pulmonary Resuscitation'. This may save several lives.
(iv) If the door is open and is accessible, then uninjured passengers should be helped to come out from the door.
(v) In AC coaches the windows panes should be broken open in order to let in fresh air for the occupants, and thereafter to evacuate them.
(vi) Non – AC coaches have one emergency exit window on each side. The position of this emergency window is 5th from the left when facing the line of windows from inside the coach. They are opposite berth nos. 23 and 57. In case the door is locked and jammed, try and open these windows so that some of the uninjured passengers can come out through the emergency exit.
(vii) Special care should be taken while evacuating the old, infant and children in order to ensure that they are not separated from their family members.

(viii) Extrication of critically injured should be done under medical supervision as far as possible.

(ix) In case medical supervision is not available, then critically injured passengers should be made to lie down on a bed sheet and thereafter taken out by 4 persons holding the four corners. This will ensure that no further damage takes place. (Bed sheets will be available in AC coaches).

(x) Passengers who are bleeding from open cuts should be tied up with strips of cloth so as to reduce if not stop the bleeding altogether.

(xi) It is better not to take out the luggage from inside the coaches at the first instance, for two reasons. Firstly, passengers both injured and uninjured should get preference in this evacuation process. Secondly, it may be safer for the luggage to be left inside where there are less chances of their being stolen or pilfered.

(xii) After passengers have been evacuated from your coach, cross check with the reservation chart and against the name of each passenger note down as to whether he/she is injured or not.

(xiii) After all passengers have been evacuated, water and eatables can be taken out gradually.

(xiv) Building up confidence of injured passengers by suitable advice is of great importance.

(xv) After helping evacuate all passengers from your coach go over to the unreserved coaches and provide similar help to those passengers also.

(xvi) Railway officials from divisional Hd.Qrts. Generally arrive at the site of the accident within 2 to 3 hours, depending on the distance of the accident site from the divisional hd.Qrts. Wait for them to come and make further arrangements.

(xvii) Grievously injured passengers who are bleeding or those who are unconscious require immediate hospitalization. In case some local people have arrived by that time, their help should be taken in shifting the grievously injured to the nearest hospital.

(xviii) In case your train has been involved in an accident but neither has your coach derailed nor are any passengers of your coach injured, then you should go to the unreserved coaches and carry out the duties as listed above

9. <u>Duties of the Instant Action Team – In case of a fire</u> :

(i) In case of fire, pull the Alarm Chain and stop the train immediately.

(ii) Try and put out the fire before it becomes a big blaze by using either water or blankets, Fire Extinguisher etc.

(iii) More people expire due to suffocation from smoke rather than due to actual burning.

(iv) Advise passengers to take a cloth, wet it in their drinking water and cover their nostrils.

(v) Instruct passengers to go to the other end of the coach which is away from the fire and if possible cross over to the next coach through the vestibule.

(vi) Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.

(vii) Make sure that no passenger lies down on the floor.

(viii) After train has stopped, passengers should come down from the coach immediately.

(ix) Building up confidence of injured passengers by suitable advice is of great importance.

10. <u>Duties of OC Site - till arrival of divisional officers</u> :

Having formed different groups consisting of available railway staff on the train and volunteers from amongst passengers, the rescue and relief work should be got started in right earnest. This entire exercise would take about 30" time. Once the rescue and relief work by the **Instant Action Team** has got underway, the OC site should then devote his attention to contacting **First Responders**.

(a) <u>Locating nearby villages</u> :

(i) There would be some villages nearby, either visible or out of sight.

(ii) In most cases, villagers turn up on their own having heard the sound of the disaster.

(iii) Otherwise, try and see if any light or any other signs from the village are visible.

(iv) In case none of the above is possible, then speak to either the control office or the nearest station and find out the location of nearby villages as also their general direction.

(v) Location of nearby villages as also their general direction will be available in the Divisional DM Plans.

(vi) Having ascertained the general location of nearby villages, send messengers (preferably railway staff) to inform villagers and seek their assistance.

(b) <u>Locating the nearest manned level crossing gate</u> :

(i) The train driver is the best and fastest source of information regarding location of the nearest manned level crossing gate in either direction.

(ii) Send a messenger (preferably a railway staff) to the gate for contacting the gateman.

(iii) In most cases, the gateman will be able to give location of nearby villages.

(iv) The messenger should then try and stop a passing vehicle and go to the nearby village, inform villagers and seek their assistance.

(c) <u>Organizing assistance from local people available in nearby villages</u>

(i) Villagers should be asked to make an announcement from their loud speaker (generally available in the local temple, mosque, gurudwara, church etc.) informing others regarding the accident.

(ii) Everybody should be asked to rush to the accident site with following :

- tractor trolleys (both for transportation and for general lighting),
- as many cutting equipments, hammers, chistles etc. as are available,
- ropes,
- ladders,

(iii) If doctors or para-medical staff are available in the village they should also be sent to the accident site.

(iv) The messenger should stay back and try and organize opening of a big building (preferably a school) for sheltering of injured passengers and/or preservation of dead bodies.

Chapter-7
DISASTER RESPONSE
FIRST RESPONDERS

(A) <u>Duties of First Responders – Local people</u> :

1. <u>At Accident site</u> :

(i) Tractors which arrive should be lined up in a row facing the track with their headlights switched ON for illuminating the accident site.

(ii) Tractors should be so spaced out that they illuminate the entire length of the accident site. Such spacing would also depend on number of tractors that have arrived.

(iii) Rescue and relief work should now be mounted under the available light.

(iv) Villagers arriving for rescue and relief work should be formed into separate groups for handling individual coaches.

(v) Group leaders of IAT who were earlier conducting rescue and relief work should co-ordinate with the local people and guide them.

(vi) Grievously injured passengers extricated from coaches should be sent to the nearest hospitals in tractor trolleys.

(vii) Passengers who have suffered Trivial injuries and uninjured passengers should stay back at accident site and wait for arrival of railways DM team who would take charge of them.

(viii) As a thumb rule, any injury requiring hospitalization of more than 48 hrs. is grievous, hospitalization of less than 48 hrs. is simple, and any injury not requiring hospitalization at all is trivial.

(ix) The following priority should be adhered to while sending such grievously injured passengers :
- unconscious,
- bleeding excessively,
- having breathing problems,
- grievously injured,
- in a state of shock,
- having fractures,
- Simple injured.

(x) Dead bodies, if extricated should be kept alongside the coach but away from the track for proper tagging etc. before being dispatched for preservation.

(xi) Bodies should be kept in separate lots, coach-wise, so that they do not get mixed up.

(xii) Tagging of dead bodies should indicate the coach number and also the cabin number, if possible. (For example ECR 98127, cabin number containing berths 9-16)

2. <u>In villages/towns</u> :

(i) A big building, preferably a school building should be got vacated and made ready for keeping of dead bodies and unclaimed luggage of passengers.

(ii) They should be asked to bring the following to the accident site for train passengers :
- tea and refreshments,
- warm clothing, if required.

(iii) Look after injured passengers who have been taken to the village.

(iv) Take injured passengers to the nearest hospital by means of any transport available. For this purpose, apart from tractor trolleys, even trucks passing on the highway can be utilized.

(B) <u>Duties of First Responders– Railway Staff</u> :

1. <u>Gang Staff</u> :

(i) On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.

(ii) Ensure that track alignments or lines are not disturbed.

(iii) Report to OC Site and assist in rescue and relief work.

(iv) Assist in extricating injured passengers from coaches.

(v) Assist in transporting them to nearest hospitals.

2. <u>Gate men</u> :

(i) Keep gate closed if the train has not cleared the gate.

(ii) On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.

(iii) Arrange to inform SM immediately.

(iv) Don't meddle with Interlocking.

(v) Avail services of road vehicles waiting or passing through LC Gate.

(vi) Send message to nearby village, informing them regarding the accident.

(vii) Collect men and material available nearby and direct them to site.

3. <u>Station Master at adjoining station</u> :

(a) **<u>Conveying of information</u> :**

(i) Arrange protection of traffic by keeping all signals at ON position.

(ii) Report the accident to Station Master at the other end. He should be asked to call all off duty staff at his station and send them to the accident site.

(iii) Report the accident to Section Controller.

(iv) Control to be advised regarding –
- Time and nature of accident.
- Brief description of accident.
- Adjacent lines clear or not.
- Damage to rolling stock.
- Damage to track in terms of telegraph posts.
- OHE masts damaged or not, and extent of damage.
- Approximate number of dead and injured (grievous, simple) to be obtained from the TS/TTEs.

(v) Following functionaries should be advised regarding the accident :
- All off duty railway staff posted at that station.
- SS of Junction stations at either end.
- TI, CMI.

- P Way Supervisors – SSE/JE etc.
- TRD Supervisors – SSE/JE etc.
- C&W Supervisors – SSE/JE etc.
- S&T Supervisors – SSE/JE etc.
- SI/RPF, SHO/GRP.
- Nearest Fire Station.

(vi) Inform civil authorities, village/town/city representatives and volunteers for possible relief assistance.

(vii) Supervisory Station Manager of the nearest Jn. station shall proceed to accident site.

(b) **Medical assistance :**

(i) Call for assistance from local Doctors, SJAB, Civil and Army Hospitals.

(ii) Arrange adequate number of First Aid boxes and stretchers.

(iii) Mobilize local medical team and send it to site to render First Aid to the injured.

(iv) Quickly transport ARME Scale – II equipment to the site of the accident.

(c) **Passenger assistance :**

(i) Arrange drinking water, beverages and refreshments, either from Refreshment Room or local sources.

(ii) Supply beverages and refreshments free of cost to stranded passengers.

(iii) Open an emergency counter and display necessary information.

(iv) Obtain reservation charts and display it.

(v) Collect information on dead/injured and convey it whenever asked for.

(vi) Make frequent announcements about diversion, cancellation, regulation of train services.

(vii) Arrange for refund of fares as per extant rules.

(d) **Transport assistance :**

(i) Arrange for transport from local resources, if available, for transporting injured passengers to nearest hospitals by fastest possible means.

(ii) For this purpose, apart from tractor trolleys, even trucks passing on the highway can be utilized.

(iii) Stranded passengers to be transported from the accident spot by arranging transhipment either by train or by hiring road vehicles.

(e) **Security assistance :**

(i) Advise RPF/GRP/State Police to provide security to passengers, their belongings and railway property.

(ii) They should also be asked to assist in rescue and relief work.

(f) **Communication Assistance :**

(i) Direct passengers to PCO booths available nearby.

(ii) Make available STD phone to relatives of dead/injured.

(g) **Sending manpower for site** :

(i) Proceed to site of the accident by quickest means with trolleys, coolies, lamps, vendors and any other equipment that is considered necessary.

(ii) Till relieved by a Traffic Inspector or Divisional Officers be in charge of site and carryout rescue/relief operations.

(h) **Preservation of clues and evidences :**

(i) TI/SM first reaching the site shall take action to preserve clues and evidences.

(ii) Secure records related to accident in the Station/Cabin.

(iii) Seal slides, levers, knobs and Relay room, if accident takes place within the Station limit.

4. <u>Duties of TI/PWI/SI/CWI/LI</u> :

(a) <u>Rushing to accident site with men and material</u> :

(i) Before leaving for the site of accident organize maximum number of men to go to the accident site along with their equipment.

(ii) Reach the site of accident by quickest available means.

(b) <u>Rescue and relief</u> :

(i) Ensure that the obstructed line is protected.

(ii) Direct all staff working under them to assist in rescue and relief work.

(iii) All of them should work as per directions of OC Site.

(iv) Assess casualties and arrange to render First Aid.

(v) Shift injured to nearest hospital.

(c) <u>Joint measurements and preservation of clues and evidences</u> :

(i) Collect and record all evidences relating to the accident such as :

- Condition of track, with special reference to alignment, gauge, cross levels, super elevation, points of mount and drop and any sign of sabotage etc.
- Condition of Rolling stock with reference to Brake Power and braking gear.
- All marks on sleepers, rails, locomotives and vehicles etc. especially for preservation of clues.
- Position of derailed vehicles.
- Prima facie cause of accident.

(ii) Seize and seal the Train Signal Register, Log book, Private Number Book, Line Admission Book, Speed Recorder Chart and other relevant records.

(iii) Note down the position of panel switches, indication, block instrument, condition of relay room, status of data logger, etc.

(iv) Condition of switches, ground connections, point locking, occupancy of track circuit, details of damage to out door signal/point gears should be noted down.

(v) Seize and seal the Speed Recording Graph and all other registers and repair log book of the locomotive.

(vi) Record details of Brake Power and other aspects of Rolling stock as per Performa.

(vii) Joint measurements of rolling stock should be taken.

Note down observations, measurements of Loco etc. at site. If it is not possible arrange for taking the reading at shed.

(viii) These can also be recorded on a video or digital camera subject to availability.

(ix) Details of all readings taken and position of all equipment noted should be jointly signed by supervisors of all 5 departments at accident site.

(x) Obtain statement of staff involved in the accident.

(xi) CWI shall prepare a sketch showing position of Rolling stock.

(xii) PWI shall prepare a final sketch indicating the position of track, with respect to alignment, point of mount, point of drop, OHE mast, point number etc.

(xiii) Survey the situation, assess assistance required and issue message to Divisional Control Office.

(xiv) Take charge of the situation pertaining to your own department and remain till Divisional officers arrive at the site.

Chapter-8
DISASTER RESPONSE
OFFICERS AT DIVISION & HDQRTS

(A) GENERAL:

1. Intimation of Accident- Divisional Control Office:

(i) In the Divisional Control Office, information regarding an accident is generally received either by the Sectional Controller or the TPC.

(ii) In most cases, the First Information Report also intimates the approximate number of coaches involved and a rough estimate of the likely number of casualties (such as 'heavy casualties expected').

(iii) Accidents involving a passenger carrying train where the first information says that heavy casualties are expected, should prima-facie be treated as a Disaster.

(iv) The moment information regarding an accident involving a passenger carrying train is received in the divisional control office; the accident bell in the control room should be sounded for alerting all on-duty functionaries.

(v) After all on-duty functionaries gather around the section control board they will be briefly informed about the accident.

(vi) Each functionary will thereafter resume his position and take steps to set in motion activities required of him.

(vii) TPC will switch off OHE in case it has not tripped. OHE will not be restored even on adjacent line unless confirmation has been received from site that adjacent line is not obstructed and OHE is alright.

(viii) PRC will undertake the following action in the given order of priority:

(a) Give orders to Loco Foreman for sounding the siren for ARMVs and ARTs.

(b) PRC will also order movement of ARMV and ART (With 140 T crane) from adjoining divisions for approaching the accident site from the other end; details given in Chapter-3

(c) Thereafter he will inform his departmental officers and supervisors.

(ix) Dy. CHC (Chg.) will first inform Hospital Casualty. Thereafter he will inform officers and supervisors as given below.

(x) Each departmental functionary will inform divisional officers and supervisors of his department about the accident as detailed below:

Functionary	Officers and Supervisors
Dy. CHC (Op)	Operating & Safety
Dy. CHC (Chg.)	Hospital Casualty, DRM, ADRM, Medical
TPC	Electrical
PRC	Mechanical
Engg. Control	Engineering , Personnel, Accounts

- Test Room — S&T, Stores
- Commercial Control — Commercial, Public Relations
- Security Control — RPF

(xi) For this purpose, all functionaries working in the divisional control office will have a ready list of telephone numbers (Railway, BSNL and Mobile) of all officers and supervisors of their departments.

(xii) After Dy. CHC (Chg.) has informed Hospital Casualty, DRM, ADRM and Medical Doctors, he will then inform Dy. CHC (Chg.) or Dy. CHC (Op) in Hdqrts. Emergency Control regarding the accident.

2. Intimation of Accident-Railway Doctors:

Dy. CHC (Chg.) will inform the Hospital Emergency of Railway Hospital regarding details of the accident. Railway doctor on emergency duty shall undertake the following:

(i) Note down time of receiving message.

(ii) Inform CMS, MS, other Doctors & para medical staff and instruct them to reach the ARMV immediately.

(iii) Collect necessary Medical team in the hospital.

(iv) Inform CMD about movement of ARMV.

(v) Alert blood donors, SJAB.

(vi) Bare minimum medical team should remain in the hospital; rest of the doctors should be rushed to the accident site.

(vii) Arrange to move Emergency boxes from ARME Scale-II locations to the accident site.

3. Intimation of Accident-Hdqrts, Central Control Office:

(i) In Hdqrts. Central Control Office also, the accident bell in control room should be sounded for alerting all on-duty functionaries.

(ii) After they gather around the Dy. CHC they will be briefly informed about the accident.

(iii) Each functionary will thereafter resume his position and take steps to set in motion activities required of him.

(iv) Each departmental functionary will inform Hdqrts. Officers of his department about the accident as detailed below:

- Dy. CHC (Op) — Operating & Safety
- Dy. CHC (Chg.) — GM, Medical
- TPC — Electrical
- PRC — Mechanical
- Engg. Control — Engineering, Personnel, Accounts
- Test Room — S&T, Stores
- Commercial Control — Commercial, Public Relations
- Security Control — RPF

(v) For this purpose, all functionaries working in the Central control office will have a ready list of telephone numbers (Railway, BSNL and Mobile) of all officers and supervisors of their departments.

(vi) After Dy. CHC (Chg.) has informed GM and Medical Doctors, he will thereafter inform Safety Directorate's Emergency Cell in Railway Board.

(vii) GM will inform CRB regarding the above accident.

(viii) PHODs will inform their respective Board Members. In case PHOD is not available in Hdqrts., then the next senior most officer of that department will inform his Board Members.

(ix) CSO/Dy. CSO will inform CRS.

(x) In case of major accident, Hq special train carrying GM & other PHOD's are required to move immediately. As soon as the information of major accident received by CPTM, he will arrange special train either from Patna or sonpur depending upon time and location of accident or as directed by GM.

(xi) Functionaries of different departments will also inform their respective departmental officers regarding timing of 1st Special train carrying GM and other hdqrts. Officers to the accident site.

(xii) In case, the accident side is far away and going by air would be faster, then the helicopter or special Air force Plane may be arranged by Secy toGM.

4. Informing Non-Railway Officials:

(i) DM, SP and CMS of the district within which the accident site falls should be informed regarding the accident by the CHC.

(ii) ADRM will inform the following regarding the accident:

- IG/GRP,
- ADG/GRP,
- Divisional Commissioner,
- Home Secretary

(iii) In case POL rake is involved, then IOC/BPC/HPC officials should also be informed.

(iv) In case Mail bags of RMS are involved, then Postal officials should also be informed.

(v) Telephone numbers of all DMs, SPs, CMSs and Divisional Commissioners are available in Divisional DM Plans.

(vi) Telephone numbers of IOC, BPC and HPC officials are also available in the Divisional DM Plans.

(vii) Telephone numbers of ADG/GRP, IG/GRP, Home Secretary etc. of Bihar Jharkhand UP, MP, are given in **Chapter-21.**

5. Divisional Officers required going to site:

(i) All divisional officers required to go to the accident site should proceed by the ARMV.

(ii) Road vehicles should be sent to accident site separately. Maximum number of road vehicles should be sent to accident site from Divisional Hdqrts.

(iii) ARMV shall be dispatched within 15" by day and within 25" by night after sounding of siren.

(iv) DRM will proceed to the accident site. ADRM shall stay back at divisional hdqrts. For co-ordination work.

(v) **All Branch Officers should proceed to the accident site. FOR this purpose, officers heading different branches within the same department are referred to as Branch Officers. For example, in Electrical department, TRD and 'General' will be considered to be separate branches and both will be required to go to site.**

(vi) **The second senior most officer of each branch should stay back at divisional hdqrts**.

(vii) **Of the remaining officers from each branch, a majority of both Senior and junior scale officers should also proceed to the accident site.**

(viii) Once it has become clear that the accident is a Disaster, then the 80/20 rule should be followed:

(a) 80% of all officers should go to the accident site, and only 20% should stay back at hdqrts.

(b) Similarly, 80% of all supervisory staff should go to the accident site, and only 20% should stay back at hdqrts.

(ix) The complement of officers available in each department varies from division to division. Hence, Divisional DM Plans should specifically spell out, department wise, designations of officers who will be required to go to site, and those who will be required to stay back in hdqurts.

(x) Divisional DM plans should also spell out the same thing for Supervisors of each department.

(xi) Arrangements of Road Vehicles to proceed to accident site, indicating alternative vehicles as well, shall be indicated in Divisional DM Plans.

(xii) Arrangements of vehicle drivers including spare drivers shall also be notified.

6. Supervisors required going to Accident Site:

(i) At the divisional level 80% of all supervisors available in divisional hdqrts. should proceed to the accident site.

(ii) All other supervisors available in the field at other stations should also proceed to the accident site.

(iii) Divisional Control Office should issue a recorded control message from DRM to all Supervisors for proceeding to the accident site immediately by fastest possible means.

7. Hdqrts. Officers required to go to site:

A.

(i) All hdqrts. Officers required to go to the accident site should proceed by the 1st special train which will be carrying GM and other officers from Hdqrts.

(ii) This special train shall be arranged by Danapur/Sonpur Divisional Control Office, in consultation with Hdqrts Central Control. Scheduled departure time will be informed to Hdqrts. officers by their departmental functionaries in Hdqrts. Central Control.

(iii) GM will proceed to the accident site. COM shall stay back at zonal hdqrts. For co-ordination work.

(iv) Department wise, designations of officers who are required to go to site, and those who will be required to stay back in hdqrts. is given below:

Department	Site	Hdqrts.
Medical	CMD	Dy. CMD
Commercial	CCM,CCM(G), CCM(M&R),*	Dy. CCM(Claims), Dy CCM (G)
Mechanical	CME,CMPE(Dsl), CRSE,**	CWE, I JA Grade,
Civil	PCE,CTE,CBE, 3 JA grade	2 JA grade
Electrical	CEE, CELE , 2 JA Grade	2 JA grade
S&T	CSTE,CSE, CSTE(Con) Dy. CSTE (Tele)	2 JA grade
Operating	*	COM, CFTM, Dy. COM/ Chg.
Safety	CSO**	STM(Safety)/ DY CSTE (Safety
Security	CSC, Dy.CSC	SO to CSC
Personnel	CPO,*	Dy. CPO
Accounts	FA&CAO, Dy. FA(Traffic)	Dy. FA&CAO
Stores	COS, Dy. CMM(G)	CMM

** All other JA Grade, Senior and Junior Scale officers.

* All other Senior and Junior Scale officers.

(v) PHODs should issue local instructions based on the above regarding supervisors who will be required to go to the accident site.

(vi) Only 3 supervisors of each department should stay back in hdqrts. All others should go to the accident site.

(B) OPERATING DEPARTMENT:

Duties of the Operating Department in Hdqrts. are given in Chapter 9, under the heading 'Disaster Response – Co-ordination Centers'.

(C) SAFETY DEPARTMENT:

CSO will proceed to accident site along with all other officers and supervisors of the Safety Organization. Duties of Safety Organization at accident site has been listed out in Chapter 11, under the heading 'Site Management Plan-I'.

(D) PUBLIC RELATIONS:

Duties of the Public Relations Department are given in Chapter 15, under the heading 'Media Management Plan."

(E) MEDICAL DEPARTMENT:

1. Formation of two team:
   - (i) On receipt of information regarding the accident where casualties are expected, the doctor on emergency duty in the hospital casualty would inform all other doctors and para medical staff concerned.
   - (ii) Two teams of Doctors and Para medical staff would be formed, Team 'A' and Team 'B'.
   - (iii) Team 'A'- headed by CMS/MS in-charge will rush to the accident site immediately by ARMV along with 10 doctors and 15-20 paramedics.
   - (iv) Team 'B'- headed by the senior most doctor amongst them will stay back at the divisional hospital and perform duties as given below.
   - (v) In case the accident site is far away from divisional hdqrts., then injured passengers are unlikely to be brought back to the divisional hospital for treatment.
   - (vi) In that case, only bare minimum number of doctors should be left behind for manning Team 'B' and most of the available doctors should be rushed to accident site as part of Team 'A'.

2. Duties of Team 'A':

These are listed in detail in Chapter 12, under the heading 'Site Management Plan-II'.

3. Duties of Team 'B' :
   - (i) Team 'B' will establish an Emergency Cell in the Casualty Unit of Railway Hospital.
   - (ii) Contact adjoining divisions and organize movement of 2 more ARMVs to accident site, one from each end, as detailed in Chapter 3, (1.4)
   - (iii) Contact local hospital (Railway/Govt./Private) near the accident site and ask them to rush their road ambulances along with necessary medical team to the accident site immediately.
   - (iv) Contact local hospital (Railway/Govt./Private) near the accident site to keep them in readiness to receive and provide medical treatment to injured passengers.
   - (v) Data Bank of medical facilities along the track is available section wise for each division in Divisional DM Plans. Copy of Divisional DM Plans should be available in the Hospital Emergency of Railway Hospital.

(vi) The above Data Bank is also available in the ECR Web Site on Railnet at www.ecr.indianrail.gov.in. Details of name, address, telephone no., facilities available etc. can be collected from this.

(vii) Arrange to send the following in the 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end: as many more medical teams as possible,

- adequate number of Safaiwalas & other health workers,
- members of SJAB, Scouts and Civil Defence personnel.

(viii) Co-ordinate with MS/CMD of adjoining Divisions/Zones and ask them to send their medical team to the accident site.

(ix) These medical team should be sent to the accident site by train/road or combination of train-cum-road, as feasible. In case suitable Railway vehicles are not available, taxis should be hired for this purpose.

(x) Adequate number of following items should be arranged and sent to accident site for the purpose of handling dead bodies:

- Shrouds.
- Polythene covers for dead bodies.
- Wooden Coffins.
- Dry ice.

(xi) One doctor will be available in Divisional Emergency Cell for maintaining liaison with UCC and the medical team at the accident site. Requirement of medicines required either at the accident site, or in various hospitals where patients have been admitted should be noted, procured and sent as required.

(xii) Prepare Railway Hospital to receive and provide treatment to injured passengers, as and when are brought back from accident site.

(xiii) Arrange to send anti snake venom 4 vials and other items in cold chain carrier.

(F) COMMERCIAL DEPARTMENT:

(i) Sr. DCM should proceed to site of accident along with all other Commercial Officers except DCM. DCM will be available in Divisional Control Office for providing backup support.

(ii) A nominated supervisor should be authorized for withdrawing sufficient money from station earnings before proceeding to site.

(iii) Similarly, CCM along with other HODs and other commercial officers from hdqrts. Will proceed to accident site as detailed at Section (A7) above.

1. Transportation of men and material to accident site:

(i) On duty commercial supervisor should ensure to dispatched the maximum No.of TTE's/TCs and licenced porter in uniform to the accident side in case of Disaster.

(ii) More TTEs/TCs can be sent by the 2nd and 3rd Special trains carrying backup logistic support to accident site, from each end. TTEs from the Divisional squad should also be utilized for this purpose.

(iii) After the first batch of staff has proceeded to the accident site in the ART, the entire manpower of the commercial department should be mopped up in order to send them on the 2nd and 3rd special trains which would carry backup logistic support to the

accident site, from each end. For this purpose 80% TCs/TTEs from the entire division should be sent.

(iv) 2nd and 3rd Special trains should carry the following:

- 2 gas stoves, 4 gas cylinders, 1000 mineral water bottles, provisions for making poories, vegetables, tea, etc., would be rushed to the site. This will be augmented later if necessary. These will be arranged by the affected division and provided by catering personnel/IRCTC.
- Sufficient cooks and catering staff from departmental catering or catering contractor (including IRCTC) would be ensured at the site for arranging tea, biscuits, packed meals like poories and vegetables to the stranded passengers, railways working force and other officials at site.

(v) Sr. DCMs should prepare section-wise nominations of catering agencies both departmental and private for rushing to site. This should be available in Divisional DM Plans.

2. Helpline Enquiry Booths at stations:

(a) General:

(i) Helpline Enquiry Booths within ECR would be opened as below:

- Originating and destination stations of the accident involved train.
- All junction stations within the jurisdiction of ECR falling on the route of the train.
- Divisional hdqrts.
- Any other stations as may be decided.

(ii) Helpline Enquiry Booths on other Zonal Railways would also be opened as follows:

- Originating and destination stations of the accident involved train.
- All junction station falling on the route of the train.
- Divisional hdqrts of originating and terminating Zonal Railways.
- Any other station as may be decided.

(iii) Helpline Enquiry Booths shall have DOT telephones with STD, Railway telephones with STD, fax machine, photocopier and a PC with internet connection.

(iv) Helpline Enquiry Booths would be manned by computer literate Sr. supervisors on round the clock basis.

(v) Helpline Enquiry Booths within the accident affected division, should keep in touch with the Divisional Emergency Cell.

(vi) Divisional Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:

- All Helpline Enquiry Booths within the division.
- Emergency Cells of other divisions of ECR.
- Hdqrts. Emergency Cell.

(vii) Such information should be received from UCC by E-Mail and transmitted by E-Mail to all concerned. For this purpose all

Helpline Enquiry Booths should be provided with PCs with internet connection.

(viii) Similarly, Helpline Enquiry Booths outside the accident affected division, but within ECR jurisdiction should keep in touch with Divisional Emergency Cell of their respective divisions.

(ix) Hdqrts. Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:

- Emergency Cells opened on other divisions of ECR.
- Emergency Cells opened on originating and terminating Zonal railways.

(x) Helpline Enquiry Booths should not contact the accident site or the UCC directly.

(b) Accident details to be available

(i) Accident details would include number of dead and injured.

(ii) Break up of type of injuries, such as grievous, simple etc.

(iii) Disposal of injured passengers in various hospitals.

(iv) Names of injured passengers.

(v) Officials incharge of Helpline Enquiry Booths would display the list of injured passengers on the notice board.

(vi) For this purpose Computer printout of E-Mail received should be taken out and displayed at number of places at the station.

(vii) Normally, list of injured passengers is available quickly since most injured passengers are conscious and are in a position to give details of their names, addresses etc.

(viii) Identification of dead bodies takes much longer since either

- they were traveling alone, or
- their companions are injured and are not in a position to identify them, or
- their companions have also perished.

(ix) Under such circumstances it is possible to identify dead bodies only when relatives come from their home town.

(x) This aspect of identification of dead bodies and reasons for delay should be explained to the public.

(xi) Number of dead bodies identified, and their names should be available.

(xii) This information would continue to be updated once every 3 hrs.

(c) Information regarding running of trains:

(i) Departure of unaffected front portion of the accident involved train, and its expected time of arrival at destination.

(ii) Departure of unaffected rear portion of the accident involved train, its diverted route, and expected time of arrival at destination.

(iii) Expected date and time of starting of relatives special from originating and destination stations of the accident involved train, its stoppages enroute and its expected time of arrival at intermediate stations.

(iv) Free passes to be give to relatives of dead and injured for going to the accident site . These passes will be issued by WLI who should be drafted into Helpline Enquiry Booths.

(v) Details of other trains that were scheduled to run on the accident affected section, but have been:

- Delayed,
- Regulated,
- Diverted,
- Rescheduled,
- Short terminated,
- Cancelled.

(d) Refunds:

(i) Booking counters at stations be augmented for granting of refund to large number of passengers who have been unable to either complete or commence their journey as a result of the accident.

(ii) Refund of money should be granted for trains:

- Delayed,
- Regulated,
- Diverted,
- Rescheduled,
- Short terminated,
- Cancelled.

(iii) Staff manning Refund counters should be thoroughly familiar with rules for granting of refunds under such circumstances.

(iv) Sufficient amount of cash should be available at these Refund counters for this purpose.

(G) MECHANICAL DEPARTMENT

((i) Sr. DME as well as AME should proceed to site of accident. DME will be available in Divisional Control Office for providing backup support.

(ii) Similarly, CME, CMPE (Dsl), CRSE and other JA grade officers from hdqrts. will proceed to accident site as detailed at Section (A7) above.

1. Rushing of men and material to site:

(i) 2 ARTs with 140 T crane should be moved to the accident site, one from each end as detailed in Chapter 3.

(ii) In addition to above, Brake Down Special should be sent from other base stations within ECR, so that additional rescue equipment such as cutters, spreaders, hydraulic jacks etc. are available.

(iii) BD Special without Crane should be requisitioned from adjoining divisions also so that additional rescue equipment such as cutters, spreaders, hydraulic jacks, generators, lighting equipment etc. are available as detailed in Chapter 3.

(iv) The aim should be to ensure one ART with 140 T crane along with one BD special at each end of the accident site.

(v) Provision should be made for availability of standby crane driver on each ART working at site, so that ARTs work round the clock.

(vi) Road cranes of sufficient capacity should be arranged so that these cranes can start working from the center while the 140T cranes can continue working from either end.

(vii) Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that the site of accident can be approached from the middle, and more work centers can be opened up simultaneously.

(H) SECURITY DEPARTMENT:

(i) Sr. DSC will proceed to the site by ARMV along with maximum number of RPF personnel. Only one officer will stay back at divisional hdqrts.

(ii) Similarly, CSC/RPF will proceed to accident site along with Dy. CSC as detailed in Section (A7) above. CSC/RPF will assume control and take necessary steps for discharging duties allotted to Security department.

1. Rushing of men and material:

(i) On receipt of first information the nearest RPF Post should muster maximum available manpower within the shortest possible time and dispatch them to the site of accident, by fastest available means.

(ii) Simultaneously, the Post/Outpost in charge would requisition additional manpower from adjoining RPF Posts.

(iii) He should also pass on the information to Local Police and Police Control Room, local Fire Brigade, Hospitals, local voluntary organizations and the like at the earliest.

(iv) Divisional Security Control shall get reinforcement from neighbouring posts/outposts, reserve line, divisional hdqrts. or zonal reserve and send them by the ART. If they could not be sent by the ART then they should definitely be sent by the 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.

(v) In case any RPSF battalion or Company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situations till additional force is available from other sources.

(vi) Additional RPF personnel from Zonal hdqrts. should be shouldered and sent to accident site.

(vii) Additional RPF personnel available throughout the division should be alerted and sent to the accident site by the 2nd and 3rd special trains carrying backup logistic support of men and material, from each end.

(viii) While sending reinfrorcement, the Divisional Security Control shall ensure that the necessary equipment required for rescue, recovery and protection of the scene of incident are provided as follows:

- Torches (1per person) and other lighting arrangements.
- Nylon ropes (1kms) and poles for segregating the affected area.
- 4 loud speakers for making announcements.
- 10 stretchers and first aid equipment.
- Digital Camera for photographing the scene (both on negative and slide films)
- Video recording of rescue and salvage operations and connected administrative arrangements.

2. Co-ordinate with Local Police:

Maintain constant liaison with IG/GRP and ADG/GRP for following

(i) Rushing of all available GRP personnel to the accident site.

(ii) Obtaining additional manpower from the local police for purpose of crowd control.

(iii) Issue of necessary instructions to local police for giving expeditious clearance for starting restoration work.

(iv) Issue of necessary instructions to SP of the district for waiving off formalities of Post Mortem on dead bodies

(I) ELECTRICAL DEPARTMENT:

(i) Sr. DEE (G) as well as AEE(G) should proceed to site of accident. DEE(G) will be available in Divisional Control Office for providing backup support.

(ii) Sr. DEE/TRD as well as AEE/TRD should proceed to site of accident. DEE/TRD will be available in Divisional Control Office for providing backup support.

(iii) Similarly, CEE, CEE(Op). and other JA grade officers from hdqrts. will proceed to accident site as detailed at Section (A7) above.

(iv) Main responsibility of Electrical Department will be regarding site illumination and OHE.

(v) Maximum number of electrical staff should be sent by 2nd and 3rd Special trains for installation and operation of electrical equipment.

(vi) Officers staying back in divisional hdqrts. shall maintain constant liaison with site and find out quantum of assistance required by way of men and material.

(vii) These should be rushed to accident site either from:

- Railway sources within the division, or
- Railway sources from adjoining divisions and zones, or
- Non-Railway sources within the division

(J) SIGNAL & TELECOMMUNICATION DEPARTMENT:

(i) Sr. DSTE as well as ASTEs should proceed to site of accident. DSTE will be available in Divisional Control Office for providing backup support.

(ii) Similarly, CSTE along with HODs and other JA grade officers from hdqrts. Will proceed to accident site as detailed at Section (A7) above.

(iii) Main responsibility of S&T Department will be for providing effective and adequate means of communication.

1. Rushing of men and material to site:

(i) Sr. DSTE along with ASTE will carry the following to the accident site:

- Satellite phone.
- FAX cum printer,
- two 25 W VHF sets along with antenna and battery
- 10 numbers 5 W walkie-talkie sets.

(ii) He will be accompanied with at least two TCI and two TCM.

(iii) As per requirement TCI/TCM, SIs of the section and maximum number of telecom staff should be sent for installation and operation of telecom equipment. They should go to the site of accident either by ART or latest by 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.

(iv) Satellite phones of HQ and one FAX machine will be carried in GM special by at least two TCI and two TCM.

(v) All mobile phones available with the Division should also be rushed to site for emergency use.

(vi) Sufficient number of spare batteries and battery chargers for these mobiles should also be taken to accident site.

Arranging communication at site:

(i) DSTE in the division will immediately come to divisional control office and ensure setting up of all communication arrangements as required.

(ii) DSTE will keep a record of the numbers of Railway telephones, BSNL telephones, IMMERSAT phones provided at site and telephones provided at Helpline Enquiry Booths. This information shall be passed on to the Divisional Emergency Cell.

(iii) He should liaison with BSNL officials in the area for immediate provision of additional BSNL telephone/hot lines at the accident spot, nearest station and at Helpline Enquiry Booths duly utilizing assets under his disposal where required.

(iv) Should hire sufficient number of cell phones and send them to accident site.

(v) Obtain E-Mail addresses of Emergency Cells set up on other Divisional and Zonal Hdqrts.

3. Communication at Hdqrts. and Divisional Emergency Cells:

(i) Communication arrangements are required to be provided at ECR Hdqrts. Emergency Cell immediately.

(ii) 2 BSNL Telephones,one having STD facility are already available in the Hdqrts. Central Control. Dynamic locking code of the telephone is available with CHC/Emergency. FAX machine is also provided on one BSNL telephone in the Emergency control.

(iii) Apart from this telephone, 4 other BSNL telephone numbers (2 with STD facilities) should be made available in Hdqrts. Emergency Cell for use by Chief Emergency Officer. These should be temporarily transferred from officer's chambers.

(iv) One FAX machine shall be provided on one BSNL telephone.

(v) 2 Railway telephone numbers with STD facilities should also be made available.

(vi) 2 Mobile telephones should also be made available in Hdqrts. Emergency Cell.

(vii) Similar Communication arrangements should also be provided in the Divisional Emergency Cell.

4. **Communication at Helpline Enquiry Booths:**

(i) Helpline Enquiry Booths are to be opened at all important stations en-route of the affected train as mentioned at Section (F2a) above.

(ii) Location of these Helpline Enquiry Booths will be on Platform No. 1 of their respective stations.

(iii) 2 BSNL phones should be identified and kept pre-wired to the Helpline Enquiry Booths so that these can be energized at short notice.

(iv) Similarly, 2 Railway phones should be identified and kept pre-wired to the Helpline Enquiry Booths so that these can be energized at short notice.

(v) One FAX machine, Photocopier and PC with internet connection and printer should also be provided at Helpline Enquiry Booths. These should also be kept pre-wired so that these can be energized at short notice.

(vi) Stations at which such arrangements are to be made and telephones which are to be utilized should be identified by Sr. DSTE with approval of DRM.

(K) **ENGINEERING DEPARTMENT:**

1. Rushing men and material to accident site:

PCE along with HODs and other JA grade officers will proceed to accident site by the special train organized for this purpose as detailed at Section (A7) above.

SrDEN/C and DEN concerned will proceed to the site of accident by ARMV. In the absence of SrDEN/C, the next senior most DEN of the Division will proceed along with the concerned DEN. In the absence of DEN of the Section, DEN of the adjoining Section will proceed by ARMV.It is expected that AEN and PWI of the Section would have already reached the accident site before arrival of ARMV. In cases, where the PWI and AEN are based at divisional hdqrts., they should move along with staff by ART. At least, 2 SSE/Works and 1 SSE/Bridge should move along with their staff by the ART.

2. **Mobilization of work force:**

(i) Sufficent nos. of workmen alongwith PWI & Black smith are required to reach the site of the accident. For this purpose, labour specials will be run from the specified destination as decided by the Divisional Engineering Control.

(ii) ½ Km of rails, sleepers and fittings and one set of 1 in 12 and 1 in 8 ½ turnouts are available in the ART. The Mechanical and Operating Departments will ensure that part 'C' of ART (consisting of additional Engineering Material Wagons) shall follow the ART. The additional half Km. of matching materials and one set of 1 in 8 ½ and 1 in 12 turnouts shall be kept in the Track Depot of the Division. For loading of this material, 2 BFRs and 2 BCX wagons should be immediately placed for the dispatched to the site of accident. This will be ensured by the SSE (P.Way) Track Depot and Divisional Engineering Control.

(iii) At least two nos. of JCBs available with the ballast depot contractor shall be immediately moved.

(iv) The bulldozer available at DHN ART will be moved by special train arranged by DhanabadDivision.

(v) SrDEN/DEN in Divisional Emergency Control will request concerned authority (Army/State Govt. Deptt.) for bulldozer/earthmoving machinery in the area.

(L) IT Department:

(i) CSO's room which will be used as Hdqrts. Emergency Cell should be provided with a 2nd PC from STM/Safety's room.

(ii) Similarly Two PCs should also be provided in the Emergency Cell of Div. Control office connected to Railnet and the E-Mail addresses.

iii) PCs in various Helpline Enquiry Booths at different stations should all be made functional, connected to railnet and made ready for receiving and sending E-Mails

(iv) Following information should be uploaded on to ECR's Website as quickly as possible:

(a) List of injured and deceased passengers:

- Names of stations where Helpline Enquiry Booths have been opened along with their telephone numbers.
- Accident details would include, number of injured passengers rescued.
- Break up of type of injuries, such as grievous, simple etc.
- Disposal of injured passengers in various hospitals.
- Names of injured passengers- coach wise.
- Number of dead bodies recovered.
- Number of dead bodies identified.
- Names of deceased passengers.

(b) Details of trains which have been diverted, regulated, short terminated, cancelled or rescheduled.

(c) Details of special trains which are to be run:

- Passenger special carrying passengers of front portion of accident involved train.
- Passenger special carrying passengers of rear portion of accident involved train.
- Relatives special from originating and terminating stations of the accident involved train.

Chapter-9

DISASTER RESPONSE-CO-ORDINATION CENTERS

1. Rushing of ARMVs &ARTs to accident site:

(i) After ARMVs and ARTs have been ordered, PNL should locate diesel powers for these ARMVs and ARTs.

(ii) First available diesel powers should be nominated, even by temporarily detaching from a Mail/Express train on run, if necessary.

(iii) If diesel power is not readily available and OHE is functional up to the next junction station, then ARMVs and ARTs should be moved out by Electrical loco and diesel powers can be changed en-route.

(iv) In case a diesel power is not available on the division, then it should be requisitioned from adjoining divisions.

(v) Movement of ARMV and ART should never be clubbed together. ARMV should be started first and moved separately for faster movement.

(vi) ARMVs and ARTs should be dispatched from the base station, within the target time stipulated. Departure of ARMVs and ARTs should not be delayed on any account including arrival of doctors or officers. Anybody who is left behind can proceed later on either by GM special or by next special train or ever by road.

(vii) ARMVs must be run out within the target time, even without full complement of doctors, if necessary. This will ensure that other doctors who are available at accident site can utilize facilities of ARMV after its arrival at site.

(viii) ARMVs and ARTs should be moved on top priority taking precedence over all other trains. They should not be stopped anywhere en-route for picking up any one.

(ix) Running lines at 7 stations on either side of the accident effected block section should be kept clear of all trains. In case there are any stabled loads, the same should be lifted.

(x) Freight trains on run towards accident site should be reversed and returned.

(xi) Fresh stabling, if any, should be done beyond 7 stations on either side.

(xii) Even for stabling beyond 7 stations, both Up and Dn loop lines should not be blocked at the same station.

(xiii) For stabling beyond 7 stations, Up loop and Dn loop should be blocked, at alternate stations.

2. **Diversion, Regulation, Short termination, Cancellation and Rescheduling of Mail/Express/Passenger trains**:

(i) The moment information is received about the accident, all Mail/Express trains on run towards the accident involved section should be stopped. They should not be advanced beyond the last Jn. from where they can be diverted.

(ii) They should be regulated at convenient stations before a decision is taken regarding their further movement. This decision should normally be taken within the next one hour.

(iii) Trains should preferably be regulated at stations where food can be arranged.

(iv) However, too many trains should not be simultaneously brought to a Jn. station for regulation, since it may create law and order problems.

(v) It is better to keep them moving slowly so that passengers do not agitate. In such cases, a caution order may be served to the driver to proceed at 30 kmph.

(vi) Passenger trains can be run out to the next convenient location and thereafter terminated so that their rakes are available for use.

(vii) Hdqrts. Emergency Cell shall decide on the following in consultation with adjoining Railways and Coaching Directorate of Railway Board:

- Diversion,
- Regulation,
- Short termination,
- Cancellation,
- Rescheduling.

(viii) The above decision regarding diversion etc. should be taken in about an hour's time after ARMVs, ARTs, GM special have been run out and there is a slight lull in the information flow.

(ix) As far as possible, trains which are already on run should be diverted. They should not be short terminated, since this will create problem of dispersal of passengers.

(x) Trains should be diverted from the last possible Jn. station onwards so that maximum number of passengers can detrain at their proper destination stations. (For example, in case of an accident on the PNBE-MGS section, Up trains towards New Delhi should be diverted from PNBE and not from ASN itself).

(xi) Sr.DEE/OP& Sr DME/P would be in-charge of co-ordination with operating department regarding requirement and availability of crews etc.

(xii) Sr.DEE/OP& Sr DME/P will take into consideration changing traffic requirement because of diversions etc. and accordingly plan crew deployment.

(xiii) Adjoining divisions should be informed about these diverted trains so that spare crews can be sent to interchange points.

(xiv) For diverted trains, drivers and guards having necessary road learning should be arranged.

(xv) Drivers nominated for working these diverted trains should be empanelled for working Mail/Expresses as per Railway Board's instructions.

(xvi) Crews should also be planned for diesel engines sent to the accident site working ARMVs, ARTs, other special trains and likely to be held up there till restoration.

(xvii) The Diesel power should be deployed in Accident affected section as per requirement of Accident site incharge

(xviii) 3 sets of diesel crews should be planned for each diesel loco deployed at the accident site.

(xix) If necessary, diesel crews should be arranged from adjoining divisions also.

(xx) In the absence of Sr.DEE/OP& Sr DME/P, DEE/OP & DME/P will perform this function.

3. Running of Special trains:

Following special trains will be required to be run in the given order of priority:

(i) ARMVs.

(ii) ARMV from the other end.

(iii) 2 additional ARMVs from adjoining divisions, one from each end.

(iv) ART.

(v) ART from the other end.

(vi) 2 additional BD Special one from each end.

(vii) 1st special train carrying GM and other officers from hdqrts. and some left over officers from division (in case it passes through the divisional hdqrts.).

(viii) Unaffected front portion of the accident involved train in case the same can be moved.

(ix) Unaffected rear portion of the accident involved train in case the same can be moved.

(x) In case the front and rear portions cannot be moved, then they should be left as they are.

(xi) 2 empty coaching rakes, one from either end for clearing unaffected passengers of the accident involved train.

(xii) 2nd and 3rd special trains for accident site, one from each end, carrying logistic backup support, material and additional manpower from junction stations. These should normally be run out 2-3 hrs. After arrival of ARMV, carrying DRM and other divisional officers at the accident site.

(xiii) Before these 2nd and 3rd special trains are run from each end, railway staff at all stations en-route should be informed regarding running of these trains so that supervisory staff of all departments, from Jn. stations can go to the accident site on these trains.

(xiv) 2 light engines should be stationed, one at each station on either side of the accident involved block section.

(xv) 2 Engineering specials, one from each end, carrying engineering material and gangmen from the section.

(xvi) Running of 2 passenger special for carrying relatives to the site of accident. These trains will be started from the originating and destination stations of the accident involved train and will be given same stoppages as the accident involved train for picking up relatives' enroute. This is to be co-ordinated by Hdqrts. Emergency Cell in consultation with Railway Board.

(xvii) Arrangement for the visit of MR/MOSR, CRB and other Board Members to the accident site should be made in coordination with the Safety Directorate and Secretary, Railway Board.

(xviii) 2 empty coaching rakes, one from either end for being stabled at convenient locations where watering and charging facilities are available. These stabled rakes will be used for housing the staff working at accident site.

4. Sequence of movement of ARMVs and ARTs into the accident effected block section:

(i) The sequence of sending and taking out various trains into and out of the accident affected block section should be planned carefully.

(ii) Except for 140T cranes and Engineering specials, all other trains should be sent into the block section with engine leading so that they can reach faster.

(iii) If the unaffected front and rear portions of the accident involved train can be pulled out, then these should be withdrawn before sending in ARMVs into the block section.

(iv) After the unaffected front and rear portions have been pulled out, both portions should be augmented by being patched up with extra coaches at the first Jn. station enroute.

(v) In case the front and rear portions cannot be pulled out then they should be left as they are.

(vi) After the 1st pair of ARMVs reaches adjacent stations from either side, they should be sent into the block section, one from each end.

(vii) BD specials without cranes that have arrived should be pushed into the block section after the ARMV so that use of additional cutters, spreaders, hydraulic jacks etc. can be made.

(viii) After all equipments from BD specials have been unloaded at accident site and staffs have detrained, both BD specials should be withdrawn. These should then be kept 4 stations beyond.

(ix) The 2nd pair of ARMVs that have been requisitioned should also be moved on top priority. After BD specials have been withdrawn, these ARMVs should be sent into the block section while the first ones are still there.

(x) In case 2nd pair of ARMVs arrive before BD special, then item no (ix) should be carried out before item No. (vii) and (viii).

(xi) Both ARTs with 140 T cranes should be regulated at least 1 station before so as not to clutter up the adjacent station.

(xii) Empty coaching rakes that have been sent for clearing uninjured passengers should be sent into the block section thereafter, while both ARMVs are still there.

(xiii) After transshipment of passengers, both empty coaching rakes should be pulled out and run out as passenger special to the original destination of the accident involved train.

(xiv) After the work of ARMVs is over, all of them should be withdrawn and returned back.

(xv) The front and rear portion of the accident involved train should now be withdrawn by sending diesel light engines into the block section.

(xvi) Last of all both ARTs with 140 T crane should be marshaled as per site requirement and sent into the block section with crane leading, one from each end.

(xvii) Tower wagons should be sent in Block Section from each end following the ART.

5. Setting up Emergency Cells in Divisions:

(i) Divisional Emergency Cell shall be opened immediately after receipt of information of the accident at Divisional Control Office.

(ii) This unit will exercise control, co-ordinate and arrange supplementary assistance to the accident site.

(iii) It shall function in a separate cubicle at Divisional Control Office provided with centralized communication networks, hot line to the site and hdqrts.

(iv) Sr. DOM will be over all in charge of the Divisional Emergency Cell and will function as the Divisional Emergency Officer for the purpose of managing relief and restoration operations from divisional level.

(v) In case Sr. DOM is not available, DOM (Movement) will be the Divisional Emergency Officer.

(vi) In case both officers are not available, any other officer nominated by DRM will take over charge.

(vii) Requirements of all departments for movement of men and materials to the accident site shall be conveyed to the Divisional Emergency Officer, who shall arrange their movement.

(viii) Timings of 2nd and 3rd special trains to be moved from each end to the accident site, carrying backup logistic support will be conveyed to all concerned beforehand.

(ix) Divisional Emergency Cell will maintain:

- Telephone and FAX numbers of the accident site. These should be maintained functionary wise for each functionary available in the UCC.
- Similarly telephone and FAX numbers of functionaries available in CAC should also be available with the Divisional Emergency Cell.
- E-Mail addresses of UCC, CAC, Helpline Enquiry Booths and Hdqrts. Emergency Cell.
- Names and phone numbers of hospitals where injured have been admitted/shifted, along with number of patients.

(x) Divisional Emergency Cell will collect updated information regarding all aspects of the accident and pass on the same either telephonically or by E-Mail to:

- All Helpline Enquiry Booths within the division.
- Hdqrts. Emergency Cell.

(xi) Divisional Emergency Officer on duty shall chronologically record all information and instructions received or given in a logbook.

(xii) For Dhanbad division, similar Emergency Cell will also be opened at BRKA/CPUControl Office. DTM/BRKA/CPU will function as Emergency Officer and discharge all duties listed above.

(xiii) In addition to the Division where accident has taken place similar Emergency Cells will be opened in other Divisional Control Offices of ECR that are involved in restoration and relief operations. Chief Emergency Officer will decide division where Emergency Cells are to be opened.

(xiv) Helpline Enquiry Booths outside the accident affected division, but within ECR jurisdiction should keep in touch with Divisional Emergency Cell of their respective division.

(xv) If necessary, similar emergency cells will be opened at other major terminals as decided by Chief Emergency Officer.

(xvi) After relief, rescue and restoration work is completed, winding up of Divisional Emergency Cells shall be decided by DRM.

6. Setting up Emergency Cells in Hdqurts:

(i) Hdqrts. Emergency Cell shall be opened immediately after receipt of information of the accident at Hdqrts. Office.

(ii) This unit will exercise control, co-ordinate and arrange supplementary assistance to the accident site.

(iii) It shall function from a separate room in ECR Hdqrts. office provided with centralized communication network, hot line to UCC and Divisional Emergency Cell.

(iv) CSO's chamber in ECR hdqrts. Office should be converted into Hdqrts. Emergency Cell for the duration of the disaster till the proper functioning of Multi Disaster Resistant contralRoom.

(v) CFTM will be over all in charge of the Hdqrts. Emergency Cell and will function as Chief Emergency Officer for the purpose of managing relief and restoration operations from Hdqrts. level.

(vi) In case CFTM is not available, Dy. COM/Chg. will be Chief Emergency Officer.

(vii) In case both officers are not available, any other officer nominated by COM will take over charge.

(viii) Requirements of all departments for movement of men and materials to the accident site from adjoining zones and divisions shall be conveyed to the Chief Emergency Officer, who shall arrange their movement.

(ix) Hdqrts. Emergency Cell will maintain:

- Telephone and FAX numbers of the accident site. These should be maintained functionary wise for each functionary available in the UCC.
- Similarly telephone and FAX numbers of functionaries available in CAC should also be available with the divisional emergency cell.
- Telephone and FAX numbers of Helpline Enquiry Booths that would have been set up at various stations on adjoining zones.
- E-Mail addresses of UCC, CAC, Helpline Enquiry Booths and Divisional Emergency Cells set up on other Divisions of ECR.
- E-Mail addresses of Emergency Cells opened on train originating/terminating Divisions & Zones and Safety Directorate Emergency Cell in Railway Board.
- Names and phone numbers of hospitals where injured have been admitted/shifted along with number of patients.

(x)Hdqrts. Emergency Cell will collect updated information regarding all aspects of the accident and pass on the same either telephonically or by E-Mail to:

- Emergency Cells opened on other divisions of ECR,
- Emergency Cells opened on originating and terminating Zonal railways.
- Safety Directorate's Emergency Cell in Railway Board.

(xi) Hdqrts. Emergency Cell will monitor movement of ARMVs/ARTs etc. coming from adjoining Zones/divisions.

(xii) Assistance from Defence, Para military establishments, State Govts. Should be coordinated by Hdqrts. Emergency Cell as and when required. Officials to be contacted and their telephone numbers are indicated in **Chapter 23,20 & 21**.

(xiii) Chief Emergency Officer on duty shall chronologically record all information and instructions received or given in a logbook.

(xiv) SDGM shall monitor various important media channels to keep track of media reporting. Suitable correction /clarifications may also be issued, if required.

(xv) After relief, rescue and restoration work is completed, winding up of all Emergency Cells on ECR shall be decided by COM.

7. Manning of Divisional/Hdqrts, Emergency Cell in shift duty:

(i) Divisional/Hdqrts. Emergency Cell shall be manned round the clock by officers.

(ii) In addition to officers of the Operating Department, there will be officers of Engineering, Mechanical, S&T, Electrical, and commercial, Medical, Security and Personnel departments in the Divisional/Hdqrts. Emergency Cell round the clock.

(iii) Divisional Emergency Cell will be manned by Senior Scale/Junior Scale officers of all departments round the clock.

(iv) Similarly, Hdqrts. Emergency Cell will be manned by JA Grade/Senior Scale officers of all departments round the clock.

(v) Senior most officer of each department who is available in the division/hdqrts. Shall be on duty in the Divisional/Hdqrts. Emergency Cell during the day shift

(vi) Senior most officer of each department shall issue a duty roster for his own department for the night shift

(vii) Round the clock roster should cover both officers and supervisors.

(viii) Same officers and supervisors should be repeated each day without any change or rotation, up to winding up of Emergency Cell. This will maintain continuity and will ensure that experience gained on the first day can be gainfully used on subsequent days.

8. Liaison with Railway Board:

Hdqrts. Emergency Cell will maintain constant liaison with Safety Directorate's Emergency Cell in Railway Board regarding following activities:

(i) Movement of additional ARMVs and ARTs from adjoining zones.

(ii) Movement of additional diesel powers from adjoining zones.

(iii) Diversion, Regulation, Short termination, Cancellation and Rescheduling of Mail/Express trains.

(iv) Arrangement of men and material as required from adjoining zones and their expeditious movement.

(v) Opening of Helpline Enquiry Booths on other Zonal Railways as follows:

- Originating and destination stations of the accident involved train.
- All junction stations falling on the route of the train.
- Divisional hdqrts. of originating and terminating divisions.
- Zonal hdqrts. of originating and terminating Zonal Railways.
- Any other station as may be decided.

(vi) Movement program for visit of MR/MOSR, CRB and other Board Members to the accident site.

(vi) Assistance required from Defence, Para Military organizations, State Govts. Should be conveyed to Railway Board who shall coordinate the same.

(vii) Assistance required from Defence, Para Military organizations, State Govts. Should be conveyed to Railway Board who shall coordinate the same.

(viii) 3 hourly progress reports on the rescue and relief work shall be communicated to Safety Directorate's Emergency Cell in Railway Board.

9. **Duties of Additional Divisional Railway Manager:**

(i) Undertake making of announcements over local TV channel and cable network for all supervisory staff to rush to the accident site.

(ii) Ensure that functionaries of different departments in Divisional Emergency Cell carry out duties assigned to them as per Zonal DM Plan.

(iii) Monitor movement of assistance from other divisions/zones

(iv) Co-ordinate with State Govt.

(v) Co-ordinate with defence and Para Military authorities.

(vi) Monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

Chapter-10

DISASTER RESPONSE – ASSISTANCE FROM ADJOINING DIVISIONS/ZONES

1. Necessity of assistance from adjoining Division/Zones:

(i) No division can be equipped to handle a disaster of such a large magnitude like Ferozabad or Gaisal.

(ii) Assistance has to be sought from adjoining Divisions/Zones.

(iii) A division is normally expected to handle an accident of the magnitude involving up to 100 injuries (Grievous + Simple). Threshold levels have been given in terms of injuries, because initially it is difficult to estimate number of casualties.

(iv) Whenever number of injuries is estimated to go beyond 50, assistance should be sought for from adjoining Divisions/Zones.

(v) This is to be co-ordinate by the Chief Emergency Officer in Hdqrts. Emergency Cell.

2. Assessment of assistance from adjoining Division/Zones:

(i) DRM after reaching the accident site should make an immediate assessment of likely injuries.

(ii) Quick assessment is an absolute in order to ensure that assistance from adjoining divisions can be rushed at the shortest possible time.

(iii) Assessment made by DRM should be based on number of coaches involved.

(iv) As a thumb rule, for each coach that has capsized, 30 injuries should be estimated.

(v) Total injuries estimated would be equal to no. of coaches x30.

(vi) This should be conveyed to Sr. DOM in Divisional Emergency Cell and Chief Emergency Officer in Hdqrts. Emergency Cell.

(vii) Based on the above figures, decision should be taken and assistance rushed from adjoining divisions and zones.

3. Scale of assistance from adjoining Division/Zones:

(i) As a thumb rule, assistance should be sought from adjoining division in case of any disaster.

(ii) In case of every disaster, following should be used as an approximate guideline for deciding level of assistance required:

- Threshold level	injury >50	injury >100	injury >150
- No. of teams	1 team	2 team	3 team
- ARMVs	2	3	2+2
- 140 T Crane	2	3	2+2 BDs

(iii) Complement of staff in each team sent by adjoining divisions/zones will be as per norms given below:

- Officer in charge	Senior Scale
- Doctors	5
- Para-medical staff	10
- Commercial officers	2
- Commercial supervisors	10
- Commercial Staff	20
- Personnel Supervisors	5
- Group 'D' staff	20
- RPF	1 platoon

4. Assistance from Defence & Para Military forces:

(i) Assistance should be sought from nearest army & Para-military establishments.

(ii) Railway staff no matter how dedicated and loyal, are not experts in extricating dead bodies, handling injured passengers, their evacuation etc.

[iii] Army has the necessary expertise and are trained and equipped to handle such war like situation.

(iv) Therefore, divisional/zonal hdqrts. Should get in touch with the nearest army command and request for necessary assistance.

(v) Selected telephone numbers of Army and Para-military establishments are given in **Chapter- 23 & 20**.

(vi) Additional telephone numbers of Army are given in Divisional DM Plans.

5. Departmental assistance from adjoining divisions/zones:

(a) S&T Department:

(i) Satellite telephones from ARTs of adjoining divisions.

(ii) Mobile Telephones from each ART of adjoining divisions

(b) Electrical Department:

(i) Generators from ARTs of adjoining divisions.

(ii) Lighting equipments from ARTs of adjoining divisions.

(iii) Portals and OHE masts.

(c) Civil Engineering:

(i) Additional workmen are required who are to be moved from adjoining divisions/zones.

(ii) Each such division sending assistance should move workers along with artisans and PWIs.

(iii) One DEN and one AEN each should also move to the site of accident from each such division.

Chapter-11
SITE MANAGEMENT PLAN-I

There are 2 aspects of Disaster Management work at an accident site. Firstly, rescue relief and restoration operation which is carried out by one set of functionaries. Second aspect pertains to rehabilitation of accident involved passengers, taking care of dead bodies, dealing with their relatives etc. for which a different set of functionaries are required. For managing these 2 distinct aspects of DM work that are required to be discharged by railways, two separate establishments should be set up at an accident site.

1. Unified Command Center (UCC):

(i) Unified Command Centre (UCC) should be set up at the accident site.

(ii) This will be some kind of a control office to be located near the centre of the accident site.

(iii) This is basically meant for catering to operational needs of railway in rescue, relief and restoration work.

(iv) UCC is to be manned by staff of relevant departments such as:
- Medical,
- Commercial,
- Operating,
- Safety,
- Security,
- Public Relations,
- Mechanical,
- Electrical,
- S&T,
- Civil

(v) UCC will be provided with all facilities similar to a control office.

(vi) Adequate lighting with generator backup should be provided in the UCC.

(vii) Adequate number of telephonic links to Divisional Emergency Cell and Hdqrts. Emergency Cell should be provided. Preferably each department in the UCC should be given an independent telephone.

(viii) Satellite telephone should be installed in the UCC.

(ix) UCC should be provided with FAX, Photocopier, PCs and Loudspeakers.

(x) PC/Laptop should be connected to internet for E-Mailing of detail update to all concerned, including Divisional Emergency Cell, Hdqrts. Emergency Cell and Helpline Enquiry Booths.

(xi) A big banner displaying 'UNIFIED COMMAND CENTER' should be put up at a prominent place at the entry to the shamiana.

(xii) Similarly there should be sufficient number of signages indicating the way to UCC on approach roads etc.

(xiii) UCC at the site will be manned by sr. Supervisors on round the clock.

(xiv) Officers will not be permanently stationed in UCC. They will move about the entire accident site supervising and monitoring working of their department at different activity centers. However, they will keep coming to the UCC off and on and will kept in tough with their departmental functionaries in UCC.

(xv) Various functionaries in the UCC will monitor and co-ordinate the working of their departments, and assistance required by them, if any.

(xvi) Each functionary at the UCC will maintain a log book. Flow of information both incoming and outgoing would be recorded along with the time and names of officers/staff who were given the message.

(xvii) UCC will basically supervise the working of 2 LCCs and co-ordinate with Divisional and Hdqrts. Emergency Cells.

(xviii) Functionaries of different departments in LCCs should provide updated information regarding progress of work to their counterparts in UCC.

(xix) This updated information should be provided once in every 3 hrs. as per the following timings:

- 1/- hrs.
- 4/- hrs.
- 7/- hrs.
- 10/- hrs. & like wise

2. Local Command Centers (LCC)

(i) Depending on the spread of the accident site, Local Command Centers (LCC) on the same pattern as the UCC should be set up.

(ii) If the site is spread out over 300-400 mts. 2 LCCs should be set up.

(iii) Representatives of same departments as in UCC should be present in LCCs also. However, they should be either one or at most 2 men per department.

(iv) LCCs will serve as co-ordination centers for various teams that are working spread out over different geographical locations.

(v) Each LCC will oversee the working of DM teams at one end of the accident site.

(vi) Jurisdiction of each LCC will extend to all men and materials belonging to 2 ARMVs, BD special and 1 ART at that end of the accident site.

(vii) One SAG officer of Mechanical department will be overall in charge of each LCC.

(viii) LCCs should be provided with loudspeakers for making announcements.

(ix) LCCs should be provided with direct telephonic links to UCC.

(x) However, LCCs should not be provided with telephonic links to either Divisional Emergency Cell or Hdqrts. Emergency Cell. This will ensure that there is minimum telephonic disturbance from outside to teams which are actually working at the accident site. It will also ensure that outflow of information from accident site goes from UCC only.

(xi) Members of different teams of each department working at the accident site in rescue, relief and restoration work should provide updated information regarding progress of work to their respective functionaries at the LCC.

(xii) This updated information should be provided once every 3 hrs. As detailed at 1 (xix) above.

3. Need for setting up of Central Assistance Center:

(i) Relatives of passengers who arrive at an accident site are already traumatized by the tragedy.

(ii) They arrive at an unknown location with no place to stay, no friend or acquaintances and not knowing whom to turn to.

(iii) The problem is made even more challenging since many relatives and next of kin come from far flung areas in some other state.

(iv) Being semi-literate and from different parts of the country some of them are not even familiar with the local language. For them even communicating becomes a problem.

(v) In addition to above, complex legal formalities and multiplicity of paper work is required to be completed before dead bodies are handed over to their next of kin.

(vi) For taking care of relatives of passengers, providing them with succour in their hour of agony and for guiding them sympathetically, some kind of an assistance centre is required.

4. Formalities required to be completed by relatives of passengers:

(a) Sequence of formalities that are required to be completed by relatives of injured passengers includes:

(i) Locating the name of the passenger on reservation charts, in case passenger was traveling in reserved commodation.

(ii) Going through the list of injured and dead passengers to find out whether the name appears.

(iii) In case the name is not available in the list, then taking a round of different hospitals to find out whether their relatives has been admitted in one of them in an unconscious state.

(iv) Hospitals are generally at separate locations, sometimes even in different towns; and commuting becomes a problem.

(v) In case the passenger can be located in one of the hospitals, they have to find out the severity of injuries, likely period of hospitalization etc.

(vi) Collect the ex-gratia paid by railways.

(vii) Try and locate missing luggage of the injured passenger. For this they have to take a round of the building where all unclaimed luggage have been kept.

(viii) Next they have to arrange for a place for them to stay.

(ix) Arrange for medicines/diet etc. and payment of hospital bills, if required.

(x) Thereafter, they have to keep in touch with the hospital and get their relative released.

(b) Additional formalities that are required to be completed by next of kin of dead passengers include:

(i) In case the passenger could not be located in any of the hospitals, then they have to go to the building where unidentified dead bodies have been kept.

(ii) Take a round of various rooms where bodies have been kept, examine each body and try and locate their near and dear one.

(iii) Identify the dead body, if the same has been extracted by then.

(iv) Otherwise wait for all bodies to be extracted and try and identify their relatives.

(v) In case they fail to identify the same then they have to go through photographs of unidentified bodies taken at site.

(vi) After the body is finally identified, they have to produce proof of relationship for railways to entertain their claim.

(vii) Obtain medical death certificate from the railway doctor.

(viii) Obtain post mortem report, from the Govt. doctor who has performed post mortem on the body.

(ix) Obtain official death certificate from the local municipality.
(x) Accept of ex-gratia payment from railways.
(xi) Collect forms for lodging claim for compensation in RCTs.
(xii) Take over custody of dead body from the local police.
(xiii) Perform last rites at the same place or take back the body to their native place, depending on circumstances.
(xiv) Make arrangements for their return journey back to their native place.

5. Problems encountered by relatives:

(i) Each of these formalities are under the jurisdiction of a different agency, either railway, or police, or civil administration, or local administration.
(ii) In such a situation the level of co-ordination between these various agencies leaves much to be desired.
(iii) Sometimes it even takes up to 48 hours before all these documentary formalities can be completed.
(iv) In most cases, relatives have to run from pillar to post for completing all these formalities and the bitter experience leaves them permanently antagonized towards railways.
(v) For this purpose a single window clearance system should be available for relatives and next to kin.

6. Combined Assistance Center (CAC):

(i) The UCC should have a Combined Assistance Centre (CAC) located towards the rear site, away from the track, for rendering help to passengers and their relatives.

(ii) This is basically meant for catering to requirements of passengers and their relatives/next of kin, and for providing a single window clearance for all types of formalities.

(iii) CAC should be separate from the UCC so that it does not interfere with normal rescue and relief work.

(iv) CAC will be manned by staff of relevant departments such as:
- Operating,
- Medical,
- Commercial,
- Security,
- Personnel

(v) There should be only one such CAC, and all railway resources should be pooled into it.

(vi) LCCs should not have any small CAC located in the rear. It is likely to create logistic problems.

(vii) A big banner displaying 'COMBINED ASSISTANCE CENTER' should be put up at a prominent place at the entry to the saminana.

(viii) Similarly there should be sufficient number of signages indicating the way to CAC on approach roads etc.

(ix) Railway staff fluent in the language of relatives should be posted for doing work of interpreters.

(x) Post mortem formalities should be waived off so that number of formalities gets reduced by one.

(xi) Different counters should be provided in sequence for each of these formalities, so that the entire exercise can be completed in about an hour.

(xii) Functionary concerned from the local Municipality who issues Official Death Certificates should be made to come and sit in the CAC so that these certificates can be issued immediately without any delay.

(xiii) CAC should have different counters for various purposes in following sequence:

(a) Reservation chart, for locating the name.

(b) List of dead and injured along with name of hospital. The name of passenger involved should be checked up from the list of dead or injured, if available, and their current status informed.

(c) Counter for providing commercial supervisor or WLI as escort along with a vehicle, for accompanying the relatives and going to hospitals or mortuary.

(d) Railway doctor for issue of Medical Death Certificate.

(e) Govt. doctor for issue of Post Mortem Certificate, in case the same is necessary.

(f) Municipality official for issue of Official Death Certificate.

(g) Local Police for issue of authority for handing over of dead body.

(h) Claims counter-Payment of ex-gratia and issue of Claims Compensation form.

(i) Counter for helping performance of last rites in case relatives decide to cremate the body there itself.
(j) Pass counter for issue of return journey pass.
(k) Return journey facilitation counters for making arrangements for return journey.

7. First Aid Posts:

(i) Medical Posts should be provided in both UCC and CAC.
(ii) Medical Post in UCC will provide first aid to injured passengers after extrication, assess their injuries and make arrangements for sending them to nearby hospitals.
(iii) Medical Post in CAC will keep all records of injured and dead passengers, names of hospitals where they have been admitted etc.
(iv) FA posts should be provided in LCCs.
(v) This will be meant for treating passengers and classifying their injuries before they are sent for admission to various hospitals.

8. Setting up of UCC, LCC and CAC:

(i) One SSE/Works shall be exclusively responsible for setting up of these facilities. He shall undertake the following:
- move along with sufficient staff for setting up of these facilities.
- immediately start setting up of the tentage accommodation after taking out tents and shamianas provided in ARTs.
- In addition, he should also requisition agencies which provide tentage accommodation on contract. Details of such agencies have been given in Divisional DM Plans.

(ii) Bridge Line staff will assist in setting up tentage and above mentioned facilities. Dy. CE/Bridge will also move to the site and in case, bridge is not involved, he will take full charge of tentage arrangements.
(iii) Bridge Unit will take with them sufficient Manila ropes, wire ropes, survey instruments, binoculars, helmets, life jackets, ladders and other equipment. Nylon ropes should be sufficient in length to ensure barricading at sites and camping areas.
(iv) Sufficient facilities for erecting temporary stage/scaffolding etc. should also be organized, if required at site.
(v) Few temporary toilets should be provided at one location in addition to number of urinals at 3 or 4 places.
(vi) Water tankers will be ordered for supplying water at site and arrangements shall also be made for drinking water.
(vii) Temporary kitchen in tents/shamianas is to be set up so that catering unit or IRCTC can provide cooked food to staff working at accident site.
(viii) About 100 folding chairs should also be arranged.
(ix) Bridge Line staff will have list of divers who in case of emergency can be hired for rescue or restoration operations wherever site is surrounded by deep water.
(x) Signages for both UCC and CAC should be provided at prominent locations.

9. Collection and Dissemination of Information-Channel of Communication:

The following would be the responsibility and channel both for collection as also dissemination of information. Before each shift goes off duty, details of work done should be updated in the LCC.

The LCC should in turn update the UCC regarding the latest progress. This updated information would be conveyed to Divisional Emergency Cell every 3 hrs.

(a) Number of dead and injured-Medical department:

(i) Medical department at site should confirm the number of dead.

(ii) Doctors in charge of various teams working on different coaches should give 3 hrs reports to Medical counter in LCC who in turn will inform UCC.

(iii) Number of injured passengers.

(iv) Type of injuries, whether grievous, minor or trivial.

(v) Names of injured, and names of various hospitals where injured have been sent.

(b) **Identification of dead bodies-Commercial department** :

(i) Ex-gratia paid to injured.

(ii) Number of dead bodies identified.

(iii) Ex-gratia paid to dead.

(iv) No. of bodies handed over to relatives.

(c) Number of coaches dealt with-Mechanical department:

(i) No. of coaches thoroughly searched.

(ii) No. of coaches made off track.

(iii) No. of coaches yet to be dealt with.

Chapter-12
SITE MANAGEMENT PLAN-II

Nominated officials from various departments arriving at site by ARMVs and ARTs form part of the Disaster Management Team. Officials representing each department are responsible to ensure that assigned duties of their respective departments are efficiently carried out. Senior officers of each department will also ensure that their work is synchronized with that of functionaries of other departments for quick rescue, relief and restoration operation.

(A) Members of the Disaster Management Team:

1. Disaster Management Team normally comprises members of following departments:

(i) Trained railway men from Medical, Commercial, Safety, Electrical, S&T, and Mechanical, Engineering, Security, Personnel and other departments.

(ii) In case of fire accidents, trained fire service personeel shall form part of this unit.

(iii) In case of an accident on water body, divers and naval cadets will also be part of the team.

(iv) In case of sabotage or bomb explosion, bomb disposal squads and GRP/Local Police will also be involved.

(v) Various rescue units shall accompany ARMVs, ARTs or move by road as quickly as possible.

2. Officers-in-charge of Site (OC Site):

On arrival of ARMV at accident site DRM shall take over as OC Site from the senior most officer of the accident involved train. On arrival of 1st Special train carrying GM and other hdqrts. officers, GM shall be OC Site. In the absence GM, the senior most officer shall be OC site. He will be responsible for forming Core Groups as required and direct them to carry out efficient rescue, relief and restoration operations.

3. Rescue, Relief and Restoration Operation:

DM Team on arrival by ARMVs and ARTs shall undertake following actions:

(i) Crowd Control and Law and Order.
(ii) Rescue operation.
(iii) Relief operation.
(iv) Video coverage of accident site.
(v) Installation of Communication Network.
(vi) Clearance from State Police for restoration.
(vii) Preservation of Clues and Evidence.
(viii) Media Management at site.
(ix) Salvage operation.
(x) Restoration operation**.**

4. Photography:

Prior to starting restoration work at an accident site, divisions should undertake suitable video film coverage to the extent feasible. Still photography by digital camera should also be undertaken extensively for its obvious advantages. The photograph should be taken from a vantage point and from as many angles as possible so as to give a bird's eye view as also close up photographs.

(i) Such photographs should clearly indicate:

- Severity of the accident.
- illustrate the damage to P-Way, Rolling Stock, Signal, OHE and other structures and equipment.

(ii) Separate set of photographs to be taken to preserve clues and evidence of sabotage if suspected.

(iii) Victims and unidentified bodies should also be extensively photographed as detailed in (II)(Xvi)below.

(B) General:

For efficient Disaster Management, responsibilities of various departments are to be executed by deputing responsible officers and supervisors. Important duties of such officers/supervisors are enlisted as follows:

1. OC Site:

(i) Ensure setting up of UCC, CAC and LCCs at the earliest.

(ii) Collect information from OC Site of IAT.

(iii) Take stock of the situation and plan for efficient rescue operation.

(iv) Estimate quantum of assistance required for each department from:

- within the division,
- adjoining divisions of ECR,
- adjoining zones,
- non-railway agencies.

(v) Channelise local resources to supplement available railway resources.

(vi) Ensure that duties of various functionaries of different departments as laid down in ECR's Zonal DM Plan are carried out.

(vii) Ensure co-ordination among all departments for efficient rescue, relief and restoration operation.

(viii) Ensure information to SP Police and District Magistrate.

(ix) In case of sabotage, direct RPF to obtain quick clearance from State Police.

(x) In case of serious explosions or fire, clearance from Controller of Explosives is to be obtained.

(xi) Give prima facie cause of the accident along with forecast of expected date and time of restoration.

(xii) Ensure timely information on the progress of rescue, relief and restoration work every 3 hrs. With following details:

- Number of coaches searched.
- Number of injured passengers recovered.
- Nature of injuries to passengers.
- Number of bodies recovered.
- Number of bodies identified.
- Number of coaches dealt with.
- Supplementary assistance required, if any.

(xiii) Forecast for completion of each activity mentioned below should also be firmed up. These target dates and times should be communicated to all officers and supervisors at accident site:

- Re-railment,
- Track fitness,

- OHE fitness,
- Points and inter-locking,
- Clearance of section,
- Movement of first train.

2. Duties of Divisional Railway Manager:

(i) Ensure that functionaries of different branches at the accident site carry out duties assigned to them as per Zonal and Divisional DM Plan.

(ii) Co-ordinate with Divisional Emergency Cell regarding assistance required.

(iii) Co-ordinate with Civil Authorities especially with regard to:

- Requisitioning of buses from State transport authorities, with drivers for round the clock duty.
- Waiving off of Post Mortem formalities.
- Positioning of Municipal Official in the CAC for issuing of Official Death Certificate.

3. Formation of two teams at accident site for round the clock working:

(i) At the accident site, departmental officers available from both hdqrts. and division shall be formed into two teams for round the clock.

(ii) PHODs/CHOs shall be available on duty during the day time.

(iii) PHODs/CHODs shall take on the spot decision regarding composition of the team for night shift for their respective department. This composition should not normally be changed during the stay at the accident site.

(iv) Branch Officers shall be available on duty during the day time.

(v) Branch Officers shall take on the spot decision regarding composition of the team for night shift for their respective department. This composition should not normally be changed during the stay at the accident site.

(vi) Similarly, supervisors availably from both hdqrts. and divisions shall also be put in two teams.

(C) Duties of Operating Department:

Immediately after getting the information.

(i) All sectional TIS and Supervisory SSs should be directed to reach the accident site by first available means.

(ii) Similarly additional RG/LR staff from the section should be sent to 3 stations on either side so that SMs can be free for going to accident site.

(iii) Since considerable amount of shunting is required to be performed at adjoining stations, 2 traffic supervisors in 2 shifts should be posted at adjoining stations on each side.

(iv) Ensure that special trains are sent into the accident affected block section according to the sequence detailed in Chapter-9, Section 4.

(v) Ensure proper marshalling of crane while proceeding to the accident spot in the block section.

(vi) Ensure that Engineering vans of the ART are placed nearest to the accident site. For this purpose, Engineering van/wagon should be placed closet to site of accident by sending it in pushing condition.

(vii) Ensure prompt clearance of stranded passengers at the site in coordination with the Divisional Emergency Cell.

(viii) Regarding running of special trains, keep in touch with Divisional Emergency Cell and given requirement from site.

(D) Duties of Safety Department:

(i) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed till police clearance is received.

(ii) Ensure that video/still photographs by digital cameras are taken as required.

(iii) Ensure that joint measurements, observations are recorded in the prescribed Proforma before restoration work begins.

(iv) Ensure that unaffected rolling stock is moved away from the site and thereafter stabled at convenient location for further examination during accident inquiry.

(v) Ensure that evidence of train staff, station staff and public are recorded on the spot.

(vi) Addresses of passengers willing to give statements later should also be obtained.

(vii) Ensure that special trains are sent into the accident affected block section according to the sequence detailed in Chapter 9, Section 4.

(E) Duties of Medical Department:

1. Main functions:

Main functions of the Medical department can be broadly classified as:

(a) Taking an initial round of hospitals and assessment of situation.

(b) Taking out injured passengers from accident involved coaches.Attending to injured passengers and giving them First Aid.

(c) Preparing list of injured passengers.

(d) Classification of their injuries.

(e) Transporting them to hospitals and getting them admitted.

(f) Post admittance hospital care of the injured.

(g) Dealing with dead bodies.

(h) Preservation of dead bodies.

2. General:

(i) Ensure collecting blood and urine samples of train crew in case the same is necessary.

(ii) Organize as many road ambulances as possible at the accident site.

(iii) Data Bank of Divisional DM Plans have names, telephone numbers and contacted on phone for sending road ambulances along with team of doctors.

(iv) Set up Medical Counter in UCC and CAC for passenger assistance.

(v) Set up First Aid Posts in LCCs.

3. Site management:

(i) Leader of Team 'A' (Normally CMS/MS In-charge of the Division) would take control of the site, co-ordinate relief measures and distribute duties amongst doctors available as detailed below:

(ii) Different teams and groups will be formed for discharging various duties of the Medical department as detailed in Section (E1) above.

Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.

(iii) One group of doctors will take a round of various hospitals where injured passengers have already been admitted. (Para 4 below)

(iv) One group consisting of 4-5 teams of doctors and para-medics will take out injured passengers and dead bodies from accident involved coaches. (Para 5 below)

(v) One team will attend to injured passengers and given them First Aid and other medical treatment. (Para 6 below)

(vi) One team will prepare list of injured passengers, note down details of their injuries and classify them. (Para 7 & 8 below)

(vii) One team would be in-charge of transporting injured passengers to hospitals and getting them admitted. (Para 9 below)

(viii) One team would be in-charge of post admittance hospital care of the injured. (Para 10 below)

(ix) One team will deal with dead bodies after these have been extracted from coaches. They will prepare a list and arrange for their preservation. (Paras 11 & 12 below)

(x) In case sufficient doctors are available then more groups should be formed for rescue operations. (Para 5 below)

4. Taking an initial round of hospitals:

(i) Separate doctors will be deputed to visit each hospital where injured passengers have already been shifted.

(ii) One commercial officer will also accompany doctors and make a general assessment.

(iii) At the hospital, they should collect information about dead/injured persons, their name, age, sex, address telephone No., name and telephone no. of relatives/friends, nature of the injury, etc.

(iv) These information should be immediately communicated to CMS/MS at accident site by using local PCO/Cell phone etc.

(v) Prepare a list of persons dead/injured already in hospitals in three copies by using carbon paper.

(vi) The list thus prepared is to be signed by railway doctor on duty in the hospital. One copy is to be handed over to the Commercial Department.

(Vii) 2nd copy to be kept with the doctor in charge as office copy and the 3rd copy to be given to paramedical staff to get multiple photocopies for further distribution.

(viii) One copy should also be sent to CAC for being fed into the PC provided in the CAC.

(ix) The initial list prepared should be updated at regular intervals, as and when any change occurs.

5. Taking out injured passengers:

(i) Maximum number of doctors should be deputed for this activity.

(ii) This group should consist of at least 4-5 teams. If numbers permit, more such teams should be formed.

(iii) Teams involved in rescue operation should ensure rapid access to all injured passengers.

(iv) Theyshould take assistance of mechanical/Engineering/RPF staff to extricate injured passengers.

(v) Each team will join up with teams of Mechanical staff who would also be involved in extracting dead and injured from coaches.

(vi) Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.

(vii) Coaches should be thoroughly searched including lavatory and vestibule portions before abandoning and moving on to the next coach.

6. Attending to injured passengers:

(i) One team will be asked to provide medical treatment to injured passengers immediately after their evacuation from coaches.

(ii) Ensure stabilization of condition of injured passengers already taken out from coaches, before they are dispatched to hospitals by road.

(iii) In case of patients in critical condition where stabilization of condition at site is not possible, they should be moved immediately by road ambulance or shifted to ARMV.

7. Preparing list of passengers:

(i) Collect list of injured passengers prepared by TS/TTEs and assess the situation.

(ii) Separate lists to be prepared coach wise.

(iii) The list should contain following details:

- If found Conscious: Name, Sex, Age, Identification marks, address, ticket number, originating and destination station.
- If found Unconscious: Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.

(iv) Once the preliminary list of injured passenger has been prepared, the list should be signed by the CMS/MS In charge and a copy handed over to commercial department.

(v) The list of injured passengers will thereafter be updated periodically, as rescue and relief work continues.

8. Classification of Injuries:

(i) Injuries are classified as under:

(a) 'Grievious' injuries as defined below.

(b) 'Simple' but excluding 'trivial' injuries such as abrasions or bruises.

(ii) Following are considered to be grievous injuries (as per section 320 of the Indian Penal Code):

(a) Emasculation

(b) Permanent privation of sight of either eye.

(c) Permanent privation of hearing of either ear.

(d) Privation of any member or joint.

(e) Destruction or permanent impairment of powers of any member or joint.

(f) Permanent disfigurement of head or face.

(g) Fracture or dislocation of a bone or tooth.

(h) Any hurt which endangers life, or which cause the sufferer to be during the space of twenty days, in severe bodily pain or unable to follow his ordinary pursuits.

(iii) Injuries other than those defined above are considered to be simple injuries.

(iv) Apart from injuries defined above, there may be cases where a passenger or trespasser receives only petty abrasions or bruises. These are of trivial nature and technically speaking should not be taken as injuries.

(v) As a thumb rule, any injury requiring hospitalization of more than 48 hrs. is grievous, hospitalization of less than 48 hrs. is simple, and any injury not requiring hospitalizations at all is trivial.

(vi) Classify injured passengers into separate categories as grievous or simple.

(vii) Inform Commercial department for arranging ex-gratia payment.

9. Transporting injured passengers to hospitals:

(i) One team will be asked to arrange transport of injured passengers to nearby hospitals.

(ii) Ensure expeditious transportation of injured either to AMRVs or to nearby hospitals.

(iii) Critically injured passengers should be transported by means of road ambulances and other by means of ordinary road vehicles.

(iv) Commercial staff should also be associated with transfer of injured passengers to hospitals.

(v) Before doctors and supervisors leave the accident site for hospital duty, they should note down the DOT and Mobile Telephone No. of the accident site, CMS, MS and other doctors at the site for quick communication.

(vi) Doctors going to different hospitals should have separate vehicles.

(vii) In case sufficient number of railway vehicles are not available, they should hire taxis for their movement by withdrawing from stations earnings.

10. Post admittance hospital care:

(i) One railway doctor, one commercial supervisor and one welfare inspector should be deputed round the clock at each hospital.

(ii) Normally one doctor should look after one hospital, along with a commercial supervisor and WLI.

(iii) If large no. of hospitals are involved 2/3 hospitals may be given to one doctor. In that case, the doctor, in consultation with CMS/MS, should station himself at the hospital where maximum no. of patients are admitted.

(iv) Make an assessment about capabilities of the hospitals to handle injured persons especially with reference to types of injuries they have suffered. Decide whether the patient needs to be shifted to other hospital with better facilities and then arrange to shift the patient.

(v) In case any injured passenger succumbs to his injuries in the hospital, then the doctor in-charge of that hospital should update this fact to the medical counter at CAC.

11. Dealing with dead bodies:

(i) Problem faced by rescue teams is regarding dealing of dead bodies.

(ii) On IR it is not clearly spelt out as to who will deal with them.

(iii) Accident Manual is silent as to who will extricate dead bodies from coaches, and then take them to either hospital or the mortuary.

(iv) It can only be inferred that Medical Department will do this work.

(v) In case of a major disaster, the usual complement of medical staff in any ARMV is grossly inadequate for undertaking work of this magnitude.

(vi) Adequate number of Safailwals and other health workers who have come to the accident site should be mobilized for this purpose.

(vii) Often rescue and relief operations continues for more than 48 hours.

(viii) Dismembered bodies begin emitting foul odour after two days. Carrying out this task under such circumstances became a real problem.

(ix) Target should be to extricate all dead bodies within 24 hrs.

(x) Dead bodies should be dealt with coach wise, otherwise bodies taken out from different coaches get mixed up.

(xi) Bodies taken out from coaches should be stacked at quite some distance from the track in front of respective coaches, in separate lots, coach wise. While this may slow down the work initially, in the long run it is more systematic since bodies don't get mixed up.

(xii) Shift dead bodies from coaches to a nominated place at the accident site with the help of paramedical staff, SJAB, Scouts, Civil Defence, personnel, other railway staff and non-railway volunteers available at site.

(xiii) Ensure covering of dead bodies with shrouds.

(xiv) Put cloth label (white cloth of 12"x9" written by Marker pen) on each dead body on the chest just below the neck as below:

- Date_____
- Dead body Serial No._____
- Name_____
- Age_____Sex_____
- Coach No._____

(xv) In case of unidentified dead bodies, against the item 'name', it should be written as unidentified-1/unidentified-2, etc. Approximate age should be estimated from the appearance, such as between 35-45 years.

(xvi) 5 photographs preferably by digital camera should be taken of each dead body. Two should be close up of face from in front and sideways, third should be with the label visible as per item (xiii) above and fourth and fifth should be of full length of the body.

(xvii) If possible each body should also be video photographed.

(xviii) After photographs have been taken, each body should be placed inside a body /plastic bag with zip having proper labeling system where same information is also to be provided.

(xix) After this, bodies will be handed over to GRP or Local Police for safe custody.

(xx) Take necessary steps to handle unhygienic condition that may arise due to decomposed/mutilated bodies.

12. Preservation of dead bodies:

(i) Numbering and photography of bodies should be done even when relatives are on hand to claim the body.

(ii) Arrangements have to be made for a more permanent location for them till such time as the next of kin arrive to claim these bodies.

(iii) In all such accidents passengers are invariably separated from their belongings. As such in many cases, there are no tickets or other identification papers on their persons.

(iv) This problem is further compounded in unreserved coaches where no reservation charts are available.

(v) Identification problems come up in case of mutilated bodies also. In such cases, photographs are better means of identification.

(vi) Arrange hiring of a couple of big halls, for keeping bodies.

(vii) Rooms should preferably be at a single locations so that relatives do not have to go around from mortuary to mortuary.

(viii) A large building having number of rooms would be ideal for storing them. Best option would be to take over a school building temporarily.

(ix) Arrange to move dead bodies to nominated buildings being used as temporary mortuaries.

(x) Bodies should be neatly lined up with their numbers prominently displayed and kept in different rooms coach-wise.

(xi) Notice Board outside the building should display the room nos. where bodies extracted from a particular coach have been kept.

(xii) These details should also be pasted on a notice board outside each room.

(xiii) This will prevent unnecessary handling of bodies which in any case would be in an advanced state of decomposition.

(xiv) For dead bodies whose relatives are not readily available and delay is expected, arrange for their preservation by dry ice etc.

(xv) Procure following items from local market for dealing with dead bodies:

- Shrouds,
- Polythene bags,
- Coffins,
- Dry ice

(xvi) 4 Commercial Supervisors should be put on round the clock duty in the building housing the temporary mortuary for guiding relatives as and when they come.

(F) Duties of Commercial Department:

1. Main Functions:

Main functions of the Commercial department can be broadly classified as:

(a) Withdrawal of cash from station earnings.

(b) Hiring of road vehicles.
(c) Providing beverages and catering to injured and uninjured passengers.
(d) Initial round of hospitals and assessment of situation.
(e) Preparing list of injured passengers.
(f) Transporting them to hospitals and getting them admitted.
(g) Payment of ex-gratia to injured and next of kin of dead.
(h) Dealing with refund and claims compensation formalities.
(i) Taking charge of luggage and consignments.
(j) Post admittance hospital care of the injured.
(k) Taking care of relatives.

2. General:

(i) Before Sr. DCM proceeds to accident site he should withdraw sufficiently large amount of cash from station earnings. (Para 3 below)
(ii) At the accident site, handpicked commercial supervisors should be deputed for manning commercial counters in UCC and CAC.
(iii) Each commercial counter in CAC is to be manned by one group as detailed in Chapter 11, Section 6 (xiii)
(iv) Different teams and groups will be formed for discharging various duties of the Commercial department as detailed in Section (F1) above. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.
(v) Separate teams and groups should be formed as detailed below, headed by a commercial officer.
(vi) One team will hire road vehicles for use and other related activities. (Para 4 below)
(vii) One group will arrange beverages and food both for injured as also for uninjured passengers. (Para 5 below)
(viii) One team will take an initial round of hospitals along with doctors and assess the situation. (Para E4 above)
(ix) One group should take care of uninjured passengers who have to be cleared from the accident site. (Para 6 below)
(x) One group will assist Medical department in preparing a list of injured passengers, input the same into the PC in CAC. (Para E7 above and Para 7 below)
(xi) One group will assist Medical department in shifting injured passengers to hospitals (Para E9 above)
(xii) One group will assist the Medical department in preparing a list of dead bodies and looking after them. (Paras E11 and E12 above).
(xiii) One team will make ex-gratia payment to injured passenger and next of kin of dead. (Para 8 below)
(xiv) One teams will deal with refund cases and claims compensation formalities. (Para 9 below)
(xv) One group wills in-charge of unclaimed luggage and other consignments. (Para 10 below)
(xvi) One group will be in-charge of post admittance hospital care of injured and taking care of relatives as detailed in Chapter 14 under 'Passenger care'.

3. Withdrawal of cash from station earnings:

(i) In order to meet accident related expenditure, officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol. II Rule No. 2425.

- Departmental expenditure necessitated by floods, accidents or earthquakes, etc. (8)
- Ex-gratia payments to persons involved in train accidents. (22)

(ii) Before Sr. DCM leaves for accident site, he should withdraw sufficiently large amount of cash from station earnings to meet with immediate requirements at the site.

(iii) More should be withdrawn subsequently as and when required.

(iv) Procedure and accountal as detailed below should be followed. (Para 11 & 12 below)

(v) A commercial supervisor should be nominated for this purpose and he should withdraw Rs. 5 lakhs and carry it with him, duly escorted by RPF personnel.

4. Hiring of Vehicles:

(i) A large number of road vehicles are required at an accident site for following purposes:

- Taking injured passenger to hospitals.
- Taking doctors and other railway officials to hospitals.
- Clearance of uninjured passengers.
- Taking dead bodies to mortuaries.
- Bringing men and materials, etc. to accident site.
- Taking unclaimed luggage for being kept in safe custody.
- Taking relatives to hospitals and mortuary.
- Other miscellaneous work.

(ii) For this purpose apart from whatever number of railway vehicles may be available, extra road vehicles should be hired.

(iii) All road vehicles should be hired along with standby drivers for round the clock duty.

(iv) At least 10 road vehicles should be attached to CAC for taking relatives to hospitals mortuaries etc.

(v) Nominated railway staff to be attached to each hired vehicle round the clock (even group 'D' would suffice), so that optimum use can be made of the vehicle.

(vi) Buses from State transport authorities should also be requisitioned along with extra drivers for round the clock duty.

(vii) One railway staff should be put in charge of each bus on round the clock duty, who will accompany the bus wherever it goes and bring it back in time (even group 'D' would suffice)

(viii) In case hospitals are in different towns, then road transport buses should be put on fixed time round trip schedule for shuttling relatives from CAC to various locations and back to CAC.

(ix) All hired vehicles and requisitioned buses should have stickers pasted on their front and rear windscreens indicating 'RAILWAY ACCIDENT DUTY'.

5. Catering arrangements:

(i) Arrangements for supply of food and beverages to not only injured but also to other passengers of the accident involved train should be swiftly organized.

(ii) Food and beverages should be supplied free of charge.

(iii) These may be arranged from railway sources or outside sources as necessary, including IRCTC or their contractors.

(iv) To supplement Railway catering arrangements nearby dhabas and hotels should be contacted and arrangements made for opening up stalls at the site.

6. Clearance of uninjured passengers:

(i) First of all, arrangements for water and food for stranded passengers should be made.

(ii) Announcement should be made for registering names of safe passengers.

(iii) Clearance of accident affected passengers from accident site should be planned along with Operating branch who will provide the empty coaching rake.

(iv) Make announcement through PA system informing passengers regarding their clearance from site either by:

- Front portion of the accident involved train.
- rear portion of the accident involved train,
- empty coaching rakes that have been brought to the accident site,
- road bridging that has been arranged.

(v) Arrange adequate coolies for carrying passengers luggage while they transfer to the new train.

(vi) In case of road bridging, arrange road transport to clear stranded passengers, record details of passengers dispatched and relay particulars to Divisional Emergency Cell.

(vii) Senior-most official at site shall have powers to arrange conveyance for affected passengers free of charges by any available mode of transport and also incur expenditure for carriage of passenger's luggage etc.

7. Preparing list of injured passengers:

(i) Collect list of injured passengers prepared by TS/TTEs and assess the situation along with Medical department.

(ii) Separate lists to be prepared coach wise by Medical department.

(iii) The list should contain following details:

- If found Conscious: Name, Sex, age, identification marks address, ticket number, originating and destination station.
- If found Unconscious: Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.

(iv) Once the preliminary list of injured passengers has been prepared, the list should be signed by the CMS/MS Incharge and a copy handed over to commercial department.

(v) This list should be input into the PC available in the CAC.

(vi) The list should be E-Mailed to the Divisional Emergency Cell and Hdqrts. Emergency Cell.

(vii) The list of dead and injured that is initially fed into the PC will thereafter be updated periodically, as rescue and relief work continues.

8. Amount of Ex-Gratia payable:

(i) The amount of ex-gratia relief payable to injured passengers or to dependants of dead are as under:

(a) In case of death - Rs. 50,000/-
(b) Grievous injury - Rs. 25,000/-
(c) Simple injury - Rs. 5,000/-

(ii) The amount of ex-gratia relief admissible to road users who meet with an accident due to Railway's prima facie liability at manned level crossing gate accidents will be as under:

(a) In case of death - Rs. 50,000/-
(b) Grievous injury - Rs. 25,000/-
(c) Simple injury - Rs. 5,000/-

(iii) Payment of ex-gratia will be made on the basis of categorization of their injuries made out by doctors at site.

(iv) No ex-gratia payment would be admissible to trespassers, persons electrocuted by OHE and road users at unmanned level crossings.

(v) Ex-gratia payment should also be made to railway staff killed or injured by a moving train while performing their duty, for example, gangman working on track run-over accidentally by a moving train.

(vi) Ex-gratia amount is to be paid in cash.

(vii) In case of injured passengers, ex-gratia should be paid to the injured passenger himself or in case he is too ill, to his relative in his presence.

(viii) In case of death cases where relatives' identity and claim the body, following precautions are to be taken:

(a) Photograph the face of the body from front and from the side.
(b) Photograph the person taking the ex-gratia payment.
(c) Record the relationship of the person claiming the body along with details of proof, if any.
(d) In case enhanced ex-gratia is announced by the Hon'ble MR, then the enhanced amount should be paid by cheque by Accounts department.
(e) Ex-gratia paid is not to be adjusted against claims compensation payable as decreed by RCT subsequently.

(ix) Payment should be arranged preferably on the spot by a senior scale officer nominated by GM after making such enquiries as can be reasonably made on the spot after immediate needs by way of medical attendance etc. to injured persons have been attended.

(x) For payment of ex-gratia, and to meet other expenses at site, one commercial inspector, authorized by Sr. DCM shall withdraw Rs. 5 lakh

from station earnings of a nearby station, and shall be available at site duly escorted by RPF personnel.

(xi) Sr. DCM/DCM will ensure availability of sufficient cash for payment of ex-gratia/refund.

9. Refund and Claims Compensation:

(i) Refund of fares must be granted in the CAC for unfinished journey as per rules.

(ii) Injured passengers and next of kin of deceased passengers must be supplied with blank claims compensation forms along with Claims Booklet explaining complete procedure.

(iii) Photocopy of a filled up Claims Compensation form may also be given along with the blank form so as to help them in filling it up.

10. Luggage and consignments:

(i) As and when unclaimed luggage and personal belongings are taken out from coaches, a list should be made coach wise, and each item should be tagged with coach no.

(ii) A list of each item with distinguishing marks should be made.

(iii) If possible, the cabin number inside the coach should also be indicated.

(iv) Luggage claimed should be handed over on satisfactory proof of ownership.

(v) Unclaimed luggage and personal belongings of injured/dead passengers should be taken possession of for safe custody.

(vi) Unclaimed luggage should be stored in a safe place, preferably, part of the same school building which is being used for preserving dead bodies.

(vii) These should be stored in separate rooms coach wise so that it is easy for relatives to identify.

(viii) A list should be displayed outside each room indicated the coach no. whose luggage is stored there.

(ix) It is the responsibility of Commercial department to take charge of all unclaimed luggage etc. These should be taken over from the charge of RPF.

(x) Booked luggage, parcels and consignments available in SLRs, VPUs etc. should be taken out and sent by road to nearest Jn. station for safe custody.

(xi) Booked perishables available in SLRs, VPUs should be taken out and either auctioned at site or sent by road to nearest Jn. station for being auctioned.

(xii) RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities came and take over custody.

11. Withdrawal from station earnings-procedure:

(i) In order to meet accident related expenditure, officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol II Rule No. 2425.

- Departmental expenditure necessitated by floods, accidents or earthquakes, etc (8)
- Ex-gratia payments to persons involved in train accidents. (22)

(ii) The nominated supervisor incharge of the department concerned may alone withdraw from station earnings through a requisition in respect of the above items specified in rule 2425 of the IRCM.

(iii) This requisition should be made in the form appended below indicating the official making such withdrawal, the departmental officer concerned and also the purpose of withdrawal.

From	To
Name of Supervisory Official	Station Master
Designation/Station	Station

Please arrange to pay from Station Earnings an amount of Rs._____(Rupees_____)
towards_____(Purpose to be indicated). This is one of the authorized items of withdrawal from Station Earnings. The expenditure is chargeable to the head_____
Accounting Authority_____
Controlling Officer_____
Designation_____
Station_____

Payment made from station earnings amount:_____	Received an amount of Rs.____ from station earnings_____
Signature of SM/SS	Signature: Designation:

(iv) Requisition is required to be prepared in triplicate. 1st to be kept as record, 2nd to be presented to SM for arranging payment against proper acknowledgement and 3rd should be sent to Sr. DAO concerned duly countersigned personally by the Divisional Officer of the department.

(v) Any failure by the supervisory official withdrawing cash to follow above instructions or any other irregularity will render him personally responsible and liable for action under Discipline & Appeal Rules.

12. Withdrawal from station earnings-accountal:

(i) Branch Officer concerned shall forward requisitions received from stations to the Divisional Accounts Office indicating circumstances under which the withdrawal was necessitated.

(ii) The countersigned requisition shall be accompanied by relevant Branch Officer so that they reach Account Office within 15 days from the date of withdrawal.

(iii) Executive Officer concerned shall furnish full particulars of the amount withdrawn, details of payments made, reasons for the payment, the rate and period for which payment is made and the total amount paid with the acquaintance of the payee with necessary revenue stamp wherever due to Sr. DAO.

(iv) Sr. DCM will compile a monthly statement of all withdrawals pertaining to his division obtaining a statement from various executives in his division and send it to CCM.

(v) A monthly return of requisitions issued during the period should be submitted to the Accounts Office by Executive Officers.

Chapter-13
SITE MANAGEMENT PLAN-III

(A) Duties of Mechanical Department:

For discharging the dual responsibility of extricating injured passengers & dead bodies from coaches and toppling those coaches whose search has been completed, 2 separate groups will be formed at each end for purposes of 'search and rescue' and 'off tracking of coaches'.

Once 4 ARMVs, 2 ARTs and 2 BD specials have arrived at the accident site from both ends, normally no more mechanical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently.

Different teams and groups will be formed for discharging the dual responsibilities of the Mechanical department. Each team should consist of 4-6 members and each group should conssist 3-5 teams depending upon requirement.

One Sr. Supervisor should be in-charge of each team conducting 'search and rescue' at the site. All such 'search and rescue' groups at each end of the accident site, would function under directions of an AME.

Similarly, one Sr. Supervisor should be in-charge of each team working on 'off tracking of coaches' at the site. All such 'off tracking of coaches' groups at each end of the accident site, would function under direction of another AME who will also be in charge of the crane at that end.

(i) Take precautions in electrified section that power supply is switched off before commencing rescue/relief work.

(ii) Use necessary safety equipment like hand gloves, helmet etc.

(iii) If spillage of inflammable substances is suspected, then only cold cutting equipment should be used.

(iv) In case of suspected sabotage, ensure minimum interference to clues. Save lives and extricate passengers after video and digital photographs have been taken.

(v) Be cautious in using rescue tools like gas cutters, cold cutters, spreaders, hydraulic jacks etc. so that passengers trapped inside or buried under the debris do not get hurt.

(vi) Ensure marshalling of ART according to site requirement before it is sent into the accident involved block section.

(vii) For efficient extrication of entrapped passengers take assistance of Medical/Engineering departments.

(viii) Each team will join up with Medical teams who would also be involved in extracting dead and injured from coaches.

(ix) Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.

(x) Road cranes of sufficient capacity should be arranged so that these cranes can start working from the center while the 140 T cranes can continue working from either end.

(xi) Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that number of coaches can be simultaneously approached and more work centers can be opened up.

(xii) Examine unaffected or re-railed rolling stock and certify their fitness for further movement.

(B) Duties of Security Department:

Main functions of the Security Department can be broadly classified as:

(a) Co-ordination with GRP and Local Police.
(b) Crowd management.
(c) Protection of luggage.
(d) Protection of railway property.

1. Liaison with Civil Police:

(i) In case of sabotage, liaison with Local Police & officials of district administration and get early clearance.
(ii) Clearance should be obtained as expeditiously as possible, for starting restoration work.
(iii) Additional manpower should be requisitioned from local police officials and district administration for purpose of crowd control.
(iv) Exemption should be obtained from SP of the district for waiving off formalities of Post Mortem of dead bodies.
(v) Obtain assistance from GRP and Local Police as and when required.

2. Crowd Management:

The first problem at an accident site is that of surging crowds. Carrying out any kind of rescue and relief operation becomes next to impossible. Railway men who try to undertake any kind of rescue and relief work become victims of mob fury.

(i) Cordon off the site and prevent unauthorized entry of outsiders.
(ii) Segregate the area of accident by putting up temporary barriers using nylon ropes or any other make shift device available at the scene so that outsiders do not disturb the site or hamper rescue operations.
(iii) These barriers should be at quite some distance away from the track, so that UCC, CAC and LCCs are inside the cordoned off area.
(iv) Provide barricade and ask for additional force to control crowd during VIP visit.

3. Protection of luggage:

(i) Protect unclaimed luggage of passengers till these are duly take over by commercial department for safe custody.
(ii) Unclaimed luggage of passengers should be isolated and stacked coach wise, with proper labeling indicating coach no. from which recovered.
(iii) If possible, the cabin number inside the coach should also be indicated.
(iv) All such unclaimed luggage should be protected till they are handed over to claimants or taken over by commercial department.
(v) Unclaimed luggage should be stored in a safe place, preferably, part of the same school building which is being used for preserving dead bodies.
(vi) These should be stored in separate rooms coach wise so that it is easy for relatives to identify.

4. Protection of railway property:

(i) Protect Railway consignments/goods/parcels till these are duly taken over by commercial department and dispatched to nearest station for proper disposal.
(ii) Guard perishables till they are auctioned off at site or till they are dispatched to nearest station for being auctioned.
(iii) RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities come and take over custody.

(iv) Provide security for the cash withdrawn for payment of ex-gratia by the commercial department.
(v) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
(vi) Ensure that no railway staff tampers with any track fittings, or rolling stock parts.
(vii) Anybody found moving under suspicious circumstances should be questioned.
(viii) No railway staff should be allowed to move about near the accident site with loose or piece meal equipment.

5. General:

(i) RPF personnel should respond to any call for assistance to rescue victims and transport them to the nearest hospital.
(ii) 3-hourly strips will be updated by field personnel at the scene of incident to the RPF functionary in the UCC, giving the latest situation.
(iii) RPF Assistance Post will be established within the CAC so that people needing help can approach RPF.

(C) Duties of Electrical Department:

For discharging the dual responsibility of providing illumination at site and managing the OHE, 2 separate units will be formed at each end of the accident site consisting of 'General branch' officers & staff and TRD officers & staff.

Once 4 ARMVs, 2 ARTs and 2 BD specials have arrived at the accident site from both ends, normally no more electrical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently.

Different teams and groups will be formed for discharging various duties of the Electrical department. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.

1. Site illumination:

One Sr. Supervisor should be in-charge of each group working at the site. All 'General Branch' teams at each end of the accident site, would function under directions of an AEE (G).

(i) Senior most electrical officer at site would make a quick assessment of the electrical requirement of the site.
(ii) This would be done keeping in mind the geographical spread of the site, the size of UCC, LCCs, CAC and only other requirement as necessary.
(iii) Thereafter, he would assess the quantity of electrical fittings and generating sets available in ARMVs and ARTs.
(iv) In order to set up adequate illumination facilities, all generating sets and lighting fixtures available in ARMVs and ARTs would be used.
(v) First priority for lighting would be the accident site along the track where rescue, relief and restoration work is going on.
(vi) Next priority would be given to lighting up of UCC, CAC and LCCs.

(vii) Additional requirements of generators and lighting fixtures, if any, should be called for immediately from other railway sources within the division, well in time.

(viii) In case divisional sources are inadequate, then sources from other divisions should be tapped.

(ix) Officer at site should hire additional generating sets, lighting fixtures etc., as required, from non-railway sources available nearby. List of such sources are given in Divisional DM Plans.

(x) Once generators and lighting fixtures have been set up, efforts should be made to tap direct power supply from some nearby sources, if available.

(xi) In case power supply is not available nearby and illumination has to continue on generator supply, then sufficient quantity of petrol and diesel should be procured and kept in stock.

OHE at site:

One Sr. Supervisor should be in charge of each group working at the site. All TRD teams at each end of the accident site, would function under directions of an AEE/TRD.

(i) In case OHE is to be brought down, then the same should be done immediately so that working of crane does not get held up on account of OHE.

(ii) In case slewing of OHE suffices for some sections, then the same should be done quickly so that working of crane does not get held up on account of OHE.

(iii) Sr. DEE/TRD shall arrange movement of 6 Tower Wagons along with men and material from adjacent depots from both sides of accident site.

(iv) In case more tower wagons are required these should also be requisitioned from other depots along with men and material.

(v) An assessment should also be made of the extent of damage to OHE masts, and other equipment.

(vi) Additional requirement of materials, if any should be called for immediately from other railway sources within the division.

(vii) In case divisional sources are inadequate, then sources from other divisions should be tapped.

(viii) In case other divisional sources are also inadequate, then sources from other zones should be tapped.

(ix) Availability of OHE masts is a long lead item. Requirement of masts should be quickly worked out so that these can be moved immediately,.

(x) Ensure temporary portals are erected without delay.

(xi) In case damage to OHE is extensive and a wiring train is considered to be more efficient, then the same should arrange for from other zone after discussion with RE organization.

(xii) Ensure that the section is earthed before staff starts working near OHE.

(xiii) OHE should not be charged until all staff, tower wagons, cranes etc. have cleared the block section.

(**D) Duties of Signal & Telecommunication Department**:

Duties of S&T department consist of providing sufficient and reliable means of communication at the accident site and other work centers.

1. Types of communication facilities:

For this purpose following types of communication facilities should be provided:

(i) Satellite telephones.
(ii) BSNL telephones.
(iii) Mobiles, in case the area is under mobile coverage.
(iv) Walkie-Talkie sets.
(v) Railway telephones.
(vi) PA system.

2. Locations:

These should be provided at following locations:

(i) UCC
(ii) CAC
(iii) LCCs
(iv) Hospitals
(v) Mortuary
(vi) Any other location as decided.

3. Numbers to be provided:

(i) Satellite telephones-5 to be provided. 2 in UCC, 1 in CAC, 2 for passengers.
(ii) BSNL telephones-2 in UCC, 3 in CAC and 1 in each hospital.
(iii) Mobiles-as many as can be arranged in UCC and CAC. In addition to above at least 2 in each hospital.
(iv) Walkie-Talkie sets-each functionary should be covered.
(v) One 25 W VHF sets shall also be provided in UCC.
(vi) One 25 W VHF set shall be installed in a road vehicle so that mobile communication can be set up, upto a range of about 15-20 Kms.
(vii) Railway telephones-each functionary in UCC, CAC and LCCs should be covered.
(viii) In RE area emergency sockets will be utilized for extending communication to the accident site and in non-RE area where 6 Quad cable is available the same will be utilized for providing communication.
(ix) PA system at UCC, CAC and LCCs.

4. Public Address System:

(i) Provide adequate number of PA system, Hand sets.
(ii) PA system should be provided in UCC, CAC and LCCs. These are to be used for communicating with passengers and for giving directions to railway staff.
(iii) For this purpose, additional PA systems may become necessary depending upon the requirements at accident site.
(iv) Mega mikes available in ART should also be utilized.
(v) Volume of PA system in UCC, CAC and LCCs should be so adjusted that announcements made over one of them reaches only those areas which are under its jurisdiction. It should not interfere with announcements being made by other PA systems.

5. General:

(i)Ensure availability of adequate copies of Disaster Management telephone directory containing important telephone numbers.

(ii)Adequate number of Mobile Battery Chargers should be provided in UCC, CAC and LCCs along with number of spare batteries.

(E) Duties of Engineering Department:

Some duties have been detailed in Chapter 11 Section 8. Additional duties are as follows:

(i) AEN/SSE (P.Way/Works) shall collect men, rescue tools and arrive at site by fastest means possible.

(ii) Setup UCC, CAC and LCCs at the accident site.

(iii) Assist Medical/Mechanical Department in rescue work.

(iv) If necessary contact Army/Navy/Air Base and collect required personnel like Divers for rescue operation.

(v) If necessary hire Private Road Cranes, Bulldozers, Earth movers etc.

(vi) 2 Engineering specials, one from each end, carrying engineering materials and gangmen from the section.

(vii) Additional requirements of track materials, if any, should be called for immediately from other railway sources within the division, well in time.

(viii) In case divisional sources are inadequate, then sources from other divisions should be tapped.

(ix) Additional workmen are required who are to be moved from adjoining divisions/zones.

(x) Each such division sending assistance should move men along with artisans and PWIs.

(xi) One DEN and one AEN each should also move to the site of accident from each such division.

(xii) Plan for coordinated working and movement of track machine for quick restoration in consultation with TRD and operating officials.

(F) Duties of Personal Department:

(i) Sr. DPO shall proceed to accident site along with all WLIs.

(ii) Assist Doctors in collecting details of injured/dead and shifting them to hospitals.

(iii) WLIs shall be available round the clock in shift duty to look after the welfare of injured persons in each hospital.

(iv) Issue complimentary return journey passes to relatives for escorting injured and taking them back home.

(v) Man personnel branch counters in CAC and discharging duties listed out for those counters.

(G) Duties of Accounts Departments:

(i) Making available sufficient amount of cash for meeting emergent expenses.

(ii) Opening of current account in a local bank and getting permission for over draft facilities so that large amount of cash is not required to be carried from far off stations.

(iii) Issue of cheques for making of enhanced ex-gratia payments, if so announced at accident site by Hon'ble MR.

(H) Staff matters:

(i) First problem is of identifying railway personnel.

(ii) They should be supplied with orange coloured armbands to be kept in ARMVs/ARTs.

(iii) Adequate number of armbands, gloves and face masks should also be provided in the ARMVs/ARTs.

(iv) communicating with railway personnel in the crowd.

(v) Microphones/loud speakers provided in ARMVs/ARTs should be used both for crowd control as also for giving instructions to railway personnel working at accident site.

(vi) One initial rescue operations have got underway, arrangements have to be made for water and food for railway staff working at site. Contract arrangement should be made for supply of food.

(vii) Spare coaches should be stabled at nearby stations where watering and charging facilities are available for stay of staff.

Chapter-14
PASSENGER CARE

1. General:

(i) Assistance to passengers and their relatives is of utmost importance in relieving them of some of their misery.

(ii) Injured passengers and their relatives are to be treated with utmost courtesy, concern and sympathy to alleviate their trauma and discomfort.

(iii) For dealing with relatives arriving from far flung corners of the country, staff fluent in the local language of the place from where the train originated should be used as interpreters.

(iv) Commercial supervisors & WLIs should be assigned to talk to injured passengers to ascertain from them whether they wish to call relatives.

(v) Injured passengers should thereafter be provided with either mobile or BSNL STD phones in order to enable them to speak to their relatives.

2. Hospitalization of the injured:

(i) General policy in case of railway accidents in which casualties occur is that of rapid transportation to railway hospital after rendering immediate and necessary first-aid treatment.

(ii) In case there are no railway hospitals nearby, then they are to be admitted in the nearest Govt. hospitals.

(iii) In following cases, injured may be taken to a Private Hospital.

- When there is no railway or Govt. hospital available within a radius of 8 kms. of the site of accident or,
- When the attending doctor certifies in writing that the treatment in private hospital is necessary in the interest of the patient.
- Except where railway doctor certifies, such injured passenger should normally be eligible to the lowest class of accommodation in private hospitals where different scales are available.
- Where the family of the injured person desires to be provided with a higher class accommodation, the family should give in writing to pay the extra cost involved directly to hospital authorities.

(iv) For this purpose, each division should make out a working arrangement with such private hospitals as may be necessary in areas served by them so that in an emergency injury cases can be referred to hospitals concerned without loss of time.

(v) To facilitate matters and to avoid misunderstandings, CMD should draw up a list of such private hospitals bearing in mind Railway and non-Railway hospitals in the vicinity.

(vi) CMD should also settle charges to be paid for such cases for each class of accommodation.

(vii) Bills by such private hospitals should be submitted through CMD who will certify the correctness of charges payable, before passing for payment by FA&CAO.

(viii) Payments to private hospitals under this para can be arranged locally by the Railways and Ministry of Railways approval is not necessary. (Extract of Para 701 (1) & Para 712 of Chapter VII of IRMM and Para 1421 of Indian Railway Establishment Manual and M.O.R's letter No. MH 59/MES/96/Medical dt. 18/12/1959)

(ix) When injured are admitted in non railway hospitals, railway doctors should be deputed to these hospitals to render necessary assistance,

including supply of medicines as required which may not be available in these hospitals.

(x) They should also carefully monitor the condition of injured and maintain an updated list with all details.

(xi) If more than one hospital is involved, apart from deputing doctors to individual hospitals, a railway doctor should also be deputed to coordinate and maintain centralized updated position.

3. Facilities to be made available in hospital:

(i) There should be a separate reception counter manned by commercial supervisor or WLI at the entry to the hospital for dealing with relatives of patients who arrive.

(ii) A chart should be displayed at this reception counter indicating ward nos. where accident patients are admitted along with their names, coach no. wise.

(iii) At the entry to each ward, a second list should display the name of the patient, coach no. and the bed no. inside the ward.

(iv) Commercial staff and WLI on duty at that hospital should carry a list indicating the name, address and telephone no. of relatives as given by the patient, and whether they have been informed or not.

(v) Arrangements should be made to inform the next of kin or a relative or friend of the deceased, in case identity of the person involved in accident becomes known.

(vi) As each relative arrives his name should be marked in the list against the passenger's name.

(vii) Reception counter should be provided with BSNL telephone with STD facility.

(viii) There should be 2 mobile telephone for being taking to patients inside wards for making outgoing calls.

(ix) Complete medical care of all passengers including payment of medical bills till their final discharge should be provided.

4. Communication:

(i) STD telephone should be made available to passengers to communicate with their relatives.

(ii) BSNL/Railway Telephones available at adjoining Stations/Cabins/Gates shall be extended to the accident site.

(iii) PCO telephones and other BSNL phones in nearby localities/villages/towns shall also be extended to the accident site by persuading owners of these phones.

(iv) Payments for such telephone connections will be made from station earnings.

(v) Sr. DSTE should hire few mobile phones to meet the need of stranded passengers, wherever cellular phone connectivity is available. Stranded passengers should be permitted to use these phones free of charge.

(vi) These cell phones should be used to convey information regarding the safety of passengers to their friends and relatives.

5. Arrival of relatives:

(i) After a few hours, next of kin of deceased and relatives of injured passengers start arriving at the accident site.

(ii) Adequate number of display boards should be available on ARMVs/ARTs for being put up at accident site.

(iii) By and large these display boards should indicate the direction towards the CAC.

(iv) These indication boards should be displayed near those areas where incoming relatives arrive and congregate.

(v) Periodic announcements on loud speakers should also be made for guiding them to the CAC.

(vi) CAC should have different counters for various purposes as detailed below in section 8.

6. Taking care of relatives:

(i) At CAC, number of commercial supervisors & WLIs should be available for the purpose of taking arriving relatives to different hospitals etc.

(ii) After relatives arrive they should first of all go through the reservation charts and locate the name of the passenger.

(iii) Thereafter if details are available as to which hospital passenger has been admitted then commercial supervisor or WLI should accompany him to that hospital.

(iv) A hired vehicle should be provided for carrying them to various hospitals and mortuary.

(v) The commercial supervisor or WLI should stay with the relative until he has been able to either find the injured passenger or identify the dead body.

(vi) Thereafter, they should help him in completing all formalities in the CAC.

7. Single window clearance:

CAC should have provision of single window clearance for all legal formalities & multiplicity of paper work.

(i) Counters provided in CAC should have facilities for following items

(a) Reservation chart, for locating the name.

(b) List of dead and injured along with name of hospital. The name of passengers involved should be checked up from the list of dead or injured, if available, and their current status informed.

(c) Counter for providing commercial supervisor or WLI as escort along with a vehicle, for accompanying the relative and going around to various hospitals or mortuary.

(d) Railway doctor for issue of Medical Death Certificate.

(e) Govt. doctor for issue of Post Mortem Clearance, in case the same is necessary.

(f) Municipality official for issue of Official Death Certificate.

(g) Local police for issue of authority for handing over of dead body.

(h) Claims counter-Payment of ex-gratia and issue of Claims Compensation Form.

(i) Counter for helping performance of last rituals in case relatives decide to cremate the body there itself.

(j) Pass counter for issue of return journey pass.

(k) Return journey facilitation counter will make arrangements for return journey.

8. Stay of relatives of dead and injured:

(i) Commercial supervisor or WLI deputed with relatives should also arrange for their stay and accommodation.

(ii) Depending upon the need, accommodation in hotels/dharamshalas would be hired for accommodating passengers.

(ii) Arrangements should be made for their meals etc. Contract should be given for providing cooked food to relatives.

9. Performance of last rites:

(i) In many cases relatives decide to perform last rites at the place of accident itself instead of taking the body back to their native place.

(ii) This is mostly on account of:
- bodies being mutilated,
- bodies being in a state of decomposition,
- native place being far off,
- for overcoming logistic problems of taking the body back.

(iii) In such cases railways should render appropriate assistance to relatives for performing last rites.

(iv) Railways should locate:
- the nearest cremation or burial ground as the case may be.
- Shopkeepers who supply necessary material for funeral rites.
- Priest for performing the ceremony.

(v) The above information would be conveyed to relatives and transport provided for carrying the body.

(vi) Above duties are to be performed by Personnel department.

(vii) Commercial supervisor or WLI who has been deputed for relatives of a particular passenger should help them out in this endeavor.

10. Departure of relatives of dead and injured:

(i) CAC should have counters for helping relatives regarding their return journey.

(ii) Personnel branch staff at the CAC should be available for issuing complementary passes for their return journey.

(iii) Reservation of berths should be provided on trains. Such reservation should be provided only from the accident site onwards.

(iv) Extra coaches should be attached to trains going to these destinations as per requirments. These extra coaches should be brought in locked condition from the originating station.

(v) Reserved space in luggage portion of SLRs for some of them to carry back bodies in coffins etc, in case they so desire.

Chapter-15
MEDIA MANAGEMENT PLAN

1. **Objective:**
   (i) To post the public with factual information pertaining to the accident.
   (ii) To convey certain information which is of use to passengers?
   (iii) To convey specific information which is of use to relatives of dead and injured passengers?
   (iv) To create a positive public opinion.
   (v) To create a healthy relationship with the press and electronic media.

2. Duties of PR Organization:
   (i) CPRO and his team will collect what soever information is available from Divisional Control Office and first information would be released to the media within 60 minutes of intimation of the accident.
   (ii) The information shall include telephone numbers of Helpline Enquiry Booths.
   (iii) CPRO, PRO and the entire PR organization should proceed to the accident site in the 1st Special train carrying GM and other hdqrts. Officers.
   (iv) Number of photographers with digital cameras and video photographers should also be taken along to the accident site.
   (v) Both CPRO and PRO will be available in the UCC during the day.
   (vi) Responsible PR supervisors should be deputed during night shift for interacting with the media, if necessary.
   (vii) CPRO will organize Press briefings at fixed timings as detailed in Section 6 below.
   (viii) PR organization shall monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

3. Spokes person:
   (i) Only GM, DRM, CPRO, Chief Emergency officer in Hdqrts. Emergency Cell and Divisional Emergency Officer in Divisional Emergency Cell are competent to interact or give interview to press and electronic media.
   (ii) Apart from the above, any other officer authorized by GM is competent to interact or give interview to press and electronic media.
   (iii) Railway's endeavor shall be to ensure that only factually correct and confirmed information is relayed to the media.
   (iv) No inflated or exaggerated version of any fact should be relayed to the media.
   (v) Unconfirmed news having no authentic source shall not be relayed to media.
   (vi) No railwaymen shall express or voice any criticism, or express his personal opinion or views about the accident, at any point of time.

4. Information to be relayed to Press and Electronic Media:
Information to be given to media can be broadly segregated into following categories:

(a) Accident:

(i) Nature of the accident-date, time, place, exact location, train no., number of coaches involved etc.
(ii) Details of how the accident most probably occurred.
(iii) Prima-facie cause of the accident will be relayed to Media only with the approval of GM.
(iv) Sabotage, even if suspected, will not be relayed to Media, without approval of Railway Board.
(v) Periodic reports regarding progress of rescue and relief work.
(vi) Expected date and time of restoration.

(b) Uninjured Passengers:

(i) Steps being taken to provide beverages, refreshments and first aid treatment for unaffected passengers.
(ii) Steps being taken by railways for clearance of unaffected passengers.
(iii) Expected time of departure of front portion of accident involved train.
(iv) Its likely time of arrival at the destination.
(v) Expected time of departure of rear portion of accident involved train.
(vi) Its diverted route and likely time of arrival at the destination.
(vii) In case empty coaching rakes have been arranged, then details of the same.
(viii) Road bridging being done, laborers provided for transshipment of luggage.

(c) **Dead and Injured passengers**:

(i) Steps taken by Railways to render immediate medical attention.
(ii) No. of injured passengers rescued.
(iii) Breakup of their injuries:
- Grievous,
- Simple,
- Trivial.

(iv) Names of hospitals where injured are being treated.
(v) Approximately how many patients have been admitted in each of these hospitals.
(vi) Names of injured passengers.
(vii) Communication facilities like cell phones, STD phones provided at these hospitals.
(viii) Payment of ex-gratia.
(ix) Facilities offered to relatives of victims, including free pass for journeys.
(x) Special trains being run for bringing relatives of dead and injured.
(xi) Number of dead bodies recovered and number of bodies identified.
(xii) Identification of dead bodies takes much longer since either
- they were traveling alone, or
- their companions are injured and are not in a position to identify them, or
- their companions have also perished.

(xiii) Under such circumstances it is possible to identify dead bodies only when relatives come from their home town.

(xiv) This aspect of identification of dead bodies and reasons for delay should be explained to the media.

(d) Helpline Enquiry Booths:

(i) Setting up of Helpline Enquiry Booths.

(ii) Details of Helpline Enquiry Booths as follows:

- Stations where these have been opened.
- Telephone Nos.
- FAX Nos.

(e) Train Services:

(i) Details of train operation with regard to:

- Diversion,
- Regulation,
- Rescheduling,
- Short termination,
- Cancellation.

(ii) Running of passenger specials for carrying relatives to the site of accident.

(iii) These trains will be started from the originating and destination stations of the accident involved train and will be given same stoppages as the accident involved train for picking up relatives enroute.

(iv) Expected departure time of relatives special from their originating stations.

(v) Refunds being granted in Helpline Enquiry Booths for passengers whose journey have been interrupted.

5. Casuality figures:

(i) In all accidents, as long as rescue and relief work continues, there is always a difference between casualty figures given by railways and casualty figures quoted by the Media.

(ii) The reason for this difference is that railways give casualty figures based on actual number of dead bodies recovered; whereas Media estimates casualty figures based on the damage visible and likely final tally.

(iii) During Press Briefings, this point should be clarified that at that point of time so many bodies have been recovered.

(iv) However, it should also be made clear that casualty figures are likely to go up since rescue work is still continuing.

(v) Assessment regarding likely number of deaths and injuries may also be made if considered necessary. Such an assessment should be based on:

- Total number of coaches involved.
- Number of coaches searched.
- Number of coaches yet to be dealt with.

(vi) Particular reference should also be made to coaches that are crushed or that have climbed on top, and have not yet been searched.

(vii) For example, the media can be informed that as of 13/- hrs., 2 coaches have been dealt with and----no. Of bodies have been recovered. 8 more coaches are still to be searched and casualties are likely to go up.

6. Press Briefings at accident site:

(i) CPRO on arrival at accident site shall collect factual information from the OC site and relay the same to Media personnel at site and also to Divisional Emergency Officer in the Divisional Emergency Cell. Thus, an on line communication channel will be established to keep media informed of all important details.

(ii) The first press Briefing will be held within one hour of CPRO's arrival at site. Subsequent briefings will be held according to the schedule given below.

(iii) CPRO or PRO should be available in the UCC during Press Briefings.

(iv) There should be fixed time Press Briefings so that there is no confusion regarding different versions given to separate channels at various points of time.

(v) Simultaneous Press Briefings should be held at accident site as also at Hdqrts. Emergency Cell as per fixed timings given below, so that the same version is given by all concerned.

(vi) Information to be given to the media will be of 30 minutes earlier. For example the media briefing held at 07.30 hrs. will convey all information as at 7 hrs on that date.

(vii) On the first two days, there should be 6 media briefings per day. These should be scheduled at the following timings:

- 07/30 hrs.
- 10/30 hrs.
- 13/30 hrs.
- 16/30 hrs.
- 19/30 hrs.
- 22/30 hrs.

(viii) Thereafter, for the remaining days, there should be 3 media briefings per day. These should be scheduled at the following timings.

- 07/30 hrs.
- 13/30 hrs.
- 19/30 hrs.

(ix) All media releases will be up loaded on the East Central Railway website, and new page opened to give specific information with regard to the accident. The priority of information release to various media will be as under:

- TV channels.
- Agencies-UNI, PTI, Varta, Bhasha.
- Print Media.

(x) Convenience and conveyance of media shall be taken care of by PR personnel with assistance of Commercial representatives at site. Media persons should be conducted to hospitals where injured are being treated.

{xi} Commercial department should ensure that list of passengers who traveled by the accident involved train along with list of dead and injured in the accident reach PR officials at the earliest.

Chapter-16
FIRE AND OTHER ACCIDENTS

Fire on a running train is more catastrophic than on a stationary one, since fanning by winds helps spread the fire to other coaches. Moreover, passenger's sometime jump out of a running train on fire resulting in increased casualties.

In case of fire in running train, every railway staff available on the train or at the site shall immediately try and stop the train and plunge into action to save lives and property.

(A) FOLLOWING SOURCES ARE MAIN CAUSES OF FIRE IN TRAINS:

(i) Carrying stoves, sigris, gas cylinders, kerosene oil, petrol, fire works etc. in passenger compartments.
(ii) Making fire/using fire near paper, wood, petrol or such other inflammable articles.
(iii) Lighted match sticks, cigarette ends carelessly thrown.
(iv) Short circuit in electrical wirings.
(v) Using naked light during authority token delivery to the driver, shunting of inflammable loads, sealing of inflammable wagons.
(vi) Use of open fire, smoking near gas/petrol tank.

All railway staff and passengers should take all possible precautions to avoid any of the above mistakes so that possibility of fire breaking out can be minimized. In general fire originates in a small level. When it is surrounded by burning materials with adequate supply of air, fire spreads.

(B) ACTION TO BE TAKEN IN CASE OF FIRE IN TRAIN:

(i) First and foremost immediately summon the fire brigade.
(ii) Secondly, if you smell gas or vapour, or even in case of excessive smoke, hold a wet cloth loosely over your nose & mouth and breath through it in as normal a manner as possible.

1. In case of fire in a passenger train:

(i) In case of fire, pull the Alarm Chain and stop the train immediately.
(ii) Try and put out the fire before it becomes a big blaze by using either water or blankets etc.
(iii) More people expire due to suffocation from smoke rather than due to actual burning
(iv) Advise passengers to take a cloth, wet it in their drinking water and cover their nostrils.
(v) Instruct passengers to go to the other end of the coach which is away from the fire and if possible cross over to the next coach through the vestibule.
(vi) Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
(vii) Make sure that no passenger lies down on the floor.
(viii) After train has stopped, passengers should come down from the coach immediately.
(ix) Building up confidence of injured passengers by suitable advice is of great importance.

2. In the event of a vehicle on a train being on fire:

(i) Stop the train immediately.
(ii) Don't panic.
(iii) Evacuate passengers from burning coaches.

(iv) Protect property, valuables & mails.
(v) Locate fire extinguisher substances viz, water bucket with water/sand, fire extinguishers etc.,
(vi) Use fire extinguisher if any and put out the fire.
(vii) Use water from the coaches and extinguish the fire.
(viii) Throw Earth or sand, if available, on the fire.
(ix) Ascertain the type of fire viz, dry, oil gaseous, electric and use the right type of extinguishers.
(x) Isolate the burning vehicle from other vehicle by uncoupling.
(xi) Train to be protected by Driver and Guard at both ends according to the provision of G&SR 6.03.
(xii) Report it to the nearest station/control/fire station.
(xiii) Every efforts shall be made to extinguish the fire and to save the wagon labels, seals and contents of the vehicle.
(xiv) In case fire is discovered when the train is near a tank or watering station, the Guard and Driver shall use their discretion to proceed there, but no such attempt shall be made until the portion of the train in rear of burning vehicle has been detached.
(xv) Inform all concerned to assist in extinguishing the fire.
(xvi) In case of fire from electrical short circuit switch off the source.

3. In the event of fire on an Electric engine/EMU

(i) Driver shall immediately switch off the circuit and lower the pantograph. The train shall then be brought to stop at once.
(ii) After disconnecting the electric supply to affected circuits, Driver shall take necessary action to put out the fire.
(iii) If fire cannot be extinguished by the above means Driver shall advice TPC through emergency telephone to arrange for OHE of the affected section to be switched off.
(iv) The Guard and any other staff available shall render all possible assistance to the Driver in putting out the fire.
(v) Ordinary fire extinguishers or water from a hose pipe shall on no account be used to extinguish fire on live wire or electrical equipment.
(vi) If services of fire brigade are required, fire brigade shall not be allowed to commence operation until all electrical equipment in the vicinity of the fire have been made dead.

4. In the event of a fire on a Diesel Engine/DMU stock:

(i) The Driver/Motorman shall immediately switch off the circuit breaker and shut down the engine. The train shall be brought to stop at once.
(ii) The Guard shall give all possible assistance to the Driver in putting out the fire.
(iii) Fire extinguishers of approved type shall be provided on each diesel locomotive and motor coach of DMU when these are turned out from the home shed. The Foreman/CWS in charge of the shed shall inspect the fire extinguishers and ensure that these are in good working condition.

5. When a person is on fire:

(i) Approach him holding the nearest available wrap in front of you.
(ii) Wrap it round him.
(iii) Lay him flat and smother the flames.
(iv) He may roll on the floor, smothering the flames.
(v) On no account should he rush out in the open air.

(vi) Call for assistance.

6. Fire caused by Petrol or other inflammable liquids, acids or gases:

(i) Segregate the affected wagon, coach or area involved.

(ii) On opening a wagon do not enter it immediately. You would thus, avoid fumes, which may be dangerous.

(iii) Use foam type fire extinguishers and sand and not water or soda acid type fire extinguishers.

(iv) Do not bring naked lights near the site of fire.

(v) Warn the people living in the surrounding areas within one Km. radius.

(vi) Stay away from ends of tanks, as tanks normally burst from the ends.

(vii) Cool tanks that are exposed to flames with water from the sides only after the fire is put out.

(viii) Withdraw immediately in case of rising sound from venting safety device or any discolouration of tank due to fire.

(ix) Inform the nearest Fire stations intimating that the fire has been caused by Petrol or any other inflammable liquids, acids or gases.

7. In case of fire due to Explosives/Inflammables/Dangerous Goods:

(i) Extinguish by closing the valve or isolating LPG feed to fire by other suitable controls.

(ii) Following steps may be taken if no undue risk is involved:

(a) Move unheated cylinders to a safe place after ensuring closing of valves.

(b) Cool the hot cylinders by spraying water from a safe position. The person directing the spray should take up a position where he would be protected from possible explosion.

(iii) If cylinder containing inflammable/toxic gas develops leak during transportation, remove it to an isolated open place away from any source of ignition and advise the filler or consigner as required.

(iv) Inform the Chief Controller of Explosives by fax/telephone.

(v) Inform officer in charge of nearest police station.

(vi) Inform departmental officers concerned.

(vii) Pending the visit of the Chief Controller of Explosives/his representative, the wreckage and debris shall be left undisturbed except to save lives.

(viii) After getting information from the Chief Controller of Explosives that he does not wish any further investigation, the restoration work may be commenced.

(C) FIRE FIGHTING:

1. <u>Dry Chemical powder type fire extinguisher (DCP):</u>

These types are suitable for tacking petroleum, gas, electrical fire and controlling fires of textile fibers, Sodium based chemical powder is used on a fire which under go chemical reaction.

2. How to Use:

(i) Carry to the place of fire and keep it up right.

(ii) Remove the safety clip.

(iii) Strike the knob located in the cap.

(iv) Sealing disk of the cartridge gets broken and allows carbon dioxide gas to escape to the main shell and powder is pushed out.

(v) Direct the steam of the powder at the base of the flame.

(vi) For effective result stand at about 1.5 to 2.5 m. near the seat of the fire.

(vii) Move forward with moving the nozzle rapidly from side to side in sweeping motion.
(viii) When using on outdoor fires operate from the up wind side for effective spray.

3. Building Evacuation:

When the building fire alarm sounds:
(i) Immediately evacuate using building emergency plan procedures.
(ii) Walk to nearest exit/stairwell (close doors behind you)
(iii) Do not use elevators.
(iv) Proceed to the designated gathering area outside the building.
(v) Do not re-enter building until cleared by authorized personnel.
(vi) Assist with evacuation of individuals with special needs.

4. Suspicious substance in Railway premises:

(i) Clear and isolate the contaminated area. Do not touch or disturb anything.
(ii) Call police/fire service/bomb squad.
(iii) Wash your hands with soap and water.
(iv) Identify individuals who may have been exposed to the material.
(v) Do not leave premises until disposed by authorities.

5. Bomb threat/Blast:

Person receiving call regarding bomb threat should:
(i) Attempt to gain as much information as possible from the caller like type of device, time set, location, reason/purpose of the act, dialect mannerism and identity of the caller.
(ii) Inform and alert the disaster management team (Bomb detection squad).
(iii) Alert police, fire brigade and explosive department.
(iv) Pass on the information to all departments concerned.
(v) Take initiative for evacuation of all persons from premises.
(vi) Person noticing a bomb like object, should bring it to the notice of the nearest available officer.
(vii) Inform GRP, RPF, Bomb detection squad.
(viii) Ensure all persons are away from the spot and avoid unnecessary crowding near the area.
(ix) Inform control to take further steps for regulating train services.
(x) Wait for clearance from the Police department to restore normal working.
(xi) Utilize "Caller ID" facility if provided to trace the caller.

6. Radiation Emergency:

(a) Personal injury involving radioactive material contamination:

(i) render first aid immediately for serious injuries by trained.
(ii) Call bomb squad, fire station.
iii) If possible, without causing harm to the victim, monitor the injured; remove contaminated clothing and gross personal contamination.

(b) Radioactive contamination of personnel:

(i) Remove and bag all contaminated clothing.
(ii) Call fire station, bomb squad, and police

(iii) Skin contamination should be cleaned using mild soap and tepid water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, re-wash and re-survey.

7. What to do upon receipt of suspicious letter/package:

(i) Handle with care.
(ii) Don't shake or bump.
(iii) Isolate and look for indicators.
(iv) Don't open, smell, or taste.
(v) Treat it as suspect.
(vi) Call Police/Fire service/Bomb squad.

8. If parcel is Open and/or Threat is identified:

(a) For a Bomb:

(i) Evacuate immediately.
(ii) Call police/fire service/Bomb squad.

(b) For Radiological:

(i) Limit exposure-don't handle.
(ii) Evacuate area.
(iii) Shield yourself from the object.
(iv) Call police/fire service/bomb squad.

(c) For Biological or Chemical:

(i) Isolate-don't handle
(ii) Call police/fire service/bomb squad.
(iii) Wash your hands with soap and water.

(D) Other Accidents:

1. Tampering of Railway fittings causing accidents & placing of foreign particles on track to cause disruption to traffic.

(i) A staunch vigil should be kept by introduction of special patrolling over the area as and when warranted.
(ii) Some persons to be trained specially and to be drafted for duty over the area if required.

2. Earthquake:

(i) When first tremors are sensed during an Earthquake,all personnel should evacuate buildings and assemble at safe places away from structures, walls and falling objects.
(ii) Emergency shutdown should be declared.
(iii) Emergency response plan to be activated.
(iv) After status is restored, personnel should inspect all facilities for damage assessment, cleanup, restoration and recovery.

3. Landslide:

(i) Whenever landslide is expected/experienced due to heavy down pour all train services should be regulated.
(ii) Rescue team to be rushed for restoration work.

4. Floods:

Based on the weather forecast warnings regarding impending flood condition, following steps should be taken.

(i) Bridge watchman to be provided at vulnerable points to inform flow of water.
(ii) Shifting all personnel and movable equipment around the bank.

(iii) If time permits sandbag dykes can be constructed to ensure safe passage of trains.
(iv) Regulate train service till flood recedes.
(v) Evacuate people on train/at station and move them to a safer place.
(vi) Contact Fire brigade, Naval, Army, Air force, Local boat man and arrange divers and boats.
(vii) With the co-ordination of local authorities the Engineering officer/supervisor or other supervisors at that station shall arrange temporary shelter in nearby schools, marriage hall, community center etc.
(viii) If necessary, arrange coaches to accommodate the affected temporarily.
(ix) Seek assistance from voluntary organization and arrange drinking water, food, medicines etc.
(x) RPF and GRP in co-ordination with local police shall arrange protection.
(xi) Keep communication with Divisional Control office.
(xii) When people are marooned by flood, arrange air dropping of food packets, cloths etc., with the assistance of civil administration.
(xiii) Contact SJAB, local doctors and provide medical care to the affected.
(xiv) Take all necessary action to provide shelter and other assistance to those affected by floods.

5. Cyclone/Storm:

When a train is caught in a cyclonic storm at mid section/station:

(i) Stop the train clear of cuttings, bridges and embankments.
(ii) Guard, Driver and other Railway staff on train shall open all doors and windows of all coaches.
(iii) Station Master shall not start trains when the wind velocity exceeds the permitted level.
(iv) Make announcement frequently to warn the public about the storm/cyclone.
(v) Take all necessary action to provide shelter and other assistance to those affected by cyclone and storm.

Chapter-17

TRAINING AND MOCK DRILL

Trained manpower is an essential ingredient of any DM system. Mere provision of sophisticated equipment without trained manpower is futile. For handling an unforeseen situation like managing a Disaster, training of all railway personnel concerned is an inevitable input. To acquire necessary knowledge and skill, all relevant officials should be given periodic training regarding their duties and that of their department.

1. Training:

Training should be conducted at the following three levels:

* Individual Training:
  - (i) For enhancing the skill of staff attached to ARMVs, ARTs, etc., supervisors and staff shall be given general training in Disaster Management.
  - (ii) Special training may be arranged in Extrication, Rescue, Medical relief, Rolling stock restoration technique and Civil Defence by departments concerned.
* **Seminars/Workshops**: Seminars should be periodically conducted on Disaster preparedness, and the DM Plan.
* **Joint Exercises**: Full scale Disaster Management Mock Drill to be conducted as detailed below.

2. Full Scale Mock Drill:

Disaster Management essentially necessitates a state of preparedness under all circumstances and the efficacy of arrangements there in can be assessed only by conducting periodical full scale mock drills.

(i) Objective of the full scale mock drill would be to:
- Gauge the preparedness of DM system including detailed planning and keeping of all equipment in good fettle.
- Integrate the operational response to measure overall performance of the exercise.
- Measure performance with regard to accident restoration.

(ii) On a division, the first mock drill should be conducted within 3 months of issue of the Zonal DM Plan.

(iii) On a division, the second mock drill should be conducted 3 months after the first one, in order to correct all shortcomings noticed during the first mock drill.

(iv) Thereafter, mock drills shall be conducted once every 2 years after the new DRM takes over.

(v) It should be conducted during the day and in a branch line section.

(vi) 6 hrs. Traffic block shall be taken and the ARMV/ART runs out to the accident site.

(vii) UCC and CAC should be set up and each department will post their functionaries in the Control Office as also in UCC and CAC.

(viii) All facilities should be provided in UCC and CAC by departments concerned.

(ix) During these full scale mock drill, following aspects shall be closely watched:
- Turning out of ARMV/ART within the prescribed time.

- Speed of the specials.
- Assembly of staff.
- Handling of ART, HRDs, HREs and other rescue equipment.
- Logging of events.
- Functioning of field telephones and communication network.
- Functioning of generator sets, lighting equipment.
- Preparedness of first-aiders and availability of medical equipment.
- Preparedness of commercial department to mobilize adequate manpower.

(x) On completion of the drill, a detailed report shall be prepared detailing deficiencies noticed, corrective measures initiated and improvements required.

Chapter-18

SUMMARY OF IMPORTANT TELEPHONE NUMBERS

18.1 RAILWAY BOARD- STD CODE (011) & Rly code-030

	MTNL	Railway	MTNL/RLY. FAX	Mail Address	Mobile
CRB	23384010 (O) 24673580 (R)	44700 (O) 44701 (R)	26882105(R) 23381453	crb@rb	----------
MS	23382762 (O) 26886851 (R)	44704 (O) 44705 (R)	23385111 44721	ms@rb	8130163000
ME	23383879 (O) 24121019 (R)	44706 (O) 44707 (R)	23385114	me@rb	9717649700
MM	23381477 (O) 24675513(R)	44708 (O) 44709 (R)	23385113	mm@rb	8130167000
M/Elect.	23385100 (O) 26883922 (R)	44710 (O) 44711 (R)	23385086 44322	ml@rb	9717647600
MT	23382776 (O) 26883923(R)	44712(O) 44726(O) 44713(R)	23388237	mt@rb	9717649555
DG RPF	23382209 (O) 23387784 (R)	43480(O)	23303984 43984	dgrpf@rb	9810096981
DG HEALTH	23383638 (O) 24103255 (R)	43799(O)	23303985 43985	dgrhs@rb	9810048950
Secretary RB	23385227(O)	44714(O)	23382068	secyrb@rb	8130161000
ADVISOR/ SAFETY	23381344 (O)	43302 (O)	23386215	advsafety @rb	----------
ED/Coaching	23383624(O)	43892	23388503,23385147,23389764	edchg@rb	9810197415
Director (SafetyI)	23387009(O) 24678085	43667(O) 54023	23387009	dsfty@rb	9910487477
Director (SafetyII)	23389987 (O)	43446 (O) 22041 (R)	----------	Dsfty2@rb	9910487332
Director (SafetyIII)	23385047 (O)	43239 (O)	----------	Dsfty3@rb	----------
Director (coaching-I)	23389764(O) 24370444 (R)	43578 (O)	23389764	----------	9910487468
Director (coaching-II)	23385147 (O)	43576 (O)	----------	dttchg@rb	9910487469
Director/TT (POL)	23384641 47507527	43659	43336, 23303336	dttpol@rb	9910487527
Director /TT(G)	23384744 23364171	43521 22747		dttg@rb	9910487526
Safety Cell	23382638	43399 43599	----------	----------	----------

18.2 QUICK RESPONSE TEAM (QRT) AT THE MINISTRY OF RAILWAY

Name / Designation / Office Address	Phone with STD code/ e-mail
Team Leader – Additional Member (Traffic), Room No.264, Railway Board , Rail Bhavan,New Delhi-01	011-23382427(O),011-26196362(R), ,RLY-43575 (O) 45625 (R) 011-23367399, 23344029(R),26211 011-23303990(Fax) 43990 Rly.Fax 9717647033(M) amt@rb.railnet.gov.in
Alternate Team Leader & Member –1- Additional Member (Commercial), Room No.473, Railway Board , Rail Bhavan, New Delhi-01	011-23382112(O) ,RLY- 43650 011-26874813 (R), 43973Rly. Fax 011-23303973(Fax) 9818798395(M) amc@rb.railnet.gov.in
Member –2- Additional Member (Mechnical), Room No.125, Railway Board , Rail Bhavan,New Delhi-01	011-23382975(O), 43400 (O) 011-23303977(Fax) 43977 Rly. Fax amm@rb.railnet.gov.in
Member –3- Additional Member (Civil Engg.), Room No.226, Railway Board , Rail Bhavan,New Delhi-01	011-23382607(O) , RLY- 44800 011-23304875(Fax) 44875 Rly. Fax 9818798381(M) amce@rb.railnet.gov.in
Member –4- Additional Member (Electrical), Room No.115, Railway Board , Rail Bhavan,New Delhi-01	011-23381227(O) , RLY – 44645 011-23304645(Fax) aml@rb.railnet.gov.in
Member –5- Additional Member (Telecom), Room No.152, Railway Board , Rail Bhavan,New Delhi-01	011-23383815(O), RLY- 44610 011-24104826(R) - 44686 Rly Fax 011-23304686(Fax) 9717649600 (M) amtele@rb.railnet.gov.in
Member –6- Inspector General (RPF), Room No.437, Railway Board , Rail Bhavan,New Delhi-01	011-23385187(O),43471 (O) Rly.22078 (R),23361821(R) 011-23385187(Fax) 9910487404(M) igadmn@rb.railnet.gov.in)
Member –7- Advisor (Safety), Room No.353,Railway Board , Rail Bhavan, New Delhi-01	011-23381344 (O), 43302 (O) 011-23386215(Fax) advsafety@rb.
Member –8- Director (Public Relations), Room No.302, Railway Board , Rail Bhavan,New Delhi-01	011-23381332(O) 23435 (O) 011-26266566 (R) 011-23385215, (Fax) 9810046241(M),9868679525 dpr@rb

18.3 CCRS & CRS

Design	Office		Residence		
	MTNL	Railway	MTNL	Railway	Fax No.
Chief Commissioner of Railway Safety LUCKNOW	0522-2233108	31140NE 23290NR	2237702 9794842049 (M)	----------	2233095
CRS North Eastern Circle Lucknow	0522-2234515NR	32141NE 23291NR	0522-2235232 9794842050 (M)	----------	----------
CRS Eastern Circle Kolkata	033-22483945 22483945 22227061	020-27061(O)	Mobile-9002020991	----------	----------
CRS South Central Secundrabad	040-27820104 040-27786980 ,	070-86979	040-27003363 (M) 9849495073	----------	----------
CRS Southern Circle Bang lore	22260650 Fax- 066-2260650	066-53200 066-53201	22265926 (M) 9849495073	----------	----------
CRS Northern Circle New Delhi	Tel& Fax 26886589	54752 (EXT) 54753	011-26886589, 22743345, 22712636 (M) 9717630004	----------	Tel& Fax 26886 589
CRS NORTH. FRONT CIRCLE	033-22481493	080-27060	224853181 (M) 9830111493	----------	Fax 22484225
CRS SOUTH EAST CIRCLE	22484858 22227062	27062 (NKG) 44604 (GRC)	24483530 (M) 9002080850	----------	22105514 FAX
CRS WEST CIRCLE	22034351	22694	22824367 (M) 9987640290	54951 (CR)	----------
CRS CENTRAL CIRCLE	22056058 (CR)	54950 (CR) 22695 (WR)	22824367 (M) 9821081597	54951(CR)	----------

18.3 CCRS &CRS

Design	Office		Residence	
	BSNL	**Railway**	**BSNL**	**Railway**
Chief Commissioner of Railway Safety LUCKNOW	0522-2233108 2214507 2629743 2614507	85289 NR 31570 NE 23290-NR 31140NE 31570NE	2237702 2213675 2237702 9415418549 9794842049	85-290 NR 32-570 NER 25290 NE 32140
CRS North Eastern Circle Lucknow	0522-2635295 2215215	32141 31571 (NE Rly) 83291 (N. Rly)	0522-2235232 2236232	32571 (N.E.Rly) 9415418548
CRS Eastern Circle Kolkata	033-22483945 22483945 22105514 Fax-033-22105514	020-27061 27087 ER	25722716 24792483 Mobile-9002020991 9771425075 ECR	44606 ER 44955
CRS South Central Secundrabad	040-27820104 040-27786980 Fax-040-27820104,	070-86979	040-72000219 040-27786980	89981
CRS Southern Circle Bang lore	22260650 Fax- 066-2260650	066-56800	22265926	56801
CRS Northern Circle New Delhi	Tel& Fax 26886589	54752 (EXT) 54753	011-26886589 22743345	9717630004
CRS NORTH. FRONT CIRCLE	033-22481493 Fax-22484225	080-27060	224853181	24278
CRS SOUTH EAST CIRCLE	22484858 22227062 22105514 FAX	080-44605 44604	24394814 24483530	9433062061

17.4 HEADQUARTER/ECR

Design	Office		Mobile	Residence	
	BSNL06224	**Railway 025**		**BSNL** 0612	**Railway**
GM	274728,	22000	9771425001	2300100,	22001
AGM	272137,	22002	9771425002	06158-221601	63111
COM	272691,	23300	9771425900	2355898,	83701
CSO	272874,	23302	9771425940	2355645	--------
CCM	----------	22484	9771425964	----------	---------
CME	274755,	23000	9771425400	2367522	--------
PCE	274749,	22700	9771425200	2367011	83564
CEE	274456,	22500	9771425300	2367022	83579
CMD	272693,	23200	9771425500	----------	---
CSTE	272708,	23700	9771425800	2360002	83737
CSC	273201,	23500	9771425700	----------	----
CPRO	277010, 274247	22020	9771425006	2570796	-------
Central Control	06224-274750,	24200, 24204	----------	----	-----
Emergency Control	276914	24206, 24242,	----------	----	-------
Security Control	273260,	24224, 23588,	----------	----	-------

18.5 DIVISIONS

18.5.1 DANAPUR-STD CODE P&T-06115

Design	Office		Mobile	Residence	
	BSNL	Railway		BSNL	Railway
DRM	232465 Fax-232465	82000 82001 Fax-82006	9771449000	231355	82001
ADRM	232523	82002	9771449001	230806	82003
Sr DSO	275180	82504	9771449901	232248	82505
Sr DOM	232247	82500	9771449900	231166	82501
Sr DCM	232214	82200	9771449950	230236	82201
Sr DEN	232463	82400	9771449200	232290	82401
Sr DME	231356	82600	9771449400	232315	82601
Sr DSTE	232303	82700	9771449800	230111	82701
Sr DEE/TRD	230171	82304	9771449302	232397	82305
Sr DEE/G	232387	82300	9771449300	232181	82301
Sr DPO	232391	82100	9771449600	232422	82101
CMS	232334	82800	9771449500	232292	82801
Sr DSC	232205	82140	9771449700	232440	82141
Sr PRO	232294	82008	9771449957	----	82009
CHC	232458	82527 82542	----------	-------	82528 82538

18.5.2 MUGHALSARAI- STD CODE P&T- 05412

Design	Office	Mobile	Residence

	BSNL	Railway		BSNL	Railway
DRM	255298 FAX-254219	72000	9794848000	255239	72001
ADRM	255800	72002	9794848001	255830	72003
Sr DSO	255502	72502	9794848907	255503	72503
Sr DOM	255263	72500	9794848900	254953	72501
Sr DCM	255018	72200	9794848950	253254	72201
Sr DENcord	255517	72400	9794848200	255660	72401
Sr DME	255508	72600	9794848400	255509	72601
Sr DSTE	255112	72700	9794848800	253145	72701
Sr DEE/TRD	255725	73300	9794848303	255208	73301
Sr DEE/G	257673	72300	9794848300	255679	72301
Sr DPO	255582	72100	9794848600	255516	72101
CMS	257033	72800	9794848500	256245	72801
Sr DSC	255309	72140	9794848700	255360	72141
CHC	---------	72544 72545 72521 72522	---------	-------	-----

18.5.3 DHANBAD- STD CODE P&T- 0326

Design	Office	Mobile	Residence

	BSNL	Railway		BSNL	Railway
DRM	2220338 FAX-2220519	42000 FAX-42870	9771426000	2220700	42001
ADRM	2220500	42002	9771426001	2311015	42003
Sr DSO	2220531	42502	9771426901	2220310	42503
Sr DOM	2220532	42500	9771426900	2220557	42501
Sr DCM	2220537	42200	9771426950	2220648	42201
Sr DEN/Cord	2220542	42400	9771426200	2311017	42401
Sr DME	2220545	42600	9771426400	2220558	42601
Sr DSTE	2220228	42700	9771426800	2220641	42701
Sr DEE/TRD	2220658	42370	9771426301	2220535	42371
SrDEE/G	2220536	42300	9771426300	2220644	42301
Sr DPO	2220543	42100	9771426600	2220669	42101
CMS	2312623	42800	9771426500	2220668	42801
DSC	2220504	42150	9771426700	2220660	42151
CHC	2220526	42514 42516/18/19 42918	----------	--------	--------
Sr PRO	2220556	42208	9771426954		42209

18.5.4 SONPUR- STD CODE P&T-06158

Design	Office		Mobile	Residence	
	BSNL	Railway		BSNL	Railway
DRM	221638 Fax-	62000 Fax-	9771429000	221628	62001

	271638 221638	62085			
ADRM	221651	62002	9771429001	221626	62003
DSO	221661	62504	9771429904	----------	62505
Sr DOM	221653	62500, 62502	9771429900	221635	62501
Sr DCM	221646	62200	9771429950	221636	62201
Sr DEN cord	221647	62400	9771429200	221634	62401
Sr DME	221658	62600	9771429400	221641	62601
Sr DSTE	221637	62700	9771429800	221627	62701
Sr DEE	221644	62300	9771429300	221644	62301
Sr DPO	221662	62100	9771429600	----------	62101
CMS	221660	62800	9771529500	221645	62801
Sr DSC	221663	62140	9771429700	222467	62141
CHC	222260	62545, 62544 62516	----------	-------	---------
PRO	222755	62008	9771429954	---	62009

18.5.5 SAMASTIPUR-STD CODE P&T-06274

Design	**Office**		**Mobile**	**Residence**	
	BSNL	**Railway**		**BSNL**	**Railway**
DRM	222217 Fax- 234717 237071	32000 Fax-32077	9771428000	222218	32001
ADRM	222014	32002	9771428001	222159	32003
Sr DSO	225291	32502	9771428904	225292	32503
Sr DOM	222611	32500	9771428900	222606	32501
Sr DCM	222523	32000	9771428950	226514	32001
Sr DEN/Cord	226348	32400	9771428200	226345	32401
Sr DME	222840	32600	9771428400	222504	32601
Sr DSTE	222333	32700	9771428800	222323	32701
Sr DEE	222610	32300	9771428300	222609	32301
Sr DPO	222516	32100	9771428600	225614	32101
CMS	226820	32800	9771428500	226821	32801
DSC	220524	32140	9771428700	222522	32141
CHC	222848, ,	32550, 32551 32526/24	---------	--------	--------

Safety Officers in East Central Railway

Design	**NAME**	**Office BSNL**	**Office Rly.**			**Education Qualification**
				Residence	**Mobile**	
CSO	Sri K.Mukhopadhaya	06224- 272874	23302	0612-2355645	9771425940	----------

Dy.CE/S	Sri S.K.Singh	06224-274840	23322	06115-232336	9771425942	B.Tech .(Civil)
Dy.CEE/S	Sri.Ravish Kumar	---------	23410 (Rly)	---------	9771425945	M.Tech. (Electrical)
Dy.CSTE/S	Sri.Musafir Paswan	06224-274771	23316 23320	0612-2260269	9771425941	Senior Cambridg (ISC.) Training of Disaste Management a LKO.
Dy.COM/S	A.K.Singh	06224-277041	23328	-	9771425943	M.Sc.
SME/S	Sri Prem Kumar	---------	23404	-	9771425944	Intermediate,Diplo ma in Mechanica Engg.
Sr.DSO/DNR	Sri G.P.Mandal	06115-232248	8250482505	-	9771449901	BSc, BE/Electrical
ASO/DNR	Vacent					
Sr DSO/SPJ	Sri J.K.Singh	06274-225291	3250232503	06274-225292	9771428904	BE/Civil
ASO/SPJ	Sri. D.K.Chand	06274-221571	3251032511	06274-220609	9771428905	B.E (Electronic & Telec.)
Sr.DSO/DHN	Sri.S. Kumar	0326-2220531	4250242503	0326-2220310	9771426901	----------
ASO/DHN	Sri. Kale Singh	----------	4303843183	----------	9771426912	----------
Sr.DSO/MGS	Sri. Ugresen	05412-255502	7250272503	05412-255503	09794848907	Bsc., Engg.(Mech.)
ASO/MGS	Vecant					
DSO/SEE	Sri.A.C.Tripathi	06158-221661		06158-221648	9771429904	MSc Physics
ASO/SEE	Sri. R.S. Prasad	62510		----------	9771429905	----------

18.6 Adjacent Railway Zones & Divisions.

18.6.1 Eastern Railway

Hq/ Div.	Desig	Railway		BSNL		
		Office	Res.	Mobile	Office	Residence
Hq/ Kolkata 033	**GM**	020-24000	------	9002020000	Rly.Fax. 020-24031 FAX-033-22480370	24793219
	COM	24500	35126	9002020900	22303825, Rly.Fax. 020-24506 FAX-033-22303826	24792009
	CSO	020-24501	020-35112	9002020990	24790134 Rly.Fax. 020-24560 FAX-033-22303948	24390365
	CPTM	020-24502	35107	9002020901	22315312 Rly.Fax. 020-24540 FAX-033-22303826	24792182 24792652
	Emergency	24539	24540	9002070908	----------	22303826
Div-ASN 0341	**DRM**	82000	82001	9002023000	2302319 Rly.Fax. 020-82017 FAX-0341-2315520	2202321

18.6.3 North Frontier Railway

Hq-Malegaon 0361	**GM**	050-22000	050-22001	9957550000	0361-2676000 FAX-2676124	0361-2676001
	COM	050-22700	050-22701	9957550900	0361-2676006	2676007
	CSO	050-23350	050-23351	9957550730	0361-2676016	2676017
	CPTM	050-22702	050-22703	9957550901	2670939	----------
	EMERGENCY	050-22760	---------	----------	----------	----------
Div-Katihar 06452	**DRM**	050-44000	050-44001	9771441000	06452-231726	06452-230857

18.6.4 NORTH CENTRAL RAILWAY						
Hq-Allahabad 0532	**GM**	035-23001	----------	9794835000	0532-2230200, Rly. Fax-035-23010 FAX-0532-2230772	----------
	COM	035-23401	035-23402	9794835900	0537-2230237	0532-2230079
	CSO	035-23407	035-23408	9794835902	0532-2230442	0532-2435157
	CPTM	035-23409	---------	9794835903	----------	----------
	EMERGENCY	23400 23447	--------	----------	----------	----------
Div-Allahabad 0532	**DRM**	035-22001	03522002	9794837000	0532-2407958	0532-2407227

18.6.5 West Central Railway

Hq-Jabalpur 0761	**GM**	015-54000	015-54001	9752415000	2627444 FAX-2628133	2607555 2623022
	COM	015-54200	015-51040	9752415900	2677726	2621117
	CSO	015-54202	51033	9752415650	2627627 FAX-54202	2628356
	CPTM					?
	EMERGENCY		57246			?
Div/ Jabalpur 0761	**DRM**	015-55000	015-55001	9752418000	2678080, Fax 55655	2620763
18.6.6 North Eastern Railway						
Hq-Gorakhpur 0551	**GM**	040-62100	----------	9794840099	2201041 FAX-201299	2202074
	COM	040-64700	040-64701	9794840900	2201040	2204750
	CSO	040-64708	040-64709	9794840901	2200835	2201585
	CPTM	64704	64705	9794840902	2200441	----------
	Emergency	62677102	---------	----------	2284764	----------
Div-Varanasi 0541	**DRM**	040-50000	040-50001	9794843000	2224801	2370078

18.6.7 Northern Railway

Hq - Delhi 011	**GM**	030-38110	030-55001	9717630000	23387227	26873277
	COM	030-32311	030-55012	9717630900	23387976	24107208
	CSO	030-32744	--------	971763904	23388050	4100700 (0124)
	CPTM	32312	----------	9717630908	23386858	----------
	Emergency	32215 32268	-----	9717638998	23384605	----------
9717Div-Lucknow 0522	**DRM**	032-23200	032-25200	9794833000	0522-2626670 FAX-234510	0522-2235353

18.7 MEDIA –IMPORTANT NUMBERS

Media	Editor /Correspondent	Phone No. /Mob

Times of India	Arindam Sen Gupta, Editor	033-23302221 Fax No.033-23302000
	SbhenduMukherjee,Associate Editor	Mob. 9810401534
	Rumu Banerjee Asstt. Editor	Mob-9810590826
	Manash P. Gohan Special Correspondant	Mob-9873685063
	Nzia Alvi	9899352327
Hindustan Times	Ashok Kumar Mishra	0612-2226120 9431818652
	Maimman Matthew	2231660
	Vinod Kr Dubey, Spl.Cor	9431072103,
	Alok Chattergy Sr. Reporter	9470484293,
Hindustan	News. Editor	0612-2224927(O) 0612-2578338 (R) Fax No. 0612-2230701
The Week	shri K. Bhellari , B. chief	0612-2535970 9934302696 9431442696
Pioneer	Shri Amarnath Tiwari	0612-2224256 9431023842
Rashtriya Sahara	Bureau Chief Harish Pathak,Editor	0120-2598367 09839010984 0612-2230293 0612-2286535
	Arun Kr Ponday	0612-3911422 3911420 9308437303
Anand Bazaar Patrika	Shri Subrato Basu, B. Chief	011-23702085 033-22345374, 033-22216600
	Sawpn Sarkar	3058341 9430099969
	Ranjeet Day	3058332, 3058333 9308740127
RanchiExpress (done)	B. chief (DONE)	0612-2205448 0612-2281416

Out Look	Anjali Puri	----------
Quami Tanzim	C.Editor	0612--2688845

Danik Jagaran	Editor at Patna	0612-2520264
Aaj	Editing Manager	0612-2232136,
PTI	B. Chief	0612-2274117), 0612-2274252) 0612-2274250
Prabhat Khabar	Editors	0612-2530997
The Hindu UNI/ Univarta	K.Balchandra , B. Chief	0612-2227359, 9835039679
	Ravi Kant Chawla	247250 9876621121
The Telegraph	Deepak Mishra, B. Chief	0612-2220713 0612-2201633
Jansatta India Today	. B. Chief	0612-2228839 9431442738
	Amitabh Srivastava , B chief	2540222 (O) 2541222 9430295963
Indian Express	Naveen Sharma , B. Chief	0612-2228839,
Sanmarg	Reporting Deptt., Head Editor	033-22251516

Media	ADDRESS	PHONE / MOB
DD/Patna	Center Director ,	0612-2227541,
	News Editor	0612-2233838
DD/ Delhi	News Room	011- 23097601,9891170727
	Sh. Anuj Yadav, New editor	
NDTV	Manish Kumar, Excutive Editor	0612-2221796, 2200745 9771497170
	Habib Ali	2200745, 9934334093
	Manoj Kumar	9934037952
AIR	Director	0612-2222226

ZEE News	Sri Shrikant Pratyus , Chief of Bureau	0612-2520462 9803400030
	Brijesh Mishra	9431023585

Aaj Tak	Sri Sujit Kr. Jha. chief of bureau	0612-2540222 2211862(o) 9431024451
	Kumar Abhishek	9431021582
	Deepak Kumar	9431021579
ETV	Parveen Baghi Co-Ordination	3055128(o),2500762 9471000032
	Kumar Prabodh, Sr. Reporter	9473191748
	Nalin Kumar	0612-3055120 9334147674
	Mr. Nilkamal	9431602137
Sambad	Sri S.R Patanayak	9437097500
Aankhon Dekhi	Smt. Nalini Singh	9272849650
ANI	Sri Ajay kumar, Chief of bureau	09431021559 0612-2540002
	Aaditya Kumar Reporter	09431013140
India T.V	Sri Prashant Jha . Chief Reporter	0120-2512767 9431019431,
	Sri Nitish Chandra Spl. Reporter	9431020932, 0120-2536368
	Sri vinod Kumar Camera/man	9431427112
CNN / IBN - 7	Prabhakar Kumar.C Bureau	0612-2501291,2202527 2501291(F) 9431012712,
	Chandra Mohan Kumar Reporter	9431012987
	Sh. M. Alam Camera/man	9334122493
Rozana	Sri Prakash Kumar, Bureau Chief	0612- 2541762,9431020682

Sahara T. V.	Sri R K Manglem	9431821001, 0612-2537308, 0612-2537309
	Mritunjay Kumar	9431024555
	Sri S.K. Verma	9431017820
	Sri Mehboob Alam	9835240108
PTN	Kanak Paryatush, Director	9431021521,

Bihar News	Madanjeet /Reporter	0612-2530460
	Sanjay Kumar /Reporter	0612-2530460, 9334123483
BBC	Manikant Thakur	9431041029,2200877 2665877 ®
PTI	Ajay Kumar, Chief Bureau	0612-2522952, 2525151 09006537111, 09431645663
	Kundan Kumar, Reporter	0612-2522953, 9304865756
	D.K.Ray	0612-2522953 8986216029

CHAPTER- 19

TELEPHONE NUMBERS YOU WANT, ARE HERE

DIVISION WISE LIST OF DISTRICTS AND STATIONS WITH CONTACTS NUMBERS OF CIVIL AUTHORITES.

19.1 DIVISION- DANAPUR

SECTION-JHAJHA to MUGHALSARAI Control No. 06115-232458

Station	Kms	Dist/ STD CODE	Authority	Office	Resi	Mob-
Jhajha	366.43	Jamui / 06345	DM	222002 **Fax-**222277	222001	9431075965
Dadpur	373.57		SP	222302 Fax- 222301	222301	9431800007 ok
Gidhaur	377.86		CMO/Civil Hspital Jamui	222820,222026	223328	9431257682
Chaura	384.41		Rly Hospital Ambulance/ Civil Hospital	250 (Rly) 224371	252 Rly.	
Jamui	392.43		Fire	222001		
Bhalui	401.50		Police Station JAJ	223132 **Fax-**223132	222007	
Mananpur	406.44	Lakhisarai / 06346	DM	232124 **Fax-** 232767	232490	9431235404
Bansipur	412.80		SP	232707 **Fax-** 232705	232705	9431800008
Kiul Jn.	420.35		CMO Civil Hospital	6465, 234283 (Rly) 233686,232150	6464, 232046 232174	9470003417
Lakhisarai	421.54		Fire-06344	222324		
Mankatha	427.28		Police Station	232032		
Dumri	432.30					
Barhiya	436.69					

Station	Kms	Dist/ STD CODE	Authority	Office	Resi	Mobile
Rampurdumra	442.57		DM	2222545 Fax-2222900	2222097	----------
Hathidah	447.31		Sr. SP	2224318 Fax-2320393	2207505	----------
Tall Jn.	443.58		City SP	2223423	2222041	---------
Aunta	450.00		ASP Patna City	2632357		9431800118
Mokama	454.34		SDO Patna City	2641813	------	----------
More	461.75		SDPO. Patna	----------	--------	0431800119
Kanhaipur	464.93		Sadar P.S.	2641832		
Punarakh	469.92		Malsalami	2440207		
			P.S. Fatuha P.S. Patna city chowk	2641831		9431822151
Barh	480.16		Fire	101, 2222223,2222467		
Athmalgola	489.34					
Bakhtiyarpur	498.14	**PATNA / 0612**	CMS (Rly) Manas Nursing Home PMCH NMCH Rly Hospital Bakhtiyarpur Guru Govind Singh Hospital Patna City. Kurgi Hospital Digha. Jivak Heart Hospital Rly Hospital Rajendra Nagar	232334 2361655 2670132 2631159 83418(Rly) 2631817 2262540 2365814	--------- ---------- 2665421 2354828 230239 -------- ------ -----	9771449500 ---------- 9470003568 9771449522 ---------
Teka Bigha	502.66			2345895	------	
Salimpur Bihar	504.60					
Karauta	507.15					
Manjhauligram	509.64					
Khushrupur	513.06					
Hardashbigha	516.21					
Fatuha Jn.	521.69					
Bankaghat	527.53					
Patna Sahib	533.64					
Gulzarbagh	536.58					

Rajendra Nagar (T)	541.00		Ambulance	2234869,2226267, 102		done
Patna Jn.	543.55					
Sachiwalya	546.27					
Phulwarisharif	550.00					
Danapur	553.26					
Neora	559.02					
Sadisopur	566.07					
Bihta	570.69					

SECTION-JHAJHA to MUGHALSARAIControl No 06115-232458

Station	Kms	Dist/ STD CODE	Authority	Office	Resi	Mob
Koilwar	579.03	**BHOJPUR / 06182**	DM	221312 **Fax**-233474	233311 -------	---------- ----------
Kulhariya	582.71		SP	221320 **Fax**-223303	223302	9430468330
Ara	592.56		Medical officer	244342 Fax-244241	--------	9431805421
Karisat	602.49		Sadar Hospital	238220	--------	9470003156 9431027029
Kauriya H	606.52		Fire	223233	-------	
Bihiya	614.14		Town /PS	221561	--------	9431822292
Banahi	619.98		Sahar/PS	6181-272233	---------	9431822304
Sikaria H	623.15		PS/Nawada	233539	---------	9431822293
Raghunathpur	628.62					
Twining Ganj	637.31					
Dumraon	644.96					
Baruna	651.91	**BUXAR/06183**	DM	222336 **Fax**-222231	222335	----------
Buxar	661.91		SP	222030 **Fax**-222375	222375	----------
Pawani Kamarpur H	667.35		Medical Officer	226095 Fax-226096	224162	9431809955
Chausa	672.14		Sadar Hospital	224628	------	9470003162
Barakala H	676.52		Neha Nusing Home RLY Hospital BXR Fire	222284 86465 222701	--------	9771449521 9608481721

Gahmar	681.70	GAJI PURR / 0548	DM	2220204 Fax-2220160	2220240	9454417577
Bhadaura	689.40		SP	220568	220567	

			SP (Rly) ALD	0532-261228		
Ushiakhash H	693.21		Medical Officer	2224606	2224607	9473706786
Dildar Najar Jn.	687.45		Sadar Hospital	22221367		09415881367
Sarhulla H*	Branch Line		P.S. Zamaniya Dildar Nagar	9454403450		
Nagsar H*						
Tarighat*				9454403447		
Darauli	704.75					
Zamaniya	711.00		Fire	101		
Dheena	723.43	**CHANDAULI/ 05412**	DM	262500 Fax-262500	262555	09454417576
0Tulsi Asram	730.73		SSP	----------	---------	09454400262
Sakaldiha	737.03		Medical officer Sadar Hospital	260484 260486		09161338800
			CMS-MGS	257033 72800-Rly	72801	09794848500
Kutchman	743.92		P.S Alinagar	255927		09454403178
			PS Sakaldiha	246226		09454403189
			Fire	254092		09454418607
			Fire MGS	255344		09454418609

SECTION-PATNA- GAYAControl No. 06115-232458

Station	Kms	Dist/ STD CODE	Authority	Office	Resi	Mobile
Parsa Bazar	6.21	**PATNA/0612**	DM	2222545 Fax-2222900	2222097	----------
Punpun	13.25		Sr. SP	2224318 Fax-2320393	2207505	----------
Potahi	18.76		City SP	2223423	2222041	---------
Nadwan	23.74		ASP Patna City	2632357		9431800118
Taregana	29.52		SDO Patna City	2641813	------	----------
Nadaul	36.28		SDPO. Patna city	2631811	2641831	9431878924 9835093318
			PMCH	2670132	2665421 2354828	
			NMCH	22631159	----------	9470003568
Jahanabad	44.72	**Jahanabad / 06114**	DM	06114-223072 **Fax**-223142	223001	----------
Jahanabad Court	47.58		SP	223108 **Fax**-223110	223110	----------
Tehta	57.28		Medical officer	2223355	227807	9471002370

Makhdum pur Gaya	61.28		Fire	223164		
Bela	72.18	**Gaya / 0631**	DM	2420005 **Fax-**2225430	2420008	----------
Chakand	82.46		SP	2420003 Fax-2420110	2420004	----------
			Medical officer	2220021 **Fax-**2224435		9471002110
			Fire	2420101		
			PS Bela	2461440		9431822209

SECTION-FATUHA- ISLAMPUR Control No. . 06115-232458

Station	Kms Ex FUT	Dist/ STD CODE	Authority	Office	Resi	Mob
Fatuha	00.00	**PATNA / 0612**	DM	2222545 Fax-2222900	2222097	----------
Machhariyawan H	4.67		Sr. SP	2224318 Fax-2320393	2207505	----------
Daniyawan F	9.29		City SP	2223423	2222041	---------
Singiyawan H	10.81		P S Didarganj	2641155		9431822115
Diyawn H	17.17		CMS (Rly)	232334	232292	9771449500
Lohanda H	21.26	**NALAND/ 06112**	DM	235203 **Fax-**225205	225204	----------
Hilsa	21.26		SP	225207, 223978(F)	225206	----------
Juniyar H	26.91		Medical Officer	236837 Fax-236838		9470080000
Rambhawan H	29.10		Sadar Hospital	230414, 230820 Fax-230808		
Ekangarsarai F	32.82		Civil Hospital Biharsharif	102		9740003502
Aungaridham H	36.61		Fire	2225230		
Khurrampur H	39.26		PS (Nalanda)	281827		9431822195 9006692172
Islampur	42.67		PS (Biharsharif)	100 235217, 235216		9771729520

SECTION-KIUL-GAYA Control No. . 06115-232458

Station	Kms	Dist/ STD CODE	Authority	Office	Resi	Mob.
Kiul Jn	420.35	**S A R**	DM	232124, 232767(F)	232490	9431235404

Lakhisarai	421.54		SP	232707, 232705(F)	232705	9431800808
Karauta Patri H	427.95		Sadar Hospital Lakhisarai	234283, 234550	232047	9431081559 9470003416
Garsanda H	430.53	**SHEIKHPURA/ 06341**	DM	223041 **Fax-** 223001	223100	9431200302
Sirari	436.74		SP	223339 **Fax-** 223386	223037	9431800009
Eksari H	442.66		Medical officer	225022 Fax- 225031	224342	9470003730
Sheikhpura	446.86		PS Sheikhpura	223226		9431822685
Kushumbha Bihar	453.29		Fire	101, 223339, 223037,2 23386		9431800009
			Sadar Hospital	225013		9470003738
Dergaon H	458.11	**NAWADA/ 06324**	DM	212253 **Fax-** 212904	212240	9430412711
Kasichak	461.94		SP	222489 **Fax-** 222263	222388	9431822975
Baghigospur Halt	466.68		Sadar Hospital	217579		7470003544
Warisaliganj	472.11		Civil Surgen	217579	-------	
Bagbardiha Halt	479.73		Fire	212536		
Nawada	490.83		PS Nawada	261235		9431822285
Chatar H	499.47					
Tilaiya	508.18					
Jamuawan	519.26	**GAYA/ 0631**	DM	2420005 **Fax-** 2225430	2420008	----------
Wairganj	526.19		SP	2420003 Fax- 2420110	2420004	----------
Karjara	533.65		Hospital (Rly)	2220272		9771427500 done
Paimar F	538.10					
Manpur	544.44		Fire	2420101		
Gaya	549.68		Medical officer	2225693		9431810285
			SMO	033-23584884		
						done

SECTION-BAKHTIYARPUR-RAJGIR Control No. . 06115-232458

Station	Kms	Dist/ STD CODE	Authority	Office	Resi	Mobile
Bhakhtiyarpur	498.14	**PATNA/06 12**	DM	2222545 Fax-2222900	2222097	----------
Karnauti H	500.84		Sr. SP	2224318 Fax-2320393	2207505	----------
Kharuar H	504.47	**NALANDA/ 06112**	DM	225203 Fax-225205	225204	9431016008
Harnaut	508.54		SP	225207,223978(F)	225206	9431822972
Wena	513.62		Sadar Hospital	230414, 230820 Fax-230808		
Imlibigha H	516.54					
Rahui Road	519.50					
Dekpur H	521.39					
Sohsari H	523.89		PS (Nalanda)	281827		9431822195 9006692172
Biharsarif	527.49		PS (Biharsharif)	100 235217, 235216		9771729520
Tungi H	531.24		PS Rajgir	25528		8544412708
Pawapuri H	533.50		Fire	2225230		
Nalanda	540.05					
Sialo	545.05					

SECTION-MOKAMA-RAMPURDUMRA-BARAUNI Control No 06115-232458

Station	Kms	Dist/STD code	Authority	Office	Resi	Mobile
Rampurdumra	-	**DM**	DM	2222545 Fax-2222900	2222097	----------
Hatidah	3.83	**SP**	Sr. SP	2224318 Fax-2320393	2207505	----------
Aunta H		**PATNA /0612**				
Tal Jn.						
Rajendera Pool	4.44					
Simariya	10.74	**BEGUSARAI/0624 3 SP DM**	**DM**	212885 **Fax-** 200571	200584	----------
Barauni	17.00		**SSP**	213015 **Fax-** 230539	200519	----------
			PS/BJU	---------	---------	9431822845
				----------	----------	

DIVISION- SONPUR

SECTION-GOLDENGANJ—BARAUNI (VIA- SAHPUR PATAURI)

Control No.06158-275764

	Station	Kms EX-KIR	DIST/ STD COCE	Authority	Office	Resi	Mobile
141	Goldenganj	315/2	SARAN/ 06152	DDC	232638	220718	9431818362
	Dumari Juara	310/9		DM	240001 **Fax**-240003	240002	9473191267
	Baragoapal	306/55		SP	232306 **Fax**-232720	232307	9431822989
	Avtarnagar	301/4		Medical officer	239604 Fax-239209	---------	9431218023
	Dighwar	295/13		Sadar Hosp. Chhapra	----------		9470003711
	Sitalpur	291/2					
	Nayagaon	283/12		Fire	232738		9431822962
	Parmanandpur	279/1		PS Dighwara	06158-281233		9431822430
	Sonpur	272/9		PS Doriganj	06152-273824		9431822448
142	Shapur Patori	229/1	SAMASTIPUR/ 06274	DM	222300 **Fax**-222216	222301	----------
	Nandani lugania	223/10		SP	222034 **Fax**-222350	222350	----------
	Mohiuddin Nagar	216/3		Medical officer	224987 Fax-224988	---------	9473193290
	Hajipur			DM	272201 **Fax**-272593	272503	----------
	Chakmakrand	260/2		SP	272318 **Fax**-272307	272307	----------
	Vidhyapatinagar	206/4		Fire	223248		
	Vidupur	257/7		Medical officer	274849 Fax-274991	277450	970783455 9431026141
	Chaksikandar	251/4		Sadar Hospital HJP	274849 Fax-274991		970783455 9431026141
	Sherpurdhipura	201/10	BEGUSARAI/ 06243	DM	212885 **Fax**-200571	200584	----------
	Desari	246/11					
	Bachhwar Jn.	195/20		SP	213015 **Fax**-230539	200519	----------
	Sahdeibujurg	241/15		Fire	274056		
	Teghra	186/12	VAISHALI/ 06224	Sadar Hospital	222804, 220002, 220488.	213095	
	Barauni Jn.	173/2		Medical officer	229131 Fax-229174	---------	9431219829

Section – BARAUNI – KATIHAR Control No. 06158-275764

Station	Kms Ex-CPR	Dist/ STD Code	Authority	Office	Resi	Mobile
Barauni Jn.	215.73	**BEGUSARAI/06243**	DM	212885 **Fax-** 200571	200584	----------
Tilrath	223.87		SP	213015 **Fax-** 230539	200519	----------
Begusarai	230.89		Medical officer	229131 Fax- 229174	---------	9431219829
Lakho	238.25		Sadar Hospital	222804, 220002, 220488.	213095	
Danauli Phulwaria	243.69					
Lakhminia	248.85		Fire	101 223155		
Sahebpurkamal	258.06	**KHAGARIYA/ 06244**	DM	222135 **Fax-**227006	222134	9431231748 9334149335
Umeshnagar	264.27		SP	222086 F**ax-**223519	222053	9431800010
Khagaria Jn.	271.27		Civil Surjen	2294931	231001	9470464391
Mansi Jn.	280.01		Sadar Hospital Khagaria	222113		
Maheshkhunt	290.51					
Gochhari Gopalpur	294.88		Fire	222323		
Pasraha	302.96					
Bharatkhand	308.52	**BHAGALPUR/0641**	DC	2401001	2401202	----------
Narayanpur	314.53		DM	2400012 **Fax-** 2400918	2401202	----------

Thana Bihpur Jn.	322.23		SP	2400103	2401003	----------
Kharik	330.37		Medical officer	2405596 Fax-2405597	----------	9473196175
Nawgachhiya	338.01		Fire	101	2420202	
Katariya	349.18					
Kursela	335.83	**KATIHAR/ 06452**	DM	222581 **Fax-** 222858	222583	----------
Bakhari	365.04		SP	222601 **Fax-** 222602	222602	----------
Karahagol Road	372.06		Medical officer KIR	240618 Fax-240619	---------	9570259624
Semapur	383.61		Sadar Hospital Katihar	240618 Fax-240619	---------	9731814165
Katihar	395.01		Fire	242200 101		

SECTION – HAJIPUR – MUZAFARPUR – SAMASTIPUR – BARAUNI
Control No.- 06158-275764

Station	Kms Ex. CPR	Dist/ STD CODE	Authority	Office	Resi	Mobile
Hajipur	59.22	**VAISHALI/06224**	DM	272201 **Fax-**272593	272503	----------
Sarai	69.92		SP	272318 **Fax-**272307	272307	----------
Bithauli	74.50		Medical officer	274849 Fax-274991	277450	970783455 9431026141
Bhagwanpur	78.91		Sadar Hospital HJP	274849 Fax-274991		970783455 9431026141
Garaul	87.15		Fire	274056		
Kurhani	92.95	**MUZAFFARPUR/0621**	DC	2212103 2212972 **Fax-**2212202	2212104	9431603270
Turkee	99.20		DM	2212101 **Fax-**2217285	2212105	----------
Ramdayalu Nagar	106.94		SP	2217797 **Fax-**2212107	2212107	----------
Muzaffarpur	113.00		CMO Sadar Hospital	2245030	2243709	9431443924
Naryanpuranant	117.83					
Silaut	125.03		Civil Suregon	----------	----------	9431486643 9470003490
Siho	131.15		Fire	2247222	101	
Dholi	138.05					
Dubha	143.98	**SAMASTIPUR/06274**	DM	222300 **Fax-**222216	222301	----------
Pusa Road	151.42		SP	222034 **Fax-**222350	222350	----------
Karpurigram	158.52		Medical officer Samastipur	224987 Fax-224988	---------	9473193290
Samastipur	164.76					
Ujiarpur						
Nazirganj						
Dalsingsarai			Fire	223248		

Sathajagat		**BEGUSARAI /06243**	DM	212885 **Fax-**200571	200584	----------
Bachhwara			SP	213015 **Fax-**230539	200519	----------

Teghara			Medical officer	229131 Fax-229174	---------	9431219829
Barauni			Sadar Hospital	222804, 220002, 220488.	213095	
			Fire	223135		Done

DIVISION- MUGHALASARAI

SECTION- MANPUR –MUGHALASARAI

CONTROL No. 05412 – 255291

Station	Kms	Dist/ STD CODE	Authority	Office	Resi	Mob.
Manpur	464.40	**GAY A/06 31**	DM	2420005 Fax-2425430	2420008	----------
Gaya Jn.	466.18		SP	2420003 Fax-2420110	2420004	----------
Kastha	469.64		Medical oficer	2220021 Fax-2224435	---------	9471002110
Paraiya	478.08		FIRE	2420101		
Guraru	485.22		Army Hospital, Magadh	2410339, 4687645		
			Medical College.,	----------	----------	9893448262 9329091309
			Lady Elgin Hospital,	----------	---------	9431615390
			Pilgrim Hospiral,	----------	----------	9431251470
Islampur	498.06		OTHERS PS			
Rafiganj	507.12	**AURANGABAD/ 06186**	DM	223167 Fax-223211	223168	9473191261
Deo-Road	515.06		SP	223175-F	223195	----------
Jakhim	518.30		Medical officer	224686 Fax-224693	223112	9470003064 9470003061 9431227887
Bagohi	524.76		FIRE	222795		

Phesar	529.29		Civil Hospital, sadar	224686 Fax-224693	223112	9470003064 9470003061 9431227887
Anugraha Narayan Rd.	538.24		Others ps			
Chiraila-Pauthu-BH	543.64					

Sonenagar	549.04					
Dehri-On-Sone	554.80	**ROHTAS/ 06184**	DM	222226 Fax-221224	222224	9431632414
Pahleza BH	559.24		SP	253204 Fax-253205	253205	9431822 978
Karwandiya	565.14		CMO	222039 222173	--------	9507465939 9771459377 9304424283
Sasaram	572.64		FIRE	253262, 253263		
Kumahu	580.52		Civil Hospital. Govt. Hospital,	222376		
Shivsagar Road.	586.20		OTHERS PS			
Khurmabad	591.43					
Kurda	597.91					
Pusauli	606.77	**BHABHUA/ 06189**	DM	223241 Fax-223301	223250	----------
Muthani	614.70		SP	223211, 223672(F)	223672	----------
BhabuaRd	620.14		CMO	----------	----------	9431015289 9473191227
Durgauti	629.20		FIRE	223266		9431800097
Dhanaichha	634.40		Sadar Hospital,	223254		
Karamnasa	640.73		Civil Hospital,	222703		9470003354
			Kamlapati Rajkiya Hospital,	05412-262494		done
Saidraja	649.02	**CHANDAULI/ 05412**	DM	262500 Fax-262500	262555	09454417576
Chadauli Majhwar	657.45		SSP	----------	---------	09454400262
Ganjkhwaja	666.00		Medical officer Sadar Hospital	260484 260486		09161338800

Mughalsarai	672.65		Fire CDMR	254092		09454418607
			Fire MGS	255344		09454418609
		Varanasi/ 0542	Sir Sunderlal memorial Hospital, BHU Varanasi,	2369612 2367568 2307500		
			Heritage hospital,	2368888		
			B.D.Memorial Hospital,	0183-2520181		

SECTION-SONENAGAR- GARHWA ROAD Jn. CONTROL No. 05412 – 255291

Station	Kms Ex. DOS	Dist/ STD CODE	Authority	Office	Resi	Mob
Sonenagar	5.77	**AURANGABAD/ 06186**	DM	223167 Fax-223211	223168	9473191261
Bagha Bishunpur	13.63		SP	223175-F	223195	----------
Ankorah	21.69		Medical officer	224686 Fax-224693	223112	9470003064 9470003061 9431227887
Barkisalaiya	28.37		FIRE	222795		
Nabenagar Road	35.76		Civil Hospital, sadar	224686 Fax-224693	223112	9470003064 9470003061 9431227887
Kajrat Nawadih	44.14	**PALAMU /06562**	DC	224008 Fax-222010	223122	9431160001
Japla	51.59		SP	224023 Fax-231222, 231111	231111	9431706238
Haidarnagar	58.61		CMO	234611	-------	898748660 8987574761 9204717256
Kosiara	64.68		Fire Daltanganj Pali –Road	06562-222555, 251480		9470583623
			Sadar hospital,	224273		

			Sewa Sadan St.Paul, Health Way	224050 222299		
Muhammdganj	70.52		Sadar Hospital Daltanganj	06562-228005		9431138224
Sat Bahini	77.36		Blood Bank	06562-228005		
Untari Road	82.29					
Karkatta	88.50		Lions Club			9450794003
Sigsigi	92.76					
Garhwa Rd.	98.56					
						done

DIVISION-SAMASTIPUR

Section – Samastipur -Darbhanga ,

ControlNo. 06274-222603

Station	Kms	Dist/ STD Code	Authority	Office	Resi	Mobile
Samastipur	-	**Samastipur/ 06274**	DM	222300 **Fax-** 222216	222301	----------
Muktapur	03.62		SP	222034 **Fax-** 222350	222350	----------
			Medical officer Samastipur	224987 Fax- 224988	---------	9473193290
Kishanpur	10.06		Sadar hospital	224987 Fax- 224988	---------	9431800980
Rambhadrpur	16.50		Fire	101/ 223248		9939356921
Hay Ghat	22.73	**Darbhanga/ 06272**	DM	240335 **Fax-** 240360	240386	9431235000
Thalwara	28.17		SP	240382 **Fax-** 240800	240800	----------
Laherea Sarai	32.59		Medical officer DBG.	244286 fax- 240496	---------	9431809560
Darbhanga	37.42		Civil Surgeon DBG	233513	----------	9470003245
			Supt. DMCH	233092 Fax- 233228	233190	9470003251 9835445533
			Fire	222707 101		

SECTION-SAGAULI-RAXAUL CONTROL No 06274-222603

Station	Kms	Dist/ STD CODE	Authority	Office	Resi	Mobile
Sagauli Jn.		**East champaran/0 6252**	DM	222694 Fax- 242711	242800	----------
Dharminia H	06.41		SP	222684 Fax- 232623	232689	----------

Ramgarhwa	14.89		Civil surgeon	235372	---------	---------
Masnadih H	21.52		Sdar Hosptial	232998	237015	
Raxaul Jn.	29.19		Fire	232911	101	

SECTION-NARKATIYAGANJ- PANIYAHWA

CONTROL No 06274-222603

Station	Kms (Ex. NKE)	Dist/ STD Code	Authority	Office	Resi	Mob
Narkatiyaganj Jn.	00.00	WESTCHEMPARAN/06254	DM	232534 Fax-232576	232534	9430032700
Chamua	07.65		SP	232563 Fax-238886	232886	9431637788 9431822986
Harinagar	15.29		ACMO	245656	--------	9835216741
Bhiroganj	23.74		Civil Surgeon	234293 ,232945	-------	9431226502
Kharpokhra	32.19		Fire	101, 232911	---------	----------
Bagha	41.85		Others			
Ausani H	46.68					
Valmiki Nagar Road	50.99					
Paniyahwa						

SECTION-MUZAFFARPUR- NARKATIYAGANG

CONTROL No 06274-222603,

Station	Kms (Ex. MFP)	Dist/ STD Code	Authority	Office	Resi	Mob.

Muzaffarpur	0.00	**Muzaffarpur/ 0621**	DC	2212103 **Fax-** 2212202	2212204	----------
Kaparpura	7.24		DM	2212101 **Fax-** 2217285	2212105	----------
Kanti	12.87		SP	2217797 **Fax-** 2212107	2212119 2212107	9431433900 9431822982
Piprahan H	17.08		CMO	2245030	2243709	9431443924
Nariyar H	21.07		Sadar Hospital	2247992	----------	9430217498
Motipur	26.14		Civil Suregon	2249113		9431285717
			KMCH Emergency	2249113		
Mahwal	32.98		Fire	101		
Meshi	39.42	**EAST CHAMPARAN/06252**	DM	222694 Fax- 242711	242800	----------
Harpurnag H	43.20		SP	222684 Fax- 232623	232689	----------
Chakiya	47.87		Civil surgeon	235372	---------	---------
Kudiya H	53.88		Sdar Hosptial	232998	237015	
Pipra	57093		Fire	232911	101	
Bangari H	65.56					
Jivdhara	70.80					
Motihari Cout	76.50					
Motihari	79.25					
Semra	90.52					
Sugauli	100.58					
Parsa Nagar H	106.09	**WESTCHEMPARAN/06254**	DM	232534 Fax- 242576	232535	9431465897
Majhaulia	113.45		SP	232563 Fax- 248960	242886	9431637788 9431822986
Betia	122.51		CMO	234293	242945	9431226502
Prajapati H	125.07		Sadar Hospital	232366		
Kumarbagh	132.17		FIRE	101, 242200		
Chanpatiya	139.41		OTHERS			
Rameshwar Nagar H	144.68					
Sathi	148.26					
Musharna H	153.11					

Narkatiyaganj	159.12					

SECTION- DARBHANGA Jn – BAIRAGANIYA (MG)

ONTROL No 06274-222603,

Station	Kms (Ex. DBG)	Dist/ STD Code	Authority	Office	Resi	MOb
			DC	241088 Fax- 240357	240356	----------
Darbhanga	00.00	**DARBHANGA /06272**	DM	240335 **Fax-** 240360	240386	9431235000
Shisho H	05.75		SP	240382 **Fax-** 240800	240800	----------
Mohammadpur	11.27		Medical officer DBG.	244286 fax- 240496	---------	9431809560
Tektar H	16.67		Civil Surgeon DBG	233513	----------	9470003245
Kamtaul	23.34		Supt. DMCH	233092 Fax- 233228	233190	9470003251 9835445533
Muraitha H	27.89		Fire	222707 101		
Jogiara	34.61					
Chandona H	39.65	**SITAMARHI /06226**	DM	250439 **Fax-** 254516	250405	----------
Janakpur Rd.	42.66		SP	250526 **Fax-** 250880	250421	----------
Awapur H	48.96		Medical Officer	255114,	253617	9471001163
Bajpatti	54.13		Hospital (Sadar)	-------	----------	9471003005
Parsoni	59.90		Fire	250526 250421	250880	9431822983
Bhisa H	64.20					
Sitamarhi	67.81					
Reega	77.06					
Mohinimandal	82.71					
Dhang	88.33					
Bairaganiya	96.78					done

SECTION-DARBHANGA – SAKARI - NIRMALI (MG)

CONTROL No 06274-222603

Station	Kms Ex. DBG	Dist/ STD Code	Authority	Office	Resi	Mobile
		Darbhanga/ 06272	DC	241088 Fax-240357	240356	9431219779
Darbhanga Jn.			DM	240335 **Fax-** 240360	240386	9431235000
Kakarghati	6.84		SP	240382 **Fax-** 240800	240800	----------
Tarsarai	12.87		Medical officer DBG.	244286 fax-240496	---------	9431809560
			Civil Surgeon DBG	233513	----------	9470003245
			Supt. DMCH	233092 Fax-233228	233190	9470003251 9835445533
			Fire	222707 101		
S.Suryanarayan Sing H	16.09	Madhubani/06276	DM	222217 **Fax-** 222209	222218	----------
Sakri Jn.	99.31		SP	223486	223466	----------
			Sadar Hospital	102, 06276-221393	06276-221780	
			Fire	101 ,223486	223466	9431622993
		Darbhang/06272	DC	241088 Fax-240357	240356	----------
Manigachhi	26.15		DM	240335 **Fax-** 240360	240386	9431235000
Mandan Mishra H	31.16		SP	240382 **Fax-** 240800	240800	----------
Lohna Road	34.20		Medical officer DBG.	244286 fax-240496	---------	9431809560
			Civil Surgeon DBG	233513	----------	9470003245
			Supt. DMCH	233092 Fax-233228	233190	9470003251 9835445533
			Fire	222707		

				101		
Jhanjharpur	38.63		DM	222217 **Fax-** 222209	222218	----------
Mithila Deep H	43.12		SP	223486	223466	----------
Tamuria	47.08		Civil surgeon			9415827440
Chikna	53.52	**Madhubani/ 06276**	Sadar Hospital	102, 06276-221393	06276-221780	
Ghoghardiha	59.55		Fire	101 ,223486	223466	9431622993
Parsa Navroli H	64.43		Other PS			
Nirmali Jn.	70.81					

SECTION-JHANJHARPUR – LAUKHA BAZAR(MG)

CONTROL No 06274-222603

Station	Kms Ex. JJP	Dist/ STD Code	Authority	Office	Resi	Mobile
Jhanjharpur		**Madhubani/ 06276**	DM	222217 **Fax-** 222209	222218	----------
Jhanjharpur Bazar H	4.60		SP	223486	223466	----------
Mahrail	7.65		Civil surgeon			9415827440
Chandeshwar Sthan H	13.60		Sadar Hospital	102, 06276-221393	06276-221780	
Wachaspati Nagar	20.00		Fire	101 ,223486	223466	9431622993

SECTION-SAMASTIPUR –MANSI(MG) CONTROL No 06274-222603

Station	Kms Ex. SPJ	Dist/ STD Code	Authority	Office	Resi	Mobile
Samastipur		**Samastipur/ 06274**	DM	222300 **Fax-** 222216	222301	----------
Bhagwanpur Desua	8.20		SP	222034 **Fax-** 222350	222350	----------
Angar Ghat	14.08		Medical officer Samastipur	224987 Fax-224988	---------	9473193290

Narhan	22.53		Sadar hospital	224987 Fax- 224988	---------	9431800980
Rusera Ghat	28.97		Fire	101/ 223248		9939356921
Naya Nagar	36.61	**Begusarai/ 06243**	DM	212885 **Fax-** 200571	200584	----------
Baraipura H			SP	213015 **Fax-** 230539	200519	----------
Hasanpur Road	45.46		Medical officer	229131 Fax- 229174	---------	9431219829
			Sadar Hospital	222804, 220002, 220488.	213095	
Garhpura	52.05		Fire	223135		Done
Sonma pranpur H	55.68					
Salauna	59.53					
Imali	67.37					
Paharja Gangaur						
Olapur	70.82	**Khagaria /06244**	DM	222135 **Fax-** 227006	222134	9431231748 9334149335
Khagaria Jn.	85.88		SP	222086 F**ax-** 223519	222053	9431800010
Mansi Jn.	94.33		Civil Surjen	2294931	231001	9470464391
			Sadar Hospital Khagaria	222113		
			Fire	222323		

SECTION- BAIRAGANIYA –NARKATIYAGANJ (MG)

CONTROL No 06274-222603,

Station	Kms (Ex. DBG)	Dist/ STD Code	Authority	Office	Resi	Mobile
Bairaganiya	96.98	**EAST CHAMPARAN/ 06252**	DM	222694 Fax-242711	242800	----------
Gurhanwa H	05.23		SP	222684 Fax-232623	232689	----------
Kundwa Chainpur	10.06		Civil surgeon	235372	---------	---------
Ghorasahan	18.11		Sdar Hosptial	232998	237015	
Jaimurthi Nagar	24.10		Fire	232911	101	
Chowradano	29.78					
Pachpokhoriya H	35.95					
Adapur	41.45					
Nakardai	47.45					
Raxaul Jn.	53.52					
Bhelwa	60.76					
Kangali H	65.72	**WEST CHAMPARAN/ 06254**	DM	232534 Fax-242576	232535	9431465897
Sikta	70.42		SP	232563 Fax-248960	242886	9431637788 9431822986
Marjadwa	73.96		CMO	234293	242945	9431226502
Gokhula	88.30		Sadar Hospital	232366		
Narkatiyaganj Jn.	94.15		FIRE	101, 242200		

SECTION- SAKRI JN- JAINAGAR (MG) CONTROL No 06274-222603,

Station	Kms (Ex .SKI)	Dist/ STD Code	Authority	Office	Resi	Mobile
Sakri Jn	00.00	**MADHUBANI /06276**	DM	222217 **Fax-** 222209	222218	----------
Ugna H	04.48		SP	223486	223466	----------
Pandaul	08.05		Civil surgeon			9415827440
Madhubani	16.90		Sadar Hospital	102, 06276-221393	06276-221780	

Rajnagar	26.96		Fire	101 ,223486	223466	9431622993
Lalitlaxmipur H	31.09					
Khajauli	36.21					
Korahia H	41.67					
Jainagar	48.67					

SECTION- BHIKHNATHORI- NARKATIYAGANJ (MG)

CONTROL No 06274-2603,

Station	Kms (Ex. BKF)	Dist/ STD Code	Authority	Office	Resi	Mobile
Bhikhnathori	00.00	**WEST CHEMPARAN/06254**	DM	232534 Fax-242576	232535	9431465897
Gownaha	13.27		SP	232563 Fax-248960	242886	9431637788 9431822986
Bhitiharwa Ashram	19.35		CMO	234293	242945	9431226502
Amolwa	22.93		Sadar Hospital	232366		
Narkatiyaganj Jn.	35.80		FIRE	101, 242200		

SECTION- BANMANKHI JN.-BIHARIGANJ (MG)

CONTROL No 06274-222603,

Station	Kms (Ex. BNKI)	Dist/ STD Code	Authority	Office	Resi	Mobile
Banmankhi Jn.	00.00	**PURNIA/ 06454**	DM	222503 Fax-222599	222501	9431632823
Sukhasankothi H	05.45		SP	222508 Fax-227435	222502	9431822998
Awarahi	08.85		Medical officer	242965	244393	9470003627 9431229035
Barhara Kothi	15.29		Sadar Hospital	229016	Fax-229047	9431230560
Raghuwansh nagar	20.12		FIRE	222795		

Bihariganj	27.36	**MADHEPURA/06476**	DM	222741 Fax-222005	222742	----------
			SP	222004	222743(F)	----------
			Sadar Hosptal	223124	223133	----------
			Civil Surgen	223204		9470003419
			Fire	222004, 222743, 222096,		9431822997

SECTION- MANSI -PURNIYA JN-KATIHAR JN, (MG)

CONTROL No 06274-222603,

Station	Kms (Ex. MNE)	Dist/ STD Code	Authority	Office	Resi	Mobile
Mansi Jn.	94.33	**Khagaria/ 06244**	DM	222135 **Fax-**227006	222134	9431231748 9334149335
Badlaghat	102.30		SP	222086 F**ax-**223519	222053	9431800010
Dhamaraghat	107.66		Civil Surjen	2294931	231001	9470464391
Phango H			Sadar Hospital Khagaria	222113		
Kopariya	114.18		Fire	222323		
Simari Bakhtiyarpur	120.64	**Saharsa/ 06478**	DM	224102 **Fax-** 224986	223601	----------
Sonebarsa Kachari	128.59		SP	224556 **Fax-** 225554	225554	9431822995
Saharsa Jn.	137.46		Sadar Hospital.	--------	---------	94700003664
Vaijnathpur	144.70		Fire	101, 223310	--------	----------
Mithai	151.44		Civil Surgen	233431	222078	9470003675
Dowram Madhepura	157.58	**Madhepura/06476**	DM	222741 Fax-222005	222742	----------
Budhma	166.43		SP	222004	222743(F)	----------
			Sadar Hosptal	223124	223133	----------

Deenapati H	172.64		Civil Surgen	223204		9470003419
			Fire	222004, 222743, 222096,		9431822997
Murliganj	179.71					
Rupoli H	185.61	**Purnia/06454**	DM	222503 Fax-222599	222501	9431632823
Jankinagar	192.18		SP	222508 Fax-227435	222502	9431822998
Banmakhi Jn.	199.42		Medical officer	242965	244393	9470003627 9431229035
Sarsi	209.48		Sadar Hospital	229016	Fax-229047	9431230560
Alinagar Tola H	213.94		FIRE	222795		
Katihar	263.47	**Katihar./ 06452**	DM	222581 **Fax-** 222858	222583	----------
			SP	222601 **Fax-** 222602	222602	----------
			Sadar	242242		9470003363
			Katihar medical college	230202 **Fax-** 239208	-------	----------
			Fire	242200	101	----------

SECTION- FARBISGANJ-SAHARSA JN.(MG)

CONTROL No 06274-222603

Station	Kms (Ex. FBG)	Dist/ STD Code	Authority	Office	Resi	Mobile
Farbisganj	00.00	**Arariya /06453**	DM	222001 **Fax-** 222124	222102	----------
Chakardaha H	06.66		SP	222050 **Fax-** 222075	222075	----------
Deviganj H	12.41		Civil surgeon	222771	222771	----------
Narpartganj	17.11		Sadar Hospital.	222171	-------	
			Fire-06453	222050, 222075	---------	9431800002

Chatapur Rd H	25.20	**Supaul /06473**	DM	223112 **Fax-** 223041	223111	9431244051
Lalitgram	28.72		SP	223122 **Fax-** 223686	223121	9431822996
Pratapganj	36.25		Sadar Hospi.	224594	224595	9473194178
Rambishanpur H	43.93		Civil Surgen	224073	-------	9470003790
Raghopur	48.15		Fire	223122 **Fax-** 223686	223121	9431822996
Narayanpur H	52.76					
Saraigargrh	59.02					
Baijnathpur Andoli H	54.55					
Tharbitiya	70.74					
Kadampur H	76.91					
Supaul	83.49					
Bina Ekma	90.62					
Gadh Baruwari	94.34	**Saharsa/06478**	DM	224102 **Fax-** 224986	223601	----------
Pchgavhiya	99.92		SP	224556 **Fax-** 225554	225554	9431822995
Saharasa Kachari H	108.81		Sadar Hospital.	--------	---------	94700003664
Saharasa Jn	110.74		Fire	101, 223310	--------	----------
			Civil Surgen	233431	222078	9470003675
						done

DIVISION- DHANBAD

SECTION-PRADHANKHUNTAJn.—CHAUBEControl No 0326 -2202421

Station	Kms	Dist/ STD Code	Authority	Office	Resi	Mobile
Pradhakhunta jn.	261.31	**Dhanbad/0326**	DC	2312401 **Fax-**2312602	2312601	9431126679
			SP	2220802 **Fax-** 2312606	2312605	9431120900
Dokra H	365.80		CMO/ Coal india	---------	--------	94313941163
Dhanbad JN.	270.88		Supdt Hosp. CHD.	----------	---------	9470595505
			Sadar Hospital	2311602 Fax- 2311603		9471191474
Bhuli H	274.50		Patliputra Medical college Hospital	2264165		
Tetulmari	280.01		Supdt. Railway	42522,	42523	9771426907
Nichitpur H	285.51		Fire	101 -------	-------	9334930640 9431319900
Matari	290.68		Fire/ Jharia	0326- 2360902, 2310545	-------	----------
I.B.P.no 3	295.67		Fire/SND T	2251222		----------
Gomoh Jn	300.15					
Bholidhi B.H	304.99	**Giridih/ 06532**	DC	222072 **Fax-** 222699	222001	9431144644
Nimiaghat	310.51		SP	222056 **Fax-**222561	222054	9431706326
Parasnath	318.10		Civil surgeon	228651		9431997275
Chegro B.H	323.83		Sadar Hosp.	228651		9431997275
			Fire	222056	222054	9431706326

Chaudhuribandh	327.34	**Kodarm/06534**	DC	252343, 252342 Fax-252217		
Karmabad	331.09		SP	252227 fax-252868	252868	
Chichaki	335.43		CMO	222536		
Garea Bihar B.H	339.90		Civil surgeon Sadar	---------	----------	9431321083
			Fire	0651-2284238, 2480466		
Hazaribagh Rd	345.17	**Hazaribagh/06546**	DC	224805 **Fax-** 264808	224806	9430177777
Kesharwari	350.91		SP	224023 **Fax-**231222	231111	----------
Chaube	355.73		Medical officer sadar hospital	227673 225952	262311	9470197429
			Hospital Naisarai	East Central Hospital Naissrai	06553-223122	
			Fire	222666	----------	9334966517

SECTION- CHAUBE—GAYAJn Control No 0326 -2202421

Station	Kms	Dist/ STD Code	Authority	Office	Resi	Mobile
Chaube	355.73	**HZD/06546**	DC	224805 **Fax-** 264808	224806	9430177777
Dasarah B.H	360.62		SP	224023 **Fax-** 231222	231111	----------
			Medical officer sadar hospital	227673 225952	262311	9470197429

			Hospital Naisarai	East Central Hospital Naissrai	06553-223122	
			Fire	222666	----------	9334966517
Parsabad	367.17	**KODARMA/06534**	DC	252343, 252342 Fax-252217		
Yadudih Halt	371.81		SP	252227 fax-252868	252868	
Sarmatanr	376.54		CMO	222536		
Hirodih	384.29		Civil surgeon Sadar	---------	----------	9431321083
Larabad	388.79		Fire	0651-2284238, 2480466		
Gujhandi	403.45	**Hazaribagh/ 06546**	DC	224805 **Fax-** 264808	224806	9430177777
Lalbagh	405.42		SP	224023 **Fax-** 231222	231111	----------
Dilwa	410.14		Medical officer sadar hospital	227673 225952	262311	9470197429
Nathganj	415.57		Hospital Naisarai	East Central Hospital Naissrai	06553-223122	
Baskatwa	417.73		Fire	222666	----------	9334966517
			Lions Club			9431140025
			Blood Bank	0651-2542437		
			Army	06553-225500		
			Paramilitary	06553-222028		
Yadugram	422.20	**Gaya/0631**	DM	2420005 **Fax-** 2225430	2420008	----------
Gurpa	425.54		SP	2420003 Fax-2420110	2420004	----------

I.B.PNo.10	431.15		Hospital (Rly)	2220272		9771427500 done
Bansinala	443.86		Fire	2420101		
Tankuppa	449.72		Medical officer	2225693		9431810285
Bandhua	457.35		SMO	033-23584884		

SECTION-DHANBAD--PATHARDIH Control No 0326 -2202421

Station	Kms Ex DHN	Dist/ STD Code	Authority	Office	Resi	Mobile
DhanbadJn.		**DHANBAD/0 326**	DC	2312401 **Fax-** 2312602	2312601	9431126679
Dhansar H	1.91		SP	2220802 **Fax-** 2312606	2312605	9431120900
Bstakulha	3.79		CMO/ Coal india	---------	--------	94313941163
Nayali kanali	5.84		Supdt Hosp. CHD.	----------	---------	9470595505
Jharia	6.76		Sadar Hospital	2311602 Fax- 2311603		9471191474
Lodna	8.72		Patliputra Medical college Hospital	2264165		
Bagdigi H	9.59		Supdt. Railway	42522,	42523	9771426907
Barari Bazar	10.81		Fire	101 -------	-------	9334930640 9431319900
Pathardih BazarH	13.04		Fire/ Jharia	0326- 2360902, 2310545	-------	----------
Pathardih Jn.	15.02		Fire/SNDT	2251222		----------
			Blood Bank	2303621		
			Lions Club			9835122325 9431191661 9835513716 9334675182
			SRP/DHN	2312559	2310250	9431706117

done

SECTION-DHANBAD—Sindsri Town -PATHARDIH

Control No 0326 -2202421

Station	Kms Ex DHN	Dist/ STD Code	Authority	Office	Resi	Mobile
Dokara H	5.08	**Dhanbadb / 0326**	DC	2312401 **Fax-** 2312602	2312601	9431126679
Pradhankhunta Jn.	9.57		SP	2220802 **Fax-** 2312606	2312605	9431120900
Rakhitpur	15.50		CMO/ Coal india	---------	--------	94313941163
Sindri B.H	22.67		Supdt Hosp. CHD.	----------	---------	9470595505
Sindri marshaling Yard	25.67		Sadar Hospital	2311602 Fax- 2311603		9471191474
Sindri Town	27.59		Patliputra Medical college Hospital	2264165		
Pathardih	30.15		Supdt. Railway	42522,	42523	9771426907
			Fire	101 -------	-------	9334930640 9431319900
			Fire/ Jharia	0326-2360902, 2310545	-------	----------
			Fire/SNDT	2251222		
			Fire/CNPR/ Chainpur	6562-251151		9431706252
			Fire/GOMIA	06544-261262		9431706445

SECTION-DHANBAD—-CHANDRA PURA

Control No 0326 -2202421

Station	Kms Ex DHN	Dist/ STD Code	Authority	Office	Resi	Mobile
Kusunda	3.38	DHANBAD /0326	DC	2312401 **Fax-** 2312602	2312601	9431126679
Baseria H	5.40.		SP	2220802 **Fax-** 2312606	2312605	9431120900
Bansjora	7.67		CMO/ Coal india	---------	--------	94313941163
Sijua	10.24		Supdt Hosp. CHD.	----------	---------	9470595505
Angarpathra H	11.46		Sadar Hospital	2311602 Fax- 2311603		9471191474
Katrasgarh	13.19		Patliputra Medical college Hospital	2264165		
Tentulia H	15.72		Supdt. Railway	42522,	42523	9771426907
Sonardih H	17.15		Fire	101 -------	-------	9334930640 9431319900
TunduH	17.96		Fire/ Jharia	0326-2360902, 2310545	-------	----------
Budora H	20.44		Fire/SNDT	2251222		
Phulwartanr	21.62					
Jamuni H	23.96					
JamuniatanrH	26.07					
Deonagar H	29.29					
Chandrapura Jn.	34.12	**BOKARO / 06542**	DC	249904 **Fax-** ----------	232701 **Fax-** ----------	9955100250 8969159774
Rajabera B.H	-		SP	242299 **Fax**--------	242266	9431706418
			Civil surgeon	222454 **Fax**---------	222220	9431378380
			Sadar Hospital	257001	------	---------
			Fire/CNPR/ Chainpur	6562-251151		9431706252
			Fire/Bermo	06549-220202		

			Blood BankRanchi	9334439995	9973161687
			Lions Club		9430153588

SECTION-GOMO—GARHWA RD Control No 0326 -2202421

Station	Kms Ex GMO	Dist/ STD Code	Authority	Office	Resi	Mobile
Gomoh Jn.	-					
Telo	9.25					
Rajabera	-	**BOKARO/06542**	DC	249944 **Fax-** 232800	232701 **Fax-** 232800	9955100250
Bhandaridah	23.56		SP	242266 **Fax-**2 42266	242299	9431138605 9431706418
Phusro	28.52		CMO	222454 **Fax-** 222454	222227	9431378380
AmloB.H	31.08		Hospital Sadar Hospital	268414		
Bermo H	34.11		Fire	6666 22335		5835114694
Jarandih	37.21		Fire/Bokaro Tharmal Power Station	06549-266705, Fax-266701	06549-266704, Fax-266702	9881247380
Bokaro tharmal	42.93					
Gomia	48.59					
Dumari Bihar	55.44					
Danea	66.42					
Jogeshwar Bihar	74.61					
Chain pur	79.40					
Karma H	84.20					done
Ranchi Rd.	91.60	**Hazaribagh/06546**	DC	224805	224806	----------
Arigada	97.29		SP	224815	264816	9431706297
Barkakana JN	100.62		Medical officer sadar Hospital	227673, 225952		94700197429
			Central hospital Ramgarh P.T. P.S. HZD	06553-223063		
Bhurkund	112.53		Fire	222666		

Patratu T	120.83		Blood Bank	0651-2542437		
TokisudH	128.00		Lions Club			9431140025
Hendegir	136.62					
Kole	142.56					
Ray	150.11					
Khalari	156.88					
Mc.cluskieganj	163.23					
NindraB.H	170.05					
MahuamilaN	178.05					
Tori	185.30					
Chetar	194.86					
Richughunta	203.19					
Demu	211.02					
Latehar	217.82	**LATEHAR / 06565**	DC	247422 **Fax-** 247417	247421	9431138347
Bendi H	223.74		SP	247474**,2 47475**	Fax- 247385	9431706262
Kummendi	230.44		CMO Ranchi	0651-2450822,	2450257	9431102448
			Hospital Sub-City Hospital Latehar	------	---------	9430197090
Hehegara	241.20		Fire	247930		
Chianki	278.26					
Daltonganj	285.69					
Kajri	296.16					
Rajhura	393.47					
Lalgarh Bihar	307.29/	**GARHWARd /06561**	DC	222236 **Fax-----**	---------	8986739704
Tolra	313.01		SP	222314 **Fax------**	---------	9431706281
Garhwa Rd.	319.04		CMO Hospital	------		9263630858 9572598108
			Sadar hospital			9905145648
			Lions Club			9450794003
			Fire	222314 **Fax------**	223769	9431706281

SECTION- GARHWA – CHOPAN Control No 0326 -2202421

Station	Kms Ex GHD	Dist/ STD Code	Authority	Office	Resi	Mobile
Garwa Road Jn.	0.0	**Garhwa/06561**	DC	222236 **Fax**-----	---------	8986739704
Garhwa	10.01		SP	222314 **Fax**------	---------	9431706281
Maralgram	21.16		CMO Hospital	------		9263630858 9572598108
Ramna	32.27		Sadar hospital			9905145648
Nagaruntari	44.05		Lions Club			9450794003
			Fire	222314 **Fax**------	223769	9431706281
Dudhi Nagar	78.31	**Sonbhadra /05444**	DM	222190 **Fax-** 223052 252763	222161 222090	9454417569
Jharokhas	85.16		SP	252631 **Fax-** 252673	252614	9454400304
Muirpur Road	93.87		Obera Tharmal Hospital-05445	-------	--------	----------
Renukut	99.54		Fire	---------		9454418391
Gogidih	110.11		P.S Obra	262298		----------
Gurmura	119.16		PS Rabort Ganj	252631, 262475		----------
Paraspani	124.67		CMO	--------		----------
Salai Banwa	132.24		Sadar Hospital	222345		done

SECTION- CHOPAN-MAHADIYA Control No 0326 -2202421

Station	Kms	Dist/ STD Code	Authority	Office	Resi	Mobile
Billi Jn.	6.27	**Sonbhadra Nagar/05444**	DM	222190 **Fax-** 223052 252763	222161 222090	9454417569
Obradam	11.87		SP	252631 **Fax-** 252673	252614	9454400304
Paprakund	18.22		Obera Tharmal Hospital-05445	-------	--------	----------
Magardah	25.03		Fire	---------		9454418391
Sukhra	31.09		P.S Obra	262298		----------
Mirchadhori	41.32		PS Rabort Ganj	252631, 262475		----------
			CMO	--------		----------
Karaila Road Jn.	49.42		Sadar Hospital	222345		done
Anpara	60.51	**Sidhi/ 07822**	DM	252204 **Fax- 252306**	252203	9425816900
Krishna Shilla	70.87		SP	252208 **Fax-** 251600	252209	9479998783
Shaktinagar	81.58		CMO	252234		9424689936
Singrauli	62.68		Civil Surgeon	252207	-------	9424689936
Mahadiya	68.61		Sadar Hospital	260608		
			Fire	253333, 251222, 256894	101	

Telephone Numbers of NDRF Patna

Ph/Fax 06115-25393906115-2539391 **E/Id** ***ndrfpatna@gmail.com***

S No	Name	Designation	landline	mobile
1	Manoj Nath	Commandant Patna	**0612-2221191(Fax)**	9431012952
2	Ramesh Chandra	State fire officer Patna	**2217467(Fax)**	9431448273, 9473199832
3.	9th Battalion NDRF Ara Road Bihta Patna Control Nos.	----------	**06115-253939 06115-252501**	9525752125
4.	Sh. Manish Ranjan	Commandant Bihata	----------	9973300000 8986909490
5.	Sh. K.K.Jha	Asstt. Commandant		8986396400
6.	Fax No.	06115-253939		
7.	E-Mail No.	ndrfpatna@gmail.com ndrfpatna@yahoo.com		
	CISF & ITBP			
1	K K Jha	Dy Commdt		08986396400
2	P.SB.Nair -6 Bn -CISF	Commandant	04177-246269, 246594	Fax-246300
3.	Sri M. Kumar ITBP	DIG	----------	----------
4.	CISF	AIG/NS CISF Patna	0612-2270424, 2273501, 2290384	Fax---------

Telephone Numbers of Forensic Lab

S No	Name	Designation	landline	mobile
1	Dr.Chandrahas prasad	Associate professor Rajendra institute of medical science Ranchi. Forensic Lab ,Ranchi		08986881331

Chapter-20
TELEPHONE NOs. OF OTHER UTILITY ORGANISATION

20.1 LIST OF MAJOR HOSPITALS

Dist	Station	Name of the Hospital	Categ	Distance from Rly Stn.	Facilities Available Ambulance & X-Ray	Contact No.
Patna/ (DNR)	Patna Jn.	Anup Orthapedic	Pvt.	4 Km.	Yes	0612-2354130
		Patna Bone& Spine Pvt. Ltd.	Pvt	4 K.m	Yes	0612-2352438
		Jeevak Heart Hospital	Pvt.	3 Km.	Yes	0612-2351655 2365814,2361655
		Rajeshwar nursing Home	Pvt.	4 Km.	Yes	0612-2367206
		Rly Hospital	Govt.	1/2 Km.	Yes	83200,83202, 0612-2320667, 2202293 9771449524 9771449525
		PMCH	Govt.	5 Km.	Yes	0612-2670132 2665421, 2364828 2303233, 9470003849
		NMCH	Govt.	4 Km.	Yes	0612-2918523 9470003568
		Govt. Ayurvedic College, Patna	Govt.	4 Km.	Yes	0612-2672784
		Guru Govind Singh hospital	Govt.	15 Km.	Yes	9470003583
		IGMS	Govt.	14 Km.	Yes	0612- 2297099, 2287631
		Apolo Burn Hospital, Kumrahr	Govt.	6 Km.		0612-2340927,
		Kurji Holy Family	Pvt.	15 Km.	Yes	0612-2262540 2262516,2264117
		Rajender Nagar Hospital,Patna	Govt	5 K.m	Yes	9334173695
		Magadh Hospital	Pvt.	5 K.m		2691515,2691500 done
	Bakhtiyarpur	Rly Health Unit	Govt.	100 Mtr.	Yes	83418-Rly. 9771449522 -
	Athmal gola	Sadar Hospital	Govt.	10 Km.		----------
	Barh	Sadar Hospital	Govt.	3 Km.		06132-250251,243169

	Mokamah	Nazrath hospital	Pvt.	1.5 Km.	Yes	06132-233014, 232303, 232369
		CRPF Hospital	Govt.	4.5 Km.	Yes	06133-232412
		Refferal Hospital	Govt.	5 Km.	No	06133-232470 9470003597 9334050439
	Barh	Sub- Div. Hospital	Govt.	2 Km.	Yes	06132-250251,243169
	Pandarak	Govt Hospital	Govt.	2 Km.		06132-222969
Bhojpur (DNR)	Ara	Sadar Hospital	Govt.	2 Km.	Yes	06182-233325, 225812, 9470003146
		Anand Hospital	Pvt			9431027062
Nalanda(DNR)	Rajgir	Virayatanl Hospital	Govt.	2Km.	Yes	06112-255240
		Mahavir Arogya Sansthan	Pvt	2.5Km.	Yes	9835860751
	Nalanda	Sadar Hospital	Govt.			06112-235228
		Mausam Hospital	Pvt	3Km.	Yes	9661709406
	Hilsa	Sub- Div. Hospital	Govt.			06111-252267
	Bihar Sarif	Civil Hospital	Govt.	3 Km.	Yes	06112-232248 236794,
(DNR)	Jhajha	Refferal Hospital	Govt.	1 Km.	only X- Ray	06349-223155 223484
		Rly Hospital	Govt.	1.5 Km.		250(Rly) 252 (R) 224371, 9771449519
	Jamui	Sub divisiona Hospl.	Govt	7.5Km	only X- Ray	06453-223502
		District Hospital	Govt.		-	06345-222045,224233 9431234304

done

Lakhisarai(DNR)	Kiul	Sinha Poly clinic	Pvt.			06346-232411, 232150,
		Sadar Hospital/LKR	Govt			06346-233686,233596 9430665566
		Dist.Hospital	Govt		Yes	06346-232174

Sheikhpura (DNR)	Sheikhpura	Govt. Hospital, Chhebadal	Govt	7 Km.		06341-223216 224487,
		Sub- Div. Hospital	Govt	11 Km.		06341-223216 224487
Nawadah (DNR)	Nawadah	Civil Hospital	Govt	0.5 Km.		06324-217472 212568
		Sadar Hospital	Govt.			06324- 212533,9471005690
	Warsaliganj.	Refferal Hospital	Govt	1 Km.		06322-227400
Jehanabad (DNR)	Jehanabad	State Dispensary Sadar Hospital	Govt Govt.	1 Km.		06114-226689 227794
	Tehta	Govt. Hospital	Govt			9905037365
		R.N.Clinic	Pvt			923441040 ?
Gaya (MGS)	Gaya	Anugrah Narrain Medical Hospital	Govt		Yes	0631-2410339, 9431085281
		Rly Hospital	Govt	0.5 Km.	Yes	0631-2420147,419 Rly.
		Pilgrim Hospital	Govt	1.5 Km.	Yes	0631-2220303
		Army Hospital Red Cross	Govt	0.5 Km.	Yes	0631-2422420, 2420420 2420738
		Lady Elgin Hospital	Govt			0631-2420009 2420303
	Guraru	PHC Hospital	Govt	0.5 Km	No	9470003298, 9304301787
Varanasi/0542	Mughalsarai	Rly Hospital	Govt	0.3 Km.	Yes	05412-257033 05412-256245
		Sr. MS				9415225490
	Varanasi	Sheo Prasad Gupta Hospital	Govt.	6 Km.	Yes	0542-2333720
		Sir Sunderlal Hospital,BHU	Govt.	16 Km.	Yes	0542-2368756 2307589
		Heritage Hospital	Govt.	16 Km.	Yes	0542-2369991 2369995
	Saidraja	Block hospital	Govt.	.5 Km.		----------
Chandauli (MGS)	Chandauli	Kamlapati Rajkiya Hospital	Govt.	7 Km.		05412-262494,252401

Bhabhua (MGS)	Bhabhua	Sadar hospital	Govt.	1.5 Km		06189-223901,223902, 9431028273
		Civil Hospital	Govt.	1.5 Km		06189-222703
Rohtas (MGS)	Sasaram	Govt. Hospital Sadar Hospital	Govt.	1 K.M	Yes	06184-224394,06184-224394, 224393,9631628581
	Dehri on Son	Civil Hospital	Govt.			06184256603
		AshishNursing home				----------
		Rly Hospital	Govt.	0.25K.M	Yes	9771427502
urangabad (MGS)	Anugrah Narrain Road/Aurangabad	Civil Hospital	Govt.	18 Km	Yes	06186-224533, 9430408162, 9431285498,
	Phesar	Refferal Hospital	Govt.	0.25K.M	No	06186-224533, 9430408162, 9431285498,
Palamu (MGS)	Latehar	Sub- Div. Hospital	Govt.	1K.M	Yes	9430197090
	Japla	Govt. Hospital	Govt.	1. Km.	Yes	06566-222099
	Dalton Ganj	Sadar hospital	Govt.	0.5 Km	Yes	06562-225581,225582, 9431715472
		Sewa Sadan	Pvt.	0.5 Km		0656-2222299

	Samastipur	Sadar hospital	Govt.	1 Km	Yes	06274-224987, 224988, 9431800980
Samastipur (SPJ)		Bhawani Nursing Home	Pvt	4 K.m		06274-222712
		DR.G.C.Karna	Pvt	3K.m		06274-222305 9431245151
		Rly.Hospital	Govt.	4K.m		06274-222138 32800(Rly)
	Pusa Road	Refferal Hospital	Govt.	14 Km	Yes	0627474308
	Dholi	Govt. Health center	Govt.	0.5 Km	Yes	06274873452
	Narayanpur anant	Sadar Hospital	Govt.	5 Km	No	9470003500,947003496,
	Darbhanga	DMCH	Govt.	4 km	Only X ray Yes	6272-233158 222023 233093
Darbhanga (SPJ)		Ram Janki Nurshing Home	Pvt.	8 km		6272-222903 9431287297
		R.B. Memorial Hospital	Govt.			6272-233684
		Rly. Health Unit	Govt			34800,34801 9771428513
	Leheriasarai	Jyoti research Hospital	Pvt.			6272-233696 234043 9334607571
Madubani (SPJ)	Madubani	Sadar hospital/PHC	Govt.	2 km		6276-221780,221393, 9431238533,9415827440
		Dr. K.K. Das				06276-283511,283531
		Red Cross Hospital	Pvt.	2km	Only X ray Yes	6276-222490 9431451650
Motihari(SPJ)	Motihari	Sadar hospital		1 km	Only X ray Yes	6252-235188 06252-231715, 9471005515
		Dr. DD Singh				06257-232998
Bettiah (SP)	Bettiah	M.J.K. Hospital	Govt.	3 km	Only X ray Yes	6254-234301
		Shahi Clinic				06254-232516
		Todi Clinic				06254-232753
Sitamarh (SPJ)	Sitamarhi	Sadar Hospital	Govt.	1.25 km	----------	6228-255114,253617,9471001163
		HMT Hospital Dr. S.C.Jha	Pvt.			06228-250259 06228-250486
	Supaul	Sadar Hospital	Govt.	1 km		6473-224594

20.2 LIST OF BLOOD BANKS

Division-Danapur

1. Medical Officer In-charge Blood NMCH Patna.0612 -2631159, 2631159, 2668074
2. Medical Officer In-charge Blood PMCH Patna.0612-2300334, 2670132, 0719
3. Private Blood Bank of Dr. Singh Clinic &blood bank, Ashok Raj Path, Patna.-0612-2687150
4. Bharat Blood Bank Kadamkuan – 0612-2675213,9334151682
5. Modern Blood Bank, Kankarbagh -- 0612-2355805,3253172
6. Shashi Blood Bank, Ashok Rajpath – 0612-2303365,9334198720
7. National Blood Bank, Kankarbagh—0612-2355575,9931764857
8. Life Line Blood Bank-G.M Road--- 0612—2303025,9234990509
9. Sadar Hospital, Patna- 0612-2300658, 9334163215,2631817,9470003583
10. Blood Bank, Ara – 06182-222426
11. Blood Bank , Bihar Sarif -9431420470, 06112-236786

Division-Samastipur

1. Medical Officer In-charge DUNCUN Hospital, Raxaul.
   06255-220653, 222641, 9431616057
2. SKMCH, Muzaffarpur-0621-2231050
3. DMCH, Darbhanga—06272-233092,06272- 233228,233190,09470003251,09835445533

Division-Dhanbad

1. Central hospital, Dhanbad-0326-2203061,2203067,2203068.
2. PMCH, Dhanbad-0326-2204165, 2203391, 2204329
3. CCLRamgarh Cantt, Hospital-06553-223122, 2230852,2230121.
4. CMS Central hospital Nai Sarai /Ramgarh- 8987784865

5..Brindavan hospital & research center Ramgarh-06353-224516, 222040 6. .
Popular Nursing home Ramgarh-9491156801

7.. Sadar Hospital Daltenganj-06562-228005,9431138224
5. G M/NCL Siddhi-07805-256217,
6.BCCL Central Hospital- 0326-2203063,2203061,2203067.
7. Bokaro general hospital – 06542-231227,232750
8. RIMS, Ranchi – 0651-2541228, 2542928

Division-Mughalsarai

1. Mahabir Blood Bank, Gaya- STD code- 0631- 2221285, 9431226474.
2. ANM Hospital, Gaya –STD code- 0631- 3201810,
3. Magadh medical college gaya.-0631-3201800,9234787671.
4. Shiv Prasad Gupta, Hospital Varanasi-STD code-0542-2333720
5. Sunderlal Hospital-STD code 0542-2367568, 2307500,2309450, 9415202891
6. Heritage Hospital Varanasi-STD code-0542-2368888, 2369991, 2369992, 2369993.
7. ccivil surgen gaya -0631-2420303,2420009,9934121235.

Division-Sonpur

1. SKMCH, Muzaffarpur-0621-2231177
2. Sadar hosoital Katihar,Blood Blank-06452-245454
3. Medical College Katihar 06452-222714

Done

20.3 LIST OF FIRE BRIGADES

State Fire Officer	**0612-2222467**	**2534864, 9431448273**
District Fire officer/Patna	**0612-2222223**	**101**

Sr.No.	Place	STD code	Number
Division: Sonpur			
1.	Chapra	06152	232306, 232307, 9431822989
2.	Hajipur	06224	272390, 9431822983
3.	Muzaffarpur	0621	2245252,101,9431822336
4.	Samastipur	06274	101,221245, 9431822535
5.	Barauni	06243	232170, 9431822839
6.	Barauni at Refinery	06243	275290,101,
7.	Begusarai	06243	101,215003,200404,9431800020
8.	Khagaria	06244	101,222086,9431800010
9.	Bhagalpur	0641	101,2400103,9431800003
10.	Katihar	06452	101,249707, 9431282736
11.	Gopalganj	06156	224608, 9431822488
Division: Samastipur			
1.	Begusarai	06243	215003,200404,9431800020
2.	Betiah	06254	231033
3.	Darbhanga	06272	241089,9431822957
4.	Dauram Madhepura	06476	101, 222004, 9431822997
5.	Madubani	06276	223486,9431822993
6.	Motihari	06252	232684,9431822988
7.	Muzaffarpur	0621	2245252, 9431822336
8.	Purnea	06454	101,242508,9431822998
9.	Raxaul	06255	101,224900, 9097629716
10.	Samastipur	06274	101,221021, 9431822899.
11.	Sitamarhi	06226	101,250526,9431822983
12.	Saharsa	06478	101,223061, 9431822995
13	Kishan Ganj	06456	222338,9431822999
Division: Danapur			
1.	Begusarai	06243	215003,200404,9431800020
2.	Patna	**0612**	**2222223,101**
3.	Patna City	0612	2219423
4.	Danapur	06115	227203,9431800116
5.	Emergency Lodipur	0612	2351511,9431800119
6.	Nawada	06324	101, 214389, 9431822975
7.	Nalanda	06112	235207,9431822972
8.	Ara	06182	221320,
9.	Bihar Sharif	06112	235217,9431822167
10.	Jahanabad	06114	223108, 9431822976
Division: Mughalsarai			
1.	Mughalsarai	-------	101, 9454403186
2.	Chandauli	---------	9454401038
3.	Bhabhua	06189	223266,9431800097
4.	Dehri on sone	06184	101,251684, 9431800100
5.	Aurangabad	06186	223175,9431822974
6.	Gaya	0631	2420003
7.	Datenganj	06562	224006,9431706240
8.	Rohtash/Sasaram	06184	222031,9431800099
Division:-Dhanbad			
1.	Palamu	06562	224023,9431706238

2.	Latehar	06565	247474,9431706262
3.	Garhwa	06561	222314,9431706281
4.	Bokaro	06542	242299,9431706418
5.	Dhanbad	0326	2220802,9431120900
6.	Hazaribagh	06546	224815,9431706297
7.	Chatra	06541	223037,9431706359
8.	Koderma	06534	252227,94317066350
9.	Giridih	06532	222056,9431706326
10.	Ramgarh	06553	231455,9431706113
11.	State fire officer	0651	2284238,9472726839
12.	Ranchi	0651	2200898,9431706137

20.4 LIST OF ICE FACTORIES

Sr. No.	Place	Name of the factory	Number
Division: Sonepur			
1.	Chapra,Shyam chak	New Bihar Ice Factory	06152-234176
2.	Muna Mohalla, Chapra	Ambika Ice Factory	06152-228544
3.	Hajipur, Hathsar ganj	Vaishali Ice Factory	06224- 277515
3A	Anjanpir chowk HJP	Harihar nath Ice Factory	06224-273498
4.	Hajipur, Industrial area	RP Cold Storage Ice Factory	06224-272021
5.	Muzafarpur, Kachi-Pakki (3 km from station)	Ranjeet Cold store	0621-2270014
6..	Muzaffarpur, Near Amar takiej (2 km from Station)	Nathani Cold store	0621-2245097,2275409 9431241305,9835814422
7.	Muzaffapur, Near Ramdyalunager (3.5 km from station)	Girdhari Cold Store	0621-2273343, 2264282
8.	Barauni, Rajwar	Maha Luxmi Ice Factory	06279-233112
9.	Begusarai	Marwari ICE factory	06243242881
10.	Near Kamal Talkies, Khagaria	Khagaria Ice Factory,Dinesh ji	06244-222001 9234793600
11.	Khagaria, Anish Kumar , Near PW school	Ice Factory KGG	06244-222123, 222677
12	Manasi	ICE factory	06244-233788
13	Naugachhia	Ice Center	06421-222621
14.	Katihar, Bara Bazar	Sri Shiv Industries	06452-242219
15.	Kalambag chowk MFP	Ramdeo cold storage	0621-2264596

.Samastipur			
1.	Ice Factory,Fish Market	Vicky S/o A.K.Gupta	06478-223024
2.	Near Saharsa Bus stand, Saharsa	Arun Mishra Ice Factory	N/A
3.	Gandhipath, Saharsa	Golu Sha Ice Factory	N/A
4.	Ward No. 19, Supaul	Sanjay Ice Factory	06478-223682
5.	Ward No, 08, Supaul	Maa Kali Ice	N/A
6.	Ashram Road, Anand Puri, Purnea	Ship Ice Industries	06454-233748
7.	Donuar, Darbhanga	Dinesh Baraf Depot	06272-222890
8.	Ramesh Prasad, Pareva Tola, Raxual	Vikas Ice Factory	06255-221275

9.	**Ice Factory, Fish Market, Main Road, Raxual.**	**Jai Maa Ambey**	**06255-221275**

		Division: Danapur	
Sr. No.	**Place**	**Name of the factory**	**Number**
1.	**Ara**	**Kashinath, Karman tola, Near Motimahal CinemaRoad, Ara**	**06182-223414**
2.	**Ara**	**Amit Ice Factory,Karmal Tola,near moti mahal**	**06182-239280**
3.	**Kiul**	**Ajeet Singh Ice Factory, Punjabi Muhhala, Gurdwara Rd, Naya bazaar, Lakhisarai**	**06346-233617 9905239624**
		Sadabahar Ice Factory, Chitrajan road, Lakhisarai	9852324254
		Bhawan Sao cold storage, Lakhisarai	232188
4.	Buxar	Suraj Cold Store, industrial Area, Ahuravli	06183-222053
5.	Buxar	Durga Cold Store, Industrial Area, Ahuravli	06183-222166
6.	Jahanabad	Krishna Cold Storage, Raja Bazar	-
7.	Jahanabad	Laxmana Ice Factory	09934749970
8.	Patna	Hanuma Ice Factory, Nala Road Patna	0612- 2691570, 2693153
9.	Patna	Budha Coloney Ice Factory	2523527,
10	Patna	Kishan Cold Store	0612- 2616973, 2673003
11.	Patna	Jai Maa Durge Burf Kothi , Mithapur	9939408090, 9801892345
12.	Danapur	Salimar cild Stores	0612-2251019, 2253253
13.	Danapur	Biscoman cold Stores Jagdev Path	3095742
14.	Jhajha	Quality Ice Factory	9525332425
15.	Rajgir	Amol Ice Factory	9431069198
		Division: Dhanbad	
1.	Barkakana	M/S Anil Shah, Talab Road, Ramgarh (Jhr)	06553223191, 9431832455
2.	Barkakana	M/S Arvind Agrawal Cold Store, Nehru Rd, Ramgarh (Jhar)	9835753348
3.	Gujhandi	Cheers Ice Factory Ranchi Patna Road near Bus Stand, Jhumri Tilaiyah, Koderma	9934374690, 9931316790
4.	Daltanganj	Jayaswal ice Factory	9431969385
5.	Katrashgarh	M/S Katras Ice Factory, Katrash (Jhar)	0326-2272809
6.	Patratu	Mahendra Kr. Ice Deppo, Birsa Chowk, Bhurkunda	0533-2289852
7.	Barwadih	Santosh Kumar Gupta, Ramki Mohall, Jhar)	06561-223621

8.	Barwadih	Super Delux Ice Cream Purani Bazar, (jhar)	06561-223621
9.	Barwadih	Shivam Ice factory (Jhar.)	06562-226924
10.	Dhanbad	Sri Ice Bank More, Karbala Road, Dhanbad	09334404546
11.	Dhanbad	Dhanbad Ice Factory, Gopal Agrawala, Near SSLNT Hospital, Dharsar Road DHN	0326-2302675
12.	Jharia	Prayag Ice Factory, Raja Talao, Jharia	0326-2460068, 9431731906
13.	Jharia	Bihar Refrigerators Jhana More, Jharia	0326-2464804
14.	Singarauli	Chouhan Ice Factory, Barhan	07805-233050

		Division: Mughalsarai	
Sr. No.	**Place**	**Name of the factory**	**Number**
1.	Mughalsarai	Sonia Ice Factory, Behind Dharamshala, Mughalsarai	05412-253838
2.	Varanasi	Pratap Ice Factory, Near Varanasi Cant	0542-2345673
3.	Varanasi	Agrawal Ice Factory, Lahurabir	0542-2418303
4.	Dehri on sone	Sweety Ice Factory, Dalmiyanager	Disconnected
5.	Dehri on sone	Sone valley Ice factory, Station Road DOS	9431028534,9431482967
6.	Pusauli	Grihasth cold storage cum Ice Factory	code- 6187, No-225812
7.	Bhabhua	Madhumati Ice Factory	06187 -223260
9.	Japla	Munna Ice Factory	No telephone
13.	Gaya	Bhadani Ice Factory & cold storage	0631-2420102
14	Gaya	Jai Maa Kali Ice Factory	0631-2225922

20.5 LIST OF DIVERS & BOAT MAN

Div-Sonpur

S.N.	**Name & Address of Boatman/Divers**	**No. of Boats available**	**Concerned River**	**Remarks**
1.	1. Sri Shyamdeo Sahani S/o Sri Klicharan Sahani Vil-Choti Kothia (Khagaria)	2	Budhi Gandak	Boatman/ Diver
	2.Sri Mahendra Sahani S/o Sri Daho Sahani Vill-Choti Kothia (khag aria)	2	Budhi Gandak	Boatman /Diver
	3.Sri Mohan Sahani S/o Laddu Sahani Vill-Choti Kothia (Khagaria)	3	Budhi Gandak	Boatman/ Diver

	4. Sri Rajendra Sahani S/o Sri Daho Sahani Vill-Choti Kothia (Khagaria)	2	Budhi Gandak	Boatman/ Diver
	5. Sri Khelo Yadav S/o Sri Adhik Yadav Vill-Ratnaha Aloli (Khagaria)	1	Budhi Gandak	Boatman/ Diver

Div-Dhanbad

S.N.	Name & Address of Boatman/Divers	No. of Boats available	Concerned River	Remarks
1.	Sri Sanjay Chaudhary rathi Village P.O- Panarsi Dist.- Sone bhadra)	1		Boatman/ Diver
2.	Sri raju Kadia Village P.O- Panarsi Dist.- Sone bhadra	1		Boatman/ Diver
3.	Sri Sony Kadia Village P.O- Paneri Dist.- Sone bhadra	1		Boatman/ Diver
4.	Sri MuhaLal Kadia Village P.O- Paneri Dist.- Sone bhadra	1		Boatman/ Diver
5.	Sri Monika Kadia Village P.O- Paneri Dist.- Sone bhadra	2		Boatman/ Diver
6.	Sri Panch Lal Kadia Village P.O- Paneri Dist.- Sone bhadra	2		Boatman/ Diver
7.	Sri Ram Dulal Sharma Kadia Village P.O- Paneri Dist.- Sone bhadra	2		Boatman/ Diver

Div-Danapur

S. N.	Name & Address of Boatman/Divers	No. of Boats	Concerned River	Remarks
1.	Sri Ashok Mahto S/o Baldeo Mahto, Bintoli Simaria Ghat Hathida (Mokama)	1 DSL	Ganga	Boatman/ Diver
2.	Sri Sukhu Rai Vill- Raghopur Ghat Khusrupur	1 DSL	Ganga	Boatman/ Diver
3.	Sri Saval Rai, BAVAN Rai,	1 DSL	Ganga	Boatman/

	Reghopur Ghat Poorva Ghat, Khusrupur Tel-2413128, 241215			Diver
4.	Sri Brij Mohan Rai, Vill-Ghatwara, Triveni Ghat Fatuha Tel-2440947	1 DSL	Ganga	Boatman/ Diver
5.	Sri Ganesh Chowdhary, Baillure Bani, Balu Ghat P.O Koilwar Dist. Bhojpur Tel®R) 06182282276 (O) 06182282362	1 DSL	Sone	Boatman/ Diver
6.	Sri Arjun Yadav, Vill-Danchiha, Goria Sthan, P.O-Koilwar Dist-Bhojpur (Bihar)	1 DSL	Sone	Boatman/ Diver
7.	Sri Kailash Singh, Vill-Dandiha, Goria Asthan P.O-Koilwar Dist-Bhojpur (Bihar)	1 DSL	Sone	Boatman/ Diver
8.	Sri Mohan Chowdhary, Vill-Parav, Balu Ghat Dist-Patna (Bihar)	1 DSL	Sone	Boatman/ Diver
9.	Sri Sukhlal Chowdhary, Vill-Parav, Balu Ghat Dist-Patna (Bihar)	1 DSL	Sone	Boatman/ Diver
10.	Sri Baleshwar Chowdhary, Vill+ P.o Banarpur Dist-buxar Bihar	1	Karmanasa	Boatman/ Diver
11.	Sri Gorakh Choudhary, Vill+PO Banarpur Dist Buxar	1	Karmana	Boatman/ Diver
12.	Sri Rameshwar Prasad Chowdhary, Vill+PO Banarpur	1	Karmanasa	Boatman/ Diver
13.	Sri Tunu Choudhary, Vill+Po Banarpur Dist Buxar Bihar	1	Karmanasa	Boatman/ Diver
14.	Sri Kashi Choudhary Vill+Po Banarpur Dist-Buxar	1	Karmana	Boatman/ Diver
15.	Sri Ramsarup Sahani Vill+Po Balugudar Dist-Lakhisarai Bihar	1	Hallohar	Boatman/ Diver
16.	Sri Sita Ram Sahani, Vill+Po Balgudar Dist-Lakhisarai Bihar	1	Hallohar	Boatman/ Diver
17.	Sri Bijay Sahani, Vill+Po Baludar Dist-Lakhisarai	1	Hallohar	Boatman/ Diver
18.	Sri JaiPrakash Choudhary, At+Po Garuchak Dist-Patna Bihar	1	Punpun	Boatman/ Diver
19.	Sri Krishna Choudhary, At+Po Garuchak Dist-Patna	1	Punpun	Boatman/ Diver

	Bihar			
20.	Sri Lal bahadur Choudhary At+Po Garuchak Dist-Patna Bihar	1	Punpun	Boatman/ Diver
21.	Sri Ramu Choudhary, At+Po Garuchak Dist-Patna Bihar	1	Punpun	Boatman/ Diver
22.	Sri Mohan Yadav, Vill Nur Mohdipur, Po-Punpun Dist-Patna (Bihar)	1	Punpun	Boatman/ Diver
23.	Sri Binod Beldar, Vill-Nur Mohdipur PO-Punpun Dist-Patna Bihar		Punpun	Boatman/ Diver

Div-Samastipur

S.N.	**Name & Address of Boatman/Divers**	**No. of Boats available**	**Concerned River**	**Remarks**
1.	Sri Ramdhani Sahni, Vill- Govindpur, Dist- Samastipur	01	Burhi Gandak	Boatman
2.	Sri Ramprit Sahani , At+PO –Mathurapur, Dist-Samastipur	01	Burhi Gandak	Boatman
3	Sri Nanhi Sahni, AT+PO Mathurapur, Dist-Samastipur	01	Burhi Gandak	Boatman
4	Sri Laxman Sahni AT+PO Mathurapur, Dist-Samastipur	01	Burhi Gandak	Boatman
5.	Sri Jogendra Sahni AT- Akraha PO-,Hayaghat Dist -Darbhanga	02	Bagmati	Boatman
6.	Sri Heera Sahni, AT- Ilmaith P.S-Hayaghat Dist- Darbhanga	02	Bagmati	Boatman
7	Sri Sito Sahni AT- Laxmipur,P.S Rosera Dist- Samastipur	01	Burhi Gandak	Boatman
8	Sri Rajeshwar Sahni AT-Laxmi pur P.S- Rosera Dist- Samastipur	01	Burhi Gandak	Boatman
9	Sri Lalo Sahni AT- Laxmipur P.S.-Rosera Dist-Samastipur	01	Burhi Gandak	Boatman
10	Sri Satto Sahni AT-Laxmi pur P.S-Rosera Dist- Samastipur	01	Burhi Gandak	Boatman
11	Sri Rajo Sahni AT-Hardiya Dist-Khagaria	01	Bagmati	Boatman
12	Sri Maheshwar Singh AT-	01	Bagmati	Boatman

	Dhanchhar, Dist- Khagaria			
13	Sri Rajzero Chaudhary , AT-Dhamara Dist- Khagaria	01	Koshi	Boatman
14	Sri Laddu Sahni, AT- KopariaSalkhua, Dist-Saharsa	01	Koshi	Boatman
15	Sri Rajiv Sahni , AT- Maniari Dheng	02	Bagmati	Boatman
16	Sri Bali Sahni, AT- Maniari Dheng	02	Bagmati	Boatman
17	Sri Prasad Sahani , AT- Maniari Dheng	02	Bagmati	Boatman
18	Sri Subodh Jha, AT- Begahi Bairgania	02	Bagmati	Boatman
19.	Sri Hira Mukhiya AT- Basantpur , P.O- Singhpur, Dist- West Champaran	01	Sikarhana	Boatman
20	Sri Deo Narayan singh,			Working Under SE(Br.)/ SPJ,Divers
21	Sri Nihal			Working Under SE(Br.)/ SPJ, Divers
22	Sri Naresh Sahni			Working Under SE(Br.)/ SPJ, Divers
23	Sri Sikander Mandal			Working Under SE(Br.)/ SPJ, Divers
24	Sri Avadhesh Thakur			Working Under SE(Br.)/ SPJ, Divers
25	Sri Ram Chandra Sahni AT- Ilmaith (East) P.S- Hayaghat Dist – Darbhanga.			Divers
26	Sri Srikant Sahni AT- Ilmaith (East) P.S- Hayaghat Dist – Darbhanga.			Divers
27	Sri Surendra Sahni AT- Maniari Dheng,			Divers
28	Sri Jirnish Sahni AT- Maniari Dheng,			Divers
29	Sri Shobhan Sahni AT- Maniari Dheng,			Divers

30	Sri Ramji Sahni AT-Maniari Dheng,			Divers
31	Sri Hari Sahni AT-Maniari Dheng,			Divers
32	Sri Prasad Sahni AT-Maniari Dheng,			Divers
33	Sri Ram Ekabal Sahni AT-Maniari Dheng,			Divers

DIV- Mugalsarai

01	Boat & Boat Man – Civil Defence Gaya	01		Boatman
02	Boat & Boat Man- Local Villagers on the Bank of the River Aurangabad	02		Boatman
03	Boat & Boat Man- Baraura Ghat Ram Ghar	01		Boatman **done**

20.6 Road Transport Depots with contact No

Place	Designation	Phone No.
Patna	Bihar state tourism development corporation Manager Administration	0612-2225411,2505219,9472238017
Patna	Bihar state tourism development corporation Manager /Incharge Transport	0612-2225411,2505219,9431203460
Patna	Depot Superintendent& transporter	0612-2677682,9334339433,9431681182,0612-2234955,3203531,9939205940,9431021665, 9334014099.
Patna	Divisional Manager	0612-2677888, 9431203460
Bihar Sharif	Depot Superintendent& Transporters	06112-232049,9860015001,7250939538, 0731-2761373,9302249778,02245200991.
Ara	Depot Superintendent	06182-657642
Pali	Depot Superintendent	06135-277212, Sugam Parivahan Ltd. Pali. 9602893333
Gaya	Divisional Manager	0631-2420224,9905945812
Gaya	Depot Superintendent	0631-2420224,0631-2226571,0631-2211223,9415391305,9415391288.
Nawadah	Depot Superintendent	06324-222224 ,9798301070, 06324-223286,9415391305,9415391288.
Aurangabad	Depot Superintendent	06186-223135, 9595164111,9373407136,9823394592, 8605614448.
Jahanabad	Depot Superintendent	06114-223095?
Muzaffarpur	Divisional Manger	0621-2212419, Sugam Parivahan Ltd. MFP. 9835632698 9934204217
Muzaffarpur	Depot Superintendent	0621-2212884
Sitamarhi	Depot Superintendent	06226-220333, 9934653277,06226-251254,9931594683,9443241229.done
Chapara	Divisional Manager	06152-232214 ?
Motihari	Depot Superintendent	06252-222841 ?
Dumka	Divisional Manager	06434-222431>? 9835127487
Deoghar	Depot Superintendent	06432-222436 ?
Godda	Depot Superintendent	06422-220345 ?
Dhanbad	Divisional Manager	0326-2202718 9431625112
Giridih	Depot Superintendent	06532-2222283
Bokaro	Depot Superintendent	06542-2249142 ?
Darbhanga	Divisional Manger	06272-241261 9905945816 ?
Darbhanga	Depot Superintendent	06272-247397 9431051326,9934974071
Madhubani	Depot Superintendent	06276-225219 ?
Purnea	Divisional Manager	06454-222276,9934259244
Ranchi	Divisional Manger	0651-2462328,2260450®9234417265
Ranchi	Depot Superintendent	0651-2460622,9973296214
Hazaribagh	Depot Superintendent	06546-262218 ?
Gumla	Depot Superintendent	06524-224626 ?
Jamshedpur	Divisional Manager	0657-2428092,2431109 ? 9431063551
Chaibasha	Depot Superintendent	06582-256929 ?

Bhagalpur	Division Manager	0641-2400566,9430038451 ?
Munger	Depot Superintendent	06344-227266 ?
Bhagalpur	Depot Superintendent	0641-2407940, Sugam Parivahan Ltd. Bhagalpur. 9006333495
Bankipur,Patna	Depot Superintendent	0612-2301625 ?
Paribhawan Bhawan,Patna	Office	0612-2221903 ?
Katihar	Sugam Parivahan Ltd.KIR	9470656500
Jayanagar	Sugam Parivahan Ltd. Jayanagar	9430698755
Jogbani	Sugam Parivahan Ltd. Jogbani	9802727500,06455-242524
Ranchi	Sugam Parivahan Ltd. Ranchi.	9386515960
Sitamarhi	Sugam Parivahan Ltd. Sitamarhi	9709053683
Hazaribag	Sugam Parivahan Ltd.Hazaribagh	8298085551,8809445002
Patna	Bihar State road Transport Corporation Patna	0612-2224634, 0612-2223328
Patna	Tourist Information center Patna	0612-2205755

20.7 Available BSNL Phone number at Stations over East Central Railway.

Division: Sonpur

Sr. No.	Station	STD code	Number
1.	Goldingganj	06512	273867, 9771429984
2.	Baragopal	06152	252079
3.	Dighwara	06158	281240
4.	Sitalpur	06158	281390
5.	Nayagaon	06158	277224
6.	Sonpur SS	06158	221453, 9771429903
7.	Sonpur (Enq)	06158	222235, 9771429931
8.	Sonpur (PRS)	06158	221655
9.	Hajipur (SS)	06224	274708, 9771429930
10.	Hajipur (Enq)	06224	272230
11.	Hajipur (PRS)	06224	275128
12.	Sarai	06224	257407, 9771429986
13.	Bhagwanpur	06224	246042
14.	Muzaffarpur (SS)	0621	2215633, 9771429928
15.	Muzaffarpur (Enq)	0621	2215231,2215232 2215233,2213034
16.	Muzaffarpur(PRS)	0621	2215337
17.	Dholi	0621	2293244,
18.	Pusa Road	06274	283204
19.	Karpurigram	06274	281225, 977142932
20.	Dalsinghsarai	06278	221238
21.	Teghra	06279	235300
22.	Barauni (SS)	06279	232130, 9771429587
23.	Barauni (Enq)	06279	232222
24.	Barauni (PRS)	06279	232136
25.	Begusarai (Enq)	06243	222853, 9771429924
26.	Lakhaminia	06243	261037
27.	Khagaria (Enq)	06244	222049
28.	Khagaria (SS)	06244	223644, 9771429923
29.	Maheshkhunt	06245	266220
30.	Kursela	06457	268424, 9771429995
31.	Carahagola Road	06457	265633, 9771429918
32.	Semapur	06457	264740, 9771429917
33.	Shahpurpatori	06278	234456
34.	Kursela	06457	263424
35.	Shahpurpatori (SS)	06278	234456
36.	Barauni (SS)	06279	232130
37.	Barauni (PRS)	06279	232136
38.	Maheshkhunt	06245	266220
39.	Muzaffarpur (SS)	0621	9771429928
40.	Dalsinghsarai (SS)	02678	221238

Division: Samastipur

Sr. No.	Station	STD code	Number
1.	CTNL/ Samastipur	06274	222603, 9771428920
2.	CTNL/Samastipur	06274	222848, 9771428920
3.	CTNL/Samastipur	06274	226002, 9771428920
4.	Kaparpura	06223	245721 WLL, 33510Rly
5.	Kati	06223	267250, 33511 Rly
6.	Motipur	06223	233280, 33512(Rly)
7.	Mehasi	06257	254981, 33514(RLY)
8.	Chakiya	06257	243202, 33515(Rly)
9.	Pipra	06257	266176, 33516 Rly
10.	Jiodhra	06252	271943, 33517 Rly
11.	Motihari	06252	222941, 33518 Rly
12.	Semra	06252	275284, 33519 Rly
13.	Sugauli	06252	280223, 33520 Rly
14.	Betiya	06254	232366, 37269 Rly
15.	Kumarbagh	06254	223691, 37268 Rly
16.	Chanpatia	06254	266250
17.	Sathi	06253	252735, 258814
18.	Narkatiyaganj	06253	242593, 242242
19.	Hari nagar	06256	224245
20.	Bharoganj	06251	223742, 283742
21.	Kharpokhara	06251	262495 WLL, 291174
22.	Bagaha	06251	226310
23.	ValmikinagarRd.	06254	262494 WLL, 291175
24.	Gaunha	06253	253370
25.	Darbhanga	06272	223292, 34505(Rly)
26.	Mohamad pur	06272	279544, 34511(Rly)
27.	Janak pur (JNR)	06228	224131, 34514(Rly)
28.	Bajpati	06228	272285, 34515(Rly)
29.	Sitamardhi	06226	250218, 34517(Rly)
30.	Riga	06226	285233
31.	Dhang	06226	271300
32.	Bairagania	06226	282237, 223742New
33.	Ghorasahan	06250	284436
34.	Raxaul	06255	224745
35.	Shikata	06253	285542
36.	Samastipur	06274	222510
37.	Sakari Jn.	06276	250517, 34522(Rly)
38.	Manigachhi	06272	282206
39.	Jhanjhar pur	06273	222244
40.	Tamoriya	06273	271313
41.	Ghogha diha	06277	282637
42.	Nirmali Jn.	06273	285306
43.	Pandaul	06276	251353, 34523(Rly)
44.	Raj nagar	06276	240528, 34525(Rly)
45.	Jaynagar	06246	222032, 34527(Rly)
46.	Maharail	06273	223467
47.	Khutauna	06277	286381
48.	Laukaha Bazar	06277	287235

49.	Rusera ghat	06275	222253
50.	Hasan pur Rd	06275	258240
51.	Salauna	06243	267337
52.	Simari bakhtiyar pur	06475	222031
53.	Saharsa	06478	227355 (Enq-223423)
54.	Supaul	06273	223030
55.	Raghopur	06471	250058,250054
57.	Pratapganj	06471	287132
58.	Farbis ganj	06455	222545
59.	Gokhula	06253	271331
60.	Lohana Road	06273	223539

Division: Danapur

Sr. No.	Station	STD code	Number
1.	Jhajha Eng	06349	223142, 87283, 87226(Rly)
2.	Gidhaur	06349	28630, 87297(Rly)
3.	Jamui-SS	06348	232637,232025, 87298(Rly)
4.	Kiul-SS	06346	232028, 233841,86445(Rly)
5.	Lakhisarai	06346	232019, 86431(Rly)
6.	Barahia	06346	251041, 86476(Rly)
7.	Mokama-SS	06132	232349,233500, 86223(Rly)
8.	Barh-SS	06132	242240, 86233(Rly).
9.	Bakhtiyarpur-Enq	06132	226230, 88410, 88409
10.	Khushroopur-SS	0612	2416630, 83557
11.	Fatuah-SS	0612	2440244, 83555, 83219
12.	Patna Sahib-Enq	0612	2616383, 83318(Rly)
13.	Rajendra Nagar	0612	2343655, 83510, 83512
14.	Patna-SS	0612	2224660, 83300, 83307
15.	DNR-STN	06115	232350,232401, 82514
16.	Bihta-SS	06115	252226, 83074
17.	Ara	06182	223311,232128,83851
18.	Bihiya	06181	2234,88209,83852
19.	Raghunathpur	06323	244635,
20.	Dumraon-SS	06323	242705,83828
21.	Buxar-Enq	06183	222046
22.	Buxar-SS	06183	227864,85508
23.	Chausa-SS	06183	283620,85560
24.	Dildarnagar-SS	05497	244225,206 Local
25.	Zamania-SS	05497	252227(e),252745,85520
26.	Jahanabad	06114	223064,88344
27.	Taregana-SS	0612	2434250, 83248
28.	Biharsharif	06112	222306
29.	Rajgir-SS	06112	255227
30.	Shekhpura-SS	06341	223243
31.	Warshaliganj	06324	253027
32.	Nawaha	06324	222412
33.	Tilaiya	06324	263429
34.	Wazirganj	06322	226898
35.	Bela	0631	2461578,88317

36.	Chakand	0631	2471502,88318
37.	Hathidah	06132	262300
38.	Gulzarbagh	0612	2631748
39.	Jhajha/AYM	06349	226143
40.	Hilsa/HLS	06111	253377
41.	Islampur/IPR	06111	257288
42.	Harnaut/HRT	06112	276160,88420

Division: Mughalsarai

Sr. No.	Station	STD code	Number
1.	Manpur	0631	2451024, 9771427924
2.	Gaya	0631	2220069, 9771427923
3.	Kastha/KSTA	0631	2902060, 9771427922
4.	Paraiya/PRY	0631	2902348, 9771427921
5.	Guraru	0631	2902349, 9771427920
6.	Ismilepur/IMGE	06327	233377, 9771427919
7.	Rafiganj	06327	250499, 9771427918
8.	Anugarah narayanRd.	06186	285358, 9771427915
9.	Dehrion son	06184	255963, 9771427913
10.	Sasaram	06184	227544, 9771427910
11.	Chandauli Majhwar	05412	260445, 9794848912
12.	Mugalsarai	05412	255782, 9794848904
13.	Barki Salaiya/BSYA	06332	232477, 9771427926
14.	NaviNagar Road	06332	290110, 9771427927
15.	Japla	06566	222541, 9771427929
16.	Hadarnagar/HDN	06566	232750, 9771427930
17.	Kosiara/KVQ	06562	290307, 9771427931
18.	MdGanj/MDJ	06566	242522, 9771427932
19.	Satvahini/SZF	06561	290060, 9771427933
20.	Utari Road	06561	290059, 9771427934
21.	Karkatha/KRTA	06561	290014, 9771427935
22.	Sigsigee/SQS	06561	290013, 9771427936
23.	CDMR	05412	260445, 9794848912
24.	SYJ	05412	265101, 9794848913
25.	DGO	05412	221757, 9771427903
26.	BBU	06187	223817, 9771427904
27	MTGE	06187	247827, 9771427905
28.	PSE	06187	225370, 9771427906
29.	KTQ	06187	248212, 9771427907
30.	SSG	06164	276182, 9771427908
31.	SSM	06184	227544, 9771427910
32.	Mugalsarai/SM/GAZ	06187	255782, 9794848904 done

Division: Dhanbad

Sr. No.	Station	STD code	Number
1.	Barkakana	06353	254001
2.	Patratu	06353	286600
3.	Ray	06531	261048
4.	Khelari	06531	246237,9771426658
5.	Latehar	06562	290020 WLL
6.	Tori	06565	226867
7.	Chetar	06562	201190 WLL

8.	Richughuta	06565	292008 WLL
9.	Chhipadohar	06567	263428 WLL
10.	Barwadih	06567	288530,9794848770(SS)
11.	Chianki	06562	290523 WLL
12.	Daltenganj	06562	230812
13.	GarhwaRd	06584	262425
14.	Garhwa	06561	222122,9771462997(SS)
15.	Renu kut-SS	05446	252050
16.	Renu kut-Ti		9794848771
17.	Billi Jn.	05445	262562
18.	Chopan	05444	264263
19.	Obradam	05445	268867
20.	DyCYM/OBRA		9794848780
21.	Paprakund	05445	290308 WLL
22.	Magardaha	05445	290310 WLL
23.	Anpara	05446	272131
24.	Krishnasila	07805	276143 WLL
25.	Singrauli-SM	07805	266050
26.	Saktinagar	05446	232588
27.	Dhanbad-Enq	0326	2209879
28.	Dhanbad-SS	0326	2205130
29.	Parasnath	06558	233419,233668
30.	Hazaribagh Rd.-Enq	06557	235774
31.	Hazaribagh Rd.-TI		9771426922
32.	Koderma-Enq	06534	222410,226290
33.	Sindari Town-SM	0326	2350565
34.	Choube	06543	292724
35.	Katrash-SM	0326	2374022
36.	Gomia-SM	06544	261249
37.	Ranchi Road	06553	225409
38.	Barkakana	06553	254001
39.	Barkakana-T.i	9771426998	
40.	Bokaro Thermal	06549	266555

Done

20.8 NGOs

Sr. No.	Place	Name of NGOs		Number
1.	Ara	Lions club	President	06182-239220 done 9472620121
			Secratary	06182-237326 9334530084 done
		Rotary club	President	06182-239371 9431027273
			Secratary	06182-241398 9430090741
		Red Cross	Secratary	06182-242464 9431066670
2.	Begusarai	Lions club	President	06243-242098 9430418498
			Secratary	06243-242615
		Rotary club	President	06243-212427 9973344088
			Secratary	06243-242211,242210
		Red Cross	Secratary	9934084892 9430564382
		Ashirvad Foundation		9431417805
		Bihar Gramin Vikash Parishad		06613-222492
3.	Bettiah	Lions Club	President	06254-232037 9431212037
			Secratary	9431428282 9430571786
		Rotary Club	President	06254-242645 9934703592
			Secratary	06254-233031 232590
		Red Cross	Secretary	9431212220
		Aditya Krishna Seva kendra		9905077056
		Association for awareness development& human rights		06254-243157
4.	Bhagalpur	Lions club	President	0641-2420280 9431872527
			Secratary	0641-2620789
		Rotary club	President	0641-2422126 9431213484
			Secratary	0641-2420922 9304379443
		Red Cross	Secretary	9431431084
		Chetana		9431600445

5	Buxar	Lions club	President	9939604042
			Secratary	06183-225087 9234866004
		Rotary club	President	06183-227698 9304665613
			Secratary	06183-222004 9931070899
		Red Cross	Secretary	9431438020

20.8

Sr. No.	Place	Name of NGOs		Number
6.	Chhapra	Lions club	President	06152-232051,234703 9431216593,232376
			Secratary	9431272783
		Rotary club	President	06152-232732,234535 9835426735,232086
			Secratary	06152-233246 9934406666
7.	Darbhanga	Rotary club	President	06272-225150, 247508
			Secratary	06272-223217, 9431253173
		Red Cross	Secratary	9431219153
		Batohi sewa sansthan		06272288399
8.	Gaya	Lions club	President	
			Secratary	
		Rotary club	President	0631-2430192 9431271505
			Secratary	0631-2222297 9934615607
		Red Cross	Secratary	9431225404
		Avidya Vimukti sansthan		0631-2200371,2200872, 99392399773
9.	Hajipur	Lions Club	President	9934045757
			Secratary	9431091909 9204055909
		Rotary Club	President	06224-273090, 275785
			Secratary	06224-265707 9431057723
		Red Cross	Secretary	9431055071
10.	Muzaffarpur	Lions club	President	0621-2274436 9334470159
			Secratary	0621-2261010 9334448910
		Rotary club	President	0621-2244881 9534717676
			Secratary	9334900211
		Red Cross	Secretary	9431266809
11	Nawadah	Lions club	President	
			Secratary	
		Rotary club	President	06324-320664 9431832491
			Secratary	06324-210590 9431476740
		Red Cross	Secretary	9431227067

20.9

Sr. No.	Place	Name of NGOs		Number
12	Patna	Lions club	President	9835254005,0612-2224562, 9304896836.
			Secratary	9835008402
		Rotary club	President	0612-2353163, 0612-2236407 done 9334111437
			Secratary	0612-6955825 9334101859
		Red Cross	Secratary	0612-2226267, 2234869
		Action group for citizen rights	----------	06182-282166
		Asian development research institute.	---------	0612-2265649,2267102.
13	Purnia	Lions club	President	9431269600
			Secratary	06454-234024 9431291284
		Rotary club	President	06454-240433 9431230975
			Secratary	06454-242647 9431205721
		Red Cross	Secratary	06454-244211 9431625246
14	Sitamarhi	Lions Club	President	06226-251245 9431405308
			Secratary	06226-250112 9431240077
		Red Cross	Secretary	06226-252056 9431241088
15	Samastipur	Rotary club	President	9771428502
			Secratary	-
		Red Cross	Secretary	9835095956
		Bihar Gramya Sewa Sansthan	----------	9431219631
16	Saharsa	Rotary club	President	06478-225280 224937,9431668609
			Secratary	06478-223375 9470052748
		Red Cross	Secretary	9431243019
17.	Sasaram	Rotary club	President	06184-222532 221100
			Secratary	
		Red Cross	Secretary	9431031352

18	Dhanbad	Lion's club	President	9835122325,9431191661,9835513716, 9334675182.
			Secratary	0326-2310428
19	Garhwa	Lion's club	President	9334775013 9431336022
			Secratary	9431775361
20	Daltonganj	Lion's club	President	9430188122
			Secratary	9431138769
21	Aurangabad	Rotary club	President	06186-223466 9431223766
			Secratary	06186-222994 9431270562
		Red Cross	Secretary	9431068785
22	Khagaria	Lions Club		06244-223099
23	Sahpurpatori	Lions Club		06278-212084(o), 212784®

20.10 (A) Rotary Club BIHAR & JHARKHAND Chief (DISTRIC GOVERNOR)

DR. LAL BHADUR SINGH
District governor
A-122, Rajnigandha Appartment
Sadaquat Ashram
Patna – 800010
Ph No: - 0612-2262540(o) 2263269®
Mobile; - 9835065250, 9334388999

(A) Lions Club BIHAR & JHARKHAND Chief (DISTRIC GOVERNOR)

DR. RAM KRISHNA
District governor
Ambaultra scan
Mahabir Tola
Ara-802301
Ph No: - 06182- 222431(o), 239356®
Mobile:- 9835233146,9431852618

(C) Red Cross Bihar State Branch (Director)

Shri S.P. Singh
Honarary Director
Bihar State Branch
Indian Red Cross Society
Ph No: - 0612- 2201035/6/7, 2226267 (o), 586043 ®
Fax No: - 2234869,2238374,2232868
Mobile: - 9334164031, 09431012794

(B) Red Cross Jharkhand State Branch (Director)

Shri R.N.Mohanty
Honarary Director
Jharkhand State Branch
Indian Red Cross Society
Raj Bhawan
(Ranchi)
Ph No: - 0651- 2283468(o), 2284633 ®
Fax No: - 2201101,2283465/6/7
Mobile: - 09431381193

20.10. HIRING OF HELICOPTERPAWAN HANS HELICOPTER LTD.

ADHOC CHARTERS RATES (IN RUPEES)

SEATS	DAUPHIN SA 365 N	DAUPHIN AS 365 N3	ROBINSION 44	MI 172	BELL 206L4/ 407
Capacity	(10 PAX)	(10 PAX)	(3 PAX)	26 (PAX)	(6/5 PAX)
Hourly Charges (with a minimum charge for one hour)	82250	84,450	27,550	1,40,750	49,450
Waiting Charges					
-Forfirst2 Hrs	NIL	NIL	NIL	NIL	NIL
-Foreach Subsequent Hr	2,000	2,000	1,000	3,000	1,500
-when average flying3Hrs in a day	NIL	NIL	NIL	NIL	NIL
TA/DAfor crewfor each overnight halt	10,000	10,000	5,000	15,000	10,000

Note:

- Inland Air Travel Tax @ 15% if applicable will be charged extra.
- The above rates are applicable ex-Delhi/ex-Mumbai and back.

LONG TERM LEASE RATES
These rates can be provided on request at the telephone Numbers given below.
Mumbai Office:
GM (Western Region) : Tele# 91-022-26106210 Fax:022-26113812
Mobile: 9820084149

DGM (OPS) WR Tele Fax: 91-022-26183293 Fax: 022-26113812
Mobile: 9820125181
Dy. Manager (Mktg) WR : Tele#91-022-26125030 Fax: 022-26113812

Delhi Office:

Sr Manager (Marketing): Tele#91-011-2463273 Fax: 91-011-24602596
GM (Northern Region) :Tele#91-011-24615711Fax: 91-011-24611801
Mobile: 981100-9418 DGM (OPS) NR Tele# 011-24618372
Mobile: 9811041597

20.11. LIST OF PARAMILITARY FORCES WITH CONTACT NUMBER

City	Desig	STD Code	Tele (Off.)	Tele (Res.)	Fax
CISF					
Delhi	DG	011	24361125	26886721	24361202
Delhi	IG (Hq)	011	24362553	24361202	-
Delhi	AIG	011	24363059	24104946	-
Patna	IG	0612	2273501	-	2273433
Patna	AIG	0612	2275968		2273433
Patna	DIG	0612	2273423	2596036	2273433
Barauni	DC (HFCL)	06243	265315	265315	265305
Chandrapura	DVC	06540	252214	-	-
Dhanbad	CCWO	0326	2222642	9431121690	2222694
Dhanbad	CO (BCCL)	0326	262605	203098	-
Ranchi	CMD	0651	2230153	2408883	2409344
Ranchi	CISF Control Room	0651	2409344	-	-
PAC					
Varanasi	DIG	0541	25028866	-	2501264
Allahabad	Commandant	0532	2233293 2633293	2233282	2633293
Gorakhpur	Commandant	0551	2281324	2281323	2281324
Mirzapur	Asstt. commandant	05442	245293	245710	255695
Mughalsarai	Commandant	0542	2668228	2668227	-
Home Guards					
Luckhnow	DG	0522	2451388	2539250	-
CRPF					
Gaya	Commandant	0631	2222927	2421067	2229544
Muzaffarpur	DIG	0621	2245572	2241522	-
Aurangabad	Commandant Navinagar	06186	222346	9431815863	-

NCC					
Sasaram	NCC Bare Camp	06184	222084	-	-
Sasaram	Commanding Officer		9431291215		
Aurangabad	NCC 13th BTH	06186	223125	-	-
Gaya	Commanding Officer	0631	220270	-	-

BMP					
Dehri on sone	Commandant -2	06184	250121(r	253224(0	
Gaya	Commnandant-18	0631	2420004	2400840	9430208597
Territorial Army					
Muzaffarpur	Jat Regiment (TA) Mob-9431238451	0621	2215198	-	
Gaya	Army Exchange	0631	2423420	-	-
Gaya	Brigadier ASC	0631	2436103	2436107	-

MINISTRY OF HOME AFFAIRS (CENTRAL GOVERNMENT)

DISASTER MANAGEMENT DIVISIONS
NORTH BLOCK,
MHA CONTROL ROOM
NEW DELHI
TEL NO.—011-23092923,23093054,23092885,23093897
FAX NO.- 23093750,23092763
HOTLINE:- 91-11-23063054

MINISTRY OF DISASTER MANAGEMENT (BIHAR GOVERNMENT)

CHIEF SECRETARY
DISASTER MANAGEMENT DEPT.
TEL NO.- 0612-2215500(o), 2282054®, Fax-2217786
MOBILE- 9431800732

ALOK KR. SINHA
RELIEF COMISSONER
DEPT. OF DISASTER MANAGEMENT
TEL NO.- 0612-2225786
MOBILE- 9835478755
TELEFAX- 2221945
EMERGENCY OPERATION CENTRE:- 0612-2226305,0612-2225786(FAX)
Control Room- 6452572, 2217305(Fax)

Chapter- 21

21. TELEPHONE NUMBERS OF STATE ADMINISTRATION

21.1 BIHAR GOVT.

Patna (0612)

Authority	Office	Residence	Mobile
Chief Secretary	2215804 **FAX-** 2217085 2222983	2217076 2207644	9473191193
Home Secretary	2234518 2217955 2217983(F)	3209302 2281795	9431821919 9473191457
Secretary Health	2215809 2217608(F)	2280606	9473191451
Chief Secreatry,Disaster Management	2215600 2217786(F)	2215070	9431800732
Secretary ,Transport Dept	2546449 2546212(F)		9471002795
Transport Dept, Office	2282556	2674502	
Weather Warning Office	2226556 2222785		
DGP	2217833 2217877 Fax- 2230033 2207708	2291877 2282379	9431602301 9431602303
ADG Rly	2215427	2205455	9431818996
IG Rly	2222427 FAX- 2222427	2210796 2252826	9470001380
SRP/Patna	2223324	2231868	943180012
GRP/PNBE	2231968		9431822694
Control Room Police	2215286 2215516 2215058 2215822 2230033FAX 2207208FAX	2201978 2201975	9431024897 9431081005
Control Room DM	2224810 2219810 2219234	2220234	9431000675
Control Room Railway	06224-(code) 272845 276914 274750. 274450 276177		
Army ssistant/Danapur	2420365		
Army Assistant/New Delhi	23017897	25686071	9810856633

Fire Brigade, S.F.O	2631800 2217467 2222223	2523679 225290	9431448273
Doordarshan/Patna	2227541 2227794FAX	2214966	9431016859
Akaswani/Patna	2225305 2202560 2225305FAX	2222499	9431023458 9934293148
PTI	2522952 2525151FAX	2522953	09431645663 09006537111

21.2 JHARKHAND GOVT.**Ranchi (0651)**

Authority	**Office**	**Residence**	**Mobile**
Chief Secretary	2400240	2281979	3470135270 9431107411
Home Secretary	2400220	2444088	9431171117
Secretary Health	2491033	2281441	9939607602 9835150819
DGP	,2400737 Fax-2400738	2360216 2360536	9431707077 9431172045
IG Rly	2490548	2442811	9431397330 9431115895
DIG (Rly)	2462217	2443212	9431132700
SRP/Dhanbad	2312559	2310250	9431706117
SRP/Jamshedpur	0657-229011, 2293311	2243109	9431303400
SRP/Ranchi			
Control RoomDM Ranchi	2301001		
Army Assistant/New Delhi	23017897	25686071	9810856633

21.3 UTTAR PRADESH GOVT. Code-**(0522)**

Authority	**Office**	**Residence**	**Mobile**
Chief Secretary	2215056,2238212, 2621599 **Fax-**2239283	2239461 2237299	9415003319
Home Secretary	2238291,2239279, 2215061 **Fax**-2238409	2236991	09154405001 09454405001
DGP	2206104 **,**2206901 **Fax-**2206120 2206174	2208085	9454400101
DGP Control	2208596 2206901		
IG/LKO	2393300, 2393350	2235399	9454400212
IG Rly	2287083 **Fax-**2287241	2306171	9454400171
DIG (Rly)	2287255	2394737	9454400236
Control Room DM	2623912 2614700	2230099(F)	9451005000
Control Room	2287241		9454402544

Railway			
Army Assistant/New Delhi	23017897	25686071	9810856633

21.4 MADHYA PRADESH GOVT. Code- **(0755)**

Designation	**Office**	**Residence**	Mob-
Chief Secretary	2441370 2441848 **Fax-** 2441751	2441350 2441351	
Dy. Secretary	2441085 **Fax-**2441751	2441145	
Secretary (CM's Secretariat)	2441892	2441514	
Secretary (CM's Secretariat)	2441386 **Fax-**2556634	2466153	
Principal Secretary (Home)	2441619 **Fax-**2441714	2441771	
DG (Police)	2443500 **Fax-**2443501	2443551	9893190703
ADG (Railway)	2773405 **Fax-**2773405	2443456	9425032333
IG (Railway)	2770652 **Fax-**2770652	2443434	9425053434
Principal Secretary (Information and PR)	2556831 **Fax-**2550358	2430188	9425150651
Principal Secretary (Medical, Health & FP)	2441424 **Fax-**2441424	2441681	

Chapter- 22

TELEPHONE NUMBERS OF RLY ADMINISTRATION FOR ENQUIRY AND TO RECEIVE ANY INFORMATION REGARDING ACCIDENT

Telephone numbers of officials to be contacted by civilian in case of serious accident for any enquiry, providing help & early rescue to the injured passengers and for restoration:

Zonal Headquarter of East Central Railway Hajipur (Code 06224):

Design.	**Office**		**Residence**
	BSNL	**Mobile**	**BSNL**
GM	274728 **Fax-**271513, 274738	9771425001	0612-2300100
AGM	272137 **Fax-**272707	9771425002	0612-2355898
CSO	272874 **Fax-**271037	9771425940	0612-2355645
COM	272691 **Fax-**276210	9771425900	0612-2205353
Dy CE/S	274840	9771425942	06115-232336
Dy CEE/S	274840	9771425945	
Dy CSTE/S	274771	9771425941	0612-2591860
Dy COM/S	277041	9771425943	-
AME/S	-	9771425944	-
Emergency Control	276914, 272845	9771460837	9771463929

Divisions of East Central Railway

Mughalsarai Division (Code 05412):

Design.	**Office**		**Residence**
	BSNL	**Mobile**	**BSNL**
DRM	255298 **Fax-**254219	9794848000	255239
ADRM	255800 **Fax-**255800	9794848001	255830
Sr.DSO	255502 **Fax-**255502	9794848907	255503
Sr. DOM	255263 **Fax-**255291	9794848900	254953
Chief Controller	255291	9794848914	

Dhanbad Division (Code 0326):

Design.	Office		Residence
	BSNL	**Mobile**	**BSNL**
DRM	2220338 **Fax-**220519	9771426000	2220700
ADRM	2220500 **Fax-**220500	9771426001	2311015
Sr.DSO	2220531 **Fax-**220519	9771426901	2220310
Sr. DOM	2220532 **Fax-**220207	9771426900	2220557
Chief Controller	2220526	9771426990	

Danapur Division (Code 06115):

Design.	Office		Residence
	BSNL	**Mobile**	**BSNL**
DRM	232465 **Fax-**232465	9771449000	231355
ADRM	232523 **Fax-**232523	9771449001	230806
Sr.DSO	232248 **Fax-**232248	9771449901	232248
Sr. DOM	232247 **Fax-**232247	9771449900	231166
Chief Controller	232458		

Sonpur Division (Code 06224/06158):

Design.	Office		Residence
	BSNL	**Mobile**	**BSNL**
DRM	221638 **Fax-**272314	9771429000	221628
ADRM	221651 **Fax-**273254	9771429001	221626
DSO	221661 **Fax-**232248	9771429904	221648
Sr. DOM	221653 **Fax-**273235	9771429900	221635
Chief Controller	275764, 222260	9771429943	

Samastipur Division (Code 06274):

Design.	Office		Residence
	BSNL	**Mobile**	**BSNL**
DRM	222217 **Fax-** 234717	9771428000	222218
ADRM	222014 **Fax-**222217	9771428001	222159
Sr.DSO	225291	9771428904	225292
Sr. DOM	222611 **Fax-**222848	9771428900	222606

Chief Controller	222848, 220810		

23. ARMY ASSISTANCE
&
NOMINATED OFFICIALS TO CONTACT

For seeking urgent assistance from any of the wings of armed force. (Air Force, Navy and Army). The nodal officer is Director (Operational Logistics) Hq Integrated Defence Staff at New Delhi. Telephone numbers of Brigadier Ravi Sharma, Director (Operational Logistics). Ministry of Defence are:

011-2301789 (Off.); 011-25686071 (Resi.); 9810856633 (Mobile).

He may be directly contacted at the above mentioned telephone number for seeking any kind of assistance including air support by **GM/DRM/CSO**, in case of Railway Disaster. The nodal points for various HQ that can be contacted for seeking assistance in case Railway Disasters are as under:-

a) Naval HQ (War Room, Dir of Naval Operation). New Delhi-011-23017616
b) Duty Officer (Maritime Operations Centre) Hq WNC, Mumbai-022-22630550
c) Duty Officer (Maritime Operations Centre) HQ ENC, Visakhapatnam-0891-2577240
d) Duty Officer (Maritime Operations Centre) HQ SNC, Kochi-0484-2662793

(Authority IDS/Ops/Ops Lgs/31004 dated 23 June, 03) Singed by Shri S. K. Khurana, Wing Commander Joint Director (Operational Logistics)

DIVISION WISE CONTACT NO. FOR ARMED FORCES

Division	STD Code	Number
Sonepur	06224	Col GS Danapur Sub Area, 0612-2421487
Dhanbad	0326	Col GS Ramgarh Sub Area, 06553-222177,224928
Mughalsarai	05412	Col GS Allahabad Sub Area, 0532-2621854
Samastipur	06274	S Col GS Danapur Sub Area, 0612-2421487
Danapur	06115	Col GS Danapur Sub Area, 06115-221487(o),225814®
Danapur	06115	C.O,Danapur 06115-227277,227278,227279

Chapter-24

24. LIST OF EARTH MOVING EQUIPMENT IN THE VICINITY

S.N.	Name of owner	Address	List of equipments available
1.	R.K.Automobiles	Opp.1 No. Gate Bus Stand,Mithapur Patna-1	Poclain-1 no., Buldozer JCB-1 no. Dumper-1 JCB-1 no. Pay loader-1 Road Crance-1 no. (12T
1.	Shri Vijay Kumar Sharma	Bhagwanpur Chowk, Near Midway Hotel, NH road, Muzaffarpur Phone No-9431238113, 9801660263	Pay loader-1 no. (710 kg) Dumper-8 no. (12 T) Hydraaulic tractor-5 no. (150 cft) Air compressor-1 no Generator-1 no.(150 KV) Road Crane-2 no. (10T)
2.	Shri Sitesh Kumar Singh, Mb. No.-9308801200	S/o Shri Ram Vinod Singh, Bhagwanpur Chowk, Reva road, Muzaffarpur Phone No-9430864518	Dumper-1 no. (5T) JCB-02 no. (710 kg) Road Crance-1 no. (12T) Roller-01 no.
3.	Ujjain Engicon Pvt Ltd	Harendra Kishore Singh, Muzaffarpur, Phone no.-9431212145	JCB-1 no.
4.	State Govt.	Mayor, Nagar Nigam, Muzaffarpur	JCB-1 no.
5.	State Govt.	Administrative Officer Nagar Nigam, Hajipur	JCB-1 no.
6.	Shri Jitender	Patna Phone No.-9431127414	Poclain-1 no. JCB-1 no.
7.	NHAI/Gaya	Through DM Gaya	Buldozer
8.	NHAI/ Aurangabad	Through DM Aurangabad	Buldozer
9.	NHAI/Bhabhua	Through DM Bhabhua	Buldozer
10.	CMD BCCL	0326-2230112, 2230152	Payloader, JCB, Poclain
11.	Director Operation BCCL	0326-2230163, 206304 (R)	Payloader, JCB, Poclain
12.	GM, Govindpur, Area	0326-2392162, 2392013/542(R)	Payloader, JCB, Poclain
13.	CGM, Katras Area	0326-2372823 2331259(R)	Payloader, JCB, Poclain
14.	GM, Sijua Area	0326-712204, 712417(R)	Payloader, JCB, Poclain
15.	GM Pootki-Balihari Area	0326-2330215, 2330301 (R)	Payloader, JCB, Poclain

16.	GM, Lodna Area	0326-1901586, 2381464 (R)	Payloader, JCB, Poclain
17	GM, Eastern Jharia Area	0326-23200184, 2320079 (R)	Payloader, JCB, Poclain
18	GM, Western Jharia Area	0326-2273445 2307738 (R)	Payloader, JCB, Poclain
19	Sri R.P. Singh Rampur Dumra, Mokamah	06133-261268, 9835231168	Dumper-08, JCB-02, Poklin-02
20	M/S Sahil Construction C/o Ajay Kumar Gupta Radha Hira Place B6 Dakbunglow Road Patna-1	0612-2223810	JCB-01, Poklin-01

Chapter-25

25. Fastest approach to accident site

Section	Ex. Patna Junction	Ex. Hajipur
Division- Danapur		
Jhajha- Kuil	Rail	Rail
Kiul-Mokama	Rail	Rail
Mokama-Patna	Road	Road
Patna-Ara	Road	Road
Ara-Buxar	Rail	Rail
Patna-Gaya		
Patna-Punpun	Road	Road
Punpun-Jehanabad	Rail	Rail
Jehanabad-Gaya	Rail	Rail
Fatuha-Islampur	Road	Road
Kiul-Gaya	Rail	Rail
Bakhtiyarpur-Rajgir	Road	Road
Mokamah-Rampurdumra-Barauni	Rail	Rail
Sonpur Division		
Golden Ganj-Barauni (Via-Sahpurpatori)		
GoldenGanj-Hajipur	Road	Road
Hajipur-Barauni	Rail	Rail
Barauni-Katihar	Rail	Rail
Hajipur- Samastipur-Barauni		
Hajipur- Muzaffarpur	Road	Rail
Muzaffarpur -	Rail	Rail
Samastipur	Road	Road
Samastipur-Barauni	Rail	Rail
Mughalsarai Division		
Manpur-Mughalsarai		
Manpur- Sasaram	Rail	Rail
Sasaram- Mughalsarai	Rail	Rail
Sonnagar-Garwa Road	Rail	Rail
Samastipur Division		
Samastipur –	Road	Road
Darbhanga	Road	Road
Sugauli- Raxaul	Rail	Rail
Muzaffarpur-	Rail	Rail
Narkatiyaganj		
Narkatiyaganj-Panihanwa	Rail	Rail
Darbhanga -Barganiya	Rail	Rail
Barganiya-Narkatiyaganj	Rail	Rail
Sakri Jn.- Jaynagar	Rail	Rail
Bhiknatori-Narkatiyaganj	Rail	Rail

Banmankhi-Bihariganj	Rail	Rail
Mansi Jn. – Purnia-Katihar	Rail	Rail
Forbis ganj - Saharsa	Rail	Rail
Darbhanga- Sakri	Rail	Rail
Jhanjhharpur-laukha Bazar	Rail	Rail
Dhanbad Division		
Pradhankhunta-Chaube	Rail	Rail
Chaubey -Gaya	Rail	Rail
Dhanbad – Patherdih	Rail	Rail
Dhnbad- Sindri Town	Rail	Rail
Dhanbad-Chandrapura	Rail	Rail
Garwa Rd.- Chopan	Rail	Rail
Chopan- Mehdaiya	Rail	Rail

Note:-

1. Final preparation of fastest approach by rail or road is under consideration of Engg. Department in which it has been planned to show the rail lines and approach road if available at each station on getting the same, this will be relaced by that map/ Date.

2. While rushing by rail / road this may be supported by rail / road at convenient point for fastest approach to accident site.

26. Policy Letters

GOVERNMENT OF INDIA MINSTRY OF RAILWAYS (RAILWAYBOARD)

No. 2002/Sec. (Cr.)/45/47 New Delhi, Dated 11.12.2002

To
The Home Secretary, Govt. of India,
Ministry of Home Affairs, North Block,
New Delhi.

Sub: Expeditious clearance by the state police in a case of Railway accident.

Sir,

Your kind attention is invited to the subject mentioned above. In a case of rail accident involving loss of human lives or injuries to the passengers, railway administration does everything possible to render necessary assistance and succor to them. Efforts are made to rush rescue and medical apparatus to the site of accident without losing any time as the first few hours are very crucial.

But is has been noticed that rescue operations are hampered due to delayed, and at times, reluctant clearance by the State Police. This was evident in the recent Rajdhani Express in Bihar when it took them unduly long time to complete the formalities.

It may be pertinent to mention that there are two different tasks to be tackled on war footing, namely (a) Rescue and (b) Restoration

(a) As regards rescue operations, they cannot obviously wait till legal formalities are completed as they involved saving human lives. But it appears that there is some confusion regarding the urgency of undertaking rescue operations. I would request you to reiterate instructions to the state Govt. on this point so that there is no delay in starting rescue operation. Needless to handling the situation. Besides providing medical aid, other facilities, which may be necessitated by circumstances at the site of the accident, may also be extended by them expeditiously.

(b) As regards restoration of railway traffic, rule-provide that this can be taken up only after the clearance by the local police or GRP. In this regard it would be relevant to point out that a large number of passengers are unduly inconvenienced by disruption of rail traffic. It would, therefore, be in the best interest of the passengers to restore the rail traffic as fact as possible. But, it clearance, consequently delaying the restoration operations.

I would, therefore, request you to issue necessary instructions to the State Govts. to expedites clearance certificate in the event of a rail accident, so that normal traffic can be restored without avoidable delay.

Sd/-
(Dr. A.K. Pandey)
Director General/RPF,
Railway Board

GOVERNMENT OF INDIA
MINSTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2002/Sec. (Cr.)/45/47 New Delhi, Dated
March, 27, 2003

The General Managers

Sub: Clearance by State Police incase of railway accidents due to suspected sabotage.

Ref: Ministry of Home Affairs letter no. VI-24022/II2002-PM-1dt. 24.12.2002 addressed to Home Secretaries of all States (Copy enclosed)

The issue of expeditious clearance by the State Policy in case of Railway accidents, where sabotage is suspected, has been engaging Ministry of Railways (Railway Board)'s attention for a long time. It is noticed that sometimes rescue operations are hampered due to delayed and reluctant clearance by State Police.

2. It is pertinent to mention that there are two different tasks to be accomplished on war footing after a railway accident involving human lives is concerned i.e. a) Quick Rescue Operation; and b) Restoration of Rail Traffic. It is clarified that incase of railway accidents, permission of the State Government or clearance of the police is not required for launching rescue operations for the purpose of saving human lives which inter alia may also involve handling/shifting the rolling stock (locomotives, wagons and coaches) for extricating the trapped passengers. However, police clearance is required for restoration works at the site of accident, if sabotage is suspected.

3. To avoid any delay in launching the rescue operations for saving as many human lives as possible and for early restoration of rail traffic, the above issue has been taken up with the Ministry of Home Affairs. Consequently, Ministry of Home Affairs vide their letter ibid have directed the Home Secretaries of all States to issue suitable instructions to the concerned authorities for taking prompt action and to expedite clearance certificate in the event of a rail accident, when sabotage is suspected.

4. The contents of this letter may be widely published among the railway officer/staff and displayed in all ARTs/ARMEs so that a general awareness created amongst all those engaged in rescue activities.

5. This letter supersedes the Railway Board's letter of even number dt. 07.02.2003.

Sd/-
(ATUL PATHAK)
Director/Crime Prevention,
Railway Board

Sample Format for Drawal of cash from Station Earnings

NE-G. 17 A	N.E. –G 17A
Book No……. STATIONPAY ORDER NO……. Dated…….2003 To, The Station Master Pay to……. Rupees (in words)……. ……. ……. On account of……. ……. Rupees…… Chargeable to…… Case No…… Accountal in Inward Delivery (Local/Foreign)Book No……. Page No……. Accountal in open Delivery register (Local/Foreign) Book No……..Page No……. Signature…… Designation…… Amount to be shown in wards.	Book No……. STATIONPAY ORDER NO……. Dated…….2003 To, The Station Master Pay to……. Rupees(in words)……. ……. ……. On account of……. ……. Rupees…… Chargeable to…… Case No…… Signature…… Designation…… Accountal in Inward Delivery (local/Foreign)Book No……. Page No……. Accountal in open Delivery register (Local/Foreign)Book No……. Page No……. Received Payment of the amount stated above. Signatureof Payee…… Signatureof witness…… (In case of Payment to illiterate person only) Date…… Stamp Signature of Station Master (See instruction) Amount to be shown in wards.

Sub: Claims for ex-gratia relief under sections 124 and 124-A of the Railways Act, 1989.

I request for payment of Ex-gratia for which required particulars are given as under.

SN	Required Information	Furnished Information
1.	Name of the person injured/dead	
2.	Marks of identification	
3.	Father's name of person injured/dead(husband's name in case of married woman or widow)	
4.	Full address of the injured/dead	
5.	Approx. Age of the person injured/dead.	
6.	Place of accident& Date of accident	
7.	Name of the train involved.	
8.	Class of travel, Ticket submitted or not, ticket no.	
9.	Local address of the applicant	
10.	Local address of the applicant	
11.	Relationship with deceased/injured.	
12.	Amount of compensation claimed	

- Above information is true to the best of my knowledge . For any false information detected later on I am liable to refund ex-gratia taken and also to be penalized.

Dated…….Sign./LTI of injured ……Sign/LTI of applicant…….

13.	Death/nature of injures sustained-Certified by Rly. Doctor.	
14.	Name and designation of Rly. Doctor certifying death/Grievous/Simple injury.	
15.	Name and designation of Rly. Authority certifying genuinity of tickets presented by applicant (DCM/ACM/DCI).	
16.	Name and designation of Rly. Authority (Sr. DPO/APO) certifying genuinity of claimant (collect photo/take photo of applicant).	
17.	Amount sanctioned and paid.	

Received by Applicant Rs. ……/- Sign/LTI of injured applicant……
…….

Sign Rly. Doctor……. Sign. DCM/ACM/DCI……. Sign Sr. DPO/APO…….

(Payment should be sanctioned/arranged preferably on the spot by a senior scale or higher officer)

Section 320 of IPC

" Grievous hurt" has been defined in Section 320 of IPC as under:-

320 Grievous hurt - The following kinds of hurt only are designated as "**Grievous**".

First - Emasculation.
Secondly - Permanent privation of the sight of either eye.
Thirdly - Permanent privation of the hearing of either ear.
Fourthly - Privation of any member or joint.

Fifthly - Destruction or permanent impairing of the powers of any member or joint.
Sixthly - Permanent disfiguration of the head or face.
Seventhly - Fracture or dislocation of a bone or tooth.
Eighthly - Any hurt which endangers life or which causes the sufferer to be during the space of twenty days in severe bodily pain, or unable to follow his ordinary pursuits.

The Railways Act, 1989:

123 (b) "dependent" means any of the following relatives of a deceased passenger, namely

(i) The wife, husband, son and daughter, and in case the deceased passenger is unmarried or is a minor, his parent.
(ii) The parent, minor brother or unmarried sister, widowed sister, widowed daughter-in-law and a minor child of a predeceased son, if dependant wholly or partly on the deceased passenger.
(iii) A minor child of a predeceased daughter, if wholly dependant on the deceased passenger.
(iv) The paternal grand parent wholly dependant on the deceased passenger.

124-A
Explanation – For the purposes of this section, "passenger" includes-

(i) a railway servant on duty, and
(ii) a person who has purchased a valid ticket for traveling, by a train carrying passengers, on any date or a valid platform ticket and becomes a victim of an untoward incident.

Note: For officers on site

1. For other than minor, check train ticket/platform ticket/pass (if Railway employee) If ticket not furnished then make such enquires as can be reasonably made on the spot. For minor, claim valid if dependant/ person accompanying minor holds ticket. However, in case of minor claim will be paid to the parent of the minor only.
2. Claim is valid if injured passenger himself claims of authorizes an agent who applies for ex-gratia.
3. In case of death, check if claimant is dependant as defined in 123 (b) of Railway Act Dependant's claim may be verified by documents which may include Mukhiya's certificate and Thana's confirmation of make such enquires as can be reasonably made on the spot.
4. It is advisable to take photograph of injured passenger, injured passenger with claimant, dead body with claimant.

Information by medical on injured/ dead persons:

1. Casualties:
   a) No. killed. :
   b) No. grievously hurt. :
   c) No. with simple injury. :
   d) No. with trivial injuries. :
2. Timings of the arrival of the first Doctor. :
   (Rly. or other Doctors subsequently)
3. Timings of:
   a) The receipt of the accident message at the Station where Medical van is stabled :

b) Dispatch of the Medical Van from that Station :
c) Arrival of the Medical Van at site :
d) Departure of Medical Van with the injured from the site :
e) Arrival of the Medical van with the injured at the Hospital/Station :
f) Admission of the patients into the Hospital :

4. a) Details of the Medical Aid rendered and whether any Surgical treatment resorted to at site :
b) Give reasons for delay in rendering Medical Aid :

5. Whether any pain relieving drug administered such as Morphia and if so to how many ? :

6. Disposal of the injured and the dead with timings :

7. List of casualties (Dead/injured) with details of, names, their address and particulars of admission and discharge in various Hospitals till the date of injury. :

8. a) Did you receive full co-operation from the Doctors of the Civil Hospital? :
b) If not, where was the failure? :

9. What difficulties have been encountered while dealing? With the injured. :

10. Have you any suggestion to make to improve the methods of rendering Medical Aid to the injured. :

Signature of Doctor
(With Name & Seal)

EMERGENCY LANDING FACILITY OF SMALLPLANE/HELOCOPTER

Place	Small Plane Landing facility	Helicopter Landing facility
Patna	Yes	Yes
Nalanda,Bihar Sharif	Yes	Yes
Gaya	Yes	Yes
Buxar	Yes	Yes
Jahanabad	No	Yes
Chapra	Yes	Yes
Gopalganj	Yes	Yes
Muzaffarpur ,Patahi	Yes	Yes
Sitamarhi (Dumra)	Yes	Yes
WestChamparan, Betia	Yes	Yes
Saharsa	No	Yes
Madhepura	Yes	Yes
Purniea, Chunapur (Defence)	Yes	Yes
Katihar ,Baghdogra (Defence)	Yes	Yes
Bhagalpur	Yes	Yes
Begusarai	Yes	Yes
Khagaria	No	Yes
Lakhisarai	No	Yes
Darbhanga(defence)	Yes	Yes

For availing any facility of landing of small plane or Helicopter, at above locations except those which are controlled by **Defence,**concerned **District Magistrate** may please be contacted as these are under the direct control of district administration.