



# East Central Railway Danapur

**DISASTER MANAGEMENT  
PLAN,**

**2020**

**E.C.RAILWAY, DANAPUR**

**PART - 'A'**

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## **1. GENERAL DEFINITION**

A Disaster is a sudden calamity leading to deep distress affecting men and machinery.

### **1.1 DEFINITION OF RAILWAY DISASTER**

“Railway Disaster is a serious train accident or an untoward event of grave nature, either on the railway premises or arising out of railway activity in that area, due to natural or man-made causes, that may lead to loss of many lives and/ or grievous injuries to a large number of people, and/ or severe disruption of traffic, necessitating large scale help from other Government/Non-government and Private Organizations.”

(Railway Board’s letter No.2003/Safety (DM)/6/2 Pt. New Delhi, dated 06.01.09)

No yardstick as to the quantum of loss is available till date on the basis of which a train accident can to be called a disaster .A general guiding concept in this regard can be that it should be a serious train accident involving a substantially high number of casualties , or a major disruption of traffic .

### **1.2. Authorized officer 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 GM. If the accident is declared as a disaster, all instructions as contained here in the disaster management plan would automatically come in to force, and officers and staffs of all department would take action as laid down in this book.

### **1.3 Types of ‘Disaster’**

A Disaster may be:

Natural: Flood, Cyclone, Earthquake, Drought.

Manmade: Chemical/Nuclear leaks, Accidents (Air, Rail, Road, Water)

### **1.4 Train accidents: The following classes of train accidents normally cause disasters.**

#### **a) Collision:**

Class A1 – Collisions involving a train carrying passengers , resulting in loss of human life and/or grievous hurt and/or damage to property to the value of Rs. 2,00,00,000/- or over and or interruption to any important through line of communication for at least 24 hours.

#### **b) Derailment:**

Class D1 - Derailment of a train carrying passengers resulting in loss of human life and/ or grievous hurt and/ or damage to property to the value of **Rs. 2,00,00,000/-** or above and/ or interruption to any important through line of communication for at least 24 hours.

#### **c) Fire in train :**

Class B1 – Fire or explosion in a train carrying passengers resulting in (i) loss of human life and /or grievous hurt and/or (ii) damage to Railway property of the value exceeding **Rs. 2,00,00,000/-** and/or (iii) interruption of any important through line of communication for at least 24 hours.

#### **d) Level Crossing accidents: -**

Class C1- Trains carrying passengers running into road traffic and/or road/traffic running into such trains at manned level crossings resulting in (i) loss of humanlife and/or grievous hurt and/or (ii) damage to Railway property of the value exceeding **Rs. 2,00,00,000/-** and/or (iii) interruption to traffic is more than the threshold.

1.5 **In addition to what are laid down in the Accident Manual of a Zonal Railway, or other Manuals, the concerned Hd. Qrs. as well as Divisional level officials will ensure that instructions given below are also followed strictly:**

**II. Planning at Control on occurrence of the Accident:**

- 1.1 In case of a passenger train accident, DM, SP and other authorities need to be contacted in addition to concerned railway officials. List of BSNL telephones both, office and residence of authorities is enclosed as Annexure- 01. It is to be updated regularly by Sr. DSO. For guidance, system maps of Danapur division and ECR showing District boundaries have been enclosed at the outset.
- 1.2 At the time of accident, much time is lost in approaching station by road due to lack of knowledge of local roads. To overcome the problem necessary plans showing road approaches to railway tracks over the division have been prepared and are made available with the Dy. Controller (C). This is to be updated regularly by Sr. DEN/C.
- 1.3 Locations and BSNL/Mobile Nos. of hospitals/ nursing homes with ambulance and Blood Banks are enclosed as Annexure-01 and Annexure-03. Dy. Controller as well as SS/SM of nearby stations shall inform for immediate assistance in case of passenger train accidents. This is to be updated six monthly by CMS.
- 1.4 Station-wise locations and BSNL/Mobile nos. of doctors are enclosed as annexure-01 for immediate assistance in case of passenger train accidents and are to be updated six monthly by CMS.
- 1.5 List of locations of ART/ARMV/Crane/ Bulldozer/TW of the division as well as adjacent divisions and railway is shown in annexure-08.
- 1.6 DNR division is full of rivers and bridges and any accident nearby may have disastrous consequences. Availability of boats in nearby villages has also been collected for using these at a very short notice is briefed at annexur –5.
- 1.7 First railway- man including engineering staff/supervisor/sectional PWIs shall immediately arrange for above assistance. Sectional PWIs should have a list of such village swimmers and divers (mostly fisherman of the locality) and country boat owners. PWI shall immediately arrange for calling them for such assistance.
- 1.8 For a group of such person, personal accident insurance (for unknown persons) for a period of three years may be considered. A detailed proposal should be made by Sr. DEN to arrange required insurance in advance and take action as per extant rules and procedure.
- 1.9 For Serious accidents divers from navy may be called. Sr. DOM on instruction from DRM shall contact Director (operational Logistics) HQ. Integrated defense staff at New Delhi as DMP Part B Annexure-2 for Emergency calling. This has been briefed in DMP Part A Para 13.
- 1.10 Format for withdrawal of cash from station earnings for expenditure related with accident is given in Annexure 11. Amount of ex-gratia for train accidents is given in appendix D of Accident Mannul/ECR.
- 1.11 Security Control will inform the appropriate fire department of concerned district & adjoining districts for assistance in case of fire. DSC & ASC will monitor. Station-wise location and BSNL Nos. of fire brigade for immediate assistance in case of fire is given in annexure-15 Page no. 112. A copy is kept at control.

**1.12 DEPARTMENTAL HELP at DIVNL. LEVEL**

S.N.	ACTIVITY	HELP FROM
1	Hiring of road vehicles for transportation	Sr. DCM
2	Procurement of ice for dead body	Sr. DCM
3	Manpower at site	Sr. DEN, Sr.DOM, Sr. DME, Sr. DEE/TRD
4	Cash imprest	Sr. DFM
5	Construction of latrines & shelter/tents at site for medical posts	Sr. DEN
6	Security at site	Sr. DSC
7	Telephone, Fax services, Laptop with printer	Sr. DSTE
8	Electricity in medical posts and site	Sr. DEE/G.

**1.13 Communication**

SN	Who will communicate	To whom
SN		
SN		
1	Dy. CHC (Chg)	Hospital Casualty (Doctor on emergency duty, CMS, ARMV incharge), DRM, ADRM, Sr.DSO, Sr.DOM, DOM, AOM/S, ASO, & all defferent controllers, Dy. CHC (Chg) in HQ emergency control.
2	Chief CNL/Dy CHC	Loco Foreman for sounding the siren for ARMV/ART/ARTs/TW
3.	TPC	Sr DEE/TRD, DEE/TRD, Concern AEE/TRD & Supervisors,
4	TLC	Sr DEE/TRS, DEE/TRS, AEE/TRS & SLI/LI.
5	Electrical Control	Sr DEE/G, DEE/G, AEE/G & Supervisors
6	C & W Control	Sr DME, AME/C&W & Supervisors
7	Power Control	DME/P & SLI/LI.
8	Engineering CNL	Engineering, Personnel & Accounts
9	Test Room Control	S&T, Stores
10	Commercial Control	Commercial, Public Relation
11	Security Control	RPF, Concern Inspectors
12.	All BO's	Respective Principal HODs/HODs
13	Each Control	Head Quarter & Officers of his Deptt.
14	CHC	DM, SP & CMS of the district
15	ADRM	IG/GRP, ADG/GRP, Divisional Commissioner Home Secretary
16	Chief Controller/Dy. CHC	In case of Disaster; immediate inform to Control Room, 9 <sup>th</sup> Battalion NDRF Bihta, Patna Mobile No. 08544415050/49 Exchange No. 06115-253939, 8544415029
17.	Sr. DOM	Col. GS, Danapur – 06115-222280/ 220365 for army assistance

**1.14** Before proceeding for site each BO shall brief DRM/ADRM at control regarding his planning consisting of the following:

- A. Mobilization of staff, equipment, material of division.
- B. Assistance from other divisions / other railways.
- C. Movement/ mode of travel of officers to site.
- D. Manning at DNR control: Manning by one officer round the clock from amongst AOM, AOM (Safety), AEN etc. and one senior Branch officer for overall control.

**1.15** Plan for team of officers for site:

**A. For single accident site:**

ADRM/DRM- Site Manager or any senior most officers available at site.

Sr. DME, Sr DEN of section, DME/P, Sr DSTE, Sr DSO, Sr DSC, DCM, Sr. DEE/ TRD , Sr. DEE / OP , Sr. DEE/G (as per site condition ).

**B. For Multi accidents at a time:**

Team of officers and Site Managers will be decided as per need. Each branch officer shall have a contingency plan for nomination of officers/ sr. supervisors to be at the sites.

**C. Assistance of officers from HQ:**

In case of multi accidents of the level more than THREE it will be decided depending upon number of accidents and seriousness.

**2. CONTROL ROOM OPERATION**

## 2.0 **Information at Control:**

Following information is properly displayed and hard copy available for immediate use. At the same time a copy of this Disaster Management plan, Part A & B is loaded in PC at Control for ready retrieval.

- Annexure-1** List of BSNL Telephone No. (Station wise in sequence, Comprising of Civil Authorities, Police, Fire Brigade, Doctors & Hospitals nearby that station)
- Annexure-2** Army Assistance for DNR division.
- Annexure-3** Location and BSNL No. of Bigger Hospitals/ Nursing Homes with Ambulance.
- Annexure-4** Location, Address and Phone Nos. of Ice Factories in the Division.
- Annexure-5** List of Traditional Boat men.(Address & Telephone no.)
- Annexure-6** List of heavy earth moving equipments & cranes
- Annexure-7** List of BSNL telephone nos. of adjacent Divisional Emergency Controls.
- Annexure-8** List of Locations and BSNL Nos. of Controls having TW/ART/ARME/ Crane/ Bulldozer of the division as well as adjacent divisions and railway.
- Annexure-9**
- a) Higher authorities of Civil Administration
  - b) National disaster response force
  - c) State disaster response force
  - d) Bihar State Disaster Management Organization/Patna
  - e) District Administration covering DNR Divn.
- Annexure-10** List of Public utility telephone nos. for Emergency at Patna.
- Annexure-11** Forms of ex-gratia and cash withdrawal from station
- Annexure-12** Performa for Information of injured/dead person by Medical. & Sample list of Injured Person.
- Annexure-13** Reporting of train accidents telephonically to Railway Board. **Routine Faxes to Safety.**
- Annexure-14** Telephone Nos. of Rly Administrations as HQ/ECR,DNR Divn., Security control.
- Annexure-15** Telephones nos. of Fire Brigades.
- Annexure-16** Telephone Nos. of hospitals, Blood Bank, Ambulance & police Administrations (Patna).
- Annexure –17** Fastest approach to accident site
- Annexure – 18** In case of any severe accident railway has to require Helicopter on hire.
- Annexure- 19** Telephone no. of CRS & CCRS.

## 3. **DUTIES OF RAILWAY OFFICIALS IN CASE OF ACCIDENT (As stipulated in Accident Manual of ECR. 2007)**

### 3.1 **In case of Passenger Train –**

**3.01** In case of any Passenger train accident, the actions listed below are to be taken immediately. The list is not exhaustive; other actions may also be required depending on situations. The actions are to be taken, as far as possible, simultaneously. In the subsequent paragraphs, responsibilities of individual railway servants have been defined in terms of the list below. After initiating the actions, if later it is found that some of the actions are not required, those may be gradually withdrawn on the orders of the DRM or in his absence ADRM.

#### **(i) Protection to the line/lines.**

#### **(ii) Information to Control Office, directly or through any station.**

#### **(iii) Assistance to Passengers: –**

- (a) Rescue Operations – Every railway servant traveling in the train must come forward to help passengers. Senior most railway man present to act as Accident Manager.
- (b) Additional manpower has to be rushed from adjoining stations, controlling stations, PWI depots etc.
- (c) All Railway-men assisting rescue operation should wear distinctive arm banded for identification and take arm band from guard of the train or ART / ARME. For railway employees traveling in the train or rushing to the site of accident, the first responsibility shall be to render all possible

assistance to all the passengers of the train. This responsibility will have the highest priority irrespective of their departmental or technical responsibilities.

- (d) Needs of all passengers of the train are to be looked after. Security of their luggage has to be arranged at Railway's cost. Drinking water and food are to be arranged for every passenger of the affected train at the Railway's cost till the clearance of the passengers from the site of accident. For providing food, Tea etc. to passengers held up due to accident, it should be arranged in consultation with commercial officials.
- (e) Doctors from nearby stations or locations including private practitioners. Civil hospital or military hospitals are to be taken to the site at Railway's cost.
- (f) Railway's medical van with Railway's Doctors has to be rushed to the site on top priority basis.
- (g) In case accident site is close to the Headquarters depot of an adjoining division of the same Railway or of another Railway, the DRM and other Officers of that Division should be informed of the accident and the assistance required urgently. Similarly, if assistance is sought for by any other division, those are to be rushed by every division irrespective of divisional or Railway jurisdiction.
- (h) On arrival of the Divisional Officers with the ART, the senior most Officer (DRM or ADRM or the senior most Officer of the Division attending the site of accident as the case may be) will take over charge as Accident Manager.
- (i) Repeated announcements are to be made at stations where the train was scheduled to stop including the stations where the train had already stopped in its run and terminals regarding the fact of the accident.
- (j) List of casualties has to be prepared including names and addresses. The relatives of the casualties are to be informed. Announcement is to be made of the list of the casualties at the terminals as well as stations where the train was scheduled to stop including stations where it had stopped in rear.
- (k) If possible, DOT land line/Mobile telephone/P&T telephones with STD facilities are to be installed at the site of nearby station and passengers are to be allowed to use the facilities freely at Railway's cost.
- (l) The injured passengers are to be shifted expeditiously to proper medical centers like hospitals, Health Centres, etc. at Railway's cost.
- (m) Clearances of passengers including transshipment by road have to be arranged at the Railway's cost.
- (n) Arrangements are to be made for other passengers to continue their journey. The train carrying the standard passengers to the destination must be given top priority in movement over other trains.
- (o) Information regarding arrangement for onward journey of the passengers and approximate timings are to be relayed at the terminals and the stations where the train was originally scheduled to stop. In case the alternative train takes a diverted route the announcement should include that aspect also. Whether the alternative train takes the original or the diverted route, meals in adequate quantities should be kept ready for purpose of passengers at stations where it may stop at meal time.
- (p) In case of any death, the dead should be handled with the dignity and care. A white sheet should cover it, which is available in the ARTs. The dead bodies should be shifted as quickly as possible in co-ordination with GRP at Railway's cost.
- (q) Restoration work has to be expeditious. Police clearance, if required, is to be arranged in least possible time to facilitate restoration work.
- (r) Wreckage is to be cleared from the site without any delay.
- (s) Correct information, particularly regarding dead and injured, has to be relayed to the media through the Chief Public Relation Officer.
- (iv) In the accident enquiry not only the cause of the accident should be thoroughly enquired and the clues preserved, a special investigation should also be made regarding the adequacy of the relief measures keeping in view the passengers requirements in the situation caused by the accident.**

### **3.02 DUTIES OF GUARD:**

Immediately after an accident to a train takes place, the guard of the train shall.

- (i) Note the time of accident.

- (ii) Arrange to protect adjacent line/lines, if necessary, and then the line on which the accident has taken place.
- (iii) Send information through quickest means to Control/SMs on either side.
- (iv) Take action to save lives, render first aid.
- (v) Call for doctors on the train and seek their assistance.
- (vi) Seek assistance of Railway men on the train for attending to the injured and for other relief operations.
- (vii) Post a Railway employee to man the field telephone to ensure regular flow of information to Control.
- (viii) Make quick assessment of the assistance required and advice control or nearest Station Master.

**NOTE:** On the double line section, a train passing on adjacent line may be stopped if required for conveying the information or any other help as case may be.

- (ix) Preserve and safe guard all clues indicating cause of accident.
- (x) Arrange protection of property of passengers and Railway property with the assistance of RPF, GRP and other Railway staff.
- (xi) Take action as detailed in paragraph 4.04 of Chapter IV of accident manual in case of suspected Sabotage.
- (xii) Assist the Accident Manager in every possible way. He shall not leave the site of accident without permission of the Accident Manager.

### **3.03 DUTIES OF ENGINE CREW –**

Immediately after an accident takes place, the Engine crew shall –

- (i) Protect the adjoining line/lines and the front portion of the train as prescribed in General and Subsidiary rules 6.03 taking the assistance of any qualified staff, if available at site.
- (ii) Take such technical precaution as may be necessary or as prescribed by special instruction to render his locomotives safe.
- (iii) Render all possible assistance to the Accident Manager in relief measures to the injured and particularly in the assessment of damage to the Rolling Stock or locomotive and the nature of assistance required.
- (iv) Take action as detailed in paragraph 4.04 of Chapter IV of accident manual in case of a special sabotage.
- (v) Take action to stop train passing on the other line by means of red hand signal, flasher light, fusee etc. in case of double/triple/quadruple section.

### **3.04 DUTIES OF STAFF IN THE EVENT OF GUARD OR ENGINE CREW BEING KILLED OR SERIOUSLY INJURED.**

In the event of any train, staff becomes casualty or incapacitated, their duties in connection with the accident must be carried out by the remaining staff.

In other words, if one of the two members of the engine crews becomes the victim, other one will look after the duties of the both. If the guard becomes victim, Loco Pilot will take up the duty of the guard and Asstt will look after the duties of the Loco Pilot.

### **3.05 DUTIES OF RAILWAY SERVANTS TRAVELLING BY THE TRAIN-**

- (i) All railway servants traveling by the affected train either on duty or on leave are to actively associate themselves with the relief operation (Ref. Para 1.03 and 1.04). They shall assemble near the Guard's Brake Van Identify themselves and the senior most of them shall assume leadership and function as the Accident Manager for organizing relief operation to the standard passengers. He shall continue to discharge this responsibility till the Divisional officers arrive after which the senior most Divisional officer, DRM or ADRM or any other branch officer, as the case may be will take over the charge of Accident Manager.
- (ii) For identification of the Railway staff in the train, the Reservation Chart available with the conductor/TTE may be used, All Railway servants attending the site of accident must wear Arm bands which are available with the Guards, Station Master as well as ARTs.



- (iii) Conductor/TTE must check the Reservation Chart with tickets held by the injured and dead passengers and their addresses available from the belongings of the passengers concerned and should furnish the same to the senior most officers at site.

Luggage left behind of those injured/dead passengers should also be identified, labelled and list made out and should be handed over to GRP at the site and a duplicate copy kept after obtaining the signature of the GRP.

Efforts should be made to obtain addresses of the relatives of such passengers and handed over to the senior most officers at site.

### **3.06. Duties of the Site Manager**

Relief operation will be organized immediately for which accident manager shall

- (i) Collect Railway man, volunteers, doctors and first aiders.
- (ii) Allot duties to Railway staff police military and the security staff present at site and fix the priority of tasks.
- (iii) Arrange rescue of passengers from the affected coaches and render First – aid and medical assistance.
- (iv) Arrange for evacuation of the injured by the faster available means to the nearest medical center if necessary, by hiring private transport, the payment of which will be made from the station earnings.
- (v) Ensure with the help of available staff and volunteers that belongings of the affected passengers are safely preserved for further disposal.
- (vi) Ensure that authentic and correct information is passed on to the control promptly to avoid any controversy.
- (vii) Pay attention to the needs of passengers involved/stranded due to the accident such as, drinking water tea snacks food /food packet etc, at railway's cost to be paid from station earnings.
- (viii) Maintain telephonic contact with the divisional Head quarters and depute necessary officers/staff for this purpose. It will be the responsibility of site manager to get the joint note by prepared by Sr. subordinates of different departments at the earliest but after the rescue work. For this does not debar the Sr. subordinate to collect /note the observations even during rescue operation, seizure of concerning records to a certain the cause will have priority.

### **3.07 DUTIES OF TTE/TS**

1. Promptly reports to the Guard / Senior Official present at site in making quick assessment of assistance required and carry out duties assigned.
2. Helped injured, traumatized stuck, standard passengers in all possible ways.
3. Should be calm, humble and compassionate in dealing with passengers.
4. Ascertain if any doctor is available on train and seek medical assistance. Also collect Railway staff and volunteers on the train or near accident site for obtaining assistance.
5. Prepare list of dead and injured if doctor is available, the list should be classified as under - Dead, Grievous injury & Simple injury.
6. Detail of the dead and injured including identification should be obtained from the reservation chart, ticket held (To & from) or co-passengers.
7. The following details should be collected:
  - i) Name of Passenger Traveling (From & To)
  - ii) Ticket No. and Class
  - iii) Coach No. and its position from Engine No.
  - iv) Address of the passengers.
  - v) Nature of injury.
  - vi) Custody of luggage and other belongings:
    - a) In case of injury, this should be kept by the TTE.
    - b) In case of death, it should be handed over to the GRP with full details and acknowledgement obtained.
8. Record evidence of passenger –

- i) If some passenger is willing to give evidence later on then name and address should also be recorded.
- ii) Keep record of the number of dead and injured already transported by local people.

### **DUTIES OF WELFARE INSPECTORS:**

Welfare Inspectors after getting the information of accident must reach the site of accident as soon as possible. Their duties are as under:

- i) Report senior most official / site manager
- ii) Should be curt, humble & compassionate in dealing with passengers.
- iii) Prepare list of dead & injured.
- iv) Details of dead & injured including identification should be obtained from the TTE/TS present at site in which address of passenger and nature of injury noted.
- v) Ensure ex- gratia payment for next kin to dead and injured.
- vi) Perform other duties assigned.

### **BOARDS GUIDELINE FOR CHECKING STAFF.**

1. Immediately after the accident takes place, the concerned ticket checking staff manning the coaches should assist the Guard and train crew in assessing the site of accident and ascertain the casualties / injuries taken place in their respective coaches and in the unreserved compartments as well. The rough assessment made by ticket checking staff should be given to Captain of train who should hand over it to the Guard for further communication to the controllers without any delay.
2. In addition, comprehensive duties of ticket checking staff at accident site have also been stipulated in Accident Manual, which are as under:
  - Make adequate arrangements of refreshment and drinking water to the affected passengers.
  - Arrange for prompt road transport for evacuating standard passengers.
  - Arrange for adequate number of licensed porters for carrying passenger's luggage and parcel.
  - Arrange for payment of ex- gratia.
  - Arrange for collecting the belongings of the injured and dead and handing them over on satisfactory proof of ownership being obtained.
  - Arrange to make over the dead bodies to the police for further necessary action.
  - Arrange to set up enquiry –cum- information centers at important station enroute for giving information to the public.

### **3.08 DUTIES OF THE SENIOR MOST OFFICER OF THE DIVN.**

On arrival of the divisional officers the senior most officers shall take over the responsibility of the accident Manager in addition to continuing the activities mentioned under 3.06, he shall -

- (i) Co-ordinate and supervise the work of staff of various departments in relief and restoration activities. For this purpose a relief station should be started close to the site with walkie-talkies communication facilities with the person in charge of all the various functions, such as, Medical, Civil Engg., and Mechanical Engg. etc at the site.
- (ii) Ensure that proper communication facility is set up by the senior most Officers of the Signal and Telecom. Department with the control and arrange to relay all relevant information from time to time.
- (iii) Arrange to install a land line telephone & Mobile telephone with STD facilities, if possible by the senior most Officers of the Signal and Telecom Department from where the passengers are to be permitted freely to talk to their friends and relations. If that is not possible, message from passenger to their friend and relations should be communicated through the Control Office.
- (iv) Ensure that the Railway Doctors have taken over complete charge of treatment of the injured and have prepared the list of casualties indicating their names, addresses and nature of injury and have this information relayed to the control. In case of any death, identity has to be

established and the relatives are to be informed. If the entire picture is not available at a time, information may be relayed in installments.

- (v) Arrange to shift quickly the injured to the nearby hospitals, health centers etc. The entire expenditure on transport and treatment is to be borne by the Railways.
- (vi) Make an assessment of the extent of damage, probable detention to traffic, assistance required, and prima-facie cause of the accident and depute officers and staff for specific duties.
- (vii) Ensure that Officers/Supervisors of Commercial Department make all arrangements for transshipment of passengers and their luggage in case of necessity and payments, if necessary, be made from station earnings. If road transport has to be used for transshipment of passengers, payments will be made from the station earnings.

### **3.09 DUTIES OF STATION MASTERS OF BOTH SIDES OF THE AFFECTED SECTION/CONTROLLING STATION MASTER.**

Station Masters of both sides of the affected section/controlling Station Master shall –

- (i) Ensure that no other train enters into the affected section. On double line, commuters of the block instruments controlling affected section should be locked in train on line position whenever possible.
- (ii) To take immediate action to protect and safe guard properly.
- (iii) Advise the control immediately of the indicating the nature of medical aid and other assistance required and record the time of first information received in the Station Diary. If the section is not on controlled section or of the control telephone is inoperative, they must relay the information by any other means, such as VHF, telegraph if available at Station, P&T telephone, available either at station or near by, message through the staff of outgoing train if any, or any light engine if available, or any other means.
- (iv) Collect as many staff as possible (Except essential train passing staff) either on duty or off duty, local doctors including private practitioner on payment, non-railway porters, if available at the station on payment and rush to the site of accident for assisting in rescue operation. He will use any means of transport available including Push Trolleys or private road transport on hire, a light engine, if available, or an engine detached from a train etc. For the payment to the porters, as mentioned above, he will withdraw cash from station earnings. He will collect and carry with him as much as drinking water as possible. He will distribute the Armbands for identification to all the Railway men accompanying him to the site.
- (v) Remain on duty at the site for taking orders from the Control and the Accident Manager till relief and restoration work are completed or till the Accident Manager permits them to return to their Station.

### **3.10 DUTIES OF SECURITY OFFICERS**

DSC with ASC and RPF staff will rush to the site of accident. Instructions by designation with alternatives to cover the absence of any officer in this respect may be issued by DRM. At the site, the Security Officers are to report to the Accident Manager and shall –

- (i) Assist in the matter of relief and restoration work.
- (ii) Ensure that all wreckage and debris are untouched until the enquiry/investigation is completed. In the case of accident due to explosion, the materials should be kept intact except in so far as the irremovable may be necessary for the rescue of injured persons and the recovery of dead bodies, until the Chief Inspector of explosives or his representative has completed his enquiry.
- (iii) Arrange to contact local GRP or Civil police to ensure that the accident has also been reported to them.
- (iv) Cordon the area from public to ensure that the relief operation is not interfered by the crowd.
- (v) Look after the luggage and belongings of the passengers of the ill-fated train. They should take control of the site of protecting unclaimed property and Railway property.
- (vi) Preserve all clues and obtain clearance from the civil police for starting restoration work.
- (vii) Keep liaison with the GRP, Civil police and Medical Officers for disposal of dead body if any, etc.

**3.11 DUTIES OF MEDICAL OFFICERS.**

CMS/Senior most Medical Officer shall issue separate instructions nominating the Medical Officers visiting to the site of accident and those who shall remain at Divisional hospital as per priority list. Medical Officers nominated for the site shall –

- (i) Rush to the site of accident by quickest means. Accident Relief Medical Van/Road Medical Van is to be dispatched immediately as laid down in para 5.10 and 5.11 of Accident Manual.
- (ii) Take over complete charge of treatment of the injured passengers. If non-railway doctors are already attending the injured at the site, co-ordinate their activities so as to ensure that the best medical treatment is given. Render First-Aid to as many injured passengers as possible immediately at the site with the help of other First Aid trained persons available at site.
- (iii) Set up a temporary field pressing room, if required, by making use of any accommodation belonging to the Railway, for example Refreshment room or Waiting room or Retiring room, etc.
- (iv) Decide quickly by medical centers where the injured persons are to be shifted and co-ordinate with the Accident Manager to make arrangement for shifting.
- (v) Assess the help or assistance required from Divisional Headquarters, neighboring Divisions or Railway/non-Railway hospitals and arrange to inform them quickly about the assistance required.
- (vi) Visit hospitals and other medical centers where the injured are admitted to see their progress and relay this information to Divisional Control as well as HQ Emergency Control. Cost of medicines for the victims taken to the hospitals (Railway or non-Railway) Medical Centers etc. is to be borne by the Railway.
- (vii) Prepare a list of casualties indicating the name, age, sex, nature of injury, and classification of injury i.e. grievous or minor etc. address, telephone numbers if any. Regarding the death, the details, such as, name and address has to be established in co-ordination with the Commercial Officer at site.
- (viii) Report in detail the progress of relief work to the Divisional Control as well as HQs from time to time.
- (ix) Dead bodies at the site of accident should be handled with dignity and respect and proper arrangement should be made for keeping such bodies at the site covered with white sheets before their final disposal. Photograph of non-identified bodies should be taken. Dead bodies are to be shifted from the site and handed over to the Civil Police Authorities as quickly as possible with a memo. All assistance to be provided to the police including the cost for shifting the dead bodies from the site of accident.
- (x) The crew (engine crew & guard) of the trains involved in accidents is to be examined for drunkenness on duty and it should be mandatory that the blood samples are collected and sent to forensic laboratories for testing of the presence of alcohol.  
This implementation shall be ensured with least delay.

**3.12 DUTIES OF COMMERCIAL OFFICERS**

- a) On getting the information of a serious accident, Sr. DCM with nominated Commercial Officers and Commercial Inspectors will rush to the site and DCM/ACM will remain posted in Control Office. Instructions by designations with alternatives to cover absence of any officer in this respect may be issued by DRMs.
- b) The Commercial Officer at the site shall –
  - (i) Render all assistance to the Accident Manager in rescue and relief operation to the injured persons and look after the needs of all passengers. He will also allot the duties of the Commercial Inspectors and other Commercial staff available at site.
  - (ii) Arrange supply and distribute food, snacks, beverage, etc. free of cost to all the passengers. These items are to be rushed from various stations and for ensuring timely and adequate supplies, he should liaise with the Commercial Officers deployed at the Control Office.
  - (iii) Watch that the catering staff traveling in the train or working at the site of accident or any other person supplying food, beverage etc. do not exploit the stranded passengers taking advantages of the situation.
  - (iv) Co-ordinate with the Railway doctors and compile the list of casualties indicating their names, addresses, nature of injury, age, sex etc., and have the information relayed to the Commercial Officer deployed at the Control for onward dispatch.

- (v) Arrange to send immediate messages to the relatives of those killed as also the injured either directly, if possible, or through the Control, and receive messages from the relatives and friends or passengers killed/injured.
  - (vi) Ensure withdrawal from station earnings for meeting expenses at the site of accident.
  - (vii) Arrange for ex-gratia payment to the injured passengers and relatives of dead passengers.
  - (viii) Arrange adequate transport, porters and Commercial staff to transship the luggages of the marooned passengers. Similar arrangement for transshipment of parcel, which has been unloaded, should be recorded with full details and arrangement of safe custody made.
  - (ix) Inform Commercial Officer in Control for necessary liaisons with Transport Authority in case of the marooned passengers are to be transported by bus.
- (c) **Commercial Officer deployed at the Control shall –**
- (i) Arrange to send drinking water, food, snacks, beverage, etc., at the site from other stations.
  - (ii) Arrange to relay the list of casualties including the names, address, age, sex, nature of injury, etc. as received from the Commercial Officer at site to the Emergency Control at HQRS, adjoining Division/Railway over which the train was scheduled to run, the terminals and the stations where the train was scheduled to stop.
  - (iii) Co-ordinate with the Commercial Officer at site and arrange any other assistance required.
  - (iv) Co-ordinate with the Chief Public Relation Officer and supply all information required by him.
  - (v) Arrange for opening of Enquiry Offices at terminal station as well as at important stations enroute manned by additional staff to –
    - (a) Announce details of trains cancelled/diverted, terminated short of destination.
    - (b) Exhibit the list of injured and dead passengers and hospitals to which they have been admitted.
    - (c) Arrange for transport of marooned passengers, if asked for.
  - (vi) Arrange for opening of counters at important stations for refund.
  - (vii) Arrange for ex-gratia payment to the injured passengers and relatives of dead passengers who have not been paid by the Commercial officer at site.

### 3.13 **DUTIES OF PERSONNEL OFFICERS:**

- (a) On getting information of a serious passenger train accident, the Sr. DPO/DPO with nominated Personnel Officers and Welfare Inspectors of the division will rush to the site. The DPO/nominated APO will go to the control office. Instructions by designation with alternative arrangements to cover the absence of any officer may be issued by the DRM.
- (b) **Personnel Officers at the site shall –**
  - (i) Render all possible assistance to the Accident Manager in rescue and relief operation of the injured persons and look after the need of passengers, as directed by the Accident Manager.
  - (ii) Try to obtain written statement with names and addresses of independent witnesses, who may volunteer to give the same on their own regarding the accident and then pass on the information to the Accident Manager. This action, however, should not interfere with (i) above.
  - (iii) Keep liaison with the Commercial officers at the site and assist them for collection of names, addresses, nature of injury of the casualty and communication of the details to the control office. From the control office the relatives of the affected passengers, who are railway men, should be advised by the DPO/APO, if necessary, be deputing Welfare Inspectors. As regards non-railway passengers affected in the accident, the Personnel officers will give necessary assistance to the Commercial officers in advising the relatives, etc.
  - (iv) Asstt. Doctors in the hospitals for arranging medicine, etc, to the injured passengers as per request made by the doctor-in-charge, till the injured persons are discharged from the hospital.
  - (v) Assist officers of the Commercial department for payment of ex-gratia to the injured and relatives of the dead passengers and will also keep an account of all payments made.
  - (vi) Make arrangements for issue of necessary passes as per rules mentioned in 5.34 of accident manual to the relatives of the dead/injured passengers.

### 3.14 **DUTIES OF SIGNAL AND TELECOMMUNICATION OFFICER:**

- (a) On getting information of a serious passenger train accident, the Sr. DSTE with his Inspectors will rush to the site of accident and a DSTE/ASTE will go to the control office. Instructions by designation with alternative arrangements to cover the absence of any officer may be issued by the DRM.
- (b) The Telecommunication Officer visiting the site shall –
  - (i) Render all assistance to the Accident Manager in rescue operation.
  - (ii) Ensure installation of a Railway Phone, a P&T telephone and Mobile phone if possible with STD facilities. A register should be opened to log the nature of calls made, duration, etc. in case of installation of a P&T phone with STD facilities.
  - (iii) Depute one inspector for manning the telephones till full restoration has been achieved.
  - (iv) Arrange to ensure connection with the required person.
  - (v) Arrangement for restoration of signaling and interlocking equipment for normal working.
  - (vi) Check and record position of lever, switches, points, signals, track circuits, block instruments, relay room key, details of man working on S&T gears, if any, and their authority.
  - (vii) Check, seize and keep in safe custody, registers like point & X-ing, signal failure, veedor counter, relay room key, operating forms, disconnection memo etc.
  - (viii) Check and record movement of train, shunting or trolley etc. done over that route or points just prior to train involvement in accident. Check that movement was done with proper signals or with proper knocking or pad locking as per site requirement.

### **3.15 DUTIES OF THE SAFETY OFFICERS OF THE DIVISION:**

- (A) Sr. DSO with Safety Counsellors and TIs will rush to the site of accident. DRM shall issue separate instructions as per priority list in case Sr. DSO is out of station. They are to report to the Accident Manager and shall –
  - (i) Assist in the matter of relief and restoration work.
  - (ii) Try to find out the cause of accident and should also preserve the clues, if available on the accident for future enquiry.
  - (iii) Keep constant touch with all other department officers at the site and relay progress report frequently to the Divisional Control Office for onward dispatch to H.Q and Railway Board.
  - (iv) Collect the following important information with the assistance of other inspectors present –
    - (a) The condition of the track, with special reference to alignment, gauge cross-levels, curvature, super elevation and rail head wear.
    - (b) The condition of rolling stock with special reference to break power.
    - (c) The position of block instruments, signals, points, point levers, indicators and keys.

#### **NOTE –**

Any signal, brake van or disc signal lamps, if not alight during darkness, should, when possible, be opened to ascertain if there is a burner and kerosene oil inside and the temperature felt by hand to ascertain if it was alight shortly before.

- (d) Marks on sleepers and rails.
- (e) Position of derailed vehicle. A rough sketch showing the position of derailed vehicles, marks on sleepers, etc. should be made where possible.
- (v) Seize the Train Signal Register, Private Number Sheet, the Line Admission/Departure Book and relevant records, if the accident has occurred within a station yard, also record the names of persons in whose possession each Line-Badge, if in use, and obtain statements of station staff concerned, if necessary.
- (vi) Note the position of detached or broken parts of permanent way or rolling stock and secure these parts for production at the enquiry and preserve similarly sleepers and rails bearing marks of wheels, especially between points of mount and drop. If however, the accident is suspected to be the result of sabotage, none of these objects must be disturbed until a thorough examination by police (Please see Chapter iv of accident manual containing instructions in case of sabotage).
- (vii) Arrange taking of photographs of important features in all cases of very serious accidents especially when sabotage is suspected. Photographs showing the position of derailed vehicle, loose permanent way and engine fittings, dents on rails, etc. are very useful in facilitating the Enquiry Committee to arrive at the cause of the accident.

- (B) Asstt. Safety Officer, of the Division should rush to the Control and shall –

- (i) Collect the detailed report of the accident and relay the same to the HQ.
- (ii) Keep constant touch with Sr. DSO/Accident Manager at site and relay the progress report whenever available to the Headquarters.
- (iii) Open a Log Book in the Control Office for keeping the details of the accident and progress report.
- (iv) Chase the assistance required from the site in consultation with other departments.

### **3.16 DUTIES OF TRANSPORTATION INSPECTOR:**

The Transportation Inspector, on receipt of an advice of an accident within his beat, shall –

- (i) Reach the site of the accident by the quickest means.
- (ii) Take with him trolleys if quickly available from PWI's, SI's, YM's etc. lamps, Porters, vendors, all available medical equipments portable tele-set if no field telephone is available and other equipments considered necessary.
- (iii) Assist the Accident Manager and Sr. DSO in all respect and attend to the injured and make a note of all evidence which may prove useful in ascertaining the cause of the accident.
- (iv) Arrange relief at the earliest possible to the train passing staff in whose duty hours the accident took place ( In case of station section only) in order to ensure that they do not commit any further mistake due to their abnormal mental condition.

### **3.17. DUTIES OF SECTION CONTROLLER –**

When the Section Controller is informed of a serious accident on his section, he shall –

- (i) Apprise the Deputy Controller of the available particulars of the accident and the nature of assistance required.
- (ii) Arrange for a clear passage of the Medical Van or Break-down train giving them precedence over all other trains.
- (iii) Advise the Transportation Inspector and the Controlling Station Master to proceed by first means to the site of the accident.
- (iv) Obtain further details with regard to the extent of damage so that necessary permanent way fittings etc., can be arranged to be transported to the site of the accident.
- (v) Obtain from a responsible official at site the time that is likely to be taken for clearing and repairing the permanent way so that time by which the line will be available for traffic can be assessed.
- (vi) Regulate trains on the section as required, keeping loop lines clear on either side of the affected section for break-down or evacuation operations.
- (vii) Arrange for quick passage of the Tower Wagon/Motor Trolley with similar preference like the break-down train in the event of their being required at the site of accident.

### **3.18 DUTIES OF CHIEF CONTROLLER/DEPUTY CONTROLLER:**

Each Division will specifically define the duties of the Chief Controller/Dy. Chief Controller by designation so that all the activities mentioned below are done simultaneously without any loss of time. The Chief Controller/ Dy. Controller on duty on receipt of information of a serious accident, shall –

- (a) Order medical van and the Accident Relief Train. In case the site of accident is close to the jurisdiction of adjoining Division, Medical Van and ART of that particular Division should be requisitioned immediately.
- (b) Inform immediately the Medical Supdt. and also the on duty officer of the Emergency ward of the hospital.
- (c) Arrange for dispatch of the Medical Van within 15 minutes on receipt of the information directly from a double exit siding (within 25 minutes from a suitable running line in case of single-exit siding), reckoning these targets from the time the Medical Van is ordered, and shall also ensure that the Relief Train is called for immediately and that it leaves the shed within the target time of 30 minutes during day and 45 minutes during night.
- (d) Ensure that the Accident Relief Train and the Medical Van is given precedence over all other trains.
- (ii) Take assistance from other Controllers/Dy. Controllers for relaying the information quickly and simultaneously to the following officers in order of priority.

- (a) DRM
- (c) Sr DSO

- (b) ADRM
- (d) Sr. DOM

- |                         |                                            |
|-------------------------|--------------------------------------------|
| (e) DOM                 | (f) ASO                                    |
| (g) AOM                 | (h) TI (Emergency)/Hd.Qrs.                 |
| (i) Power Controller    | (j) Traction Power Controller              |
| (k) Carriage Controller | (l) Engineering Control                    |
| (m) Commercial Control  | (n) Security Control                       |
| (o) GRP                 | (p) Local Administration (Civil & Police). |

The Control of the concerned Department will in turn inform their officers immediately. In case of non-availability of any Departmental controller, Chief Controller or Dy. Chief Controller should give the information to the officers of that branch. In case the site of accident is close to the Hd. Qrs. ART Depot or ARME Depot, DRM, ADRM Chief Controller of that Division should be informed of the fact of the accident and the assistance required immediately.

- (iii) Advise the Transportation Inspector and the Controlling Station Master to proceed to the site of accident by first available means.
- (iv) Regulate the traffic correctly in either side of the site of accident. Goods trains are to be stabled as far as possible and Passenger Trains are to be detained at stations having facilities for supply of food and drinking water.
- (v) Inform the passengers at the starting station through Public Address System timely regarding all changes in train timings and diversion or cancellation of trains, if any.
- (vi) Intimate timely to the adjacent Divisions and concerned Railways regarding the accident and the change in traffic pattern.
- (vii) Advise RMS authorities in the event of train carrying Mail involved in accident.
- (viii) Assist the Sr. DOM/DOM for the officer who takes charge of the Control Office.

### **3.19 DUTIES OF POWER CONTROLLER.**

Power controller on receipt of the information of an accident, shall.

- (i) Information department Divisional Officers immediately.
- (ii) Ensure turning out of the Medical Van and relief Train promptly within the target time.
- (iii) Inform subordinate staff concerned in time to proceed to the site of accident by the Medical Van/Relief Train.
- (iv) Arrange/regulate the power of trains judiciously and systematically to avoid unnecessary detention.
- (v) Arrange relief to the running crew engaged in relief operation at the site of accident.

### **3.20 DUTIES OF THE TRACTION POWER CONTROLLER:**

The Traction power controller on receipt of information of an accident on the electrified section shall –

- (i) Switch off affected section. In case of multiple line section, switch off the adjacent line also **till the issue of Caution Order** on adjacent line is confirmed (As per **ACTM Paragraph 0723** amended – 1980).
- (ii) Inform departmental officials and concerned subordinate staff immediately.
- (iii) Take necessary steps to turn out the Tower Wagon and emergency road vehicles immediately, if required.
- (iv) Adopt necessary measures for de-energizing and slewing the overhead equipments wire for crane working.
- (v) Arrange power block, as necessary, for clearing operations.

### **3.21 DUTIES OF THE TRACTION LOCO CONTROLLER:-**

The Traction Loco Controller, on receipt of intimation of an accident on the electrified section shall –

- (i) Inform departmental Divisional Officers including TLC/HQ immediately.
- (ii) Assist provision of electric loco for running the Medical Van and relief promptly within the targeted time of arrangement given by the Dy. Controller.
- (ii) Inform CLI and CCC immediately. One of the senior CLIs to accompany the Medical Van/ Relief Train to the site of accident.



- (iii) Arrange/regulate the electric train judiciously and systematically in consultation with the Dy. Controller to avoid unnecessary detention.

### **3.22 DUTIES OF THE OFFICER-IN-CHARGE OF THE CONTROL OFFICE-**

The Sr. DOM, DOM, AOM and AOM (Safety) will rush to the Control Office immediately on being informed of the accident. As decided by Sr. most officer, AOM/DOM will rush to the site of accident. Sr. DOM or in his absence DOM will become In charge of the Control Office, who shall –

- (i) Set-up immediately an Emergency Control cell manned by at least an Asstt. Officer in each shift. A Chronological Log Book will be opened. For proper maintenance of the Chronological Log Book, please see note below:-
- (ii) Keep in touch with the Accident Manager at the site of accident; ascertain any assistance that is required at the site and making arrangement for it.
- (iii) Pass on any supplementary information regarding the accident or clearing operations to the Emergency Control of Head quarters.
- (iv) Regulate traffic by diverting or canceling the trains, running duplicate trains or restricting booking or arranging for transshipment or diversion, as circumstances may require, after obtaining reliable information from the site about the probable detention of traffic.
- (v) Keep in touch with COM/CSO/CPTM/CFTM regarding progress made at the site of accident.

#### **NOTE – Regarding maintenance of log Book –**

In the log book left side of the pages should be ear marked for incoming messages/information the right side for outgoing message. For the incoming message /information, Sl.No, time, message received from (both name and designation) recorded by (both name and designation) are to be recorded. It should be specially noted that information received from the site will not be in from of message, however while recording them care should be taken about the details as out going messages may be formed on the basis of such incoming information. For the out going message, similarly Sl. No. time relayed to (both by name and designation) and message given by (both by name and designation) should be carefully recorded. If the same message received from some sources has to be repeated to some other, the entire text of the message need not be copied on the outgoing side; only a reference to be made such as. Item no. so and so of incoming message. This procedure should be carefully observed particularly in giving message to other Railway and the railway board to which all information communicated shall be in message from only.

### **3.23 DUTIES OF THE OFFICERS OF ELECTRICAL DEPARTMENT.**

- (i) Sr. DEE. Sr. DEE (TRS) and Sr. DEE (TRD) should rush immediately to the site of accident with their Inspectors and report to the accident Manager and assist him in all respects. One DEE/AEE will remain in the control office to maintain co-ordination with the site. Instruction by designation with alternate arrangements to cover absence if any will be issued by DRM. Sr DEE should ensure that proper lighting arrangements, If required are made at the site of accident.
- (ii) In case of an accident where OHE or switching station is involved. Sr. DEE (TRD) should ensure that Tower wagon/Wagons with adequate number of breakdown staff reach the site of accident by quickest means and OHE is made dead for ground operation.
- (iii) The line is not to be reopened for traffic until an electrical foreman or a responsible officer of the Electrical department intimates in writing to the Station Master or Sr. Traffic official present at site that the line is safe for passage of trains.
- (iv) In case of any Electrical Loco or electric multiple unit stock is involved, they should take all precautionary measures as necessary.
- (v) If required, measurement of such damaged stock should also be taken jointly with other concerned departments.

### **3.24 DUTIES OF THE OFFICERS OF MECHANICAL DEPARTMENT:**

- (i) Senior Officers of both Power and C&W departments should rush to the site of accident and report to the Accident Manager and assist him in all respects.
- (ii) One DME/AME will go to the Control Office. Instruction by designation with alternative arrangements to cover absence of any officer will be issued by DRM.
- (iii) Senior Officer of the Power Branch should note down his observation regarding the measurements and other details of the loco and supervise the working of crane.
- (iv) Senior Officer of the C&W department should record the details regarding the brake power and other aspects of Rolling – Stock and note down the measurements of the Rolling – Stock as well as the track jointly with the Engineering Department and ensure the fitness of stock to be moved out of accident site.
- (v) Senior most officer of Mechanical Department is responsible for working of ART and crane(s) at the site of accident for re – railing and restoration work.

### **3.25 DUTIES OF THE OFFICERS OF ENGINEERING DEPARTMENT:**

- (i) Sr. DEN should rush to the site of accident with his staff and report to the Accident Manager and render all possible assistance to him in rescuer and relief operation. He will be responsible to mobilize man – power as may be required at the site of accident as well as of track materials, which may be required. One DEN/AEN should remain in Control Officer for co – ordination. Instructions by designation with alternative arrangement to cover the absence of any officer will be issued by DRM.
- (ii) They will take the measurements of the track as well as rolling Stock jointly with the Mechanical and Electrical Departments.
- (iii) In the event of line being breached or permanent way being damaged, it is the responsibility of the Engineering Department to restore the track to safety and to take such precautions as may be necessary, for safety of the section where such repair works are preceding. The P.Way materials required at the site should be collected and sent to the site for speedy restoration work.
- (iv) The time likely to be taken for restoration should be assessed and reported to the control.
- (v) The line is not to be reopened for traffic until a Permanent Way Inspector (SE) or an official of engineering Department intimates in writing to the Station master or Senior Traffic Official present that the line is safe for the passage of trains.
- (vi) Sectional PWIs should be informed through Engg. Control regarding mobilization of man – power at site by Sectional; PWIs as gangs are under their control.

### **MISCELLANEOUS ISSUES**

#### **I) TRAIN PARTING DISPOSAL OF BROKEN MATERIALS: -**

Officers of the concerned departments at site should make arrangements for disposal of broken materials in time. The condition of such materials should invariably be noted down. If necessary the materials may be booked to the respective shed depot by convenient passenger train under Free Service Bill.

#### **II) INFORMATION TO BE COLLECTED ON THE SPOT TO FACILITATE DETECTION OF THE CAUSE OF THE ACCIDENT.**

Supervisory officials present at the site of accident should collect as soon as possible certain vital information bearing on the cause of the accident, which may not be available afterwards on account of clearance operations being undertaken, or resumption of normal traffic. Whenever supervisory officials are not immediately available on the spot. The Controller should chase and assist the Station Manager of roadside stations to collect such information and take necessary action. Some of the important points to be noted in the case of common accidents are given below.

#### **I. TRAIN PASSING SIGNAL AT DANGER: -**

- (a) In order to avoid any subsequent dispute the fact that the Loco Pilot has passed a signal at danger should formally be brought to his notice.

- (b) The Cabin ASM, SM/ASM should confront the Loco Pilot and Guard with regard to the position of the signal aspect and that of the relevant lever.
- (c) The distance by which the train has passed the signal should be recorded in bogie lengths and telegraph posts and by measuring the actual distance.
- (d) At nighttime the brightness of the signal lamps should be noted. The weather condition and visibility should also be recorded.
- (e) If the Loco Pilot is required to use glasses. (This can be ascertained from the Driver himself) It should be checked whether he was in possession of them and using them.
- (f) If Loco Pilot complains of vacuum trouble, Inspectors or Loco Foreman's at the nearest Loco changing or Carriage Examining point should make arrangements for necessary tests.
- (g) The Loco Pilot should be booked off for medical examination as soon as relief is available. Blood sample of crew to be collected for check by Doctors.

## **2      COLLISION AND AVERTED COLLISION: -**

- a) The position of the relevant signals, signal levers, points, points levers, block instruments, switches and slides used for operating or controlling the points and signals should immediately be checked and noted down. The display of indications provided in the cabin and / or ASM's office indicating the condition/ position of track circuits, signals and points should also be noted down. The relay room or relay enclosure should be locked immediately and the key kept in the safe custody of the SM or any other responsible official present at the site of accident. The key of the relay room can be released only after the Joint observations including functional tests on S&T gears have been completed.
- b) The disposition of the Link Badges, if in force, should be recorded.
- c) The Reply and Enquiry Books, if in use, should immediately be seized, signing below the last entry and noting in whose possession they were last.
- d) The Train signal Register should be seized, signing to indicate the last entry made.
- e) The position of the two trains or train and obstruction should be marked on the sleepers. A rough sketch should be drawn showing their position Vis a Vis signals, station platform, turn – outs and other fixed land marks.
- f) If the Loco Pilot complains of vacuum trouble, arrangements should be made to take necessary tests by Inspectors or Loco Foreman at the nearest Loco Changing or Carriage Examining point.

## **3      DERAILMENTS: -**

- (a) Track measurements should be taken as regards: -
  - (i) Cross-Levels, which should be measured and recorded to the nearest 3mms at intervals of 3 meters for the point of mount/ derailment.
  - (ii) Alignment, i.e. any perceptible kinks or track distortion in the vicinity of the point of mount derailment.
  - (iii) Gauge, which should be measured accurately at intervals of 3 meters.
  - (iv) Low joints, wrongly adjusted heel – bolts, lifting toe of the switch due to bad packing and loose bolts at the heel, defective check clearance at the nose of crossing etc.
  - (v) In the case of derailment of a vehicle or wagon, measurements and particulars should be taken in accordance with the instructions laid down for the purpose.
- (b) In the case of derailment of locomotives, measurements and particulars should be taken in accordance with the instructions laid down for the purpose.
- (c) The rail fitting, points roddings and locking arrangements should be examined. It should be carefully examined if there was any obstruction resulting in a gap in points. Marks on the rails and sleeper should minutely be observed.
- (d) In case of derailments during shunting operations, it should be noted as to who was actually supervising the shunting.

The position of the shunt – signals, if any point levers, point or trap indicators concerned should be recorded.

*Note: - the representatives of all the departments attending the accident should invariably record full particulars of the track and rolling stock involved in the Derailment Proforma Printed in Pink Paper and jointly signed. Copies of this proforma should always be carried by TI (M) and other senior Supervisors while proceeding to attend an accident and should also be available in the Accident Relief Train.*

#### **4. PRESERVATION OF CLUES: -**

In order to preserve the clues as to the cause of accident, every efforts should be made to ensure that the train involved in an accident leaves on its onward journey after proper examination by the train examining staff, preserving clues of the cause of accident, if any, in the absence of train examination staff the loco pilot and guard should thoroughly examine the affected vehicle and detach the same if necessary, preserving the crews of the cause of accident, if any.

After joint examination by the Loco pilot and Guard the affected portion of the train may be allowed to proceed at a speed not exceeding 25 KMPH or at such lower speed as may be warranted by the condition of the stock. In such cases, the Loco pilot should exercise extra vigilance and caution until he reaches the first TXR depot or train examining station where the safe to run condition of the stock should be ascertained that it can continue its onward journey at the normal speed. A record of any defect or possible clues should be kept.

On arrival at the destination the stock should be examined thoroughly on a pit line (if available) by a senior CWI or Head SE/C&W and a full record kept.

In the case of a serious derailment, the cause of which may or may not be due to malicious tempering of the track, the damaged rails sleepers, fish plate, bolts, nuts, dog spikes and the component parts of the track evidence of wheel – marks etc. (Specially between the points of mount and drop) shall be carefully preserved for inspection by the Commissioner of Railway Safety or for a later reconstruction of the scene or for production before a court, even though the Magistrate or the Police may have inspect the scene and investigated the cause of the accident and although Photographs have also been taken. The various components should be serially in sequence to facilitate reconstruction of the scene.

Every possible means shall also be used to ensure that any fingerprints or footprints observed at the site are not obliterated. The indications of signals shall likewise be observed and carefully recorded for future reference.

Any material involved in an accident and which is likely to be required as an exhibit must be set apart as such, and must on no account be utilized to repair the line.

A dimensioned sketch shall also be prepared illustrating the exact position at the site of the accident.

The aforesaid duties shall devolve on the Accident manager and restoration work will be started on getting permission from him. The establishment of through communication must not however, be unduly delayed but be proceeded with side by side with such action as may be necessary to preserve clues and record evidence. Statement of responsible passengers who may have witnessed the scene of accident immediately afterwards should also be recorded by an officer bringing out any note worthy points which have a bearing on the cause of the accident, etc.

It is also the duty of the police Investigating Officer to mark each and every piece of evidence or exhibit, make out a list of them and to take steps to preserve them.

#### **5. RESUMPTION OF NORMAL WORKING: -**

In the case of an accident involving interruption of communications or blocking of the line, the senior most Operating Officer or in the absence of an Officer, the Transportation Inspector, on receipt of a certificate from the Engineers that the road is safe for traffic will send telegraphic advice to the persons, originally informed of the accident, giving the time and date of normal working is resumed. If the section involved in the accident is an electrified one electric specifying the OHE as also safe passage of trains with, electric traction, should be obtained along with from the Engineering of the Electric Department present at the site prior to sending such advice.

#### **6. EXAMINATION OF STOCK AFTER RE – RAILMENT: -**

All stock that derailed or have been damaged in accident must be examined and gauged by a competent person before bring allowed to run again.

*NOTE: - Railway staff must leave any track, Vehicle, plant or gear untouched when an accident has occurred until a responsible Railway official has made an examination, when such delays can be incurred without serious interference with traffic.*

## **B. IN CASE OF GOODS TRAIN**

3.26 Instruction laid down in the above paragraphs ( 3.02 –to 3.04, 3.08, 3.09, 3.12 to 3.25) and miscellaneous issued ( Page No.18) are to you followed except the portion of work/duties exclusively defined for passenger carrying train only.

## **3.27 DUTIES OF DIVISIONAL OFFICER OF THE COMMERCIAL DEPARTMENT**

On getting the information of a Goods train accident, DCM/ACM will rush to the Control Office and shall –

- (i) Keep close co – ordination with the Officer – in – charge in the Control Office.
- (ii) Inform the traveling public about the detention time and departure time through public address system at respective stations whenever any diversion or detention of passenger train is involved.
- (iii) Make adequate arrangement to plan supply of food and drinking, water, if necessary from nearby areas for stranded passengers enroute: -
- (iv) Instruct Station Masters of important station of the section in case of diversion of train through branch line for arranging drinking water and food/ food packets through local vendors for the convenience of the passengers on payment.
- (v) Arrange adequate labour and Commercial staff if heavy unloading of goods is involved. A proper record of such goods should be kept and their security in safe custody ensured.

## **C. In case of level crossing gate accident**

1. Gateman/Cabin man when faces any accident at his L-Xing gate, shall take the following action in addition to his duty as mentioned in GWR, as per priority
  - a) Protection
  - b) Collection of information
  - c) Send information to controlling SM as quick as possible over or by any means.
  - d) Meet train guard and follow his orders.
2. **Guard:-** In addition to what has been prescribed in Para 3.02, he shall also do the following, as soon guard notices that his train is involve in L-Xing gate accident.
  - a) Seek assistance of the gateman/cabin man and any other Rly man on the train for attending to the injured passengers and all other relief operations.
  - b) In case of road user’s injury, he shall collect all the particulars of the road vehicle and injured passenger. With the help of local people he shall send the injured person to local hospital.
3. **Controlling SM/ stationmaster of both side**

After getting the information of a L-Xing gate accident he/they shall:

  - i) Ensured that no other train enters into the affected section
  - ii) Note the exact location, gate no. nature of casualty and assistance required
  - iii) Advised the Control immediately of the accident indicating the nature of medical aid and other assistance required/and in the station diary, record the time of first information received.
  - iv) Maintain a diary, keep all log of events till resumption of normal movement.
  - v) Inform the local GRP & Local Police and seek their assistance.
  - vi) In case of causalities of road users, inform the local health units/hospital with the quantum and seriousness of injuries and assistance required.

- vii) Rush to assisting batch to the accident site for assistance in rescue operations along with doctors and other manpower.
- viii) Take order from control & give latest development of accident.

4. **Sectional Controller:-**

In addition to what has been prescribed in Para 3.17, he shall also do the following as soon as the section controller is informed of a serious L- Xing accident on his section.

- i) Restrict all movements in the affected section informing SM/ASMs.
- ii) Inform all notice stations and the adjacent stations for all trains arrange to enter the affected section to issue stop dead caution at location and to pass according to the directives of a responsible Rly servant present at site.

5. **Chief Controller/Dy. Controller:-**

The Chief controllers/Dy.controller on duty, on receipt of information of a serious accident of L-Xing gate signal, shall in addition to what has been prescribed in Para 3.18. do the following :

- i. Inform RPF CNL, ASC, and commandant of RPF, OC/GRP, OC/RPF, DM, SDO, DC, IRP, DSP, SRP, OC Local police and nearest forensic science laboratory.
  - i) Inform emergency/Central control
  - ii) Inform Civil, Military, Public hospitals and available doctors at the nearest places, in case of casualty.

D. **Actions during and after coach/wagon caught fire.**

**1. Guard:** - If a train detected caught fire on run the first and the foremost duty of the guard will be as follows:-

- i) Being intimated, either by walkie-talkie or by any danger signal displayed by any person or listening any alarm or seeing emission of smoke or fire, immediately, he shall stop the train at a convenient place i.e. not on any bridge or unaccessible location etc. he shall then arrange with the help of loco pilot to detach that burning coach/wagon and that shall be isolated at a distance not less than 45 mtrs. Between affected coach/wagon and the other coach/wagon of the train.
- ii) He shall arrange to protect the train in accordance with General rule 6.03, if not protected by fixed signals.
- iii) He shall take all possible steps to evacuate the passengers from the affected coach and to save the properties, belongings, wagon level, seal etc., and every effort shall be made.
- iv) All available help shall be mobilized.
- v) He shall inform the SMs of either end as well as control office of the section about the particulars of the fire and coach /wagon, time, train no. , KM. If in mid section.
- vi) He shall intimate CNL/SM for the nature of assistance required either by available communication system or through messenger.
- vii) He shall be the in-charge of the site till arrival of rescue team and responsible Railway officials to take over as in-charge.
- viii) He must at accordingly the directives of the officer in-charge at site.

**2. Loco Pilot:-**

- i) He shall immediately switch on the flasher light.
- ii) He shall talk the guard over walkie-talkie to isolate the affected coach.
- iii) If it is on electrified section, the loco pilot shall immediately switch of the circuit breaker and lower the pantograph, bringing the train to stop.
- iv) After disconnecting the electric supply to the affected circuits the loco pilot shall take necessary action put out the fire by using all available means including fire extinguishers. If the fire can not be extinguished by the above means the loco pilot shall advise the traction power controller through the emergency telephone to make the affected section of the over head equipment dead.
- vi) Ordinary fire extinguisher or water from a hose pipe shall on no account be used to extinguish fire on live wire or electrical equipment. If the services of the fire brigade require, the brigade

shall not be allowed to commence operations until all electrical equipment in the vicinity of the fire have been made dead.

If it is a DMU, the motor man shall immediately switch of the circuit breaker and shut down the engine, bringing the train to stop at once.

- viii) On run if the loco pilot notice is fire at any place on his route, he shall drive his train in such a manner that fire can not harm bogie/wagon.
- ix) If the loco pilot & guard of a running a train notice fire on another passing train on adjacent line the loco pilot shall switch on flasher light, whistle continuously and both shall exhibit red hand signal to attract the attention of the loco pilot and the guard of the affected train. If the fail to do this, they shall stop the train at the next station and report the matter in writing to the SM.
- x) He shall stop is train at a safer distance from affected train and after letting the flasher light shall assist the loco pilot and guard of other train for protection and extinguishing the fire and if required, shall immediately proceed to next station to communicate the message to CNL and SM intimating the nature of fire and assistance require.

### 3. **SM/CNL:-**

- i) No train shall be sent further in affected section till getting clearance
- ii) Shall requisition fire brigade from nearest location and inform local police.
- iii) If it is a passenger train, ARV shall immediately be run out with doctors and other staff trained in fire fighting,
- iv) All local doctors of adjacent area irrespective of hospital, Nursing homes etc. shall be advised to rush to the spot.
- v) If sabotage is suspected, shall act according to the directives of local police that all clues are restored for future investigation.

NOT E: - For detail duties of other officials, Chapter-3 shall be followed.

### 4. **RESPONSIBILITY OF SITE MANAGER**

- 4.1 The senior Railway officer at the site shall be the designated **SITE MANAGER**. He takes full charge of the situation and supervises the overall rescue, relief and restoration operations.
- 4.2 Site Manager to brief the progress of work at site, any constraint in work progress, work done particularly for passengers, prima-facie cause, assessment of value of damage and forecast of resumption of traffic.
- 4.3 Media management at site: Site Manager shall be the chief spokesman at site and he is to be assisted by the concerned branch officers, if needed. Sr. DCM shall assist him in this.

### 5 **MEDICAL CARE**

#### 5.1 **General Instructions:**

- 5.1.1 Location and BSNL No. of bigger Hospitals/Nursing Homes with Ambulance ( other than Railway ) is enclosed as annexure – 3 . Dy. Controller as well as SS/SM of nearby station shall inform for immediate assistance in case of passenger train accident. This is to be updated Six monthly by MS.
- 5.1.2 The first responsibility in case of accidents is to reach and extricate accident victims and organize effective trauma care. It is mandatory that assistance must be provided by all railway men (irrespective of their department) as needed. The basic principle of trauma management is speed & expediency, as most trauma patient can be saved within the first hour called “The Golden Hour”.
- 5.1.3 The Medical team shall attend to the injured passengers and arrange transportation of seriously wounded to nearby hospitals. The cost of such treatment is to be borne by the Railways. If Railway doctors declare death, dead bodies are to be handed over to GRP/ State Police by RPF for further action such as autopsy etc. for medico-legal purpose.
- 5.1.4 Railways doctors have to be deputed to the hospital where injured are admitted to render necessary assistance including supply of required medicines, etc.
  - ii. Location of Ice factories, BSNL No. and Authority for procuring ice is enclosed as Annexure-4. It should be updated Six monthly by MS. A copy of the list of such as factories is placed at control. Sr. DCM/DCM should arrange for immediate reaching of ice at site as advised by railway doctors at site.
- 5.ii.6 CMS should call for St John Ambulance team. For this, railway telephone should be provided with head of team. He should have his own arrangement for calling and assembling the team and

report to ARMV. In case of delay team has to report to control for their movement to the site. At site they have to work as per directions of railway doctors.

ARMV- In-charge:- Dr R.K. Singh      Phone no.-      82819 (R) , 82818(O )  
 Mobile #      09771449514

## 5.2 **INITIAL COMMUNICATION**

Whenever there is an accident control shall communicate to the following in order of priority as shown:

1.	Hospital Emergency	82861(RLY)	06115-230239(DOT)
2.	Emergency doctor on duty	„	„
3.	CMS	82800 (O)82801( R)	06115-232334(O), 232292, 9771449500
4.	Doctor ARME I/C	82818,82819(RLY)	9771449514
5.	Sr.DMO(Adm)	82802,82803(RLY)	06115-232324 9771449503
6.	Asstt Nursing Officer	82841 ( O)	9771449517

### **Pharmacist on Emergency duty shall note down:**

- Time of message and Identity of person giving message
- Number of injured/dead
- Train No, date and time of Accident.
- Actual site of Accident.
- Whether nearest Rly./private Doctor informed.

## 5.3 **Strategy at Railway Hospital**

Immediately following will take effect:

- 5.3.1 On duty Pharmacist shall arrange to ring the “accident bell” in Hospital campus and inform paramedical staff available in the campus and on duty in the Hospital and ensure assembly of all staff at Emergency.
- 5.3.2 Pharmacist and Duty Doctor shall inform all Doctors. Emergency Doctor thereafter shall take ARME key and rush to station with paramedical staff and inform ASM on duty.
- 5.3.3 Team A & B shall be ready to move as per instruction of CMS (By ARMV, Road or Both).
- 5.3.4 Remaining Doctors at Hospital shall take charge of the Hospital and along with Chief Matron shall ensure – making beds available in wards, opening and readying Operation Theater, Organizing existing system of emergency, informing Civil medical facility near to the site for help, informing St John ambulance brigade (they will report to the control for getting Vehicle for movement to the site), informing nearby Division and or Health Unit for assistance, informing HQ medical deptt officials.
- 5.3.5 CMS/MS shall move to the Control and do following – liaison with other deptt. assess the actual magnitude of the accident. Decide transportation means (ARME/Road/Both), Draw cash from the station for meeting expenses at the site if the cash is not immediately available he will depute a person to collect cash and move to site afterwards.
- 5.3.6 Requirement of sending medical team and air lifting the Injured through Helicopter to be assessed in consulting with DRM.

## 5.4 **STRATEGY ON WAY TO SITE:**

- 5.4.1 In ARME – all items of treatment (drugs, disposables, instruments, Oxygen, Suction machine etc.), comforts (water, tea, biscuits etc.). Accessories (tents, Stretchers, Petromax, blankets, torch, shrouds etc.), and other shall be handled to keep them in full readiness.
- 5.4.2 All medical team shall tie arm badge.
- 5.4.3 Reporting materials with nominated ministerial staff shall be assigned and kept in readiness; standard Performa of recording information shall be kept ready. Mode of report generation, collection, compilation and transmission of final data regarding minor injury/grievous injury/dead along with name and other ID parameter shall be pre decided.
- 5.4.4 MS shall brief team working at the site.



**5.5 STRATEGY AT SITE:**

Upon reaching the site and team shall execute following:

- 5.5.1 A suitable shelter shall be looked forward for setting up temporary field dressing station, falling which it will be established in open field under tent. The team members shall first set the Medical post for which placard shall be fixed on the ground indicating location as below:
- Reception post.
  - First Aid post.
  - Fuel, lighting, water refreshment.
  - Resuscitation post.
  - Surgical post.
  - Comfort and dispatch post
  - Mortuary
  - Latrines (Sr DEN to arrange)
- 5.5.2 Reception post – All the casualties and dead shall be brought to the Medical post by Available Gang men (to be provided by Sr DEN), station staff (to be briefed by Sr DOM) and partly by paramedical staff, security staff, security staff (to be briefed by DSC) and with assistance of locals/volunteers etc whosoever may be present at site.

With the help of same set of persons following shall be done:

**5.6 SORTING AND DISPATCHING**

- 5.6.1 First aid be given to those having minor injury & then send to stations they want.
- 5.6.2 Grievous/Serious cases shall be sent to resuscitation/surgical post for treatment and further referral as decided by Doctor. Vehicle for transportation to be arrange by Sr DCM and in his absence by DCM.
- 5.6.3 Dead after certification shall be sent to mortuary and after noting ID parameters shall be handed to GRP/Civil police. The bodies shall require to be kept in Ice for preservation. Sr DCM and in absence DCM shall arrange to procure ice in the Quantity as may be assessed by CMS. The medical team shall assist in the act of preservation.
- 5.6.4 Treatment: all the injured shall be dealt with in systematic manner. Only First aid and life saving treatment shall be undertaken as shall be decided by the Doctor.
- 5.6.5 Referral: referral of necessary cases shall be done to nearest Railway or Civil Hospital. Available Railway staff and paramedical shall be utilized in referral. Sr. DCM shall make transportation available from site to Hospital. Medical department shall provide necessary Medical utility items.
- 5.6.6 Decide quickly regarding medical centers where the injured are to be shifted co-ordinate with the Accident Manager to make arrangement for shifting.
- 5.6.7 Visit hospitals and other medical centers where the injured are admitted to see there progress and relay this information to Division Control as well as HQ emergency control. Cost of medicines for the victims taken to the hospitals (Rly or Non –Rly) medical centers etc. is to be borne by the Rly.

**TEAM WORKING AT THE SITE SHALL BE BRIEFED BY CMS**

- 5.7 Reporting: This will be done by Medical deptt with assistance of available ministerial staff of Medical and other department (BO available to provide ministerial staff). Reporting shall include following:**

- Name, Age, Sex
- Father/Husband's name
- Address with telephone No, if any
- Ticket/Pass Number
- Type of Injury (Simple/Grievous/Dead)
- Identification Marks.

- Information regarding Name and Tel No of Hospital where injured have been referred.

MS to site I/C and or Control shall communicate the required report:

**5.8.1 Follow up – After clearance of the injured at the site one Doctor will go to near by Hospital/Nursing homes and execute following functions:**

- 1) Full information on all injured in those Hospitals.
- 2) Liaison with respective institutions regarding treatment and any other medical aid.
- 3) Complete daily progress report.

5.8.2 One Medical team shall be left at the site to look after during rescue and restoration work. Rest of the team shall return to HQ.

**5.9 For; guidance important documents have been compiled and enclosed as Annexure as under:**

- |                     |   |                                                                  |
|---------------------|---|------------------------------------------------------------------|
| Annexure – 1, 3, 16 | : | List of Blood Bank with address.                                 |
| Annexure – 4        | : | List of Ice Factory with address and Telephone No.               |
| Annexure – 12       | : | Format for Dead and Injured Passengers.                          |
| Annexure – 12       | : | Format for information on injured passengers and their disposal. |

**6. COMMERCIAL ACTIVITIES.**

**6.0** Reporting to Control:

**6.0.1** After getting information of an accident the Commercial control will inform Sr. DCM, DCM, all ACMs, sectional CTI, CTI's of adjacent section and booking Supervisors of major stations nearer to place of accident. Immediately on phone or by other means. Priority of informing will be as instructed by DCM.

**6.0.2** After hearing the hooter or information from CNL, Sr. DCM, DCM and all ACM's will attend the control room immediately. Sr. DCM will assess the situation and appraise DRM/ADRM about the decision for deputation of Commercial officer (DCM/ACM). Officer at Control should also be informed. One officer with CTI HQ to move for the accident site keeping in view the gravity of accident.

**6.0.3** After hearing the hooter or information from Control all Sr Supervisors will reach their station immediately and make contact with Sr.DCM/DCM or CNL and will work as per officer's instruction.

**6.0.4** The CIT along with 10 to 15 TTE's will proceed towards the accident site and work as per instruction of Commercial Officer/Sectional CTI/Senior most Commercial Supervisor at the site.

**6.0.5** The vending Contractor should be informed to accompany the commercial officer/sectional CTI/ Sr. most commercial supervisor at site.

**6.1** Duties of Commercial Officer at Control room:

**6.1.1** Installation of Information Centre at Important stations:

In case of passenger train accident, Information center will have to be set up at important stations of the division including originating and terminating stations within the division. The seven important stations of division i.e. Danpur, Patna, Buxar, Ara, Mokamah, Kiul, Jhajha invariably should be kept prepared for serving as information Centres. Each of this information centers has to be manned by a Commercial supervisor of which record will be kept by Commercial Control Responsibility of displaying information will be of station superintendent of the station. He will collect information from Emergency Control of the division for this purpose. Brief of working as given as under:

SN	What is to be done?	By Whom? How?	From Where?
1	Display brief of accident: Train No, Originating & Destination station, place of accident.	<ul style="list-style-type: none"> <li>• SS/SM/ASM</li> <li>• Any officer in the station</li> <li>• Display on board.</li> <li>• Announce on PA system.</li> <li>• Any other local means.</li> </ul>	<ul style="list-style-type: none"> <li>• Collect from Emergency Control</li> <li>• Collect from site phone of accident site.</li> </ul>
2	Brief of passenger's injured/dead, if any.		
3	Telephone No on which information can be collected.		
4	PDC for resumption of traffic.		

**6.1.2 Arrangement of refund of tickets:**

Refund of tickets has to be organized and monitored for waiting passengers due to accident. Commercial Control at Danapur should be having detailed Instructions so that, they will collect information regarding short-terminating and cancellation of passenger trains and advise all stations for refund through Section Controller or other means.

**6.1.3** Safe custody and appropriate disposal of luggage at the time of disasters: Railway protection force and commercial staff at the site of the accident should coordinate their activities regarding safe custody and appropriate disposal of the luggage of the dead and injured passengers. This luggage should be guarded by RPF personnel and thereafter can be handed over the rightful claimants.

**6.1.4 Information Center at Danapur:**

- Information Center at Danapur Control should have current information of the site. This center will also function as Railway help line at DNR Control with numbers available to public for collecting information. BSNL numbers Of comml CNL are: 06115-232398 & Riy no. 82225, 82231. This Railway help line will be manned by one officer as decided by DRM.
- Information Center at Control shall record hourly position of information collected from site.
- It will upload information in Railway web site on passengers rescued, injured, Hospitalized and Dead in. Commercial officer at Danapur will arrange this.
- Timely information to be given to the press to avoid misreporting and speculation about the casualties and case of accident. For this purpose periodic bulletin to be released for News paper at 11 hrs and 18 hrs. from Information Center at Danapur Control.
- Media briefing at Danapur: To be done by DRM at DNR. Sr DOM to organize twice daily on fixed timings. Brief of site progress, any constraints in work progress, work done particularly for passengers, prima-facie cause, assessment of value of damage and PDC of resumption of traffic.

**6.1.5** He will monitor the over all working of commercial activities at accident site to provide required assistance.

**6.2 DUTIES OF SECTIONAL CTI & COMML INSPECTOR**

**6.2.1** Oversee and supervise the working of CIT and other comml staff doing their jobs.

**6.2.2** To take care of perishable, live stock and parcels and accident train as per extant rules.

**6.2.3** CTI's of adjacent section will rush to the accident site with available resources and report to the Commercial Officer at site.

**6.3 DUTIES OF COMMERCIAL OFFICER AT SITE:**

He will be the over all in-charge of all commercial activities at site, seek assistance through control regularly provide feed back to control and monitor other Commercial activities in the division related with accident. A few of the work at site follow:

**6.4 EVACUATION:**

DCM/ACM at site in consultation with Control shall determine whether to evacuate the passengers of the affected train by road. This decision depends upon whether there is arrangement for special train from the site or otherwise. Upon a decision to evacuate, passengers should be evacuated along with their luggage. Special care should be exercised to collect and provide security of the belongings of all passengers. CIT/TTE's will help the officer at site who will be entrusted the duties of transportation of passengers either by road or by trains.

The CIT or nearest Station of the Accident site will send adequate TC's along with sufficient number of licensed porters and other labours with CIT who will arrange for transshipment of luggage of passengers of the accident train. Further, available Gang men are also to be used. Engineering Officers to assist. If required, local labour may be hired.

CIT/TTE's will also help stacking and labeling of unidentified luggage and other belongings and handing over to RPF for looking after.

Commercial Officer at site shall depute CTI to contact affected passengers and assist them in their onward travel.

**6.5 Arrangements for supply of drinking water, beverages for Passengers:**

Arrangements for supply of drinking water, beverages (tea) etc. and meals have to be arranged for the injured and also for the other passengers of the affected trains. This has also to be organized at the next station where special train (may also be part of affected train at either ends) carrying passengers reaches or in terminated.

The vending Contractor who accompanies the commercial officer/sectional CTI/Sr. most commercial supervisor to site will move along with sufficient vendors and helpers along with adequate arrangement of Breakfast/food packets, tea, milk and drinking water arrangement by the relief train. The Comml Inspector at the site will be in-charge of arranging catering and food supply to the passenger at the site.

**6.6** CTI will be responsible for setting up of information centers at the accident site manned by adequate number of TC's/TTE's. CIT responsible for the information Centre at site will collect information of list of passengers rescued from the Railway Doctor at site about number of dead, grievous, simple injury and

also number of grievously injured sent to hospital. Hospital wise list of injured is to be collected from Railway doctor. Hourly position of this information shall be given to Site Manager with details of name, age, ticket particulars etc. and also has to be relayed to Information Centre at Danapur. CTI will also be responsible for taking Photographs of unidentified victims to be arranged by Commercial officer and sent to DNR Control every day by messenger.

#### **6.7 MEDIA MANAGEMENT AT SITE:**

Site Manager shall be the chief spokesman at site and he is to be assisted by the concerned branch officers, If needed. Commercial officer to look into the media needs at site and brief Site Manager promptly.

#### **6.8 EX – GRATIA PAYMENT:**

**6.8.1** CTI will assist the official towards payment of ex – gratia as per extant rules and keep record of all such payments made.

**6.8.2** It will be the responsibility of commercial officer/ other officer nominated by Site Manager at site to disburse ex – gratia as per extent rules as above.

**6.8.3** Relevant instructions on payment of ex – gratia, extracted from Board’s letter No. 2002/TC – III 28/3 dated 12.6.02 is given as under:

2011/TC-III/27/29/Ex: gratia, dtd. 26.07.12.

Sub: Relief of persons involved in train accident, untoward Incidents or Manned level crossing gate accidents – Ex – gratia payment to victims.

Liability of the Railways for grant of ex – gratia relief to the persons involved in train Accidents or untoward incidents as defined under Sections 124 and 124 – A of the Railways Act, 1989 or in the case of level crossing gate accidents.

#### **I. AMOUNT OF EX– GRATIA FOR TRAIN ACCIDENTS:**

The amount paid as ex – gratia relief payable to the dependants of dead or injured bonafied passengers involved in train accidents as defined under Sections 124 of the Railway Act, 1989 should be as under:

(I)	In case of death	:	Rs. 50,000/-
(II)	In case of grievous injury (Irrespective of the period of Hospitalization) See for detailed instructions – Appendix D (1b)	:	Rs. 25,000/-
(III)	In case of simple injuries	:	Rs. 5,000/-

#### **II. AMOUNT OF EX– GRATIA FOR UNTOWARD INCIDENTS:**

The amount paid as ex – gratia relief payable to the dependants of dead or injured passengers involved in untoward incidents as defined under Sections 124 – A of the Railway Act, 1989 should be as under:

(I)	In case of death	:	Rs. 15,000/-
(II)	In case of grievous injury (Irrespective of the period of Hospitalization) See for detailed instructions – Appendix D (1b)	:	Rs. 5,000/-
(III)	In case of simple injuries	:	Rs. 500/-

The amount paid as ex – gratia for train accidents/ untoward incidents is not to be taken into account at the time of formal claims for compensation.

#### **III. AMOUNT OF EX–GRATIA FOR MANNED LEVEL CROSSING GATE ACCIDENTS:**

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:

(i)	In case of death	:	Rs 50,000/-
(ii)	In case of grievous injury	:	Rs 25,000/-
(iii)	In case of simple injury	:	Rs. 5000/-

Such payments will be counted towards the amount of compensation payable, If action is tenable against the Railways under the law of Torts and an award is actually granted by a Court of Law.

**IV.** Ex-gratia for trespassers, persons electrocuted by OHE and road users at unmanned level crossing:

No ex-gratia payment would be admissible to the trespassers; persons electrocuted by OHE and road users at unmanned level crossing.

**V.** Ex-gratia payment for railway servants killed or injured by a moving train while performing their duty:

Ex-gratia payment should also be made to railway servants killed or injured by a moving train while performing their duty for example, gang man working on track run over accidentally by a moving train.

VI. Manner or arranging ex-gratia to the victims:

Payment should be sanctioned/arranged/preferably on the spot by a senior scale or higher officer nominated by the General Manager after making such enquiries as can be reasonably made on the spot after the immediate needs by way of medical attendance etc to injured persons are attended to.

7. **LIGHTING AT SITE**

7.0 **Objective:** To provide adequate lighting in the ART/ARME Vans on way to the site and adequate lighting for rescue & restoration at accident site(s).

7.1 **Activities and Responsibilities:**

Planning	Execution
(a) Collection of brief information about the accident.	The electrical control shall immediately collect information on (a) Location/site details. (b) Type/nature of accident. (c) Nature/extent of casualties. (d) Extent of damage to the infrastructures. Length of affected track & topography of site.
(b)Organizing Electrical activities: Man & Materials for accident site.	The elect. Controller shall inform to the Depot supervisors on either side of the accident site for – (a)Mobilizing readily available Electrical staff, Portable Gen-sets, Search lights, lighting fixtures & necessary Stores ready to proceed/dispatch to the accident site on orders. (b) The afore-mentioned Depot Supervisor(s) shall: (i) Advise the status of availability/readiness/movement of men & equipments and to the Officer/Sr of men and equipments and to the Officer/Sr Subordinate/Elect. Controller in the Central Control Office. (ii) Co-ordinate with the local Station-officer/other supervisors to keep informed on movement of Relief/ Rescue team &/or ARTE/ARME etc and accordingly. (iii) Move to the site along-with staff/equipments/necessary stores by first & fast available mode of transport. (vi) Advice central control immediately for assistance.
(c) Liaison with neighboring Zone/ Division for assistance of BG ART/ARME.	In case of accident, the Elect. Controller shall: (a)Contract SE(Elec.)/West/MGS,DHN,ASN and collect details of the lighting equipments/No., Name and designation of Elect. Staff accompanying the BG ART sent to the site from the above zone/Division. (b) Keep track of movement of ARTE/ARME/Team of rescue & restoration personnel in the Division and shall apprise the Electrical Officer/Supervisor present in the control at the site.
(d) Movement of Break down trains/ Equipments.	(a) Nominated staff for the ATRE/ARME, respective Section Supervisors along with available additional staff (TL & Power) and equipments shall move to the site with the ARTE/ARME.

7.2 **CALLING OF ASSISTANCE FROM NEIGHBORING DIVISION:**

- Assistance from following nearby ART/Elec. Power Depot shall be called through the coordinating officer present in the central control/accident site per requirement of the respective departments based on their observations at site/need.
- Sr DEE/ADEE/Sr Supervisor (either before proceeding to site or from site) for requirement of the Officer-in-charge of rescue/restoration work shall call for additional assistance required in co-ordination with the officials at control/site from the neighboring Division.

Section	ART based at/Elect. Power Depot.
DNR-MGS	Elec./Power depot Gaya & ART- DNR

PG	Elect.Power Depot-MNE(SEE Divn.)
KG	JAJ & Gaya
DNR-Jhajha	ART- JAJ&ASN/ER
GHZ-LINK	ART-BJU
BKP-RAJGIR	ART-DNR

**7.3** Planning and mobilizing local resources in the event of passenger train accidents in Night at Roadside stations.

**7.3.1** The Elect. Controller shall inform the staff present at either sides of the road side stations to rush to the accident site immediately with whatsoever lighting equipment and materials available for arranging lighting/hire from nearby market, If available, lighting equipments and DG. Sets required. They shall have the authority to draw cash from the nearest station's earning.

**7.3.2** The senior most Elect. Staff at site shall advise to the Elect Control about the action taken/being taken by him and/or details of assistance required.

**7.4** **ACTIVITIES EN-ROUTE AND ON REACHING ACCIDENT SITE:**

**7.4.1** DG sets installed in ART shall be started well in advance and sufficient Nos of Luminaries kept connected and lighted with long connecting cords, so that just after reaching to the site, the area can be illuminated.

**7.4.2** 24-volt DG sets installed in ARME shall be started before departure and the load of the Medical Van to be switched ON.

**7.4.3** Just after reaching to the site, the portable Gen Sets should be carried to the actual Accident site immediately, started and affected area illuminated.

**7.4.4** Adequate illumination at site per site requirement for rescue/restoration/any other functional requirement shall be ensured based on optimum utilization of the available equipment/procurement through other possible means/mode.

**7.4.5** Sufficient Power Points/Sockets shall be provided for charging of satellite phone, VHF Sets, Mobile Phones etc. also in day times.

**7.4.6** All preparatory works such as laying cables, erection of stands/masts, storage/refilling of fuel and additional lighting equipments etc. erection of temporary tents etc shall normally be done during daytime for providing lighting in the subsequent night working.

**8** **COMMUNICATION NET WORK AND RESTORATION.**

**8.0** **Progress:**

Progress in modern telecommunications has contributed tremendously during the disaster management such as train accident etc experience shows that during the earlier moments of a disaster, telecommunication links are disrupted, despite the critical need to establish telecommunication links between the disaster-stricken area and the rest of the organization including the authorities, the relief organizations, rail users and the public.

Telecommunication has also proven itself to be a powerful and indispensable tool in both the disaster prevention and mitigation. Telecommunication applications, from walky-talky to mobile phone to the internet and personal communications via satellite may be used in conveying vital information, solving problems of affected passengers, coordinating relief operations, assessing damages and other supports.

As soon as any train accident happens in the division whether known through Section Controller, Dy Controller or other means, signal control and control test room will immediately come into action.

**8.1** **Reporting the accident:**

Both signal Control and test room will brief about the accident to Sr. DSTE & DSTE as soon as they get the information from controller. After informing about the accident to officers, they will inform their respective supervisors. Signal control shall inform to all signal inspectors & test room shall inform to all telecom supervisors within 5 minutes.

After getting the message, informed persons should assemble into the control test room within 5 minutes. Everybody should be prepared to move instantly to the site. In no case, trivial excuses will be entertained. If by chance any member of the site team misses the ART, he should immediately inform it to the chief controller so that he can proceed by the alternative transport arrangement.

**8.2** **Site Teams:**

The site team as already prepared and informed to the team members will go to the site with all available equipment on the list by first available mans. For that the team should be ready to collect all the essential equipment on the list (as already briefed) within 5 minutes.

Four site teams have been prepared by realistically estimating the multiple major eventualities the division may have to face a time. In case of more than four major accidents, additional help from other division will be required. For this officer at control shall request HQs.

### 8.3 **Control Office Team:**

They will collect all the relevant information of S&T from site and convey to HQ and higher officials. They will ask for the necessary assistances from the HQs and other neighboring divisions as per requirement of site and will arrange to send the material and manpower as required by site team.

### 8.4 **Functioning of the site team:**

As soon as site team will arrive at site they will provide the following communication facilities.

- Minimum 8 number of VHF sets (5 watt walky-talky) to be distributed all around the affected area within 5 minutes for the ease in communication for relief and restoration.
- Installation of PA system for addressing of affected passenger within 25 minutes.
- Providing 4 numbers of Mega-mike for addressing small crowd within 5 minutes.
- Installation of satellite phone within 15 minutes for aggrieved passengers to talk to their relatives.
- Installation of 25 watt VHF set within 30 minutes.
- PCP connection with control circuit within 15 minutes.
- Tent erection for S&T control room at site within 10 minutes.

### 8.5 **Restoration team:**

The restoration team will concentrate on speedy restoration of damaged signaling & telecommunication system.

### 8.6 **Provision of BSNL phone at site:**

BSNL will be approached as soon as any major train accident happens for provision of 6 numbers of BSNL phone with STD facility at site. If found not feasible by BSNL, then PCO booth in the nearby area will be approached for fixed hours of use. The PCO phone will be extended to the site through railway cable/drop wire.

### 8.7 **Making use of mobile phone given to branch officers:**

The mobile phone given to branch officers can be also utilized at disaster site for aggrieved passengers to talk to their relatives within the state apart from restoration work.

### 8.8 **Functioning of control office team:**

- Control rest room TCM will check the status of control in the affected section and inform it to higher official immediately. He will try to make available the control in the affected section.

The disaster management plan will be upgraded at regular interval of time as laid down in Para-I of this Manual with Introduction of new communication technology in the division.

## 9. **RESTORATION OF ROLLING STOCK**

**9.1 Sounding of Hooter:** Sounding of Hooter will be made by Power Controller immediately after getting information from CTNL.

**9.2 Gathering of Supervisor & Staff:** After hearing the hooter sound, C&W/Loco Supervisor with their nominated ART/ARME staff will gather near ART/ARME within stipulated time for further action.

**9.3 Reporting to Control:** As soon as information regarding accident/derailment is received. Mechanical officers & Supervisors (all LIs & CWIs) will rush to control.

**9.4 Collection of Information:** Control (Power/C&W) will collect the following information regarding accident as per proforma given below:

Date & Time  
Place of accident  
Train No. & name  
Distance  
Time of accident  
Nature of accident  
Causality

Bio-data of Guard and Drivers

Particulars of rolling stock involved in accident – damage of track & rolling stock, Any apparent cause of accident

Topography of site.

**Manning of Control:** One Mechanical Officer & one LI/CWI will man the control round the clock till the restoration work is completed.

**Order for movement of ART/Brake Down Crane:** After assessing the gravity of accident, quick decision will be taken by Sr. DME/DME(O&F) consulting with ADRM/DRM regarding requirement of equipment (MFD/ARME/Crane) to be sent for site. Sr. DME/DME (O&F) shall order Dy. Coaching/Danapur through Power controller for movement of equipment i.e. ART and/or Breakdown crane. He will also order Dy. Coaching/DNR to indent for movement of equipment i.e. ART and/or Breakdown crane from other division(s)/other Railways. Sr. DOM will follow it subsequently for faster reaching of the equipment at site.

**Readiness of ART/ARME:** ARTE/ARME (IC) at DNR will be informed by Power Control for movement to the accident site. In case of ART/ARME based at JAJ information will be given to the concerned ART/ARME (IC) by CTNL through SS and by Power controller to Crew lobby at JAJ.

**9.5** At least 5 Supervisors (3-C&W + 2-LI/LF) will proceed with nominated staff in ART.

**9.6 Assistance from adjoining division/Railway:**

If assistance required from adjoining division/Railway the HQ Power Control will be informed immediately for sending ART/ARME on priority basis to deal with aspects of disaster. Position regarding availability of ART/ARME in adjoining division is enclosed as Annexure-

**9.7 Strategy on way:**

Effective utilization of time on the way to site can be made by making prior preparation. With this, it will be possible to start the work forthwith on reaching the site. Following preparation may be done on way.

**9.8** Staff of ART should be ready for work in proper uniform.

**9.9** Each and every equipment should be checked for its working such as cold cutting equipment, hydraulic re-railing equipment, lighting arrangement (oil/gas lamp, Generator).

**9.10 Strategy at site:**

**9.10.1 Evacuation of injured persons:**

On first priority ART staff will work for evacuation of injured person under the guidance of Medical Officer/officer in-charge at site.

**9.10.2 Preservation of broken/damaged part:**

Preservation of any clue like broken/damage part of rolling stock/rail or any other items will be done if available. At all the points when clue like broken parts or foreign material and seen one railway staff of ART, engineering gang would be deputed to preserve them untouched till they are proper examined and dispensed off.

**9.10.3 Prima-facie cause of accident:**

Immediate action will be taken by CWS & LI jointly to record the prime-facie cause of accident if any, measurement of track and preparation of joint note with other Supervisors.

**9.10.4 Statement of Driver & Guard:**

Statement of Driver & Guard to be recorded by LI.

**9.10.5 Arrangement for rest & relief for Driver:**

Arrangement for rest & relief for Driver will be done by LI.

**9.10.6** Collection of speedometer chart/floppy, caution order, BPC and other operating form issued to driver along with his statement is to be done by LI. .

**9.11 Restoration works:**

**9.11.1 Assessment for restoration work:**

After study of the site and discussion with Supervisors (CWS & LI) strategy will be made to deal with the restoration work and accordingly planning will be laid down.

**9.11.2 Assistance required:**

If any assistance is felt necessary from other department or adjoining Division to expedite the restoration work the same will be communicated to Officer in-charge at site for their



arrangement. Senior Mechanical Officer should assess requirement of addition equipment like cold cutting equipments, Gas-cutters with operating staff promptly and assistance from other divisions and Railway to be asked for and monitored.

**9.11.3 Forecasting:**

Regarding time to be taken for restoration work after assessing the magnitude of work and facility available at site to tackle with, forecasting will be given to the site in-charge.

**9.11.4 Work distribution:**

ART in charge and SSE/C&W will jointly lead the restoration team. Supervisors will be nominated for specific assignment like restoration work, arrangement for making of tent, meal, drinking water for ART staff, recording of statement of Driver & Guard in coordination with other Supervisors etc.

**9.11.5**

Supervisor for ART has to ensure that ART should have and rescue workers must make use of Rain coats, fluorescent jackets, helmets, gloves and masks.

**9.11.6 Police clearance:**

After Police clearance restoration works will be started under instruction of Site-in-charge. It is noted that “in case 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 of 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 accidents, if sabotage is suspected” (Board’s letter No. 2002/Sec.(Cr.)/45/47 dated March, 27, 2003).

**9.11.7 Monitoring of restoration works:**

One senior most Mechanical Officer will provide guidelines for safe working of equipment and staff during restoration works.

**9.11.8 Progress of work:**

Progress of works or any other difficulty will be communicated continuously to site in-charge for further action.

**9.11.9 Winding up the equipments:**

After completion of restoration works all equipments of ART will be kept aside of the track without infringing them. Then that will be loaded in ART/ARME stock as soon as possible.

**9.11.10 Certification for safe to run:**

C&W supervisor will certify for safe to run up to next TXR examining station for stock involved in accident and Loco Inspector will certify for Locomotive involved in accident.

(i) Staff of ART should be ready for work in proper uniform.

(ii) Each and every equipment should be checked for its working such as cold cutting equipment, hydraulic re-railing equipment, lighting arrangement (oil/gas lamp, Generator).

**10. RESTORATION WORK OF ENGINEERING**

**10.1 Intimation of accident: Role of Engg. Control:**

As soon as the staff working at Engg. Control knows about an accident, he will at once inform Sr. DEN, DEN's, AEN's and concerned PWIs & IOW's regarding accident on whatever means of communication. He will collect details of accident and requirement of men and materials from site/concerned PWI/AEN. On receipt of the message of the accident's, Sr. DEN (C) will nominate one DEN/AEN and one engineering supervisor to man the control. The activities of engineering control could be as under:

SN	What is to be done?	By whom? When?	How?
1	Passing Primary Information to all concerned.	The staff on duty in Engineering Control, immediate after an accident.	Telephone/Mobile nos. of all concerned available with control.
2	Manning of Engg. Control during entire period of restoration.	<ul style="list-style-type: none"> <li>In 8 hrs. shift by one from nominated officer and supervisor</li> </ul>	To communicate messages and keep close liaison with site/field units and arrange for compliance of instructions of Engg. Officer manning the Control.

3	Monitoring of Engg. activities in Control.	Sr. DEN/DEN personally.	Control office is to be continuously manned by one engineering officer in shift till restoration.
4	Arrangement of manpower.	By sectional PWIs.	<ul style="list-style-type: none"> <li>▪ They will be prepared to arrange sufficient nos. of Gangmen at any time even during night.</li> <li>▪ Each PWI should keep address /telephone nos. of staff working under them if Gangmen reside in nearby villages.</li> <li>▪ In case sectional PWI is sent to site immediately. Engg. Control to arrange the Gangmen through ASM, calling to their villages or by other means. For this engineering control to have telephone nos. and address of gang men.</li> </ul>
5	Seeking extra-divisional assistance of Man & material.	Sr. DEN/DEN.	Sr. DEN/DEN available at control will talk personally to CTE and CE (if CTE is not present in HQ).

**10.2 Action to be taken at Divisional HQ:**

**10.2.1 By Officers and staff nominated for Control duty:**

As soon as information of accident is received, all the DENs, AENs and nominated PWI/IOWs should come to ART or control as nominated by Sr. DEN(C) without any delay and after having adequate information and suitably having instructed staff under them, sectional DEN & AEN should proceed immediately to accident site either by ART or by road, as the case may be. Sr. DEN & other DENs one by one should man control in shifts till restoration completes. Sr. DEN and DENs will monitor, in general, the overall scenario and progress of restoration work and engineering items, in particular, involving arrangement of assistance, movement of man and material, liaison with HQ and guidance to engineering site officer/officials. Sr. DEN/DEN in control will demand assistance from CTE and if he is not present then CE about extra divisional help of men & material.

**10.2.2 By local Supervisors:**

Every Senior Sub-ordinate of P.Way and Works will contact in person the Engineering Control and seek instruction for them, if any. However, sectional PWI (S) and IOW (S) may proceed for site without any delay after conversation with controlling officers.

**10.3 Action to be taken by Engineering Officers/Official at the site:**

**10.3.1 General:**

Generally Engg. officials i.e. AEN & PWI is the first official to reach site being located in all the corners of the division. They are expected to and they should reach the site of accident by quickest possible means without making any unnecessary delay. Until such time relief and assistance arrive and more senior official replaces him, the P.Way official present must take charge of the entire situation as site in-charge. He will allot duties to each as best as possible under the prevailing circumstances at all Railway men, Police, Military and the RPF. First Officer (it may Engg. Officer/official also) to reach at site will assess damages to railway property and loss to human life and casualty, if any; assistance required (Medical assistance, Material, Manpower and Machine), estimated time of the restoration and preserve clues in addition to rescue and save lives. First Engg. Official reaching at site will have the primary job of rescue and relief. In turn, he will erect at least five tents for providing accommodation for public, medical staff, commercial staff, telecom staff and electrical staff. He will arrange to erect more tents, if the situation demands.

**10.3.2 Information to Control Room and Protect the train:**

He will relay the basic information on PCP or any other means about the accident like exact location; time of accident; name/no. of train; details of affected coaches/wagons; casualty, if any; details of damages to track, bridge and signaling system; probable reason; expected time of restoration; assistance required; etc. to Divl. Control office at once. He will ensure that the track has been protected in front and in the rear of the affected train. In the case of double line, if the other line is also affected, immediate steps should be taken to stop any train coming on it.

**10.3.3 First-aid and Rescue in accidents involving casualty/injury:**

He will arrange to collect Railway men, Doctors on-board the train or local, volunteers and persons who can provide first-aid and arrange to provide first aid to injured persons. Efforts should be taken to provide every type of assistance to the victims trapped inside the coaches. In accidents involving casualty and/or injury, first and foremost duty of every railway staff

including Engg. Staff to save human lives and provide every possible relief to injured ones. In case, the accident involved any river or water flow assistance from local divers/boat owners should be obtained if some persons/victims have drowned in river. It may be noted that the rescue operations for saving lives should be started immediately without waiting for police clearance.

**10.3.4 Preservation of Clues:**

He will search for & depute railway staff at the location any component of the rolling stock or permanent way that could have a clue about the cause of the accident. Staff deputed by him shall ensure that location of the accident .The staff deputed will ensure at the location that all the materials lying at the site and clue about the cause the accident must remain untouched.

**10.3.5 Restoration Work:**

Engineering Officers/officials will manage the site in such a way that minimum time is taken to restore traffic after Rerailment of derailed coaches/wagons. The work will start after providing every assistance to victims of the accident and police clearance. In every case suspected of sabotage, under no circumstances, restoration work may be started without police clearance. The restoration work will be managed as per guidelines given in subsequent paras.

**10.4. Works related to Engineering:**

**10.4.1 Examine the site and advice for assistance:**

The PWI will examine the entire site inclusive of the track over which the train has passed immediately before derailling, noting down any unusual features observed, specially any part of vehicles or other materials lying on or near the track. He will assess the extent of damage to track and advice Divl. Control Office about the assistance (labour & materials) required for quick restoration.

**10.4.2 Arrangements for Victims of Accident and others:**

In bigger accidents, he will arrange for camping arrangement of labours, their fooding arrangement and availability of drinking water. It will be the prime responsibility of Engg. Department to provide temporary shelters for passengers; erection of tents for temporary medical substations to provide medical aid to injured and other shocked passenger; arrangement of drinking water and temporary toilets in all the major accidents. Separate arrangements may also be done for opening of Public Information Booth, from where communication arrangements for relatives, officers, media persons and others may be done.

**10.4.3 Preparation of sketch and joint measurements:**

A neat sketch of the accident site should be drawn by Engineering officials (by IOW if present, otherwise by PWI) showing every aspect of track and rolling stock e.g. position of rail, sleepers, wheels etc. Length of dragging and important distances, which may have relation with the accident, must be indicated. The PWI will deploy one SE(W) to prepare a dimensioned sketch giving the full particulars of the site of accident including the track leading up to the point of derailment, path followed by derailed vehicles, place of mounting and drop, which pair of wheels and of which vehicles were first derailed and the position at which the derailed vehicles came to stand.

- First of all, he shall make an accurate representative sketch of site showing even minutest details however insignificant.
- In sketch, exact location of damaged track, coaches etc. with reference to static reference point.

The PWI will participate in measurement rolling stock, if decided to be taken/if required. The joint measurement may be recorded on prescribed format and must be signed by all concerning supervisors.

**10.4.4** He should plan for the repair work of damaged track and get it commenced immediately after obtained police clearance, if required. All the supervisors and labour available at site should be divided in suitable groups and definite quantum of work should be allotted to them for completion in targeted time. In case of night hours, he will arrange proper lighting in co-ordination with Electrical Department or Breakdown Official. PWI in-charge will ensure:

- To inform Site manager/Engg. Officer about the availability of P.Way materials & Machines and to submit the plan for carting them to site. For example, he will inform Engg. Officer about nearest availability of rails, sleepers and fittings and how to cart them at site. Location & availability of equipments like Cutting machine, Hole drilling machine, Augers, Rail dolleys etc.

- However, if this material/equipment are available in ART, as it should be, PWI based on extent of damage receive them from Brake-down in-charge. Then he shall take preliminary arrangement of spreading rails/sleepers as preparatory work in the period when derailed wagons/coaches and being hauled by HRE/Crane.
- Planning regarding sequential procedure to be adopted for track repair to be done. Rails to be cut in required length, holes drilled and kept ready nearest to the required location. Sleepers to be inserted/replaced be kept ready at nearest point. If possible, they may be inserted during other restoration processes. These steps will reduce the restoration time.
- After completion of repair to track, track fit must be communicated to station(s) nearby clearly indicating date, time and speed restriction and its kilometerage, if any. The message should be clear and unambiguous..

### **10.5 Manpower management at Site:**

- 10.5.1 The PWI will so arrange his unit that in accidents during night also there is no shortage of Gang men. He should keep addresses and telephone nos. (if possible) of all the Gangmen residing in nearby villages, if they are local.
- 10.5.2 The sectional PWI, in consultation with the Site Manager/Engg. Officer will endeavor his best to manage available manpower and assistants so that utmost utility of them may be obtained. This will definitely reduce the time of restoration.
- 10.5.3 PWI will divide his manpower into manageable small units of men as required under a PWS or JE. He will clearly instruct them to carry out the specified task and shall not make changes to this plan arbitrarily to avoid confusion.
- 10.5.4 After having done preliminary arrangements, whenever he is asked to do so, the PWI will start the restoration work by deploying in orderly manner.
- 10.5.5 He shall also plan to deploy his manpower in such a manner that fresh labours get to work after one batch of labour get exhausted after intensive work.
- 10.5.6 In bigger accidents, he will arrange for camping arrangement of labours, their fooding arrangement and availability of drinking water.

### **10.6 Some remedial measures based on past experiences:**

- 10.6.1 The role of Engineering Department at an accident site is mainly concentrated to restoration operations of track, bridges and any other structure involved. However, it can't be overlooked that primary duty of all the Railway men (irrespective of their departments) is to provide assistance in management of rescue operation. Remedial measures based on problems faced in past are prescribed as follows.
- 10.6.2 All the ARTs have been provided with about 200m-restoration material i.e. rail, sleeper & fittings and these have not been found to be less in any of accidents so far.
- 10.6.3 It was found difficult to arrange Gang men especially during night, most of the Gangmen being local. All the PWIs must be instructed suitably in this connection. The PWIs must know about full address and telephone nos. of their Gangmen and other staff where they may be contacted during emergencies. It will be responsibility of the concerned PWI to remain in contact and collect Gangmen during abnormalities like accidents.
- 10.6.4 In case of damage to bridge, materials like joists, girder, jack, gas cutting machine, rope, C.C. Crib, Derrick & Welding machine etc. to be kept always with BRI/DNR as shown in
- 10.6.5 DNR division is full of rivers & bridges and any accident over these bridges will be disastrous consequences due to submerging/sinking of coaches in river water. Altogether & such bridges have been identified and these are shown in Annexure-5. Details of divers and boats from nearby villages have also been collected as shown in Annexure-5 for using these at a very short notice. Brief on Divers available with SE/Bridge at Danapur is shown in Annexure-5. Brief on village Divers available near different bridges/rivers is shown in Annexure-5.
- 10.6.7 Group of such village Divers/Swimmers/Fishermen who may be available near by, 1<sup>st</sup> available railway person including engineering staff/Supervisor shall motivate for volunteering for rescuing of persons and extracting of dead bodies. For such group of persons, Personal Accident Insurance (for unknown persons) for a period of three years needs to be processed. Sr. DEN is the Nodal Authority for this purpose who will arrange required Insurance in advance and ensure timely renewal. In case of claim, Sr. DEN shall process claim for such persons.

- 10.6.8 At time of accident, much time is lost in approaching station by road due to lack of knowledge of local roads. To overcome this necessary road map has been prepared showing district boundaries and road up to station. This is to be updated regularly by Sr. DEN.

## **11 ACTION BY SECURITY**

### 11.1 First Response:

- 11.1.1. On getting Information, security CNL will immediately inform DSC, ASC, DI, and IPF/DSC Res. IPF/SPJ and vehicle drivers.

- 11.1.2.1. DSC/ASC and DI will proceed to control and further programme will be choked out after discussion with DRM/ADRM. Meanwhile IPF/DSC/Res. Will gathers maximum available manpower for accompanying the Officer/relief train to the site. IPF/SPJ will also supplement the strength. Vehicle drivers to be in readiness to move by road. For further instruction they will wait for the order of DSC through DSCR.

- 11.1.3 DSC/ASC will talk to SRP, SP, CSC, DY, CSC, DIG/Rly. & IG/Rly DSCR will inform concerned jurisdiction of RPF, GRP, Local police, Zonal security control and police control Room.

- 11.1.4 Concerned IPF/RPF/Post will muster maximum available strength within shortest possible time and dispatch them to the scene of accident by quickest means. They will carry with necessary equipments like wireless sets, dragon search light torches, camera, loud hailer, ropes & poles writing materials etc. Post/Outpost will contact with concerned GRP & Local police station and ensure their movement and presence at the site.

- 11.1.5 Either of DSC or ASC will proceed to the site and other officer will monitor the Divn.. CNL (DSCR) at divisional HQ. DI will supervise the working of DSCR under the guidance of DSC/ASC.

### **11.1.2.2. Action at the site of Incident.**

- 11.2.1 DSC/ASC will distribute and allot the work. IPF/Post will assist him in deploying the Force.

- 11.2.2. Area be cordoned off by RPF so that bystanders (onlookers) and unwanted crowd do not disrupt the rescue operation. Access roads should be kept open for emergency.

- 11.2.3.1.1 Temporary RPF Assistance post (shed/tent) be established at the conspicuous place near the site .A log book should be opened and minute to minute program of action by RPF be recorded.

- 11.2.4 Assess the requirement of RPF, armed forces, paramilitary force, police, and sniffer dog in consultation with DRM/ADRM and accordingly relay the message to DSCR for further arrangement.

- 11.2.5.1 DSC/ASC/IPF will co-ordinate with state police/GRP for expeditious clearance in case of accident involving loss of human lives for injuries to the passenger. They will also co-ordinate with state police & civil authorities to avoid any situation where precious time is lost in seeking the clearance of state police for carrying out rescue operation.

- 11.2.6.1. Full assistance is to be provided to the medical staff, DSC/ASC will ensure proper documentation about the number of persons injured or dead giving their identity and addresses, If available. In case the friends or relatives of the injured/deceased make queries, they should be properly guided. RPF officers present will actively co-ordinate with police in the disposal of injured/deceased passengers. The officer at the site to the divisional/Zonal control room giving the latest situation will send hourly report.

- 11.2.7. A temporary clock room should be opened. Baggage of the passengers should be isolated and kept protected in the clock room. These should be handed over to the rightful claimants.

### **11.3 Function of Security control:**

- 11.3.1 Collect information from site and situation report be sent to zonal control room.

- 11.3.2 Additional strength of RPF will be mobilized on receipt of message from site. DSC/ASC will monitor.

- 11.3.3 On demand of force i.e. armed force, paramilitary force etc. from site, DSC/ASC will appraise DRM/ ADRM for further requisition. Sr. DOM on behalf of DRM shall contract Director (Operational Logistic) HQ Integrated defence staff at New Delhi who is the official for Emergency calling.

- 11.3.4 On demand of sniffer dog from site, DSC/ASC will appraise DRM/ADRM for further requisition. For the purpose of calling for this assistance location and BSNL No. of In

- charge of sniffer dog squad with RPF,BSF and state police should be maintained and updated. A copy should be available with security control.
- 11.3.5 In case of VIP visit to the site, DSC/ASC will mobilize separate strength of force and co-ordinate with SP & SRP for maintenance of LAW & order and their security.
- 11.4 Accident Involving Fire:**
- 11.4.1 Guard, Drivers, SS/SM of the concerned station with the assistance of Railway men & public will immediately initiate action on evacuating passengers from affected train & adjoining areas. Organize forthwith fight of incipient fire until arrival of the Fire Department. This should be done only to the level that people have been trained. Never risk injury and loss of life.
- 11.4.2 DSCR will notify the appropriate Fire department as per concerned district & adjoining districts. DSC & ASC will monitor. Station wise location and BSNL No. of fire Brigade for immediate assistance in case of Fire is given in Annexure – 15. It needs to be regularly updated by DSC.
- 11.4.3 Police & RPF will ensure that access roads are kept open for emergency vehicles.DSC/ASC/IPF will monitor at the site.
- 11.5 Sabotage:**
- Sabotage prone areas of the division shall be identified and preventive action such as track patrolling; Security of important installations shall be arranged. Liaison with State Police and GRP for collective intelligence, sharing and action shall be continued.
- 11.6 DSC shall co – ordinate in getting the police clearance required for restoration works at the site of accident.
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- 11.6.1 Safe custody and appropriate disposal of luggage at the time of disasters: Railway protection force and commercial staff at the site of the accident should coordinate their activities regarding safe custody and appropriate disposal of the luggage of the dead and injured passengers. This luggage should be guarded by RPF personnel and thereafter can be handed over the rightful claimants.

**12. RESPONSIBILITY OF SR. DPO**

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**12.0 Sr. DPO will work in close co – ordination with Sr. DCM for the following functions.**

**12.1 Ex – gratia payment:**

Procedure for ex – gratia payment has been laid out in Para 6.8 of this plan. Sr. DPO/ APO on reaching the site take stock of the situation and arrange payment of ex – gratia payment preferably on the spot by a senior scale or higher officer. For guidance, Form No. EG/SPJ/01 is enclosed as Annexure 11.

**12.2 Evacuation of Passengers:**

Procedure for evacuation of passengers has been laid in Para 6.4 of this plan. Sr. DPO/APO on reaching the site shall take stock of the situation and determine in consultation with Site Manager whether to evacuation by road is required, public vehicle should be hired and passengers evacuated in either direction to the nearest point wherefrom they can get suitable rail/ road transport.

**12.3 Vehicles for Medical requirement:**

Requirement for transportation of injured/dead passengers has been laid out in Para 5.8 of this plan. Sr. DCM/DCM shall arrange that Grievous/ surgical post for treatment and further referral as decided by Doctor. Sr. DCM/DCM shall arrange transportation Vehicle required for this purpose.

**12.4 Reaching of ICE at Site:**

As briefed in pare 5.9 and Annexure-12 of this plan, Dead body after certification shall be sent to mortuary and after noting ID parameters shall be handed to GRP/ Civil police. These bodies shall be required to be kept in Ice for preservation. Sr. DCM/DCM shall arrange to procure Ice in the Quantity as may be assessed by CMS. The Medical team shall assist in the act of preservation. For guidance, list of Ice Factory with address and BSNL No. is enclosed as Annexure – 04

**13. ASSISTANCE OF ARMY, RESCUE DIVERS**

- 13.1 Sr. DFM shall consolidate the cash drawn from station earnings and monitor its regularization through Branch Officer.
- 13.2 Media Briefing at DNR & Patna. To be done by DRM at DNR. Sr. DCM to organize twice daily on fixed timing. Brief of site progress, any constraints in work progress, work done particularly for passengers, prima – facie cause, assessment of value of damage and forecast of resumption of traffic.
- 13.3 For serious accidents Army, jeep divers from Navy may need to be called. Sr. DOM on instructions from DRM shall contact Director (Operational Logistics) HQ Integrated Defence Staff at New Delhi who is the official for Emergency calling. This has been briefed in part-B annexure-2.
- 13.4 Sr. DCM shall update location, BSNL No. and contacting authority for Army, Para Military Camp. i.e., CRPF, BSF etc. for assistance. This should be also available in Control. DRM shall take decision on calling Armed forces. Instructions regarding seeking assistance from Armed Forces have been laid down in CSO/ ECR's D.O.No. ECR/Safety/DMP/02 dated 17.07.03 extracted as under:

**Sub: Railway Disaster Management Plan.**

**Ref: (I) Recommendation No. 6 of high Level Committee's Report on Disaster management.  
(II) Exec. Director/ Safety No. 2002/Safety – i/6/4 dated 03.07.03.**

For seeking urgent assistance from any of the wings of armed forces ( Air Force, Navy & 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 – 23017897 (Off.); 011 – 25686071 ( Resi.); 9810856633 ( Mobile). Col. GS, H.Q Jharkhand and Bihar, sub area, Danapur- 06115-222280, Mob. No. 9419299197 Danapur Army Control Room- 06115-220365, G-mail : [danapuroffice@gmail.com](mailto:danapuroffice@gmail.com) & Nic Mail : arabks.stleekes@gov.in

He may be directly contacted at the above-mentioned telephone number for seeking any kind of assistance including air support by GM/DRM/CSO, incased 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 Center) HQ WNC,  
Mumbai - 022 – 22630550
- (c) Duty officer (Maritime Operations Center) HQ ENC,  
Visakhapatnam - 0891 – 2577240
- (d) Duty Officer (Maritime Operations Center) HQ SNC,  
Kochi - 0484 – 2662793

(Authority IDS/Ops/Ops Lgs/31004 dated 23 June, 03) Signed by Shri S.K. Khurana, Wing Commander Joint Director (Operational Logistics).

**14. Role and task National Disaster Response Force**

National Disaster Response Force (NDRF) is the only specialized multi-skilled, stand-alone force of its on kind in our country to provide prompt response in the event of natural as well as manmade disasters. At present, total 12 battalions of NDRF are deployed in various states i.e Bihar, U.P, West Bengal, Assam, Odisha, Maharashtra, Tamilnadu, Panjab, Gujrat, Arunachal Pradesh & Andhra Pradesh of our country.

Role of NDRF :-

- i) Impending Disaster  
\* Pro-active depoloyment during and impending disaster situation.
- ii) During disaster  
\* Specialized response
- iii) Non-Disaster Period  
\* Acquire new skills and upgrade existing once through continuous training.  
\* To impart basic and operational level training to State Disaster Response

Force and other state holders.

\* Assist in community training and preparedness (Community capacity development)

\* Liaison, reconnaissance, vulnerability and disaster mapping, rehearsals & mock drill.

## **15. GENERAL CLARIFICATIONS**

### **15.1 If there is need to obtain Police clearance for rescue operations?**

Police clearance is not required for launching rescue operations for the purpose of saving human lives, which inter alia may also involve handing/ 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. Clarification is given in Annexure –

### **15.2 What is the procedure to call for Army assistance?**

Instructions regarding seeking assistance from Armed Forces have been laid down in CSO/ ECR's D.O. No. ECR/Safety/ DMP/02 dated 17.07.03 briefed in Para 13.4 above.

### **15.3 When officers are to reach control?**

All Officers must report to Control within 15 minutes and well prepared to proceed to site from control itself. Cell phone, VHF where available should be brought along with. All vehicles should be in control ready to proceed to site as instructed.

### **15.4 How to purchase Petty items at site?**

It may be done through cash Imprest of BO's. At the same time the disaster management teams may have to hire personnel and equipment at short notice and so the normal procedures involving hiring of labour and purchase of petty items i.e, manila ropes, photo copying etc. be dispensed with. The teams are given adequate powers to take cash from station earnings of nearest station or bigger station with large cash as per provision of SOP enclosed as Annexure –

### **15.5 Who has to assess the value of damage at site?**

To be assessed by each BO, complied by Sr. DSO. He will inform Site manager and also convey to Control.

### **15.6 Who has to place temporary tents?**

Each BO has to erect tent available with him at the site and fix the placard, However, Sr. DEN shall arrange adequate Tents to meet the requirement as explained in Para 10.

### **15.7 Who will advice prima – facie cause of accident and restoration time to control?**

DRM/ADRM present at site will decide with discussion with of other officer at site and to inform to control.

### **15.8 Who will give interview of media and give detail of accident or action plan for restoration?**

DRM/ADRM or Sr. PRO nominated by him at site can only interact media.

### **15.9 Who will ensure making of joint note at site?**

Sr. DSO should ensure that Joint Note is prepared by a group of Sr. Subordinates comprising of TI, PWI. LI, CWS, SI and Sr. Supervisors of concerned departments.

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