



DISASTER MANAGEMENT PLAN

EAST CENTRAL RAILWAY

Dhanbad

2020

PART- I

INDEX

Chapter	CONTENTS	PAGE NO
	Foreword by Sri Anil Kumar Mishra, DRM	01
	Introduction by Sri Arvind Kumar Roy, Sr.DSO	02
	Map of East Central Railway, Dhanbad Division	03
	Terms of Reference	04
	Abbreviations Used	05
1.	Disasters	09
2.	Disaster preparedness - availability of resources	12
3.	Disaster preparedness-ARMVs/ARTs,SPARMV, SPART	14
4.	Disaster preparedness-Use of On Board resources	19
5.	Disaster response- Overview	21
6.	Disaster response- Instant action team	25
7.	Disaster response- First responders	34
8.	Disaster response- Officers at division & Hqrts	38
9.	Disaster response- Co- ordination center	50
10.	Disaster response- Assistance from adjoining divisions/zones	56
11.	Site Management Plan-I	58
12.	Site Management Plan-II	64
13.	Site Management Plan-III	79
14.	Passenger Care	86
15.	Media Management Plan	90
16.	Fire & other accidents	94
17.	Training & Mock Drill	100
18.	Addendum and Corrigendum	101

Note

- 1 *Disaster in the railway context is defined as a major train accident leading to serious casualties and long duration of interruption to traffic.*
- 2 *As a thumb rule, any accident involving more than 100 injuries (Grievous + Simple) should be termed as Disaster.*
- 3 *This compendium of instructions has been prepared for dealing with such disasters, and not normal train accidents.*

TERMS OF REFERENCE

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

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

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

- (i) Preparation and implementation of disaster management plan is the responsibility of concerned Divisional Railway Manager.
- (ii) Authority to order ART/ARMV/SPARMV/SPART/Break Down crane- Sr. Divisional Mechanical Engineer, etc.
- (iii) Senior most railway officer at the site of the accident shall be the designated Site Manager.
- (iv) Management of rescue operations- Primarily it is responsibility of Mechanical and Medical Departments. Assistance to be provided by all railwaymen (irrespective of their department) as needed.
- (v) Relief operations including care for the dead-Commercial, Medical & RPF Departments.
- (vi) Communication network-Telecom Department.
- (vii) Crowd control and law & order at site – RPF.
- (viii) State police clearance for restoration – RPF.
- (ix) Restoration operations-Rolling stock- Mechanical Department.
Fixed infrastructure like Track, Over Head Equipment, Signaling system, etc.- departments concerned.
- (x) Maintenance of SPART/ART & ARMV Rolling Stock/Break Down cranes including rail-cum-road and road mobile emergency vehicle etc. – Mechanical Department.
- (xi) Maintenance of equipment kept in SPARMV/SPART/ART/ARMV for rescue and restoration operations – departments concerned.
- (xii) Media Management at site-
 - (a) Site Manager shall be the chief spokesman at site and can be assisted by the branch officers concerned, if needed.
 - (b) PR/Commercial Department to look after the media needs at site.
- (xiii) Checklist for the officers & supervisors must be issued in the form of a pocket booklet indicating Dos and Don'ts for the benefit of:
 - (a) First official reaching the site of accident.
 - (b) Senior most officer at the site.
 - (c) Divisional/HQ control organization.
 - (d) Station Manager/Station Master.

ABBREVIATIONS USED

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

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

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

Sr. DPO	-	Senior Divisional Personnel Officer
Sr. DSC	-	Senior Divisional Security Commissioner
Sr. DSO	-	Senior Divisional Safety Officer
Sr. DSTE	-	Senior Divisional Signal & Telecommunication Engineer
SSO	-	Senior Safety Officer
SSE	-	Senior Section Engineer
STD	-	Subscriber Trunk Dialing
STM	-	Senior Transportation Manager
SS	-	Station Superintendent
TCM	-	Telecommunication Maintainer
TCI	-	Telecommunication Inspector
TI	-	Traffic Inspector
TRD	-	Traction Distribution
TS	-	Train Superintendent
TTE	-	Traveling Ticket Examiner
TXR	-	Train Examiner
UCC	-	Unified Command Center
VHF	-	Very High Frequency
VPU	-	Vehicle Parcel Van
WLI	-	Welfare Inspector
WTT	-	Working Time Table
PCOM	-	Principal Chief Operations Manager
PCCM	-	Principal Chief Commercial Manager
PCSTE	-	Principal Chief Signal & Tele-communication Engineer
PCPO	-	Principal Chief Personnel Officer
Sr.DME(Chg)	-	Senior Divisional Mechanical Engineer (Coaching)

Chapter-1

DISASTERS

1. **DEFINITION:**

Disaster is an unusual occurrence characterized by:-

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

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

2. **TYPES OF DISASTER CAUSING INTERRUPTION TO TRAIN SERVICES:**

Human/Equipment failure:

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

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

Natural Calamities:

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

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

Sabotage:

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

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

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

Railway accidents can be categorized into different levels:

- Accidents of a magnitude which can be managed by the concerned divisional authorities.
- Accidents of a magnitude which may require assistance from neighbouring divisions but can be managed by the Zonal Railway; and Disasters of a magnitude in terms of their severity or scale of casualties that require.
- Active involvement of multiple agencies of the Central Govt. (Ministry of Railways & other Ministries).

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

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

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

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

6. **Categorization of Alerts:**

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

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

Action Plan for Communication of Alert Messages:

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

The Action plan for Alert Messages lays down as under:

- (i) All concerned Ministries/Departments/Organisations/Agencies will report events to IOC, MHA.
- (ii) While generating and transmitting alerts to IOC, MHA, the concerned agency, will indicate the category of the event as well as its corresponding stage (Red/Orange/Yellow).
- (iii) For Railways categorisation of Alerts is under.

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

7. Standard Operating procedure (SOP) on Railways:

(i) National Disasters:-

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

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

(ii) Man-made Disasters:-

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

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

(iii) Handling CBRN Disaster

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

(iv) Chemical Disaster:-

Railways expertise in dealing with mis-happenings like spillage, catching fire etc of inflammables, Acids & other corrosives are very limited. It is therefore imperative that the respective divisions will develop and nurture co-ordination with those agencies and organizations on their system that have expertise in dealing with the hazardous materials being handled and transported.

Chapter-2

DISASTER PREPAREDNESS AVAILABILITY OF RESOURCES

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

Disaster Management mechanism in Division can be maintained at a high level of preparedness and efficiency by keeping all resources readily available and in good fettle. Resources imply both railway and non-railway men and material including medical personnel, transport, volunteers, police and fire services. Resources available in case of a major accident may be grouped into 4 different units, depending on the time frame within which these can be made available after an accident.

These are as follows:

- (1) Resource Unit I - Railway and non-railway resources available on the train, and at nearby surroundings.
- (2) Resource Unit-II - Railway resources available at ARMV/ART depots and elsewhere within the division.
- (3) Resource Unit III - Railway resources available at ARMV/ART depots and elsewhere on adjoining Zones and Divisions.
- (4) Resource Unit IV - Non-railway resources available within or outside the division.

1. Resource Unit –I

(a) Resources available on trains carrying Passengers

- (i) First Aid Box available with the Guard.
- (ii) First Aid Box available with Train Superintendent and in the Pantry Car.
- (iii) Portable Telephones, Fire Extinguishers in Brake Van.
- (iv) Portable Telephones in Locomotives.
- (v) Walkie-Talkie with Guard and Driver.
- (vi) CellPhones/Mobile communications with Passengers.
- (vii) Information collected by Train Superintendent/Travelling Ticket Examiner about Medical Practitioners traveling on the train.
- (viii) Information collected by TS/TTE about Railway Officers travelling on the train.
- (ix) Railway staff travelling on the train-either on duty or on leave as passengers.
- (x) Passengers travelling on the train who volunteer their help for rescue and relief work.

(b) Non-railway resources available nearby:

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

(c) Railway resources available nearby:

- (i) Engineering gangs.
- (ii) OHE staff and Signal staff available.
- (iii) Other resources such as medical facilities, communication facilities

(d) At adjoining Stations:

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

2. Resource Unit - II

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

3. Resource Unit - III

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

4. Resource Unit - IV :

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

Chapter-3

DISASTER PREPAREDNESS –ARMVs/ARTs

1. ACCIDENT RELIEF MEDICAL VAN (ARMV)

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

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

1.1 LOCATION OF ARME SCALE-I

DIVN	DEPOT		ARME			
			Brake	Load	Cold cutting equipment	Speed Kmph
DHANBAD	DHANBAD	DOUBLE EXIT	AB	2=4	Yes	100
	BARWADIH		AB	2=4	Yes	100
	CHOPAN SPARMV		AB	3=6	Yes	100
	GOMOH SPART		AB	3=6	Yes	110

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

- (i) Locations of ARME Scale II are given below:-
Patherdih, Katrasgarh, Gomoh, Gujhandi, Barkakana, Garhwa, Dudhinagar.
- (ii) The medical equipment is kept sealed without any lock.
- (iii) The Scale II room has duplicate keys.
- (iv) One is with the Medical officer and the other is in Station Master's Office.
- (v) These are to be taken out and rushed to the site of an accident by any train or available road vehicle.

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

A. Crane :

S. No.	DIV	Section	First End	Other end	2 Extra 140T BD Crane	Remarks
1	DHN	(I) DHN -PKA	DHN	ASN **	ASN, HWH, MGS	** (ER)
		(II) DHN - MPO	DHN	MGS	ASN, DNR	
		(III) DHN - PEH	DHN	ASN **	BRWD, MGS	
		(IV) DHN - CRP/GMO	DHN	BKSC***	ASN ** ,BRWD	*** SER
		(V) GMO /CRP-BRWD	DHN	BRWD	BKSC *** , MGS	
		(VI) BRWD - CPU	BRWD	DHN	MGS, DNR	**** NCR
		(VII) CPU SGRL /KRSL /MHDA	CPU	NKJ	CNB, MGS, JBP	***** WCR

B. ART

Section wise chart for requisiting of ART without 140T BD crane from the affected division adjoining Zone/Division						
DIV	Section	First End	Other end	2 Extra ART without 140T BD Crane	Remarks	
DHN	(I) DHN -PKA	DHN	ASN **	GYA ,JAJ	** (ER)	
	(II) DHN -MPO	DHN	GYA	MGS ,ASN		
	(III) DHN -PEH	DHN	ASN **	JAJ ,GYA		
	(IV) DHN -CRP/GMO	DHN	BKSC***	ASN ** ,BRWD	*** SER	
	(V) GMO /CRP-BRWD	DHN	BRWD	BKSC *** ,MGS		
	(VI) BRWD -CPU	BRWD	CPU	MGS ,ALD****	**** CR	
	(VII) CPU SGRL /KRSL /MHDA	CPU	NKJ	ALD ,JBP***** ALD /BRWD, JBP	*** WCR	

C. ARMV

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

S.N.	DIV	Section	First End	Other end	2 Extra ARMV	Remarks
1	DHN	(I)DHN -PKA	DHN	ASN **	GYA ,JAJ	** (ER)
		(II) DHN -MPO	DHN	GYA	MGS ,ASN#	
		(III) DHN -PEH	DHN	ASN **	JAJ ,GYA	
		(IV)DHN -CRP/GMO	DHN	BKSC***	ASN ** ,BRWD	*** SER
		(V) GMO /CRP-BRWD	DHN	BRWD	BKSC *** ,MGS	
		(VI)BRWD -CPU	BRWD	CPU	MGS ,ALD****	**** NCR
		(VII) CPU SGRL /KRSL /MHDA	CPU	NKJ	ALD ,JBP*****ALD / BRWD,JBP	***** WCR

2. **ACCIDENT RELIEF TRAIN:**

(i) ART Locations are given below:-

DIVN	DEPOT	ART			
		CLA SS	Brake	Load	Speed KM/Ph
DHANBAD	DHANBAD	A	AB	6=12	100
	GOMOH	B	AB	6=12	100
	PATHERDIH	B	AB	5=10	100
	BARKAKANA	B	AB	6=12	100
	BARWADIH	A	AB	6=12	100
	CHOPAN	B	AB	6=12	100

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

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

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

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

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

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

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

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

2.1 LOCATION OF CRANE BASES

DIVN	DEPOT	CRANE		
		Speed (Kmph)	Ton	Brake
DHANBAD	DHANBAD	100	140 T	AB
	BARWADIH	100	140 T	AB

3. Location of ARTs/ARMVs/Cranes/Bulldozers of adjacent zone:

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

4. Location of Tower Wagons

DHANBAD DIVISION				
SlNo	T.W.No.	Type	Base	Max. Speed
1.	866	4 Wheeler	Paharpur	40 KMPH
2.	246	4 Wheeler	Chandrapura	40 KMPH
3.	0086	4 Wheeler	Doltenganj(DTO)	75 KMPH
4.	863	4 Wheeler	Gomia (GMIA)	40 KMPH
5.	0083	4 Wheeler	Khelari(KLRE)	75 KMPH
6.	844	4 Wheeler	Lathehar (LTHR)	60 KMPH
7.	PTL-0021	4 Wheeler	Gomoh(GMO)	75 KMPH
8.	868	4 Wheeler	Hazaribagh(HZD)	60 KMPH
9.	ER/RU-901	8 Wheeler	Dhanbad (DHN)	100 KMPH
10.	904	8 Wheeler	Gujhandi (GJD)	100 KMPH
11.	906	8 Wheeler	Barkakana (BRKA)	100 KMPH

5. Authority to order movement of ARMVs, ARTs, SPARMVs & SPARTs to site:
- (i) On receipt of information about serious accident involving casualties, ARMVs, ARTs SPARMVs & SPARTs shall be ordered immediately.
 - (ii) This decision would be taken by the Dy. CHC (Chg.) on duty and nobody's authorization would be required for ordering the same.
 - (iii) After sounding of siren the ARMV and ART should be run out within the stipulated target time.

Chapter-4

DISASTER PREPAREDNESS USE OF ON BOARD RESOURCES

(A) PORTABLE TELEPHONE :

1.Types of Portable Telephones :

- (i) Portable Telephones are available in Brake van of Passenger carrying Trains.
- (ii) Telephones presently in use are of the 4-wire/2-wire type of portable phones which can be used in RE area as well as in overhead communication territory.
- (iii) There are two types of Portable Telephones.
 - Land line type (Overhead Telephone line transmission)
 - Socket Type (Underground cable transmission)
- (iv) In overhead territory additional poles are to be carried by Guards for connecting phones to the overhead lines.

2. How to use Portable Telephones :

- (a) Overhead type :
 - (i) Fix “Y” bracket on the poles.
 - (ii) Use required number of poles available.
 - (iii) Connect the two wires to phone terminals.
 - (iv) Circuit on Red colour bracket side connects the section controller telephone line.
 - (v) Circuit on the Green colour bracket side connects the Deputy Chief Controller telephone line.
 - (vi) Link “Y” bracket on the circuit and rub it for clear communication.
- (b) Underground cable type :
 - (i) Look at Receiver Arrow sign for socket location on Over Head Equipment mast /location post and move towards the Arrow pointing direction.
 - (ii) On reaching EMC Socket location, open the socket by using the key kept in the phone box where required.
 - (iii) Plug in the phone terminal properly for communication.
 - (iv) In electrified section this phone connects the Traction power controller and then link to section controller.

(B) WALKIE – TALKIE SETS :

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

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

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

(D) EMERGENCY TRAIN LIGHTING BOX :

1. How to use ETL BOX :

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

(E) PROCESS TO VIEW ART-V-SAT VIDEO THROUGH RAILNET

Step -1 : Open “VLC Media Player”. (If not available download from following link)

<http://www.videolan.org/vlc/download-windows.html>

Step -2 : Click on “Media” (a dropdown menu will open).

Step -3 : Click on “Streaming” in dropdown menu.
“Open Media” Window will open

Step -4 : Select “Network” Tab.

Step -5 : Enter network URL <http://10.255.252.165:8080>

Step -6 : Select “Play” (If “Play” is not showing, “Stream” is showing then click on arrow button beside “Stream” button and select “Play” from dropdown menu)

Chapter-5

DISASTER RESPONSE – OVERVIEW

1. **GOLDEN HOUR :**

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

During Golden Hour period every effort should be made to :

- (i) Render definite medical care to the extent possible preferably by qualified medical practitioners.
- (ii) Stop bleeding and restore Blood Pressure.
- (iii) Persons under shock should be relieved of shock immediately.
- (iv) Transport casualties to the nearest hospital so as to reach within this Golden Hour period.

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

2. **Disaster Syndrome :**

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

- (i) Shock stage: In which victims are stunned, dazed and apathetic.
- (ii) Suggestible stage: In which victims tend to be passive but open to suggestions and willing to take directions from rescue workers and others.
- (iii) Recovery stage: In which individuals may be tense and apprehensive and may show generalized anxiety.

3. **Different phases of Disaster Response :**

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

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

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

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

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

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

4. First Aid in Emergency :

- (a) Order of priority for dealing with and helping injured passengers should be as follows :
 - unconscious,
 - bleeding excessively,
 - having breathing problems,
 - grievously injured,
 - in a state of shock,
 - having fractures,
 - simple injured.
- (b) For assessing and handling injuries, acronym **DR ABC** is to be followed.
 - (i) **D – DANGER :**
Look for danger. Make sure that no further danger exists either for the patient or for the First Aider.
 - (ii) **R – RESPONSE :**
Check for consciousness. Call by his/her name, slap, pinch and shake gently. If there is no response, then it means that the patient is unconscious.
 - (iii) **A – AIR WAY :**
Clear the airway (Trachea). If patient is unconscious, then the airway may be narrowed or blocked making breathing impossible. This occurs due to several reasons. Mass food particles or foreign body in the air passage; or the tongue may have sagged back and blocked the air passage.

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

(iv) B – BREATHING :

Check for Breathing. Keep the back of your fingers near the nose of the patient. You can feel the warm air (or) keep your ear near the nose and **look** for the movement of chest, **listen** to the sound from the throat and **feel** the warm air from the nose.

(v) C – CIRCULATION :

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

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

- (i) If patient is breathing, has circulation but is unconsciousness, immediately turn him to Recovery position and transport to hospital.
- (ii) If the patient has failure of breathing and circulation, then immediately start CPR (CARDIO PULMONARY RESUSCITATION) the important life saving technique in First Aid.

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



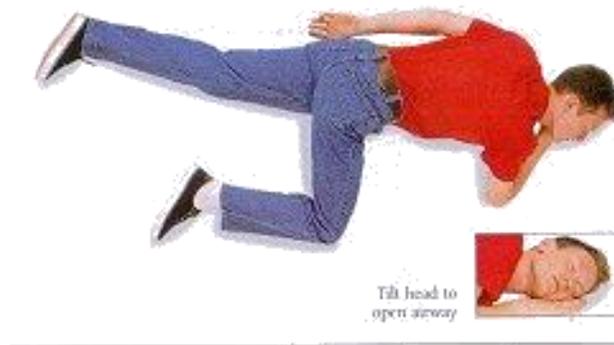
To revive the heart you have to give external chest compression. The casualty should be made to lie down on a hard surface. Keep heel of the palm on the chest (Pit of stomach) of the casualty and keep the other palm over that hand and compress.



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

Recovery position :

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



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

Chapter-6

DISASTER RESPONSE – INSTANT ACTION TEAM

INSTANT ACTION TEAM (IAT) :

1. Instant Action Team comprises :

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

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

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

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

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

(a)Guard :

- (i) Note the time of the accident and the location.
- (ii) Switch on the Amber Light, if provided, in Flashing Tail Lamp, in the rear of brake van.
- (iii) Inform Driver through walkie – talkie set.
- (iv) Inform Station Master on walkie – talkie set, if possible.
- (v) Protect adjacent line/lines if required and the line on which the accident has taken place as per G&SR 6.03.

- (vi) Secure the train and prevent escaping of vehicles.
- (vii) Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
- (viii) Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose,
 - (a) Walkie – talkie communication provided with stations should immediately be used.
 - (b) Otherwise field telephone should be used.
 - (c) If a train comes on the other line which is not blocked the same should be stopped and information sent through the driver.
 - (d) Assistant driver may be sent to the next station to convey information of the accident.
 - (e) All of the above fail, one of the railway staff on duty on the train should be sent on foot to the nearest station.
- (ix) Utilize Emergency Train Lighting box to facilitate medical aid.
- (x) Save lives and render First Aid.
- (xi) Call for Doctors and seek their assistance.
- (xii) Seek assistance of railway staff and other volunteers from train to rescue injured or entrapped passengers.
- (xiii) Direct railway staff and other volunteers from train for attending to injured.
- (xiv) Ensure that field telephone is constantly manned by a railway staff.
- (xv) Arrange protection of passengers’ belongings and railway property with the help of railway staff, volunteers on train, RPF and GRP.
- (xvi) Stop running trains on adjacent line and utilize resources on that train.
- (Xvii) In electrified section if OHE is affected, take steps to switch off OHE supply.
- (xviii) Arrange for transportation of injured to hospital.
- (Xix) Record evidence or statements, if any, given by passengers.
- (xx) Preserve all clues and evidences regarding probable cause of the cident and ensure that these do not get disturbed.
- (xxi) Log your activities. Do not leave the spot unless you are relieved by a competent authority.

(b)Driver :

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

- (x) Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose,
 - (a) Walkie – talkie communication provided with stations should immediately be used.
 - (b) Otherwise field telephone should be used.
 - (c) If a train comes on the other line which is not blocked the same should be stopped and information sent through the driver.
 - (d) Assistant driver may be sent to the next station to convey information of the accident.
 - (e) If all of the above fail, one of the railway staff on duty on the train should be sent on foot to the nearest station.
- (xi) Render all possible assistance to the guard.
- (xii) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- (xiii) Log your activities. Do not leave the spot unless you are relieved by a competent authority.
- (xiv) If necessary detach Loco and take it to inform SM.

(c) Train Superintendent/Traveling Ticket Examiner :

- (i) Preserve reservation charts of each coach containing names of passengers who actually traveled and in which berth no.
- (ii) Avail services of Doctors traveling by the train and render Medical Aid.
- (iii) Render First Aid to injured.
- (iv) Collect particulars of injured passengers and prepare a list showing exact position of injured in coaches, from Train Engine to Brake Van. This should be handed over to railway doctors when ARMV arrives.
- (v) Prepare a separate list of dead passengers with address and ticket particulars, if available.
- (vi) Take assistance of local people and other volunteers at site.
- (vii) Transport injured passengers by road vehicles, if available, to the nearest hospital.
- (viii) Inform stranded passengers about alternative transport arrangement.
- (ix) Arrange for refreshments and drinking water free of cost to the affected passengers.
- (x) Record Evidences or statement given by passengers/others at site.

(d) AC Mechanic/Attendant:

- (i) If required, Switch off the power supply to avoid short-circuiting.
- (ii) They will ensure that all precautions are taken to prevent any problem arising of short circuit consequent to accident.
- (iii) To switch OFF the AC machine and work on Exhaust to minimize the comfort of AC passengers and run down of the battery.
- (iv) They will ensure that all precautions/steps are taken to avoid short circuits and the problem arising out of the short circuit.
- (v) In case of fire advise passenger to move to the adjacent Coach, stop train by ACP and extinguish fire using correct fire extinguisher.
- (vi) They will open emergencies windows and vestibules and break-open AC windows wherever required for providing escape routes to passengers when the doors are jammed.
- (vii) They will use the bed sheets and others linens item in their custody for covering dead bodies.
- (viii) Assist the TS/TTS in their duties at the accident site.

(e) RPF and GRP staff :

- (i) Try and rescue as many passengers as possible from the accident involved coaches.
- (ii) Render First Aid to injure.
- (iii) Arrange to shift injured persons to the nearest hospital.
- (iv) Protect passenger's luggage and railway property.
- (v) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.

(f) Pantry Car's Staff:

- (i) They will work as per guidance of team leader and will help in saving as many lives as possible by rescuing injured that are entrapped.
- (ii) They will provide food and water to the injured and other passengers to the extent possible.
- (iii) They will provide hot water and other things available with them for other use of injured and other passengers.

4. Railway Staff travelling on the accident affected train :

- (i) Whenever a train is involved in a serious accident with casualties/injuries to passengers, all railway staff traveling on the train either on duty or on leave are deemed to be ON DUTY with immediate effect.
- (ii) Under no circumstance should any of them leave the accident site unless and until divisional officers arrive, take over charge of rescue and relief operations, and permit them to leave.
- (iii) Railway staff on train/at site shall volunteer themselves to render assistance and report to TS/TTE/Guard of the Train.
- (iv) The senior most officer traveling on the train will assume charge as Officer-in-Charge Site (OC Site).
- (v) Normally the senior most officer will be traveling in either the 1AC or in 2AC coach; and most probably in the HOR quota section of the coach. In any case the TS/TTE would know who the railway officers are, traveling in 1AC or 2AC.
- (vi) Similarly, other railway staff will be traveling in 3AC coach; and most probably in the HOR quota section of the coach.
- (vii) Similarly, some Group 'D' railway staff may be traveling in Sleeper coach; and probably in the HOR quota section of the coach.
- (viii) In the absence of any officer, the TS or senior most TTE/Guard will discharge duties listed out for OC Site.

5. Duties of OC Site – Immediately after the accident :

- (i) Note down the time of accident.
- (ii) Ensure protection of traffic by Guard and Driver.
- (iii) Ensure reporting of accident to nearest Station/Control.
- (iv) Roughly assess the extent of damage and likely number of casualties.
- (v) Collect railway staff and volunteers from amongst the passengers and form different groups. Each of these groups should be assigned work as detailed at item 6 below.
- (vi) Maintain a log of events.

- (vii) Till Divisional Officers arrive and take over charge of the situation, continue to discharge duties of OC Site.
- (viii) After Divisional Officers arrive, fully brief the DRM & hand over charge to him.
- (ix) The on-board OC Site should ensure issue of a detailed message with following information before leaving the site of the accident.
 - Time/Date of accident.
 - Location Km./between stations.
 - Train number and description.
 - Nature of accident.
 - Approximate number of killed/injured.
 - Extent of damage.
 - Assistance required.
 - Condition of the adjacent line, if any.
 - Whether OHE is involved.
- (x) From here onwards, the DRM of the accident involved division takes over charge as OC Site.

6. Formation of Groups comprising members of Instant Action Team :

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

7. Duties of on board railway staff immediately after the accident :

- (i) Don't panic. Once the accident has already occurred and the train has come to a standstill nothing worse can happen.
- (ii) In case you have a Mobile and it is working, inform the divisional control office immediately about the accident.

- (iii) Observe the position in which your coach has stopped; whether it is standing upright or turned upside down or lying on its side.
- (iv) Try and see whether your coach has stopped on a bridge or whether there is level ground on both sides.
- (v) In case the coach is on a bridge or very high embankment or in case it is raining heavily, then it is better to wait for some time and not be in a hurry to leave the coach. You may be jumping from the frying pan into the fire.
- (vi) Search your coach with your torch and try to determine the general position.
- (vii) See that passengers don't panic either. Passengers sometimes make things worse for themselves by panicking at this critical moment. Try to calm them and build up their confidence.
- (viii) Ascertain whether passengers are injured or not; and whether any of them are trapped or pinned down inside the debris.
- (ix) Call out aloud and find out whether there are any doctors present.
- (x) Doctors who are traveling in the coach should be asked to announce their presence so that they can attend to and help injured passengers.
- (xi) Call out aloud and find out whether there are any railway staffs present.
- (xii) Railway staff, who are traveling in the coach, should be asked to announce their presence so that they can attend to and help other passengers.
- (xiii) For each coach, form a core team comprising of railway staff available, doctors and 3 or 4 uninjured passengers from the same coach. This core team should take the lead in helping remaining passengers both injured and uninjured.

8. Duties of members of Instant Action Team – Till arrival of Divisional Officers :

- (i) If a person is bleeding and losing blood, or if he is unconscious, then in that case you have to act quickly. 'Golden Hour' should be kept in mind. You may have at the most only one hour's time on hand.
- (ii) In such cases, immediately administer First Aid to the injured passenger and try and stop further loss of blood.
- (iii) Persons trained in first aid may do 'Cardio Pulmonary Resuscitation'. This may save several lives.
- (iv) If the door is open and is accessible, then uninjured passengers should be helped to come out from the door.
- (v) In AC coaches the windows panes should be broken open in order to let in fresh air for the occupants, and thereafter to evacuate them.
- (vi) Non – AC coaches have one emergency exit window on each side. The position of this emergency window is 5th from the left when facing the line of windows from inside the coach. They are opposite berth nos. 23 and 57. In case the door is locked and jammed, try and open these windows so that some of the uninjured passengers can come out through the emergency exit.

- (vii) Special care should be taken while evacuating the old, infant and children in order to ensure that they are not separated from their family members.
- (viii) Extrication of critically injured should be done under medical supervision as far as possible.
- (ix) In case medical supervision is not available, then critically injured passengers should be made to lie down on a bed sheet and thereafter taken out by 4 persons holding the four corners. This will ensure that no further damage takes place. (Bed sheets will be available in AC coaches).
- (x) Passengers who are bleeding from open cuts should be tied up with strips of cloth so as to reduce if not stop the bleeding altogether.
- (xi) It is better not to take out the luggage from inside the coaches at the first instance, for two reasons. Firstly, passengers both injured and uninjured should get preference in this evacuation process. Secondly, it may be safer for the luggage to be left inside where there are less chances of their being stolen or pilfered.
- (xii) After passengers have been evacuated from your coach, cross check with the reservation chart and against the name of each passenger note down as to whether he/she is injured or not.
- (xiii) After all passengers have been evacuated, water and eatables can be taken out gradually.
- (xiv) Building up confidence of injured passengers by suitable advice is of great importance.
- (xv) After helping evacuate all passengers from your coach go over to the unreserved coaches and provide similar help to those passengers also.
- (xvi) Railway officials from divisional Hd.Qrts. Generally arrive at the site of the accident within 2 to 3 hours, depending on the distance of the accident site from the divisional hd.Qrts. Wait for them to come and make further arrangements.
- (xvii) Grievously injured passengers who are bleeding or those who are unconscious require immediate hospitalization. In case some local people have arrived by that time, their help should be taken in shifting the grievously injured to the nearest hospital.
- (xviii) In case your train has been involved in an accident but neither has your coach derailed nor are any passengers of your coach injured, then you should go to the unreserved coaches and carry out the duties as listed above

9. Duties of the Instant Action Team – In case of a fire :

- (i) In case of fire, pull the Alarm Chain and stop the train immediately.
- (ii) Try and put out the fire before it becomes a big blaze by using either water or blankets, Fire Extinguisher etc.
- (iii) More people expire due to suffocation from smoke rather than due to actual burning.
- (iv) Advise passengers to take a cloth, wet it in their drinking water and cover their nostrils.

- (v) Instruct passengers to go to the other end of the coach which is away from the fire and if possible cross over to the next coach through the vestibule.
- (vi) Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
- (vii) Make sure that no passenger lies down on the floor.
- (viii) After train has stopped, passengers should come down from the coach immediately.
- (ix) Building up confidence of injured passengers by suitable advice is of great importance.

10. Duties of OC Site - till arrival of divisional officers :

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

(a) Locating nearby villages :

- (i) There would be some villages nearby, either visible or out of sight.
- (ii) In most cases, villagers turn up on their own having heard the sound of the disaster.
- (iii) Otherwise, try and see if any light or any other signs from the village are visible.
- (iv) In case none of the above is possible, then speak to either the control office or the nearest station and find out the location of nearby villages as also their general direction.
- (v) Location of nearby villages as also their general direction will be available in the Divisional DM Plans.
- (vi) Having ascertained the general location of nearby villages, send messengers (preferably railway staff) to inform villagers and seek their assistance.

(b) Locating the nearest manned level crossing gate :

- (i) The train driver is the best and fastest source of information regarding location of the nearest manned level crossing gate in either direction.
- (ii) Send a messenger (preferably a railway staff) to the gate for contacting the gateman.
- (iii) In most cases, the gateman will be able to give location of nearby villages.
- (iv) The messenger should then try and stop a passing vehicle and go to the nearby village, inform villagers and seek their assistance.

(c) Organizing assistance from local people available in nearby villages

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

- (ii) Everybody should be asked to rush to the accident site with following :
- tractor trolleys (both for transportation and for general lighting),
 - as many cutting equipments, hammers, chistles etc. as are available,
 - ropes,
 - ladders,
- (iii) If doctors or para-medical staff are available in the village they should also be sent to the accident site.
- (iv) The messenger should stay back and try and organize opening of a big building (preferably a school) for sheltering of injured passengers and/or preservation of dead bodies.

Chapter-7

DISASTER RESPONSE

FIRST RESPONDERS

(A) Duties of First Responders – Local people :

1. At Accident site :

- (i) Tractors which arrive should be lined up in a row facing the track with their headlights switched ON for illuminating the accident site.
- (ii) Tractors should be so spaced out that they illuminate the entire length of the accident site. Such spacing would also depend on number of tractors that have arrived.
- (iii) Rescue and relief work should now be mounted under the available light.
- (iv) Villagers arriving for rescue and relief work should be formed into separate groups for handling individual coaches.
- (v) Group leaders of IAT who were earlier conducting rescue and relief work should co-ordinate with the local people and guide them.
- (vi) Grievously injured passengers extricated from coaches should be sent to the nearest hospitals in tractor trolleys.
- (vii) Passengers who have suffered Trivial injuries and uninjured passengers should stay back at accident site and wait for arrival of railways DM team who would take charge of them.
- (viii) As a thumb rule, any injury requiring hospitalization of more than 48 hrs. is grievous, hospitalization of less than 48 hrs. is simple, and any injury not requiring hospitalization at all is trivial.
- (ix) The following priority should be adhered to while sending such grievously injured passengers :
 - unconscious,
 - bleeding excessively,
 - having breathing problems,
 - grievously injured,
 - in a state of shock,
 - having fractures,
 - Simple injured.
- (x) Dead bodies, if extricated should be kept alongside the coach but away from the track for proper tagging etc. before being dispatched for preservation.
- (xi) Bodies should be kept in separate lots, coach-wise, so that they do not get mixed up.
- (xii) Tagging of dead bodies should indicate the coach number and also the cabin number, if possible. (For example ECR 98127, cabin number containing berths 9-16)

2. In villages/towns :

- (i) A big building, preferably a school building should be got vacated and made ready for keeping of dead bodies and unclaimed luggage of passengers.
- (ii) They should be asked to bring the following to the accident site for train passengers :
 - tea and refreshments,
 - warm clothing, if required.

- (iii) Look after injured passengers who have been taken to the village.
- (iv) Take injured passengers to the nearest hospital by means of any transport available. For this purpose, apart from tractor trolleys, even trucks passing on the highway can be utilized.

(B) Duties of First Responders– Railway Staff :

1. Gang Staff :

- (i) On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.
- (ii) Ensure that track alignments or lines are not disturbed.
- (iii) Report to OC Site and assist in rescue and relief work.
- (iv) Assist in extricating injured passengers from coaches.
- (v) Assist in transporting them to nearest hospitals.

2. Gate men :

- (i) Keep gate closed if the train has not cleared the gate.
- (ii) On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.
- (iii) Arrange to inform SM immediately.
- (iv) Don't meddle with Interlocking.
- (v) Avail services of road vehicles waiting or passing through LC Gate.
- (vi) Send message to nearby village, informing them regarding the accident.
- (vii) Collect men and material available nearby and direct them to site.

3. Station Master at adjoining station :

(a) Conveying of information :

- (i) Arrange protection of traffic by keeping all signals at ON position.
- (ii) Report the accident to Station Master at the other end. He should be asked to call all off duty staff at his station and send them to the accident site.
- (iii) Report the accident to Section Controller.
- (iv) Control to be advised regarding –
 - Time and nature of accident.
 - Brief description of accident.
 - Adjacent lines clear or not.
 - Damage to rolling stock.
 - Damage to track in terms of telegraph posts.
 - OHE masts damaged or not, and extent of damage.
 - Approximate number of dead and injured (grievous, simple) to be obtained from the TS/TTEs.
- (v) Following functionaries should be advised regarding the accident :
 - All off duty railway staff posted at that station.
 - SS of Junction stations at either end.
 - TI, CTI.
 - P Way Supervisors – SSE/JE etc.
 - TRD Supervisors – SSE/JE etc.
 - C&W Supervisors – SSE/JE etc.
 - S&T Supervisors – SSE/JE etc.
 - SI/RPF, SHO/GRP.
 - Nearest Fire Station.

- (vi) Inform civil authorities, village/town/city representatives and volunteers for possible relief assistance.
- (vii) Supervisory Station Manager of the nearest Jn. station shall proceed to accident site.

(b) **Medical assistance :**

- (i) Call for assistance from local Doctors, Civil and Army Hospitals.
- (ii) Arrange adequate number of First Aid boxes and stretchers.
- (iii) Mobilize local medical team and send it to site to render First Aid to the injured.
- (iv) Quickly transport ARME Scale – II equipment to the site of the accident.

(c) **Passenger assistance :**

- (i) Arrange drinking water, beverages and refreshments, either from Refreshment Room or local sources.
- (ii) Supply beverages and refreshments free of cost to stranded passengers.
- (iii) Open an emergency counter and display necessary information.
- (iv) Obtain reservation charts and display it.
- (v) Collect information on dead/injured and convey it whenever asked for.
- (vi) Make frequent announcements about diversion, cancellation, regulation of train services.
- (vii) Arrange for refund of fares as per extant rules.

(d) **Transport assistance :**

- (i) Arrange for transport from local resources, if available, for transporting injured passengers to nearest hospitals by fastest possible means.
- (ii) For this purpose, apart from tractor trolleys, even trucks passing on the highway can be utilized.
- (iii) Stranded passengers to be transported from the accident spot by arranging transshipment either by train or by hiring road vehicles.

(e) **Security assistance :**

- (i) Advise RPF/GRP/State Police to provide security to passengers, their belongings and railway property.
- (ii) They should also be asked to assist in rescue and relief work.

(f) **Communication Assistance :**

Make available STD phone to relatives of dead/injured.

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

- (i) Proceed to site of the accident by quickest means with trolleys, coolies, lamps, vendors and any other equipment that is considered necessary.
- (ii) Till relieved by a Traffic Inspector or Divisional Officers be in charge of site and carryout rescue/relief operations.

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

- (i) TI/SM first reaching the site shall take action to preserve clues and evidences.
- (ii) Secure records related to accident in the Station/Cabin.
- (iii) Seal slides, levers, knobs and Relay room, if accident takes place within the Station limit.

4. Duties of TI/PWI/SI/CWI/LI :

(a) Rushing to accident site with men and material :

- (i) Before leaving for the site of accident organize maximum number of men to go to the accident site along with their equipment.
- (ii) Reach the site of accident by quickest available means.

(b) Rescue and relief :

- (i) Ensure that the obstructed line is protected.
- (ii) Direct all staff working under them to assist in rescue and relief work.
- (iii) All of them should work as per directions of OC Site.
- (iv) Assess casualties and arrange to render First Aid.
- (v) Shift injured to nearest hospital.

(c) Joint measurements and preservation of clues and evidences :

- (i) Collect and record all evidences relating to the accident such as :
 - Condition of track, with special reference to alignment, gauge, cross levels, super elevation, points of mount and drop and any sign of sabotage etc.
 - Condition of Rolling stock with reference to Brake Power and braking gear.
 - All marks on sleepers, rails, locomotives and vehicles etc. especially for preservation of clues.
 - Position of derailed vehicles.
 - Prima facie cause of accident.
- (ii) Seize and seal the Train Signal Register, Log book, Private Number Book, Line Admission Book, Speed Recorder Chart and other relevant records.
- (iii) Note down the position of panel switches, indication, block instrument, condition of relay room, status of data logger, etc.
- (iv) Condition of switches, ground connections, point locking, occupancy of track circuit, details of damage to out door signal/point gears should be noted down.
- (v) Seize and seal the Speed Recording Graph and all other registers and repair log book of the locomotive.
- (vi) Record details of Brake Power and other aspects of Rolling stock as per Performa.
- (vii) Joint measurements of rolling stock should be taken.
Note down observations, measurements of Loco etc. at site. If it is not possible arrange for taking the reading at shed.
- (viii) These can also be recorded on a video or digital camera subject to availability.
- (ix) Details of all readings taken and position of all equipment noted should be jointly signed by supervisors of all 5 departments at accident site.
- (x) Obtain statement of staff involved in the accident.
- (xi) CWI shall prepare a sketch showing position of Rolling stock.
- (xii) PWI shall prepare a final sketch indicating the position of track, with respect to alignment, point of mount, point of drop, OHE mast, point number etc.
- (xiii) Survey the situation, assess assistance required and issue message to Divisional Control Office.
- (xiv) Take charge of the situation pertaining to your own department and remain till Divisional officers arrive at the site.

Chapter-8

DISASTER RESPONSE OFFICERS AT DIVISION

(A) GENERAL:

1. Intimation of Accident- Divisional Control Office:
 - (i) In the Divisional Control Office, information regarding an accident is generally received either by the Sectional Controller or the TPC.
 - (ii) In most cases, the First Information Report also intimates the approximate number of coaches involved and a rough estimate of the likely number of casualties (such as 'heavy casualties expected').
 - (iii) Accidents involving a passenger carrying train where the first information says that heavy casualties are expected, should prima-facie be treated as a Disaster.
 - (iv) The moment information regarding an accident involving a passenger carrying train is received in the divisional control office; the accident bell in the control room should be sounded for alerting all on-duty functionaries.
 - (v) After all on-duty functionaries gather around the section control board they will be briefly informed about the accident.
 - (vi) Each functionary will thereafter resume his position and take steps to set in motion activities required of him.
 - (vii) TPC will switch off OHE in case it has not tripped. OHE will not be restored even on adjacent line unless confirmation has been received from site that adjacent line is not obstructed and OHE is alright.
 - (viii) PRC will undertake the following action in the given order of priority:
 - (a) Give orders to Loco Foreman for sounding the siren for ARMVs and ARTs.
 - (b) PRC will also order movement of ARMV and ART (With 140 T crane) from adjoining divisions for approaching the accident site from the other end; details given in Chapter-3
 - (c) Thereafter he will inform his departmental officers and supervisors.
 - (ix) Dy. CHC (Chg.) will first inform Hospital Casualty. Thereafter he will inform officers and supervisors as given below.
 - (x) Each departmental functionary will inform divisional officers and supervisors of his department about the accident as detailed below:

<u>Functionary</u>	<u>Officers and Supervisors</u>
- Dy. CHC (Op)	Operating & Safety
- Dy. CHC (Chg.)	Hospital Casualty, DRM, ADRM, Medical
- TPC	Electrical(TRD)
- PCNL	Mechanical(P)& Mechanical(DSL)
- Engg. Control	Engineering , Personnel, Accounts
- Test Room	S&T, Stores
- Commercial Control	Commercial, Public Relations
- Security Control	RPF
- C&W CNL	Mechanical(C&W)
- Electrical CNL	Electrical(G)

- (xi) For this purpose, all functionaries working in the divisional control office will have a ready list of telephone numbers (Railway, BSNL and Mobile) of all officers and supervisors of their departments.
- (xii) After Dy. CHC (Chg.) has informed Hospital Casualty, DRM, ADRM and Medical Doctors, he will then inform Dy. CHC (Chg.) or Dy. CHC (Op) in Hdqrts. Emergency Control regarding the accident.

2. Intimation of Accident-Railway Doctors:

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

- (i) Note down time of receiving message.
- (ii) Inform CMS, MS, other Doctors & para medical staff and instruct them to reach the ARMV immediately.
- (iii) Collect necessary Medical team in the hospital.
- (iv) Inform CMD about movement of ARMV.
- (v) Alert blood donors, SJAB.
- (vi) Bare minimum medical team should remain in the hospital; rest of the doctors should be rushed to the accident site.
- (vii) Arrange to move Emergency boxes from ARME Scale-II locations to the accident site.

3. Informing Non-Railway Officials:

- (i) DM, SP and CMS of the district within which the accident site falls should be informed regarding the accident by the CHC.
- (ii) ADRM will inform the following regarding the accident:
 - IG/GRP,
 - ADG/GRP,
 - Divisional Commissioner,
 - Home Secretary
- (iii) In case POL rake is involved, then IOC/BPC/HPC officials should also be informed.
- (iv) In case Mail bags of RMS are involved, then Postal officials should also be informed.
- (v) Telephone numbers of all DMs, SPs, CMSs and Divisional Commissioners are available in Divisional DM Plans.
- (vi) Telephone numbers of IOC, BPC and HPC officials are also available in the Divisional DM Plans.
- (vii) Telephone numbers of ADG/GRP, IG/GRP, Home Secretary etc. of Bihar Jharkhand UP, MP, are given in Part-II

4. Divisional Officers required going to site:

- (i) All divisional officers required to go to the accident site should proceed by the ARMV.
- (ii) Road vehicles should be sent to accident site separately. Maximum number of road vehicles should be sent to accident site from Divisional Hdqrts.
- (iii) ARMV shall be dispatched within 15" by day and within 25" by night after sounding of siren.
- (iv) DRM will proceed to the accident site. ADRM shall stay back at divisional hdqrts. For co-ordination work.

- (v) All Branch Officers should proceed to the accident site. FOR this purpose, officers heading different branches within the same department are referred to as Branch Officers. For example, in Electrical department, TRD and 'General' will be considered to be separate branches and both will be required to go to site.
- (vi) The second senior most officer of each branch should stay back at divisional hdqrts.
- (vii) Of the remaining officers from each branch, a majority of both Senior and junior scale officers should also proceed to the accident site.
- (viii) Once it has become clear that the accident is a Disaster, then the 80/20 rule should be followed:
 - (a) 80% of all officers should go to the accident site, and only 20% should stay back at hdqrts.
 - (b) Similarly, 80% of all supervisory staff should go to the accident site, and only 20% should stay back at hdqrts.

5. Supervisors required going to Accident Site:

- (i) At the divisional level 80% of all supervisors available in divisional hdqrts. should proceed to the accident site.
- (ii) All other supervisors available in the field at other stations should also proceed to the accident site.
- (iii) Divisional Control Office should issue a recorded control message from DRM to all Supervisors for proceeding to the accident site immediately by fastest possible means.

(B) MEDICAL DEPARTMENT:

1. Formation of two team:
 - (i) On receipt of information regarding the accident where casualties are expected, the doctor on emergency duty in the hospital casualty would inform all other doctors and para medical staff concerned.
 - (ii) Two teams of Doctors and Para medical staff would be formed, Team 'A' and Team 'B'.
 - (iii) Team 'A'- headed by CMS/MS in-charge will rush to the accident site immediately by ARMV along with maximum doctors and paramedics.
 - (iv) Team 'B'- headed by the senior most doctor amongst them will stay back at the divisional hospital and perform duties as given below.
 - (vi) In case the accident site is far away from divisional hd qrts., then injured passengers are unlikely to be brought back to the divisional hospital for treatment.
 - (vii) In that case, only bare minimum number of doctors should be left behind for manning Team 'B' and most of the available doctors should be rushed to accident site as part of Team 'A'.
2. Duties of Team 'A':
These are listed in detail in Chapter 12, under the heading 'Site Management Plan-II'.
3. Duties of Team 'B' :
 - (i) Team 'B' will establish an Emergency Cell in the Casualty Unit of Railway Hospital.

- (ii) Contact adjoining divisions and organize movement of 2 more ARMVs to accident site, one from each end, as detailed in Chapter 3, (1.3)(c).
- (iii) Contact local hospital (Railway/Govt./Private) near the accident site and ask them to rush their road ambulances along with necessary medical team to the accident site immediately.
- (iv) Contact local hospital (Railway/Govt./Private) near the accident site to keep them in readiness to receive and provide medical treatment to injured passengers.
- (v) The above Data Bank is also available in the ECR Web Site on Railnet at www.ecr.indianrail.gov.in. Details of name, address, telephone no., facilities available etc. can be collected from this.
- (vi) Arrange to send the following in the 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end: as many more medical teams as possible,
 - adequate number of Safaiwalas & other health workers,
 - members of Scouts and Civil Defence personnel.
- (vii) Co-ordinate with MS/CMD of adjoining Divisions/Zones and ask them to send their medical team to the accident site.
- (viii) These medical team should be sent to the accident site by train/road or combination of train-cum-road, as feasible. In case suitable Railway vehicles are not available, taxis should be hired for this purpose.
- (ix) Adequate number of following items should be arranged and sent to accident site for the purpose of handling dead bodies:
 - a. Shrouds.
 - b. Polythene covers for dead bodies.
 - c. Wooden Coffins.
 - d. Dry ice.
- (x) One doctor will be available in Divisional Emergency Cell for maintaining liaison with UCC and the medical team at the accident site. Requirement of medicines required either at the accident site, or in various hospitals where patients have been admitted should be noted, procured and sent as required.
- (xi) Prepare Railway Hospital to receive and provide treatment to injured passengers, as and when are brought back from accident site.
- (xii) Arrange to send anti snake venom 4 vials and other items in cold chain carrier.

(C) COMMERCIAL DEPARTMENT:

- (i) Sr. DCM should proceed to site of accident along with all other Commercial Officers except DCM. DCM will be available in Divisional Control Office for providing backup support.
- (ii) A nominated supervisor should be authorized for withdrawing sufficient money from station earnings before proceeding to site.
 - 1. Transportation of men and material to accident site:
 - (i) On duty commercial supervisor should ensure to dispatch the maximum No.of TTE's/TCs and licenced porter in uniform to the accident side in case of Disaster.

- (ii) More TTEs/TCs can be sent by the 2nd and 3rd Special trains carrying backup logistic support to accident site, from each end. TTEs from the Divisional squad should also be utilized for this purpose.
- (iii) After the first batch of staff has proceeded to the accident site in the ART, the entire manpower of the commercial department should be mopped up in order to send them on the 2nd and 3rd special trains which would carry backup logistic support to the accident site, from each end. For this purpose 80% TCs/TTEs from the entire division should be sent.
- (iv) 2nd and 3rd Special trains should carry the following:
 - 2 gas stoves, 4 gas cylinders, 1000 mineral water bottles, provisions for making poories, vegetables, tea, etc., would be rushed to the site. This will be augmented later if necessary. These will be arranged by the affected division and provided by catering personnel/IRCTC.
 - Sufficient cooks and catering staff from departmental catering or catering contractor (including IRCTC) would be ensured at the site for arranging tea, biscuits, packed meals like poories and vegetables to the stranded passengers, railways working force and other officials at site.
- (v) Sr. DCMs should prepare section-wise nominations of catering agencies both departmental and private for rushing to site.

2. Helpline Enquiry Booths at stations:

- (a) General:
 - (i) Helpline Enquiry Booths within ECR would be opened as below:
 - Originating and destination stations of the accident involved train.
 - All junction stations within the jurisdiction of ECR falling on the route of the train.
 - Divisional hdqrts.
 - Any other stations as may be decided.
 - (ii) Helpline Enquiry Booths on other Zonal Railways would also be opened as follows:
 - Originating and destination stations of the accident involved train.
 - All junction station falling on the route of the train.
 - Divisional hdqrts of originating and terminating Zonal Railways.
 - Any other station as may be decided.
 - (iii) Helpline Enquiry Booths shall have DOT telephones with STD, Railway telephones with STD, fax machine, photocopier and a PC with internet connection.
 - (iv) Helpline Enquiry Booths would be manned by computer literate Sr. supervisors on round the clock basis.

- (v) Helpline Enquiry Booths within the accident affected division, should keep in touch with the Divisional Emergency Cell.
 - (vi) Divisional Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:
 - All Helpline Enquiry Booths within the division.
 - Emergency Cells of other divisions of ECR.
 - Hdqrts. Emergency Cell.
 - (vii) Such information should be received from UCC by E-Mail and transmitted by E-Mail to all concerned. For this purpose all Helpline Enquiry Booths should be provided with PCs with internet connection.
 - (viii) Similarly, Helpline Enquiry Booths outside the accident affected division, but within ECR jurisdiction should keep in touch with Divisional Emergency Cell of their respective divisions.
 - (ix) Hdqrts. Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:
 - Emergency Cells opened on other divisions of ECR.
 - Emergency Cells opened on originating and terminating Zonal railways.
 - (x) Helpline Enquiry Booths should not contact the accident site or the UCC directly.
- (b) Accident details to be available**
- (i) Accident details would include number of dead and injured.
 - (ii) Break up of type of injuries, such as grievous, simple etc.
 - (iii) Disposal of injured passengers in various hospitals.
 - (iv) Names of injured passengers.
 - (v) Officials incharge of Helpline Enquiry Booths would display the list of injured passengers on the notice board.
 - (vi) For this purpose Computer printout of E-Mail received should be taken out and displayed at number of places at the station.
 - (vii) Normally, list of injured passengers is available quickly since most injured passengers are conscious and are in a position to give details of their names, addresses etc.
 - (viii) Identification of dead bodies takes much longer since either
 - they were traveling alone, or
 - their companions are injured and are not in a position to identify them, or
 - their companions have also perished.
 - (ix) Under such circumstances it is possible to identify dead bodies only when relatives come from their home town.
 - (x) This aspect of identification of dead bodies and reasons for delay should be explained to the public.

- (xi) Number of dead bodies identified, and their names should be available.
- (xii) This information would continue to be updated once every 3 hrs.

(c) Information regarding running of trains:

- (i) Departure of unaffected front portion of the accident involved train, and its expected time of arrival at destination.
- (ii) Departure of unaffected rear portion of the accident involved train, its diverted route, and expected time of arrival at destination.
- (iii) Expected date and time of starting of relatives special from originating and destination stations of the accident involved train, its stoppages enroute and its expected time of arrival at intermediate stations.
- (iv) Free passes to be give to relatives of dead and injured for going to the accident site . These passes will be issued by WLI who should be drafted into Helpline Enquiry Booths.
- (v) Details of other trains that were scheduled to run on the accident affected section, but have been:
 - Delayed,
 - Regulated,
 - Diverted,
 - Rescheduled,
 - Short terminated,
 - Cancelled.

(d) Refunds:

- (i) Booking counters at stations be augmented for granting of refund to large number of passengers who have been unable to either complete or commence their journey as a result of the accident.
- (ii) Refund of money should be granted for trains:
 - Delayed,
 - Regulated,
 - Diverted,
 - Rescheduled,
 - Short terminated,
 - Cancelled.
- (iii) Staff manning Refund counters should be thoroughly familiar with rules for granting of refunds under such circumstances.
- (iv) Sufficient amount of cash should be available at these Refund counters for this purpose.

(D) MECHANICAL DEPARTMENT

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

- 1. Rushing of men and material to site:
 - (i) 2 ARTs with 140 T crane should be moved to the accident site, one from each end as detailed in Chapter 3.

- (ii) In addition to above, Brake Down Special should be sent from other base stations within ECR, so that additional rescue equipment such as cutters, spreaders, hydraulic jacks etc. are available.
- (iii) BD Special without Crane should be requisitioned from adjoining divisions also so that additional rescue equipment such as cutters, spreaders, hydraulic jacks, generators, lighting equipment etc. are available as detailed in Chapter 3.
- (iv) The aim should be to ensure one ART with 140 T crane along with one BD special at each end of the accident site.
- (v) Provision should be made for availability of standby crane driver on each ART working at site, so that ARTs work round the clock.
- (vi) Road cranes of sufficient capacity should be arranged so that these cranes can start working from the center while the 140T cranes can continue working from either end.
- (vii) Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that the site of accident can be approached from the middle, and more work centers can be opened up simultaneously.

(E) SECURITY DEPARTMENT:

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

1. Rushing of men and material:

- (i) On receipt of first information the nearest RPF Post should muster maximum available manpower within the shortest possible time and dispatch them to the site of accident, by fastest available means.
- (ii) Simultaneously, the Post/Outpost in charge would requisition additional manpower from adjoining RPF Posts.
- (iii) He should also pass on the information to Local Police and Police Control Room, local Fire Brigade, Hospitals, local voluntary organizations and the like at the earliest.
- (iv) Divisional Security Control shall get reinforcement from neighbouring posts/outposts, reserve line, divisional hdqrts. or zonal reserve and send them by the ART. If they could not be sent by the ART then they should definitely be sent by the 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.
- (v) In case any RPSF battalion or Company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situations till additional force is available from other sources.
- (vi) Additional RPF personnel from Zonal hdqrts. should be shouldered and sent to accident site.

- (vii) Additional RPF personnel available throughout the division should be alerted and sent to the accident site by the 2nd and 3rd special trains carrying backup logistic support of men and material, from each end.
- (viii) While sending reinforcement, the Divisional Security Control shall ensure that the necessary equipment required for rescue, recovery and protection of the scene of incident are provided as follows:
 - Torches (1per person) and other lighting arrangements.
 - Nylon ropes (1kms) and poles for segregating the affected area.
 - 4 loud speakers for making announcements.
 - 10 stretchers and first aid equipment.
 - Digital Camera for photographing the scene (both on negative and slide films)
 - Video recording of rescue and salvage operations and connected administrative arrangements.

2. Co-ordinate with Local Police:

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

- (i) Rushing of all available GRP personnel to the accident site.
- (ii) Obtaining additional manpower from the local police for purpose of crowd control.
- (iii) Issue of necessary instructions to local police for giving expeditious clearance for starting restoration work.
- (iv) Issue of necessary instructions to SP of the district for waiving off formalities of Post Mortem on dead bodies

(F) ELECTRICAL DEPARTMENT:

- (i) Sr. DEE (G) as well as AEE(G) should proceed to site of accident. DEE(G) will be available in Divisional Control Office for providing backup support.
- (ii) Sr. DEE/TRD as well as AEE/TRD should proceed to site of accident. DEE/TRD will be available in Divisional Control Office for providing backup support.
- (iii) Main responsibility of Electrical Department will be regarding site illumination and OHE.
- (iv) Maximum number of electrical staff should be sent by 2nd and 3rd Special trains for installation and operation of electrical equipment.
- (v) Officers staying back in divisional hdqtrs. shall maintain constant liaison with site and find out quantum of assistance required by way of men and material.
- (vi) These should be rushed to accident site either from:
 - Railway sources within the division, or
 - Railway sources from adjoining divisions and zones, or
 - Non-Railway sources within the division

(G) SIGNAL & TELECOMMUNICATION DEPARTMENT:

- (i) Sr. DSTE as well as ASTEs should proceed to site of accident. DSTE will be available in Divisional Control Office for providing backup support.
- (ii) Main responsibility of S&T Department will be for providing effective and adequate means of communication.

1. Rushing of men and material to site:

- (i) Sr. DSTE along with ASTE will carry the following to the accident site:
 - Satellite phone.
 - FAX cum printer,
 - two 25 W VHF sets along with antenna and battery
 - 10 numbers 5 W walkie-talkie sets.
- (ii) He will be accompanied with at least two TCI and two TCM.
- (iii) As per requirement TCI/TCM, SIs of the section and maximum number of telecom staff should be sent for installation and operation of telecom equipment. They should go to the site of accident either by ART or latest by 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.
- (iv) All mobile phones available with the Division should also be rushed to site for emergency use.
- (v) Sufficient number of spare batteries and battery chargers for these mobiles should also be taken to accident site.

2. Arranging communication at site:

- (i) DSTE in the division will immediately come to divisional control office and ensure setting up of all communication arrangements as required.
- (ii) DSTE will keep a record of the numbers of Railway telephones, BSNL telephones, IMMERSAT phones provided at site and telephones provided at Helpline Enquiry Booths. This information shall be passed on to the Divisional Emergency Cell.
- (iii) He should liaison with BSNL officials in the area for immediate provision of additional BSNL telephone/hot lines at the accident spot, nearest station and at Helpline Enquiry Booths duly utilizing assets under his disposal where required.
- (iv) Should hire sufficient number of cell phones and send them to accident site.
- (v) Obtain E-Mail addresses of Emergency Cells set up on other Divisional and Zonal Hdqrts.

3. Communication at Divisional Emergency Cells:

Communication arrangements should be provided in the Divisional Emergency Cell.

4. **Communication at Helpline Enquiry Booths:**
- (i) Helpline Enquiry Booths are to be opened at all important stations en-route of the affected train as mentioned at Section (F2a) above.
 - (ii) Location of these Helpline Enquiry Booths will be on Platform No. 1 of their respective stations.
 - (iii) 2 BSNL phones should be identified and kept pre-wired to the Helpline Enquiry Booths so that these can be energized at short notice.
 - (iv) Similarly, 2 Railway phones should be identified and kept pre-wired to the Helpline Enquiry Booths so that these can be energized at short notice.
 - (v) One FAX machine, Photocopier and PC with internet connection and printer should also be provided at Helpline Enquiry Booths. These should also be kept pre-wired so that these can be energized at short notice.
 - (vi) Stations at which such arrangements are to be made and telephones which are to be utilized should be identified by Sr. DSTE with approval of DRM.

(H) **ENGINEERING DEPARTMENT:**

1. Rushing men and material to accident site:
PCE along with HODs and other JA grade officers will proceed to accident site by the special train organized for this purpose as detailed at Section (A7) above.
SrDEN/C and DEN concerned will proceed to the site of accident by ARMV. In the absence of SrDEN/C, the next senior most DEN of the Division will proceed along with the concerned DEN. In the absence of DEN of the Section, DEN of the adjoining Section will proceed by ARMV. It is expected that AEN and PWI of the Section would have already reached the accident site before arrival of ARMV. In cases, where the PWI and AEN are based at divisional hqtrs., they should move along with staff by ART. At least, 2 SSE/Works and 1 SSE/Bridge should move along with their staff by the ART.
2. **Mobilization of work force:**
 - (i) Sufficient nos. of workmen alongwith PWI & Black smith are required to reach the site of the accident. For this purpose, labour specials will be run from the specified destination as decided by the Divisional Engineering Control.
 - (ii) ½ Km of rails, sleepers and fittings and one set of 1 in 12 and 1 in 8 ½ turnouts are available in the ART. The Mechanical and Operating Departments will ensure that part 'C' of ART (consisting of additional Engineering Material Wagons) shall follow the ART. The additional half Km. of matching materials and one set of 1 in 8 ½ and 1 in 12 turnouts shall be kept in the Track Depot of the Division. For loading of this material, 2 BFRs and 2 BCX wagons should be immediately placed for the dispatched to the site of accident. This will be ensured by the SSE (P.Way) Track Depot and Divisional Engineering Control.
 - (iii) At least two nos. of JCBs available with the ballast depot contractor shall be immediately moved.
 - (iv) The bulldozer available at DHN ART will be moved by special train arranged by Dhanabad Division.

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

(I) IT Department:

- (i) Two PCs should also be provided in the Emergency Cell of Div. Control office connected to Railnet and the E-Mail addresses.
- (ii) PCs in various Helpline Enquiry Booths at different stations should all be made functional, connected to railnet and made ready for receiving and sending E-Mails
- (iii) Following information should be uploaded on to ECR's Website as quickly as possible:
- (a) List of injured and deceased passengers:
- Names of stations where Helpline Enquiry Booths have been opened along with their telephone numbers.
 - Accident details would include, number of injured passengers rescued.
 - Break up of type of injuries, such as grievous, simple etc.
 - Disposal of injured passengers in various hospitals.
 - Names of injured passengers- coach wise.
 - Number of dead bodies recovered.
 - Number of dead bodies identified.
 - Names of deceased passengers.
- (b) Details of trains which have been diverted, regulated, short terminated, cancelled or rescheduled.
- (c) Details of special trains which are to be run:
- Passenger special carrying passengers of front portion of accident involved train.
 - Passenger special carrying passengers of rear portion of accident involved train.
 - Relatives special from originating and terminating stations of the accident involved train.

Chapter-9

DISASTER RESPONSE-CO-ORDINATION CENTERS

1. Rushing of ARMVs & ARTs to accident site:

- (i) After ARMVs and ARTs have been ordered, PCNL should locate diesel powers for these ARMVs and ARTs.
- (ii) First available diesel powers should be nominated, even by temporarily detaching from a Mail/Express train on run, if necessary.
- (iii) If diesel power is not readily available and OHE is functional up to the next junction station, then ARMVs and ARTs should be moved out by Electrical loco and diesel powers can be changed en-route.
- (iv) In case a diesel power is not available on the division, then it should be requisitioned from adjoining divisions.
- (v) Movement of ARMV and ART should never be clubbed together. ARMV should be started first and moved separately for faster movement.
- (vi) ARMVs and ARTs should be dispatched from the base station, within the target time stipulated. Departure of ARMVs and ARTs should not be delayed on any account including arrival of doctors or officers. Anybody who is left behind can proceed later on either by GM special or by next special train or even by road.
- (vii) ARMVs must be run out within the target time, even without full complement of doctors, if necessary. This will ensure that other doctors who are available at accident site can utilize facilities of ARMV after its arrival at site.
- (viii) ARMVs and ARTs should be moved on top priority taking precedence over all other trains. They should not be stopped anywhere en-route for picking up any one.
- (ix) Running lines at 7 stations on either side of the accident affected block section should be kept clear of all trains. In case there are any stabled loads, the same should be lifted.
- (x) Freight trains on run towards accident site should be reversed and returned.
- (xi) Fresh stabling, if any, should be done beyond 7 stations on either side.
- (xii) Even for stabling beyond 7 stations, both Up and Dn loop lines should not be blocked at the same station.
- (xiii) For stabling beyond 7 stations, Up loop and Dn loop should be blocked, at alternate stations.

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

- (i) The moment information is received about the accident, all Mail/Express trains on run towards the accident involved section should be stopped. They should not be advanced beyond the last Jn. from where they can be diverted.
- (ii) They should be regulated at convenient stations before a decision is taken regarding their further movement. This decision should normally be taken within the next one hour.
- (iii) Trains should preferably be regulated at stations where food can be arranged.

- (iv) However, too many trains should not be simultaneously brought to a Jn. station for regulation, since it may create law and order problems.
- (v) It is better to keep them moving slowly so that passengers do not agitate. In such cases, a caution order may be served to the driver to proceed at 30 kmph.
- (vi) Passenger trains can be run out to the next convenient location and thereafter terminated so that their rakes are available for use.
- (vii) Hdqrts. Emergency Cell shall decide on the following in consultation with adjoining Railways and Coaching Directorate of Railway Board:
 - Diversion,
 - Regulation,
 - Short termination,
 - Cancellation,
 - Reschedulling.
- (viii) The above decision regarding diversion etc. should be taken in about an hour's time after ARMVs, ARTs, GM special have been run out and there is a slight lull in the information flow.
- (ix) As far as possible, trains which are already on run should be diverted. They should not be short terminated, since this will create problem of dispersal of passengers.
- (x) Trains should be diverted from the last possible Jn. station onwards so that maximum number of passengers can detrain at their proper destination stations. (For example, in case of an accident on the PNBE-MGS section, Up trains towards New Delhi should be diverted from PNBE and not from ASN itself).
- (xi) Sr.DEE/OP& Sr DME/P would be in-charge of co-ordination with operating department regarding requirement and availability of crews etc.
- (xii) Sr.DEE/OP& Sr DME/P will take into consideration changing traffic requirement because of diversions etc. and accordingly plan crew deployment.
- (xiii) Adjoining divisions should be informed about these diverted trains so that spare crews can be sent to interchange points.
- (xiv) For diverted trains, drivers and guards having necessary road learning should be arranged.
- (xv) Drivers nominated for working these diverted trains should be empanelled for working Mail/Expresses as per Railway Board's instructions.
- (xvi) Crews should also be planned for diesel engines sent to the accident site working ARMVs, ARTs, other special trains and likely to be held up there till restoration.
- (xvii) The Diesel power should be deployed in Accident affected section as per requirement of Accident site incharge
- (xviii) 3 sets of diesel crews should be planned for each diesel loco deployed at the accident site.
- (xix) If necessary, diesel crews should be arranged from adjoining divisions also.
- (xx) In the absence of Sr.DEE/OP& Sr DME/P, DEE/OP & DME/P will perform this function.

3. Running of Special trains:

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

- (i) ARMVs.
- (ii) ARMV from the other end.
- (iii) 2 additional ARMVs from adjoining divisions, one from each end.
- (iv) ART.
- (v) ART from the other end.
- (vi) 2 additional BD Special one from each end.
- (vii) 1st special train carrying GM and other officers from hdqrts. and some left over officers from division (in case it passes through the divisional hdqrts.).
- (viii) Unaffected front portion of the accident involved train in case the same can be moved.
- (ix) Unaffected rear portion of the accident involved train in case the same can be moved.
- (x) In case the front and rear portions cannot be moved, then they should be left as they are.
- (xi) 2 empty coaching rakes, one from either end for clearing unaffected passengers of the accident involved train.
- (xii) 2nd and 3rd special trains for accident site, one from each end, carrying logistic backup support, material and additional manpower from junction stations. These should normally be run out 2-3 hrs. After arrival of ARMV, carrying DRM and other divisional officers at the accident site.
- (xiii) Before these 2nd and 3rd special trains are run from each end, railway staff at all stations en-route should be informed regarding running of these trains so that supervisory staff of all departments, from Jn. stations can go to the accident site on these trains.
- (xiv) 2 light engines should be stationed, one at each station on either side of the accident involved block section.
- (xv) 2 Engineering specials, one from each end, carrying engineering material and gangmen from the section.
- (xvi) Running of 2 passenger special for carrying relatives to the site of accident. These trains will be started from the originating and destination stations of the accident involved train and will be given same stoppages as the accident involved train for picking up relatives' enroute. This is to be co-ordinated by Hdqrts. Emergency Cell in consultation with Railway Board.
- (xvii) Arrangement for the visit of MR/MOSR, CRB and other Board Members to the accident site should be made in coordination with the Safety Directorate and Secretary, Railway Board.
- (xviii) 2 empty coaching rakes, one from either end for being stabled at convenient locations where watering and charging facilities are available. These stabled rakes will be used for housing the staff working at accident site.

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

- (i) The sequence of sending and taking out various trains into and out of the accident affected block section should be planned carefully.
- (ii) Except for 140T cranes and Engineering specials, all other trains should be sent into the block section with engine leading so that they can reach faster.

- (iii) If the unaffected front and rear portions of the accident involved train can be pulled out, then these should be withdrawn before sending in ARMVs into the block section.
- (iv) After the unaffected front and rear portions have been pulled out, both portions should be augmented by being patched up with extra coaches at the first Jn. station enroute.
- (v) In case the front and rear portions cannot be pulled out then they should be left as they are.
- (vi) After the 1st pair of ARMVs reaches adjacent stations from either side, they should be sent into the block section, one from each end.
- (vii) BD specials without cranes that have arrived should be pushed into the block section after the ARMV so that use of additional cutters, spreaders, hydraulic jacks etc. can be made.
- (viii) After all equipments from BD specials have been unloaded at accident site and staffs have detrained, both BD specials should be withdrawn. These should then be kept 4 stations beyond.
- (ix) The 2nd pair of ARMVs that have been requisitioned should also be moved on top priority. After BD specials have been withdrawn, these ARMVs should be sent into the block section while the first ones are still there.
- (x) In case 2nd pair of ARMVs arrive before BD special, then item no (ix) should be carried out before item No. (vii) and (viii).
- (xi) Both ARTs with 140 T cranes should be regulated at least 1 station before so as not to clutter up the adjacent station.
- (xii) Empty coaching rakes that have been sent for clearing uninjured passengers should be sent into the block section thereafter, while both ARMVs are still there.
- (xiii) After transshipment of passengers, both empty coaching rakes should be pulled out and run out as passenger special to the original destination of the accident involved train.
- (xiv) After the work of ARMVs is over, all of them should be withdrawn and returned back.
- (xv) The front and rear portion of the accident involved train should now be withdrawn by sending diesel light engines into the block section.
- (xvi) Last of all both ARTs with 140 T crane should be marshaled as per site requirement and sent into the block section with crane leading, one from each end.
- (xvii) Tower wagons should be sent in Block Section from each end following the ART.

5. Setting up Emergency Cells in Division:

- (i) Divisional Emergency Cell shall be opened immediately after receipt of information of the accident at Divisional Control Office.
- (ii) This unit will exercise control, co-ordinate and arrange supplementary assistance to the accident site.

- (iii) It shall function in a separate cubicle at Divisional Control Office provided with centralized communication networks, hot line to the site and hdqrts.
- (iv) Sr. DOM will be over all in charge of the Divisional Emergency Cell and will function as the Divisional Emergency Officer for the purpose of managing relief and restoration operations from divisional level.
- (v) In case Sr. DOM is not available, DOM (Movement) will be the Divisional Emergency Officer.
- (vi) In case both officers are not available, any other officer nominated by DRM will take over charge.
- (vii) Requirements of all departments for movement of men and materials to the accident site shall be conveyed to the Divisional Emergency Officer, who shall arrange their movement.
- (viii) Timings of 2nd and 3rd special trains to be moved from each end to the accident site, carrying backup logistic support will be conveyed to all concerned beforehand.
- (ix) Divisional Emergency Cell will maintain:
 - Telephone and FAX numbers of the accident site. These should be maintained functionary wise for each functionary available in the UCC.
 - Similarly telephone and FAX numbers of functionaries available in CAC should also be available with the Divisional Emergency Cell.
 - E-Mail addresses of UCC, CAC, Helpline Enquiry Booths and Hdqrts. Emergency Cell.
 - Names and phone numbers of hospitals where injured have been admitted/shifted, along with number of patients.
- (x) Divisional Emergency Cell will collect updated information regarding all aspects of the accident and pass on the same either telephonically or by E-Mail to:
 - All Helpline Enquiry Booths within the division.
 - Hdqrts. Emergency Cell.
- (xi) Divisional Emergency Officer on duty shall chronologically record all information and instructions received or given in a logbook.
- (xii) For Dhanbad division, similar Emergency Cell will also be opened at BRKA/CPUControl Office. DTM/BRKA/CPU will function as Emergency Officer and discharge all duties listed above.
- (xiii) In addition to the Division where accident has taken place similar Emergency Cells will be opened in other Divisional Control Offices of ECR that are involved in restoration and relief operations. Chief Emergency Officer will decide division where Emergency Cells are to be opened.
- (xiv) Helpline Enquiry Booths outside the accident affected division, but within ECR jurisdiction should keep in touch with Divisional Emergency Cell of their respective division.
- (xv) If necessary, similar emergency cells will be opened at other major terminals as decided by Chief Emergency Officer.
- (xvi) After relief, rescue and restoration work is completed, winding up of Divisional Emergency Cells shall be decided by DRM.

6. Manning of Divisional Emergency Cell in shift duty:

- (i) Divisional/Hdqrts. Emergency Cell shall be manned round the clock by officers.
- (ii) In addition to officers of the Operating Department, there will be officers of Engineering, Mechanical, S&T, Electrical, and commercial, Medical, Security and Personnel departments in the Divisional/Hdqrts. Emergency Cell round the clock.
- (iii) Divisional Emergency Cell will be manned by Senior Scale/Junior Scale officers of all departments round the clock.
- (iv) Similarly, Hdqrts. Emergency Cell will be manned by JA Grade/Senior Scale officers of all departments round the clock.
- (v) Senior most officer of each department who is available in the division/hdqrts. Shall be on duty in the Divisional/Hdqrts. Emergency Cell during the day shift
- (vi) Senior most officer of each department shall issue a duty roster for his own department for the night shift
- (vii) Round the clock roster should cover both officers and supervisors.
- (viii) Same officers and supervisors should be repeated each day without any change or rotation, up to winding up of Emergency Cell. This will maintain continuity and will ensure that experience gained on the first day can be gainfully used on subsequent days.

8. Duties of Additional Divisional Railway Manager:

- (i) Undertake making of announcements over local TV channel and cable network for all supervisory staff to rush to the accident site.
- (ii) Ensure that functionaries of different departments in Divisional Emergency Cell carry out duties assigned to them as per Zonal DM Plan.
- (iii) Monitor movement of assistance from other divisions/zones
- (iv) Co-ordinate with State Govt.
- (v) Co-ordinate with defence and Para Military authorities.
- (vi) Monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

Chapter-10

DISASTER RESPONSE – ASSISTANCE FROM ADJOINING DIVISIONS/ZONES

1. Necessity of assistance from adjoining Division/Zones:

- (i) No division can be equipped to handle a disaster of such a large magnitude like Ferozabad or Gaisal.
- (ii) Assistance has to be sought from adjoining Divisions/Zones.
- (iii) A division is normally expected to handle an accident of the magnitude involving up to 100 injuries (Grievous + Simple). Threshold levels have been given in terms of injuries, because initially it is difficult to estimate number of casualties.
- (iv) Whenever number of injuries is estimated to go beyond 50, assistance should be sought for from adjoining Divisions/Zones.
- (v) This is to be co-ordinate by the Chief Emergency Officer in Hdqtrs. Emergency Cell.

2. Assessment of assistance from adjoining Division/Zones:

- (i) DRM after reaching the accident site should make an immediate assessment of likely injuries.
- (ii) Quick assessment is an absolute in order to ensure that assistance from adjoining divisions can be rushed at the shortest possible time.
- (iii) Assessment made by DRM should be based on number of coaches involved.
- (iv) As a thumb rule, for each coach that has capsized, 30 injuries should be estimated.
- (v) Total injuries estimated would be equal to no. of coaches x30.
- (vi) This should be conveyed to Sr. DOM in Divisional Emergency Cell and Chief Emergency Officer in Hdqtrs. Emergency Cell.
- (vii) Based on the above figures, decision should be taken and assistance rushed from adjoining divisions and zones.

3. Scale of assistance from adjoining Division/Zones:

- (i) As a thumb rule, assistance should be sought from adjoining division in case of any disaster.
- (ii) In case of every disaster, following should be used as an approximate guideline for deciding level of assistance required:

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

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

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

4. Assistance from Defence & Para Military forces:

- (i) Assistance should be sought from nearest army & Para-military establishments.
- (ii) Railway staff no matter how dedicated and loyal, are not experts in extricating dead bodies, handling injured passengers, their evacuation etc.
- [iii] Army has the necessary expertise and are trained and equipped to handle such war like situation.
- (iv) Therefore, divisional/zonal hdqtrts. Should get in touch with the nearest army command and request for necessary assistance.
- (v) Selected telephone numbers of Army and Para-military establishments are given in **Chapter- 23 & 20.**

5. Departmental assistance from adjoining divisions/zones:

(a) S&T Department:

- (i) Satellite telephones from ARTs of adjoining divisions.
- (ii) Mobile Telephones from each ART of adjoining divisions

(b) Electrical Department:

- (i) Generators from ARTs of adjoining divisions.
- (ii) Lighting equipments from ARTs of adjoining divisions.
- (iii) Portals and OHE masts.

(c) Civil Engineering:

- (i) Additional workmen are required who are to be moved from adjoining divisions/zones.
- (ii) Each such division sending assistance should move workers along with artisans and PWIs.
- (iii) One DEN and one AEN each should also move to the site of accident from each such division.

Chapter-11

SITE MANAGEMENT PLAN-I

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

1. **Unified Command Center (UCC):**

- (i) Unified Command Centre (UCC) should be set up at the accident site.
- (ii) This will be some kind of a control office to be located near the centre of the accident site.
- (iii) This is basically meant for catering to operational needs of railway in rescue, relief and restoration work.
- (iv) UCC is to be manned by staff of relevant departments such as:
 - Medical,
 - Commercial,
 - Operating,
 - Safety,
 - Security,
 - Public Relations,
 - Mechanical,
 - Electrical,
 - S&T,
 - Civil
- (v) UCC will be provided with all facilities similar to a control office.
- (vi) Adequate lighting with generator backup should be provided in the UCC.
- (vii) Adequate number of telephonic links to Divisional Emergency Cell and Hdqtrs. Emergency Cell should be provided. Preferably each department in the UCC should be given an independent telephone.
- (viii) Satellite telephone should be installed in the UCC.
- (ix) UCC should be provided with FAX, Photocopier, PCs and Loudspeakers.
- (x) PC/Laptop should be connected to internet for E-Mailing of detail update to all concerned, including Divisional Emergency Cell, Hdqtrs. Emergency Cell and Helpline Enquiry Booths.
- (xi) A big banner displaying 'UNIFIED COMMAND CENTER' should be put up at a prominent place at the entry to the shamiana.
- (xii) Similarly there should be sufficient number of signages indicating the way to UCC on approach roads etc.
- (xiii) UCC at the site will be manned by sr. Supervisors on round the clock.
- (xiv) Officers will not be permanently stationed in UCC. They will move about the entire accident site supervising and monitoring working of their department at different activity centers. However, they will keep coming to the UCC off and on and will kept in touch with their departmental functionaries in UCC.
- (xv) Various functionaries in the UCC will monitor and co-ordinate the working of their departments, and assistance required by them, if any.

- (xvi) Each functionary at the UCC will maintain a log book. Flow of information both incoming and outgoing would be recorded along with the time and names of officers/staff who were given the message.
- (xvii) UCC will basically supervise the working of 2 LCCs and co-ordinate with Divisional and Hdqtrs. Emergency Cells.
- (xviii) Functionaries of different departments in LCCs should provide updated information regarding progress of work to their counterparts in UCC.
- (xix) This updated information should be provided once in every 3 hrs. as per the following timings:
 - 1/- hrs.
 - 4/- hrs.
 - 7/- hrs.
 - 10/- hrs. & like wise

2. Local Command Centers (LCC)

- (i) Depending on the spread of the accident site, Local Command Centers (LCC) on the same pattern as the UCC should be set up.
- (ii) If the site is spread out over 300-400 mts. 2 LCCs should be set up.
- (iii) Representatives of same departments as in UCC should be present in LCCs also. However, they should be either one or at most 2 men per department.
- (iv) LCCs will serve as co-ordination centers for various teams that are working spread out over different geographical locations.
- (v) Each LCC will oversee the working of DM teams at one end of the accident site.
- (vi) Jurisdiction of each LCC will extend to all men and materials belonging to 2 ARMVs, BD special and 1 ART at that end of the accident site.
- (vii) One SAG officer of Mechanical department will be overall in charge of each LCC.
- (viii) LCCs should be provided with loudspeakers for making announcements.
- (ix) LCCs should be provided with direct telephonic links to UCC.
- (x) However, LCCs should not be provided with telephonic links to either Divisional Emergency Cell or Hdqtrs. Emergency Cell. This will ensure that there is minimum telephonic disturbance from outside to teams which are actually working at the accident site. It will also ensure that outflow of information from accident site goes from UCC only.
- (xi) Members of different teams of each department working at the accident site in rescue, relief and restoration work should provide updated information regarding progress of work to their respective functionaries at the LCC.
- (xii) This updated information should be provided once every 3 hrs. As detailed at 1 (xix) above.

3. Need for setting up of Central Assistance Center:

- (i) Relatives of passengers who arrive at an accident site are already traumatized by the tragedy.
- (ii) They arrive at an unknown location with no place to stay, no friend or acquaintances and not knowing whom to turn to.
- (iii) The problem is made even more challenging since many relatives and next of kin come from far flung areas in some other state.
- (iv) Being semi-literate and from different parts of the country some of them are not even familiar with the local language. For them even communicating becomes a problem.

- (v) In addition to above, complex legal formalities and multiplicity of paper work is required to be completed before dead bodies are handed over to their next of kin.
- (vi) For taking care of relatives of passengers, providing them with succour in their hour of agony and for guiding them sympathetically, some kind of an assistance centre is required.

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

- (a) Sequence of formalities that are required to be completed by relatives of injured passengers includes:
 - (i) Locating the name of the passenger on reservation charts, in case passenger was traveling in reserved commodation.
 - (ii) Going through the list of injured and dead passengers to find out whether the name appears.
 - (iii) In case the name is not available in the list, then taking a round of different hospitals to find out whether their relatives has been admitted in one of them in an unconscious state.
 - (iv) Hospitals are generally at separate locations, sometimes even in different towns; and commuting becomes a problem.
 - (v) In case the passenger can be located in one of the hospitals, they have to find out the severity of injuries, likely period of hospitalization etc.
 - (vi) Collect the ex-gratia paid by railways.
 - (vii) Try and locate missing luggage of the injured passenger. For this they have to take a round of the building where all unclaimed luggage have been kept.
 - (viii) Next they have to arrange for a place for them to stay.
 - (ix) Arrange for medicines/diet etc. and payment of hospital bills, if required.
 - (x) Thereafter, they have to keep in touch with the hospital and get their relative released.
- (b) Additional formalities that are required to be completed by next of kin of dead passengers include:
 - (i) In case the passenger could not be located in any of the hospitals, then they have to go to the building where unidentified dead bodies have been kept.
 - (ii) Take a round of various rooms where bodies have been kept, examine each body and try and locate their near and dear one.
 - (iii) Identify the dead body, if the same has been extracted by then.
 - (iv) Otherwise wait for all bodies to be extracted and try and identify their relatives.
 - (v) In case they fail to identify the same then they have to go through photographs of unidentified bodies taken at site.
 - (vi) After the body is finally identified, they have to produce proof of relationship for railways to entertain their claim.
 - (vii) Obtain medical death certificate from the railway doctor.
 - (viii) Obtain post mortem report, from the Govt. doctor who has performed post mortem on the body.
 - (ix) Obtain official death certificate from the local municipality.
 - (x) Accept of ex-gratia payment from railways.
 - (xi) Collect forms for lodging claim for compensation in RCTs.
 - (xii) Take over custody of dead body from the local police.

- (xiii) Perform last rites at the same place or take back the body to their native place, depending on circumstances.
- (xiv) Make arrangements for their return journey back to their native place.

5. Problems encountered by relatives:

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

6. Combined Assistance Center (CAC):

- (i) The UCC should have a Combined Assistance Centre (CAC) located towards the rear site, away from the track, for rendering help to passengers and their relatives.
- (ii) This is basically meant for catering to requirements of passengers and their relatives/next of kin, and for providing a single window clearance for all types of formalities.
- (iii) CAC should be separate from the UCC so that it does not interfere with normal rescue and relief work.
- (iv) CAC will be manned by staff of relevant departments such as:
 - Operating,
 - Medical,
 - Commercial,
 - Security,
 - Personnel
- (v) There should be only one such CAC, and all railway resources should be pooled into it.
- (vi) LCCs should not have any small CAC located in the rear. It is likely to create logistic problems.
- (vii) A big banner displaying 'COMBINED ASSISTANCE CENTER' should be put up at a prominent place at the entry to the saminana.
- (viii) Similarly there should be sufficient number of signages indicating the way to CAC on approach roads etc.
- (ix) Railway staff fluent in the language of relatives should be posted for doing work of interpreters.
- (x) Post mortem formalities should be waived off so that number of formalities gets reduced by one.
- (xi) Different counters should be provided in sequence for each of these formalities, so that the entire exercise can be completed in about an hour.
- (xii) Functionary concerned from the local Municipality who issues Official Death Certificates should be made to come and sit in the CAC so that these certificates can be issued immediately without any delay.
- (xiii) CAC should have different counters for various purposes in following sequence:

- (a) Reservation chart, for locating the name.
- (b) List of dead and injured along with name of hospital. The name of passenger involved should be checked up from the list of dead or injured, if available, and their current status informed.
- (c) Counter for providing commercial supervisor or WLI as escort along with a vehicle, for accompanying the relatives and going to hospitals or mortuary.
- (d) Railway doctor for issue of Medical Death Certificate.
- (e) Govt. doctor for issue of Post Mortem Certificate, in case the same is necessary.
- (f) Municipality official for issue of Official Death Certificate.
- (g) Local Police for issue of authority for handing over of dead body.
- (h) Claims counter-Payment of ex-gratia and issue of Claims Compensation form.
- (i) Counter for helping performance of last rites in case relatives decide to cremate the body there itself.
- (j) Pass counter for issue of return journey pass.
- (k) Return journey facilitation counters for making arrangements for return journey.

7. First Aid Posts:

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

8. Setting up of UCC, LCC and CAC:

- (i) One SSE/Works shall be exclusively responsible for setting up of these facilities. He shall undertake the following:
 - move along with sufficient staff for setting up of these facilities.
 - immediately start setting up of the tentage accommodation after taking out tents and shamianas provided in ARTs.
 - In addition, he should also requisition agencies which provide tentage accommodation on contract. Details of such agencies have been given in Divisional DM Plans.
- (ii) Bridge Line staff will assist in setting up tentage and above mentioned facilities. Dy. CE/Bridge will also move to the site and in case, bridge is not involved, he will take full charge of tentage arrangements.
- (iii) Bridge Unit will take with them sufficient Manila ropes, wire ropes, survey instruments, binoculars, helmets, life jackets, ladders and other equipment. Nylon ropes should be sufficient in length to ensure barricading at sites and camping areas.
- (iv) Sufficient facilities for erecting temporary stage/scaffolding etc. should also be organized, if required at site.
- (v) Few temporary toilets should be provided at one location in addition to number of urinals at 3 or 4 places.
- (vi) Water tankers will be ordered for supplying water at site and arrangements shall also be made for drinking water.

- (vii) Temporary kitchen in tents/shamianas is to be set up so that catering unit or IRCTC can provide cooked food to staff working at accident site.
- (viii) About 100 folding chairs should also be arranged.
- (ix) Bridge Line staff will have list of divers who in case of emergency can be hired for rescue or restoration operations wherever site is surrounded by deep water.
- (x) Signages for both UCC and CAC should be provided at prominent locations.

9. Collection and Dissemination of Information-Channel of Communication:

The following would be the responsibility and channel both for collection as also dissemination of information. Before each shift goes off duty, details of work done should be updated in the LCC.

The LCC should in turn update the UCC regarding the latest progress. This updated information would be conveyed to Divisional Emergency Cell every 3 hrs.

(a) Number of dead and injured-Medical department:

- (i) Medical department at site should confirm the number of dead.
- (ii) Doctors in charge of various teams working on different coaches should give 3 hrs reports to Medical counter in LCC who in turn will inform UCC.
- (iii) Number of injured passengers.
- (iv) Type of injuries, whether grievous, minor or trivial.
- (v) Names of injured, and names of various hospitals where injured have been sent.

(b) Identification of dead bodies-Commercial department :

- (i) Ex-gratia paid to injured.
- (ii) Number of dead bodies identified.
- (iii) Ex-gratia paid to dead.
- (iv) No. of bodies handed over to relatives.

(c) Number of coaches dealt with-Mechanical department:

- (i) No. of coaches thoroughly searched.
- (ii) No. of coaches made off track.
- (iii) No. of coaches yet to be dealt with.

Chapter-12

SITE MANAGEMENT PLAN-II

Nominated officials from various departments arriving at site by ARMVs and ARTs form part of the Disaster Management Team. Officials representing each department are responsible to ensure that assigned duties of their respective departments are efficiently carried out. Senior officers of each department will also ensure that their work is synchronized with that of functionaries of other departments for quick rescue, relief and restoration operation.

(A) Members of the Disaster Management Team:

1. Disaster Management Team normally comprises members of following departments:

- (i) Trained railway men from Medical, Commercial, Safety, Electrical, S&T, and Mechanical, Engineering, Security, Personnel and other departments.
- (ii) In case of fire accidents, trained fire service personnel shall form part of this unit.
- (iii) In case of an accident on water body, divers and naval cadets will also be part of the team.
- (iv) In case of sabotage or bomb explosion, bomb disposal squads and GRP/Local Police will also be involved.
- (v) Various rescue units shall accompany ARMVs, ARTs or move by road as quickly as possible.

2. Officers-in-charge of Site (OC Site):

On arrival of ARMV at accident site DRM shall take over as OC Site from the senior most officer of the accident involved train. On arrival of 1st Special train carrying GM and other hdqtrs. officers, GM shall be OC Site. In the absence GM, the senior most officer shall be OC site. He will be responsible for forming Core Groups as required and direct them to carry out efficient rescue, relief and restoration operations.

3. Rescue, Relief and Restoration Operation:

DM Team on arrival by ARMVs and ARTs shall undertake following actions:

- (i) Crowd Control and Law and Order.
- (ii) Rescue operation.
- (iii) Relief operation.
- (iv) Video coverage of accident site.
- (v) Installation of Communication Network.
- (vi) Clearance from State Police for restoration.
- (vii) Preservation of Clues and Evidence.
- (viii) Media Management at site.
- (ix) Salvage operation.
- (x) Restoration operation.

4. Photography:

Prior to starting restoration work at an accident site, divisions should undertake suitable video film coverage to the extent feasible. Still photography by digital camera should also be undertaken extensively for its obvious advantages. The photograph should be taken from a vantage point and from as many angles as possible so as to give a bird's eye view as also close up photographs.

(i) Such photographs should clearly indicate:

- Severity of the accident.
 - illustrate the damage to P-Way, Rolling Stock, Signal, OHE and other structures and equipment.
- (ii) Separate set of photographs to be taken to preserve clues and evidence of sabotage if suspected.
- (iii) Victims and unidentified bodies should also be extensively photographed as detailed in (II)(Xvi)below.

(B) General:

For efficient Disaster Management, responsibilities of various departments are to be executed by deputing responsible officers and supervisors. Important duties of such officers/supervisors are enlisted as follows:

1. OC Site:

- (i) Ensure setting up of UCC, CAC and LCCs at the earliest.
- (ii) Collect information from OC Site of IAT.
- (iii) Take stock of the situation and plan for efficient rescue operation.
- (iv) Estimate quantum of assistance required for each department from:
 - within the division,
 - adjoining divisions of ECR,
 - adjoining zones,
 - non-railway agencies.
- (v) Channelise local resources to supplement available railway resources.
- (vi) Ensure that duties of various functionaries of different departments as laid down in ECR's Zonal DM Plan are carried out.
- (vii) Ensure co-ordination among all departments for efficient rescue, relief and restoration operation.
- (viii) Ensure information to SP Police and District Magistrate.
- (ix) In case of sabotage, direct RPF to obtain quick clearance from State Police.
- (x) In case of serious explosions or fire, clearance from Controller of Explosives is to be obtained.
- (xi) Give prima facie cause of the accident along with forecast of expected date and time of restoration.
- (xii) Ensure timely information on the progress of rescue, relief and restoration work every 3 hrs. With following details:
 - Number of coaches searched.
 - Number of injured passengers recovered.
 - Nature of injuries to passengers.
 - Number of bodies recovered.
 - Number of bodies identified.
 - Number of coaches dealt with.
 - Supplementary assistance required, if any.
- (xiii) Forecast for completion of each activity mentioned below should also be firmed up. These target dates and times should be communicated to all officers and supervisors at accident site:
 - Re-railment,
 - Track fitness,
 - OHE fitness,

- Points and inter-locking,
- Clearance of section,
- Movement of first train.

2. Duties of Divisional Railway Manager:

- (i) Ensure that functionaries of different branches at the accident site carry out duties assigned to them as per Zonal and Divisional DM Plan.
- (ii) Co-ordinate with Divisional Emergency Cell regarding assistance required.
- (iii) Co-ordinate with Civil Authorities especially with regard to:
 - Requisitioning of buses from State transport authorities, with drivers for round the clock duty.
 - Waiving off of Post Mortem formalities.
 - Positioning of Municipal Official in the CAC for issuing of Official Death Certificate.

3. Formation of two teams at accident site for round the clock working:

- (i) At the accident site, departmental officers available from both hdqrts. and division shall be formed into two teams for round the clock.
- (ii) PHODs/CHOs shall be available on duty during the day time.
- (iii) PHODs/CHODs shall take on the spot decision regarding composition of the team for night shift for their respective department. This composition should not normally be changed during the stay at the accident site.
- (iv) Branch Officers shall be available on duty during the day time.
- (v) Branch Officers shall take on the spot decision regarding composition of the team for night shift for their respective department. This composition should not normally be changed during the stay at the accident site.
- (vi) Similarly, supervisors available from both hdqrts. and divisions shall also be put in two teams.

(C) Duties of Operating Department:

Immediately after getting the information.

- (i) All sectional TIS and Supervisory SSs should be directed to reach the accident site by first available means.
- (ii) Similarly additional RG/LR staff from the section should be sent to 3 stations on either side so that SMs can be free for going to accident site.
- (iii) Since considerable amount of shunting is required to be performed at adjoining stations, 2 traffic supervisors in 2 shifts should be posted at adjoining stations on each side.
- (iv) Ensure that special trains are sent into the accident affected block section according to the sequence detailed in Chapter-9, Section 4.
- (v) Ensure proper marshalling of crane while proceeding to the accident spot in the block section.
- (vi) Ensure that Engineering vans of the ART are placed nearest to the accident site. For this purpose, Engineering van/wagon should be placed closet to site of accident by sending it in pushing condition.
- (vii) Ensure prompt clearance of stranded passengers at the site in coordination with the Divisional Emergency Cell.
- (viii) Regarding running of special trains, keep in touch with Divisional Emergency Cell and given requirement from site.

(D) Duties of Safety Department:

- (i) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed till police clearance is received.
- (ii) Ensure that video/still photographs by digital cameras are taken as required.
- (iii) Ensure that joint measurements, observations are recorded in the prescribed Proforma before restoration work begins.
- (iv) Ensure that unaffected rolling stock is moved away from the site and thereafter stabled at convenient location for further examination during accident inquiry.
- (v) Ensure that evidence of train staff, station staff and public are recorded on the spot.
- (vi) Addresses of passengers willing to give statements later should also be obtained.
- (vii) Ensure that special trains are sent into the accident affected block section according to the sequence detailed in Chapter 9, Section 4.

(E) Duties of Medical Department:

1. Main functions:

Main functions of the Medical department can be broadly classified as:

- (a) Taking an initial round of hospitals and assessment of situation.
- (b) Taking out injured passengers from accident involved coaches. Attending to injured passengers and giving them First Aid.
- (c) Preparing list of injured passengers.
- (d) Classification of their injuries.
- (e) Transporting them to hospitals and getting them admitted.
- (f) Post admittance hospital care of the injured.
- (g) Dealing with dead bodies.
- (h) Preservation of dead bodies.

2. General:

- (i) Ensure collecting blood and urine samples of train crew in case the same is necessary.
- (ii) Organize as many road ambulances as possible at the accident site.
- (iii) Data Bank of Divisional DM Plans have names, telephone numbers and contacted on phone for sending road ambulances along with team of doctors.
- (iv) Set up Medical Counter in UCC and CAC for passenger assistance.
- (v) Set up First Aid Posts in LCCs.

3. Site management:

- (i) Leader of Team 'A' (Normally CMS/MS In-charge of the Division) would take control of the site, co-ordinate relief measures and distribute duties amongst doctors available as detailed below:
- (ii) Different teams and groups will be formed for discharging various duties of the Medical department as detailed in Section (E1) above. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.
- (iii) One group of doctors will take a round of various hospitals where injured passengers have already been admitted. (Para 4 below)

- (iv) One group consisting of 4-5 teams of doctors and para-medics will take out injured passengers and dead bodies from accident involved coaches. (Para 5 below)
- (v) One team will attend to injured passengers and given them First Aid and other medical treatment. (Para 6 below)
- (vi) One team will prepare list of injured passengers, note down details of their injuries and classify them. (Para 7 & 8 below)
- (vii) One team would be in-charge of transporting injured passengers to hospitals and getting them admitted. (Para 9 below)
- (viii) One team would be in-charge of post admittance hospital care of the injured. (Para 10 below)
- (ix) One team will deal with dead bodies after these have been extracted from coaches. They will prepare a list and arrange for their preservation. (Paras 11 & 12 below)
- (x) In case sufficient doctors are available then more groups should be formed for rescue operations. (Para 5 below)

4. Taking an initial round of hospitals:

- (i) Separate doctors will be deputed to visit each hospital where injured passengers have already been shifted.
- (ii) One commercial officer will also accompany doctors and make a general assessment.
- (iii) At the hospital, they should collect information about dead/injured persons, their name, age, sex, address telephone No., name and telephone no. of relatives/friends, nature of the injury, etc.
- (iv) These information should be immediately communicated to CMS/MS at accident site by using local PCO/Cell phone etc.
- (v) Prepare a list of persons dead/injured already in hospitals in three copies by using carbon paper.
- (vi) The list thus prepared is to be signed by railway doctor on duty in the hospital. One copy is to be handed over to the Commercial Department.
- (vii) 2nd copy to be kept with the doctor in charge as office copy and the 3rd copy to be given to paramedical staff to get multiple photocopies for further distribution.
- (viii) One copy should also be sent to CAC for being fed into the PC provided in the CAC.
- (ix) The initial list prepared should be updated at regular intervals, as and when any change occurs.

5. Taking out injured passengers:

- (i) Maximum number of doctors should be deputed for this activity.
- (ii) This group should consist of at least 4-5 teams. If numbers permit, more such teams should be formed.
- (iii) Teams involved in rescue operation should ensure rapid access to all injured passengers.
- (iv) They should take assistance of mechanical/Engineering/RPF staff to extricate injured passengers.
- (iv) Each team will join up with teams of Mechanical staff who would also be involved in extracting dead and injured from coaches.

- (vi) Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.
 - (vii) Coaches should be thoroughly searched including lavatory and vestibule portions before abandoning and moving on to the next coach.
- 6. Attending to injured passengers:**
- (i) One team will be asked to provide medical treatment to injured passengers immediately after their evacuation from coaches.
 - (ii) Ensure stabilization of condition of injured passengers already taken out from coaches, before they are dispatched to hospitals by road.
 - (iii) In case of patients in critical condition where stabilization of condition at site is not possible, they should be moved immediately by road ambulance or shifted to ARMV.
- 7. Preparing list of passengers:**
- (i) Collect list of injured passengers prepared by TS/TTEs and assess the situation.
 - (ii) Separate lists to be prepared coach wise.
 - (iii) The list should contain following details:
 - If found Conscious: Name, Sex, Age, Identification marks, address, ticket number, originating and destination station.
 - If found Unconscious: Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.
 - (iv) Once the preliminary list of injured passenger has been prepared, the list should be signed by the CMS/MS In charge and a copy handed over to commercial department.
 - (v) The list of injured passengers will thereafter be updated periodically, as rescue and relief work continues.
- 8. Classification of Injuries:**
- (i) Injuries are classified as under:
 - (a) 'Grievous' injuries as defined below.
 - (b) 'Simple' but excluding 'trivial' injuries such as abrasions or bruises.
 - (ii) Following are considered to be grievous injuries (as per section 320 of the Indian Penal Code):
 - (a) Emasculation
 - (b) Permanent privation of sight of either eye.
 - (c) Permanent privation of hearing of either ear.
 - (d) Privation of any member or joint.
 - (e) Destruction or permanent impairment of powers of any member or joint.
 - (f) Permanent disfigurement of head or face.
 - (g) Fracture or dislocation of a bone or tooth.
 - (h) Any hurt which endangers life, or which cause the sufferer to be during the space of twenty days, in severe bodily pain or unable to follow his ordinary pursuits.
 - (iii) Injuries other than those defined above are considered to be simple injuries.

- (iv) Apart from injuries defined above, there may be cases where a passenger or trespasser receives only petty abrasions or bruises. These are of trivial nature and technically speaking should not be taken as injuries.
- (v) As a thumb rule, any injury requiring hospitalization of more than 48 hrs. is grievous, hospitalization of less than 48 hrs. is simple, and any injury not requiring hospitalizations at all is trivial.
- (vi) Classify injured passengers into separate categories as grievous or simple.
- (vii) Inform Commercial department for arranging ex-gratia payment.

9. Transporting injured passengers to hospitals:

- (i) One team will be asked to arrange transport of injured passengers to nearby hospitals.
- (ii) Ensure expeditious transportation of injured either to AMRVs or to nearby hospitals.
- (iii) Critically injured passengers should be transported by means of road ambulances and other by means of ordinary road vehicles.
- (iv) Commercial staff should also be associated with transfer of injured passengers to hospitals.
- (v) Before doctors and supervisors leave the accident site for hospital duty, they should note down the DOT and Mobile Telephone No. of the accident site, CMS, MS and other doctors at the site for quick communication.
- (vi) Doctors going to different hospitals should have separate vehicles.
- (vii) In case sufficient number of railway vehicles are not available, they should hire taxis for their movement by withdrawing from stations earnings.

10. Post admittance hospital care:

- (i) One railway doctor, one commercial supervisor and one welfare inspector should be deputed round the clock at each hospital.
- (ii) Normally one doctor should look after one hospital, along with a commercial supervisor and WLI.
- (iii) If large no. of hospitals are involved 2/3 hospitals may be given to one doctor. In that case, the doctor, in consultation with CMS/MS, should station himself at the hospital where maximum no. of patients are admitted.
- (iv) Make an assessment about capabilities of the hospitals to handle injured persons especially with reference to types of injuries they have suffered. Decide whether the patient needs to be shifted to other hospital with better facilities and then arrange to shift the patient.
- (v) In case any injured passenger succumbs to his injuries in the hospital, then the doctor in-charge of that hospital should update this fact to the medical counter at CAC.

11. Dealing with dead bodies:

- (i) Problem faced by rescue teams is regarding dealing of dead bodies.
- (ii) On IR it is not clearly spelt out as to who will deal with them.

- (iii) Accident Manual is silent as to who will extricate dead bodies from coaches, and then take them to either hospital or the mortuary.
- (iv) It can only be inferred that Medical Department will do this work.
- (v) In case of a major disaster, the usual complement of medical staff in any ARMV is grossly inadequate for undertaking work of this magnitude.
- (vi) Adequate number of Safailwals and other health workers who have come to the accident site should be mobilized for this purpose.
- (vii) Often rescue and relief operations continues for more than 48 hours.
- (viii) Dismembered bodies begin emitting foul odour after two days. Carrying out this task under such circumstances became a real problem.
- (ix) Target should be to extricate all dead bodies within 24 hrs.
- (x) Dead bodies should be dealt with coach wise, otherwise bodies taken out from different coaches get mixed up.
- (xi) Bodies taken out from coaches should be stacked at quite some distance from the track in front of respective coaches, in separate lots, coach wise. While this may slow down the work initially, in the long run it is more systematic since bodies don't get mixed up.
- (xii) Shift dead bodies from coaches to a nominated place at the accident site with the help of paramedical staff, SJAB, Scouts, Civil Defence, personnel, other railway staff and non-railway volunteers available at site.
- (xiii) Ensure covering of dead bodies with shrouds.
- (xiv) Put cloth label (white cloth of 12"x9" written by Marker pen) on each dead body on the chest just below the neck as below:
 - Date_____
 - Dead body Serial No._____
 - Name_____
 - Age_____ Sex_____
 - Coach No._____
- (xv) In case of unidentified dead bodies, against the item 'name', it should be written as unidentified-1/unidentified-2, etc. Approximate age should be estimated from the appearance, such as between 35-45 years.
- (xvi) 5 photographs preferably by digital camera should be taken of each dead body. Two should be close up of face from in front and sideways, third should be with the label visible as per item (xiii) above and fourth and fifth should be of full length of the body.
- (xvii) If possible each body should also be video photographed.
- (xviii) After photographs have been taken, each body should be placed inside a body /plastic bag with zip having proper labeling system where same information is also to be provided.
- (xix) After this, bodies will be handed over to GRP or Local Police for safe custody.
- (xx) Take necessary steps to handle unhygienic condition that may arise due to decomposed/mutilated bodies.

12. Preservation of dead bodies:

- (i) Numbering and photography of bodies should be done even when relatives are on hand to claim the body.
- (ii) Arrangements have to be made for a more permanent location for them till such time as the next of kin arrive to claim these bodies.
- (iii) In all such accidents passengers are invariably separated from their belongings. As such in many cases, there are no tickets or other identification papers on their persons.
- (iv) This problem is further compounded in unreserved coaches where no reservation charts are available.
- (v) Identification problems come up in case of mutilated bodies also. In such cases, photographs are better means of identification.
- (vi) Arrange hiring of a couple of big halls, for keeping bodies.
- (vii) Rooms should preferably be at a single locations so that relatives do not have to go around from mortuary to mortuary.
- (viii) A large building having number of rooms would be ideal for storing them. Best option would be to take over a school building temporarily.
- (ix) Arrange to move dead bodies to nominated buildings being used as temporary mortuaries.
- (x) Bodies should be neatly lined up with their numbers prominently displayed and kept in different rooms coach-wise.
- (xi) Notice Board outside the building should display the room nos. where bodies extracted from a particular coach have been kept.
- (xii) These details should also be pasted on a notice board outside each room.
- (xiii) This will prevent unnecessary handling of bodies which in any case would be in an advanced state of decomposition.
- (xiv) For dead bodies whose relatives are not readily available and delay is expected, arrange for their preservation by dry ice etc.
- (xv) Procure following items from local market for dealing with dead bodies:
 - Shrouds,
 - Polythene bags,
 - Coffins,
 - Dry ice
- (xvi) 4 Commercial Supervisors should be put on round the clock duty in the building housing the temporary mortuary for guiding relatives as and when they come.

(F) Duties of Commercial Department:

1. Main Functions:

Main functions of the Commercial department can be broadly classified as:

- (a) Withdrawal of cash from station earnings.
- (b) Hiring of road vehicles.
- (c) Providing beverages and catering to injured and uninjured passengers.
- (d) Initial round of hospitals and assessment of situation.
- (e) Preparing list of injured passengers.
- (f) Transporting them to hospitals and getting them admitted.

- (g) Payment of ex-gratia to injured and next of kin of dead.
- (h) Dealing with refund and claims compensation formalities.
- (i) Taking charge of luggage and consignments.
- (j) Post admittance hospital care of the injured.
- (k) Taking care of relatives.

2. General:

- (i) Before Sr. DCM proceeds to accident site he should withdraw sufficiently large amount of cash from station earnings. (Para 3 below)
- (ii) At the accident site, handpicked commercial supervisors should be deputed for manning commercial counters in UCC and CAC.
- (iii) Each commercial counter in CAC is to be manned by one group as detailed in Chapter 11, Section 6 (xiii)
- (iv) Different teams and groups will be formed for discharging various duties of the Commercial department as detailed in Section (F1) above. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.
- (v) Separate teams and groups should be formed as detailed below, headed by a commercial officer.
- (vi) One team will hire road vehicles for use and other related activities. (Para 4 below)
- (vii) One group will arrange beverages and food both for injured as also for uninjured passengers. (Para 5 below)
- (viii) One team will take an initial round of hospitals along with doctors and assess the situation. (Para E4 above)
- (ix) One group should take care of uninjured passengers who have to be cleared from the accident site. (Para 6 below)
- (x) One group will assist Medical department in preparing a list of injured passengers, input the same into the PC in CAC. (Para E7 above and Para 7 below)
- (xi) One group will assist Medical department in shifting injured passengers to hospitals (Para E9 above)
- (xii) One group will assist the Medical department in preparing a list of dead bodies and looking after them. (Paras E11 and E12 above).
- (xiii) One team will make ex-gratia payment to injured passenger and next of kin of dead. (Para 8 below)
- (xiv) One teams will deal with refund cases and claims compensation formalities. (Para 9 below)
- (xv) One group wills in-charge of unclaimed luggage and other consignments. (Para 10 below)
- (xvi) One group will be in-charge of post admittance hospital care of injured and taking care of relatives as detailed in Chapter 14 under 'Passenger care'.

3. Withdrawal of cash from station earnings:

- (i) In order to meet accident related expenditure, officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol. II Rule No. 2425.
 - Departmental expenditure necessitated by floods, accidents or earthquakes, etc. (8)
 - Ex-gratia payments to persons involved in train accidents. (22)
- (ii) Before Sr. DCM leaves for accident site, he should withdraw sufficiently large amount of cash from station earnings to meet with immediate requirements at the site.
- (iii) More should be withdrawn subsequently as and when required.
- (iv) Procedure and accountal as detailed below should be followed. (Para 11 & 12 below)
- (v) A commercial supervisor should be nominated for this purpose and he should withdraw Rs. 5 lakhs and carry it with him, duly escorted by RPF personnel.

4. Hiring of Vehicles:

- (i) A large number of road vehicles are required at an accident site for following purposes:
 - Taking injured passenger to hospitals.
 - Taking doctors and other railway officials to hospitals.
 - Clearance of uninjured passengers.
 - Taking dead bodies to mortuaries.
 - Bringing men and materials, etc. to accident site.
 - Taking unclaimed luggage for being kept in safe custody.
 - Taking relatives to hospitals and mortuary.
 - Other miscellaneous work.
- (ii) For this purpose apart from whatever number of railway vehicles may be available, extra road vehicles should be hired.
- (iii) All road vehicles should be hired along with standby drivers for round the clock duty.
- (iv) At least 10 road vehicles should be attached to CAC for taking relatives to hospitals mortuaries etc.
- (v) Nominated railway staff to be attached to each hired vehicle round the clock (even group 'D' would suffice), so that optimum use can be made of the vehicle.
- (vi) Buses from State transport authorities should also be requisitioned along with extra drivers for round the clock duty.
- (vii) One railway staff should be put in charge of each bus on round the clock duty, who will accompany the bus wherever it goes and bring it back in time (even group 'D' would suffice)
- (viii) In case hospitals are in different towns, then road transport buses should be put on fixed time round trip schedule for shuttling relatives from CAC to various locations and back to CAC.
- (ix) All hired vehicles and requisitioned buses should have stickers pasted on their front and rear windscreens indicating 'RAILWAY ACCIDENT DUTY'.

5. Catering arrangements:

- (i) Arrangements for supply of food and beverages to not only injured but also to other passengers of the accident involved train should be swiftly organized.
- (ii) Food and beverages should be supplied free of charge.
- (iii) These may be arranged from railway sources or outside sources as necessary, including IRCTC or their contractors.
- (iv) To supplement Railway catering arrangements nearby dhabas and hotels should be contacted and arrangements made for opening up stalls at the site.

6. Clearance of uninjured passengers:

- (i) First of all, arrangements for water and food for stranded passengers should be made.
- (ii) Announcement should be made for registering names of safe passengers.
- (iii) Clearance of accident affected passengers from accident site should be planned along with Operating branch who will provide the empty coaching rake.
- (iv) Make announcement through PA system informing passengers regarding their clearance from site either by:
 - Front portion of the accident involved train.
 - rear portion of the accident involved train,
 - empty coaching rakes that have been brought to the accident site,
 - road bridging that has been arranged.
- (v) Arrange adequate coolies for carrying passengers luggage while they transfer to the new train.
- (vi) In case of road bridging, arrange road transport to clear stranded passengers, record details of passengers dispatched and relay particulars to Divisional Emergency Cell.
- (vii) Senior-most official at site shall have powers to arrange conveyance for affected passengers free of charges by any available mode of transport and also incur expenditure for carriage of passenger's luggage etc.

7. Preparing list of injured passengers:

- (i) Collect list of injured passengers prepared by TS/TTEs and assess the situation along with Medical department.
- (ii) Separate lists to be prepared coach wise by Medical department.
- (iii) The list should contain following details:
 - If found Conscious: Name, Sex, age, identification marks address, ticket number, originating and destination station.
 - If found Unconscious: Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.

- (iv) Once the preliminary list of injured passengers has been prepared, the list should be signed by the CMS/MS Incharge and a copy handed over to commercial department.
- (v) This list should be input into the PC available in the CAC.
- (vi) The list should be E-Mailed to the Divisional Emergency Cell and Hdqrts. Emergency Cell.
- (vii) The list of dead and injured that is initially fed into the PC will thereafter be updated periodically, as rescue and relief work continues.

8. Amount of Ex-Gratia payable:

- (i) The amount of ex-gratia relief payable to injured passengers or to dependants of dead are as under:
 - (a) In case of death - Rs. 50,000/-
 - (b) Grievous injury - Rs. 25,000/-
 - (c) Simple injury - Rs. 5,000/-
- (ii) The amount of ex-gratia relief admissible to road users who meet with an accident due to Railway's prima facie liability at manned level crossing gate accidents will be as under:
 - (a) In case of death - Rs. 50,000/-
 - (b) Grievous injury - Rs. 25,000/-
 - (c) Simple injury - Rs. 5,000/-
- (iii) Payment of ex-gratia will be made on the basis of categorization of their injuries made out by doctors at site.
- (iv) No ex-gratia payment would be admissible to trespassers, persons electrocuted by OHE and road users at unmanned level crossings.
- (v) Ex-gratia payment should also be made to railway staff killed or injured by a moving train while performing their duty, for example, gangman working on track run-over accidentally by a moving train.
- (vi) Ex-gratia amount is to be paid in cash.
- (vii) In case of injured passengers, ex-gratia should be paid to the injured passenger himself or in case he is too ill, to his relative in his presence.
- (viii) In case of death cases where relatives' identity and claim the body, following precautions are to be taken:
 - (a) Photograph the face of the body from front and from the side.
 - (b) Photograph the person taking the ex-gratia payment.
 - (c) Record the relationship of the person claiming the body along with details of proof, if any.
 - (d) In case enhanced ex-gratia is announced by the Hon'ble MR, then the enhanced amount should be paid by cheque by Accounts department.
 - (e) Ex-gratia paid is not to be adjusted against claims compensation payable as decreed by RCT subsequently.
- (ix) Payment should be arranged preferably on the spot by a senior scale officer nominated by GM after making such enquiries as can be reasonably made on the spot after immediate needs by way of medical attendance etc. to injured persons have been attended.

- (x) For payment of ex-gratia, and to meet other expenses at site, one commercial inspector, authorized by Sr. DCM shall withdraw Rs. 5 lakh from station earnings of a nearby station, and shall be available at site duly escorted by RPF personnel.
- (xi) Sr. DCM/DCM will ensure availability of sufficient cash for payment of ex-gratia/refund.

9. Refund and Claims Compensation:

- (i) Refund of fares must be granted in the CAC for unfinished journey as per rules.
- (ii) Injured passengers and next of kin of deceased passengers must be supplied with blank claims compensation forms along with Claims Booklet explaining complete procedure.
- (iii) Photocopy of a filled up Claims Compensation form may also be given along with the blank form so as to help them in filling it up.

10. Luggage and consignments:

- (i) As and when unclaimed luggage and personal belongings are taken out from coaches, a list should be made coach wise, and each item should be tagged with coach no.
- (ii) A list of each item with distinguishing marks should be made.
- (iii) If possible, the cabin number inside the coach should also be indicated.
- (iv) Luggage claimed should be handed over on satisfactory proof of ownership.
- (v) Unclaimed luggage and personal belongings of injured/dead passengers should be taken possession of for safe custody.
- (vi) Unclaimed luggage should be stored in a safe place, preferably, part of the same school building which is being used for preserving dead bodies.
- (vii) These should be stored in separate rooms coach wise so that it is easy for relatives to identify.
- (viii) A list should be displayed outside each room indicated the coach no. whose luggage is stored there.
- (ix) It is the responsibility of Commercial department to take charge of all unclaimed luggage etc. These should be taken over from the charge of RPF.
- (x) Booked luggage, parcels and consignments available in SLRs, VPUs etc. should be taken out and sent by road to nearest Jn. station for safe custody.
- (xi) Booked perishables available in SLRs, VPUs should be taken out and either auctioned at site or sent by road to nearest Jn. station for being auctioned.
- (xii) RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities came and take over custody.

11. Withdrawal from station earnings-procedure:

- (i) In order to meet accident related expenditure, officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol II Rule No. 2425.
 - Departmental expenditure necessitated by floods, accidents or earthquakes, etc (8)
 - Ex-gratia payments to persons involved in train accidents. (22)
- (ii) The nominated supervisor incharge of the department concerned may alone withdraw from station earnings through a requisition in respect of the above items specified in rule 2425 of the IRCM.

- (iii) This requisition should be made in the form appended below indicating the official making such withdrawal, the departmental officer concerned and also the purpose of withdrawal.

From
Name of Supervisory Official
Designation/Station
Please arrange to pay from Station Earnings an amount of Rs. _____ (Rupees _____) towards _____ (Purpose to be indicated). This is one of the authorized items of withdrawal from Station Earnings. The expenditure is chargeable to the head _____
Accounting Authority _____
Controlling Officer _____
Designation _____
Station _____
Payment made from station earnings amount: _____ Received an amount of Rs. _____ from station earnings _____
Signature of SM/SS
Signature:
Designation:

- (iv) Requisition is required to be prepared in triplicate. 1st to be kept as record, 2nd to be presented to SM for arranging payment against proper acknowledgement and 3rd should be sent to Sr. DAO concerned duly countersigned personally by the Divisional Officer of the department.
- (v) Any failure by the supervisory official withdrawing cash to follow above instructions or any other irregularity will render him personally responsible and liable for action under Discipline & Appeal Rules.

12. Withdrawal from station earnings-accountal:

- (i) Branch Officer concerned shall forward requisitions received from stations to the Divisional Accounts Office indicating circumstances under which the withdrawal was necessitated.
- (ii) The countersigned requisition shall be accompanied by relevant Branch Officer so that they reach Account Office within 15 days from the date of withdrawal.
- (iii) Executive Officer concerned shall furnish full particulars of the amount withdrawn, details of payments made, reasons for the payment, the rate and period for which payment is made and the total amount paid with the acquaintance of the payee with necessary revenue stamp wherever due to Sr. DAO.
- (iv) Sr. DCM will compile a monthly statement of all withdrawals pertaining to his division obtaining a statement from various executives in his division and send it to CCM.
- (v) A monthly return of requisitions issued during the period should be submitted to the Accounts Office by Executive Officers.

Chapter-13

SITE MANAGEMENT PLAN-III

(A) Duties of Mechanical Department:

For discharging the dual responsibility of extricating injured passengers & dead bodies from coaches and toppling those coaches whose search has been completed, 2 separate groups will be formed at each end for purposes of 'search and rescue' and 'off tracking of coaches'.

Once 4 ARMVs, 2 ARTs and 2 BD specials have arrived at the accident site from both ends, normally no more mechanical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently.

Different teams and groups will be formed for discharging the dual responsibilities of the Mechanical department. Each team should consist of 4-6 members and each group should consist 3-5 teams depending upon requirement.

One Sr. Supervisor should be in-charge of each team conducting 'search and rescue' at the site. All such 'search and rescue' groups at each end of the accident site, would function under directions of an AME.

Similarly, one Sr. Supervisor should be in-charge of each team working on 'off tracking of coaches' at the site. All such 'off tracking of coaches' groups at each end of the accident site, would function under direction of another AME who will also be in charge of the crane at that end.

- (i) Take precautions in electrified section that power supply is switched off before commencing rescue/relief work.
- (ii) Use necessary safety equipment like hand gloves, helmet etc.
- (iii) If spillage of inflammable substances is suspected, then only cold cutting equipment should be used.
- (iv) In case of suspected sabotage, ensure minimum interference to clues. Save lives and extricate passengers after video and digital photographs have been taken.
- (v) Be cautious in using rescue tools like gas cutters, cold cutters, spreaders, hydraulic jacks etc. so that passengers trapped inside or buried under the debris do not get hurt.
- (vi) Ensure marshalling of ART according to site requirement before it is sent into the accident involved block section.
- (vii) For efficient extrication of entrapped passengers take assistance of Medical/Engineering departments.
- (viii) Each team will join up with Medical teams who would also be involved in extracting dead and injured from coaches.
- (ix) Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.
- (x) Road cranes of sufficient capacity should be arranged so that these cranes can start working from the center while the 140 T cranes can continue working from either end.
- (xi) Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that number of coaches can be simultaneously approached and more work centers can be opened up.
- (xii) Examine unaffected or re-railed rolling stock and certify their fitness for further movement.

(B) Duties of Security Department:

Main functions of the Security Department can be broadly classified as:

- (a) Co-ordination with GRP and Local Police.
- (b) Crowd management.
- (c) Protection of luggage.
- (d) Protection of railway property.

1. Liaison with Civil Police:

- (i) In case of sabotage, liaison with Local Police & officials of district administration and get early clearance.
- (ii) Clearance should be obtained as expeditiously as possible, for starting restoration work.
- (iii) Additional manpower should be requisitioned from local police officials and district administration for purpose of crowd control.
- (iv) Exemption should be obtained from SP of the district for waiving off formalities of Post Mortem of dead bodies.
- (v) Obtain assistance from GRP and Local Police as and when required.

2. Crowd Management:

The first problem at an accident site is that of surging crowds. Carrying out any kind of rescue and relief operation becomes next to impossible. Railway men who try to undertake any kind of rescue and relief work become victims of mob fury.

- (i) Cordon off the site and prevent unauthorized entry of outsiders.
- (ii) Segregate the area of accident by putting up temporary barriers using nylon ropes or any other make shift device available at the scene so that outsiders do not disturb the site or hamper rescue operations.
- (iii) These barriers should be at quite some distance away from the track, so that UCC, CAC and LCCs are inside the cordoned off area.
- (iv) Provide barricade and ask for additional force to control crowd during VIP visit.

3. Protection of luggage:

- (i) Protect unclaimed luggage of passengers till these are duly take over by commercial department for safe custody.
- (ii) Unclaimed luggage of passengers should be isolated and stacked coach wise, with proper labeling indicating coach no. from which recovered.
- (iii) If possible, the cabin number inside the coach should also be indicated.
- (iv) All such unclaimed luggage should be protected till they are handed over to claimants or taken over by commercial department.
- (v) Unclaimed luggage should be stored in a safe place, preferably, part of the same school building which is being used for preserving dead bodies.
- (vi) These should be stored in separate rooms coach wise so that it is easy for relatives to identify.

4. Protection of railway property:

- (i) Protect Railway consignments/goods/parcels till these are duly taken over by commercial department and dispatched to nearest station for proper disposal.
- (ii) Guard perishables till they are auctioned off at site or till they are dispatched to nearest station for being auctioned.
- (iv) RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities come and take over custody.

- (iv) Provide security for the cash withdrawn for payment of ex-gratia by the commercial department.
- (v) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- (vi) Ensure that no railway staff tampers with any track fittings, or rolling stock parts.
- (vii) Anybody found moving under suspicious circumstances should be questioned.
- (viii) No railway staff should be allowed to move about near the accident site with loose or piece meal equipment.

5. General:

- (i) RPF personnel should respond to any call for assistance to rescue victims and transport them to the nearest hospital.
- (ii) 3-hourly strips will be updated by field personnel at the scene of incident to the RPF functionary in the UCC, giving the latest situation.
- (iii) RPF Assistance Post will be established within the CAC so that people needing help can approach RPF.

(C) Duties of Electrical Department:

For discharging the dual responsibility of providing illumination at site and managing the OHE, 2 separate units will be formed at each end of the accident site consisting of 'General branch' officers & staff and TRD officers & staff.

Once 4 ARMVs, 2 ARTs and 2 BD specials have arrived at the accident site from both ends, normally no more electrical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently.

Different teams and groups will be formed for discharging various duties of the Electrical department. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.

1. Site illumination:

One Sr. Supervisor should be in-charge of each group working at the site. All 'General Branch' teams at each end of the accident site, would function under directions of an AEE (G).

- (i) Senior most electrical officer at site would make a quick assessment of the electrical requirement of the site.
- (ii) This would be done keeping in mind the geographical spread of the site, the size of UCC, LCCs, CAC and only other requirement as necessary.
- (iii) Thereafter, he would assess the quantity of electrical fittings and generating sets available in ARMVs and ARTs.
- (iv) In order to set up adequate illumination facilities, all generating sets and lighting fixtures available in ARMVs and ARTs would be used.
- (v) First priority for lighting would be the accident site along the track where rescue, relief and restoration work is going on.
- (vi) Next priority would be given to lighting up of UCC, CAC and LCCs.
- (vii) Additional requirements of generators and lighting fixtures, if any, should be called for immediately from other railway sources within the division, well in time.
- (viii) In case divisional sources are inadequate, then sources from other divisions should be tapped.

- (ix) Officer at site should hire additional generating sets, lighting fixtures etc., as required, from non-railway sources available nearby. List of such sources are given in Divisional DM Plans.
- (x) Once generators and lighting fixtures have been set up, efforts should be made to tap direct power supply from some nearby sources, if available.
- (xi) In case power supply is not available nearby and illumination has to continue on generator supply, then sufficient quantity of petrol and diesel should be procured and kept in stock.

2. OHE at site:

One Sr. Supervisor should be in charge of each group working at the site. All TRD teams at each end of the accident site, would function under directions of an AEE/TRD.

- (i) In case OHE is to be brought down, then the same should be done immediately so that working of crane does not get held up on account of OHE.
- (ii) In case slewing of OHE suffices for some sections, then the same should be done quickly so that working of crane does not get held up on account of OHE.
- (iii) Sr. DEE/TRD shall arrange movement of 6 Tower Wagons along with men and material from adjacent depots from both sides of accident site.
- (iv) In case more tower wagons are required these should also be requisitioned from other depots along with men and material.
- (v) An assessment should also be made of the extent of damage to OHE masts, and other equipment.
- (vi) Additional requirement of materials, if any should be called for immediately from other railway sources within the division.
- (vii) In case divisional sources are inadequate, then sources from other divisions should be tapped.
- (viii) In case other divisional sources are also inadequate, then sources from other zones should be tapped.
- (ix) Availability of OHE masts is a long lead item. Requirement of masts should be quickly worked out so that these can be moved immediately.
- (x) Ensure temporary portals are erected without delay.
- (xi) In case damage to OHE is extensive and a wiring train is considered to be more efficient, then the same should arrange for from other zone after discussion with RE organization.
- (xii) Ensure that the section is earthed before staff starts working near OHE.
- (xiii) OHE should not be charged until all staff, tower wagons, cranes etc. have cleared the block section.

(D) Duties of Signal & Telecommunication Department:

Duties of S&T department consist of providing sufficient and reliable means of communication at the accident site and other work centers.

1. Types of communication facilities:

For this purpose following types of communication facilities should be provided:

- (i) Satellite telephones.
- (ii) BSNL telephones.
- (iii) Mobiles, in case the area is under mobile coverage.
- (iv) Walkie-Talkie sets.
- (v) Railway telephones.
- (vi) PA system.

2. Locations:

These should be provided at following locations:

- (i) UCC
- (ii) CAC
- (iii) LCCs
- (iv) Hospitals
- (v) Mortuary
- (vi) Any other location as decided.

3. Numbers to be provided:

- (i) Satellite telephones-5 to be provided. 2 in UCC, 1 in CAC, 2 for passengers.
- (ii) BSNL telephones-2 in UCC, 3 in CAC and 1 in each hospital.
- (iii) Mobiles-as many as can be arranged in UCC and CAC. In addition to above at least 2 in each hospital.
- (iv) Walkie-Talkie sets-each functionary should be covered.
- (v) One 25 W VHF sets shall also be provided in UCC.
- (vi) One 25 W VHF set shall be installed in a road vehicle so that mobile communication can be set up, upto a range of about 15-20 Kms.
- (vii) Railway telephones-each functionary in UCC, CAC and LCCs should be covered.
- (viii) In RE area emergency sockets will be utilized for extending communication to the accident site and in non-RE area where 6 Quad cable is available the same will be utilized for providing communication.
- (ix) PA system at UCC, CAC and LCCs.

4. Public Address System:

- (i) Provide adequate number of PA system, Hand sets.
- (ii) PA system should be provided in UCC, CAC and LCCs. These are to be used for communicating with passengers and for giving directions to railway staff.
- (iii) For this purpose, additional PA systems may become necessary depending upon the requirements at accident site.
- (iv) Mega mikes available in ART should also be utilized.
- (v) Volume of PA system in UCC, CAC and LCCs should be so adjusted that announcements made over one of them reaches only those areas which are under its jurisdiction. It should not interfere with announcements being made by other PA systems.

5. General:

- (i) Ensure availability of adequate copies of Disaster Management telephone directory containing important telephone numbers.
- (ii) Adequate number of Mobile Battery Chargers should be provided in UCC, CAC and LCCs along with number of spare batteries.

(E) Duties of Engineering Department:

Some duties have been detailed in Chapter 11 Section 8. Additional duties are as follows:

- (i) AEN/SSE (P.Way/Works) shall collect men, rescue tools and arrive at site by fastest means possible.
- (ii) Setup UCC, CAC and LCCs at the accident site.
- (iii) Assist Medical/Mechanical Department in rescue work.
- (iv) If necessary contact Army/Navy/Air Base and collect required personnel like Divers for rescue operation.
- (v) If necessary hire Private Road Cranes, Bulldozers, Earth movers etc.
- (vi) 2 Engineering specials, one from each end, carrying engineering materials and gangmen from the section.
- (vii) Additional requirements of track materials, if any, should be called for immediately from other railway sources within the division, well in time.
- (viii) In case divisional sources are inadequate, then sources from other divisions should be tapped.
- (ix) Additional workmen are required who are to be moved from adjoining divisions/zones.
- (x) Each such division sending assistance should move men along with artisans and PWIs.
- (xi) One DEN and one AEN each should also move to the site of accident from each such division.
- (xii) Plan for coordinated working and movement of track machine for quick restoration in consultation with TRD and operating officials.

(F) Duties of Personal Department:

- (i) Sr. DPO shall proceed to accident site along with all WLIs.
- (ii) Assist Doctors in collecting details of injured/dead and shifting them to hospitals.
- (iii) WLIs shall be available round the clock in shift duty to look after the welfare of injured persons in each hospital.
- (iv) Issue complimentary return journey passes to relatives for escorting injured and taking them back home.
- (v) Man personnel branch counters in CAC and discharging duties listed out for those counters.

(G) Duties of Accounts Departments:

- (i) Making available sufficient amount of cash for meeting emergent expenses.
- (ii) Opening of current account in a local bank and getting permission for over draft facilities so that large amount of cash is not required to be carried from far off stations.
- (iii) Issue of cheques for making of enhanced ex-gratia payments, if so announced at accident site by Hon'ble MR.

(H) Staff matters:

- (i) First problem is of identifying railway personnel.
- (ii) They should be supplied with orange coloured armbands to be kept in ARMVs/ARTs.
- (iii) Adequate number of armbands, gloves and face masks should also be provided in the ARMVs/ARTs.
- (iv) Communicating with railway personnel in the crowd.
- (v) Microphones/loud speakers provided in ARMVs/ARTs should be used both for crowd control as also for giving instructions to railway personnel working at accident site.
- (vi) One initial rescue operations have got underway, arrangements have to be made for water and food for railway staff working at site. Contract arrangement should be made for supply of food.
- (vii) Spare coaches should be stabled at nearby stations where watering and charging facilities are available for stay of staff.

Chapter-14

PASSENGER CARE

1. **General:**

- (i) Assistance to passengers and their relatives is of utmost importance in relieving them of some of their misery.
- (ii) Injured passengers and their relatives are to be treated with utmost courtesy, concern and sympathy to alleviate their trauma and discomfort.
- (iii) For dealing with relatives arriving from far flung corners of the country, staff fluent in the local language of the place from where the train originated should be used as interpreters.
- (iv) Commercial supervisors & WLIs should be assigned to talk to injured passengers to ascertain from them whether they wish to call relatives.
- (v) Injured passengers should thereafter be provided with either mobile or BSNL STD phones in order to enable them to speak to their relatives.

2. **Hospitalization of the injured:**

- (i) General policy in case of railway accidents in which casualties occur is that of rapid transportation to railway hospital after rendering immediate and necessary first-aid treatment.
- (ii) In case there are no railway hospitals nearby, then they are to be admitted in the nearest Govt. hospitals.
- (iii) In following cases, injured may be taken to a Private Hospital.
 - When there is no railway or Govt. hospital available within a radius of 8 kms. of the site of accident or,
 - When the attending doctor certifies in writing that the treatment in private hospital is necessary in the interest of the patient.
 - Except where railway doctor certifies, such injured passenger should normally be eligible to the lowest class of accommodation in private hospitals where different scales are available.
 - Where the family of the injured person desires to be provided with a higher class accommodation, the family should give in writing to pay the extra cost involved directly to hospital authorities.
- (iv) For this purpose, each division should make out a working arrangement with such private hospitals as may be necessary in areas served by them so that in an emergency injury cases can be referred to hospitals concerned without loss of time.
- (v) To facilitate matters and to avoid misunderstandings, CMD should draw up a list of such private hospitals bearing in mind Railway and non-Railway hospitals in the vicinity.
- (vi) CMD should also settle charges to be paid for such cases for each class of accommodation.
- (vii) Bills by such private hospitals should be submitted through CMD who will certify the correctness of charges payable, before passing for payment by FA&CAO.
- (viii) Payments to private hospitals under this para can be arranged locally by the Railways and Ministry of Railways approval is not necessary. (Extract of Para 701 (1) & Para 712 of Chapter VII of IRMM and Para 1421 of Indian Railway Establishment Manual and M.O.R's letter No. MH 59/MES/96/Medical dt. 18/12/1959)
- (ix) When injured are admitted in non railway hospitals, railway doctors should be deputed to these hospitals to render necessary assistance, including supply of medicines as required which may not be available in these hospitals.
- (x) They should also carefully monitor the condition of injured and maintain an updated list with all details.

- (xi) If more than one hospital is involved, apart from deputing doctors to individual hospitals, a railway doctor should also be deputed to coordinate and maintain centralized updated position.

3. Facilities to be made available in hospital:

- (i) There should be a separate reception counter manned by commercial supervisor or WLI at the entry to the hospital for dealing with relatives of patients who arrive.
- (ii) A chart should be displayed at this reception counter indicating ward nos. where accident patients are admitted along with their names, coach no. wise.
- (iii) At the entry to each ward, a second list should display the name of the patient, coach no. and the bed no. inside the ward.
- (iv) Commercial staff and WLI on duty at that hospital should carry a list indicating the name, address and telephone no. of relatives as given by the patient, and whether they have been informed or not.
- (v) Arrangements should be made to inform the next of kin or a relative or friend of the deceased, in case identity of the person involved in accident becomes known.
- (vi) As each relative arrives his name should be marked in the list against the passenger's name.
- (vii) Reception counter should be provided with BSNL telephone with STD facility.
- (viii) There should be 2 mobile telephone for being taking to patients inside wards for making outgoing calls.
- (ix) Complete medical care of all passengers including payment of medical bills till their final discharge should be provided.

4. Communication:

- (i) STD telephone should be made available to passengers to communicate with their relatives.
- (ii) BSNL/Railway Telephones available at adjoining Stations/Cabins/Gates shall be extended to the accident site.
- (iii) PCO telephones and other BSNL phones in nearby localities/villages/towns shall also be extended to the accident site by persuading owners of these phones.
- (iv) Payments for such telephone connections will be made from station earnings.
- (v) Sr. DSTE should hire few mobile phones to meet the need of stranded passengers, wherever cellular phone connectivity is available. Stranded passengers should be permitted to use these phones free of charge.
- (vi) These cell phones should be used to convey information regarding the safety of passengers to their friends and relatives.

5. Arrival of relatives:

- (i) After a few hours, next of kin of deceased and relatives of injured passengers start arriving at the accident site.
- (ii) Adequate number of display boards should be available on ARMVs/ARTs for being put up at accident site.
- (iii) By and large these display boards should indicate the direction towards the CAC.
- (iv) These indication boards should be displayed near those areas where incoming relatives arrive and congregate.
- (v) Periodic announcements on loud speakers should also be made for guiding them to the CAC.

- (vi) CAC should have different counters for various purposes as detailed below in section 8.

6. Taking care of relatives:

- (i) At CAC, number of commercial supervisors & WLIs should be available for the purpose of taking arriving relatives to different hospitals etc.
- (ii) After relatives arrive they should first of all go through the reservation charts and locate the name of the passenger.
- (iii) Thereafter if details are available as to which hospital passenger has been admitted then commercial supervisor or WLI should accompany him to that hospital.
- (iv) A hired vehicle should be provided for carrying them to various hospitals and mortuary.
- (v) The commercial supervisor or WLI should stay with the relative until he has been able to either find the injured passenger or identify the dead body.
- (vi) Thereafter, they should help him in completing all formalities in the CAC.

7. Single window clearance:

CAC should have provision of single window clearance for all legal formalities & multiplicity of paper work.

- (i) Counters provided in CAC should have facilities for following items
 - (a) Reservation chart, for locating the name.
 - (b) List of dead and injured along with name of hospital. The name of passengers involved should be checked up from the list of dead or injured, if available, and their current status informed.
 - (c) Counter for providing commercial supervisor or WLI as escort along with a vehicle, for accompanying the relative and going around to various hospitals or mortuary.
 - (d) Railway doctor for issue of Medical Death Certificate.
 - (e) Govt. doctor for issue of Post Mortem Clearance, in case the same is necessary.
 - (f) Municipality official for issue of Official Death Certificate.
 - (g) Local police for issue of authority for handing over of dead body.
 - (h) Claims counter-Payment of ex-gratia and issue of Claims Compensation Form.
 - (i) Counter for helping performance of last rituals in case relatives decide to cremate the body there itself.
 - (j) Pass counter for issue of return journey pass.
 - (k) Return journey facilitation counter will make arrangements for return journey.

8. Stay of relatives of dead and injured:

- (i) Commercial supervisor or WLI deputed with relatives should also arrange for their stay and accommodation.
- (ii) Depending upon the need, accommodation in hotels/dharamshalas would be hired for accommodating passengers.
- (ii) Arrangements should be made for their meals etc. Contract should be given for providing cooked food to relatives.

9. Performance of last rites:

- (i) In many cases relatives decide to perform last rites at the place of accident itself instead of taking the body back to their native place.
- (ii) This is mostly on account of:
 - bodies being mutilated,

- bodies being in a state of decomposition,
 - native place being far off,
 - for overcoming logistic problems of taking the body back.
- (iii) In such cases railways should render appropriate assistance to relatives for performing last rites.
- (iv) Railways should locate:
- the nearest cremation or burial ground as the case may be.
 - Shopkeepers who supply necessary material for funeral rites.
 - Priest for performing the ceremony.
- (v) The above information would be conveyed to relatives and transport provided for carrying the body.
- (vi) Above duties are to be performed by Personnel department.
- (vii) Commercial supervisor or WLI who has been deputed for relatives of a particular passenger should help them out in this endeavor.

10. Departure of relatives of dead and injured:

- (i) CAC should have counters for helping relatives regarding their return journey.
- (ii) Personnel branch staff at the CAC should be available for issuing complementary passes for their return journey.
- (iii) Reservation of berths should be provided on trains. Such reservation should be provided only from the accident site onwards.
- (iv) Extra coaches should be attached to trains going to these destinations as per requirements. These extra coaches should be brought in locked condition from the originating station.
- (v) Reserved space in luggage portion of SLRs for some of them to carry back bodies in coffins etc, in case they so desire.

Chapter-15

MEDIA MANAGEMENT PLAN

1. **Objective:**

- (i) To post the public with factual information pertaining to the accident.
- (ii) To convey certain information which is of use to passengers?
- (iii) To convey specific information which is of use to relatives of dead and injured passengers?
- (iv) To create a positive public opinion.
- (v) To create a healthy relationship with the press and electronic media.

2. **Duties of PR Organization:**

- (i) CPRO and his team will collect what soever information is available from Divisional Control Office and first information would be released to the media within 60 minutes of intimation of the accident.
- (ii) The information shall include telephone numbers of Helpline Enquiry Booths.
- (iii) CPRO, PRO and the entire PR organization should proceed to the accident site in the 1st Special train carrying GM and other hdqrts. Officers.
- (iv) Number of photographers with digital cameras and video photographers should also be taken along to the accident site.
- (v) Both CPRO and PRO will be available in the UCC during the day.
- (vi) Responsible PR supervisors should be deputed during night shift for interacting with the media, if necessary.
- (vii) CPRO will organize Press briefings at fixed timings as detailed in Section 6 below.
- (viii) PR organization shall monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

3. **Spokes person:**

- (i) Only GM, DRM, CPRO, Chief Emergency officer in Hdqrts. Emergency Cell and Divisional Emergency Officer in Divisional Emergency Cell are competent to interact or give interview to press and electronic media.
- (ii) Apart from the above, any other officer authorized by GM is competent to interact or give interview to press and electronic media.
- (iii) Railway's endeavor shall be to ensure that only factually correct and confirmed information is relayed to the media.
- (iv) No inflated or exaggerated version of any fact should be relayed to the media.
- (v) Unconfirmed news having no authentic source shall not be relayed to media.
- (vi) No railwaymen shall express or voice any criticism, or express his personal opinion or views about the accident, at any point of time.

4. **Information to be relayed to Press and Electronic Media:**

Information to be given to media can be broadly segregated into following categories:

(a) Accident:

- (i) Nature of the accident-date, time, place, exact location, train no., number of coaches involved etc.
- (ii) Details of how the accident most probably occurred.
- (iii) Prima-facie cause of the accident will be relayed to Media only with the approval of GM.
- (iv) Sabotage, even if suspected, will not be relayed to Media, without approval of Railway Board.
- (v) Periodic reports regarding progress of rescue and relief work.
- (vi) Expected date and time of restoration.

(b) Uninjured Passengers:

- (i) Steps being taken to provide beverages, refreshments and first aid treatment for unaffected passengers.
- (ii) Steps being taken by railways for clearance of unaffected passengers.
- (iii) Expected time of departure of front portion of accident involved train.
- (iv) Its likely time of arrival at the destination.
- (v) Expected time of departure of rear portion of accident involved train.
- (vi) Its diverted route and likely time of arrival at the destination.
- (vii) In case empty coaching rakes have been arranged, then details of the same.
- (viii) Road bridging being done, laborers provided for transshipment of luggage.

(c) Dead and Injured passengers:

- (i) Steps taken by Railways to render immediate medical attention.
- (ii) No. of injured passengers rescued.
- (iii) Breakup of their injuries:
 - Grievous,
 - Simple,
 - Trivial.
- (iv) Names of hospitals where injured are being treated.
- (v) Approximately how many patients have been admitted in each of these hospitals.
- (vi) Names of injured passengers.
- (vii) Communication facilities like cell phones, STD phones provided at these hospitals.
- (viii) Payment of ex-gratia.
- (ix) Facilities offered to relatives of victims, including free pass for journeys.
- (x) Special trains being run for bringing relatives of dead and injured.
- (xi) Number of dead bodies recovered and number of bodies identified.
- (xii) Identification of dead bodies takes much longer since either
 - they were traveling alone, or
 - their companions are injured and are not in a position to identify them, or
 - their companions have also perished.

- (xiii) Under such circumstances it is possible to identify dead bodies only when relatives come from their home town.
- (xiv) This aspect of identification of dead bodies and reasons for delay should be explained to the media.

(d) Helpline Enquiry Booths:

- (i) Setting up of Helpline Enquiry Booths.
- (ii) Details of Helpline Enquiry Booths as follows:
 - Stations where these have been opened.
 - Telephone Nos.
 - FAX Nos.

(e) Train Services:

- (i) Details of train operation with regard to:
 - Diversion,
 - Regulation,
 - Rescheduling,
 - Short termination,
 - Cancellation.
- (ii) Running of passenger specials for carrying relatives to the site of accident.
- (iii) These trains will be started from the originating and destination stations of the accident involved train and will be given same stoppages as the accident involved train for picking up relatives enroute.
- (iv) Expected departure time of relatives special from their originating stations.
- (v) Refunds being granted in Helpline Enquiry Booths for passengers whose journey have been interrupted.

5. Casualty figures:

- (i) In all accidents, as long as rescue and relief work continues, there is always a difference between casualty figures given by railways and casualty figures quoted by the Media.
- (ii) The reason for this difference is that railways give casualty figures based on actual number of dead bodies recovered; whereas Media estimates casualty figures based on the damage visible and likely final tally.
- (iii) During Press Briefings, this point should be clarified that at that point of time so many bodies have been recovered.
- (iv) However, it should also be made clear that casualty figures are likely to go up since rescue work is still continuing.
- (v) Assessment regarding likely number of deaths and injuries may also be made if considered necessary. Such an assessment should be based on:
 - Total number of coaches involved.
 - Number of coaches searched.
 - Number of coaches yet to be dealt with.
- (vi) Particular reference should also be made to coaches that are crushed or that have climbed on top, and have not yet been searched.
- (vii) For example, the media can be informed that as of 13/- hrs., 2 coaches have been dealt with and----no. Of bodies have been recovered. 8 more coaches are still to be searched and casualties are likely to go up.

6. Press Briefings at accident site:

- (i) CPRO on arrival at accident site shall collect factual information from the OC site and relay the same to Media personnel at site and also to Divisional Emergency Officer in the Divisional Emergency Cell. Thus, an on line communication channel will be established to keep media informed of all important details.
- (ii) The first press Briefing will be held within one hour of CPRO's arrival at site. Subsequent briefings will be held according to the schedule given below.
- (iii) CPRO or PRO should be available in the UCC during Press Briefings.
- (v) There should be fixed time Press Briefings so that there is no confusion regarding different versions given to separate channels at various points of time.
- (vi) Simultaneous Press Briefings should be held at accident site as also at Hdqrts. Emergency Cell as per fixed timings given below, so that the same version is given by all concerned.
- (vii) Information to be given to the media will be of 30 minutes earlier. For example the media briefing held at 07.30 hrs. will convey all information as at 7 hrs on that date.
- (viii) On the first two days, there should be 6 media briefings per day. These should be scheduled at the following timings:
 - 07/30 hrs.
 - 10/30 hrs.
 - 13/30 hrs.
 - 16/30 hrs.
 - 19/30 hrs.
 - 22/30 hrs.
- (ix) Thereafter, for the remaining days, there should be 3 media briefings per day. These should be scheduled at the following timings.
 - 07/30 hrs.
 - 13/30 hrs.
 - 19/30 hrs.
- (x) All media releases will be up loaded on the East Central Railway website, and new page opened to give specific information with regard to the accident. The priority of information release to various media will be as under:
 - TV channels.
 - Agencies-UNI, PTI, Varta, Bhasha.
 - Print Media.
- (xi) Convenience and conveyance of media shall be taken care of by PR personnel with assistance of Commercial representatives at site. Media persons should be conducted to hospitals where injured are being treated.
- (xi) Commercial department should ensure that list of passengers who traveled by the accident involved train along with list of dead and injured in the accident reach PR officials at the earliest.

Chapter-16

FIRE AND OTHER ACCIDENTS

Fire on a running train is more catastrophic than on a stationary one, since fanning by winds helps spread the fire to other coaches. Moreover, passenger's sometime jump out of a running train on fire resulting in increased casualties.

In case of fire in running train, every railway staff available on the train or at the site shall immediately try and stop the train and plunge into action to save lives and property.

(A) FOLLOWING SOURCES ARE MAIN CAUSES OF FIRE IN TRAINS:

- (i) Carrying stoves, sigris, gas cylinders, kerosene oil, petrol, fire works etc. in passenger compartments.
- (ii) Making fire/using fire near paper, wood, petrol or such other inflammable articles.
- (iii) Lighted match sticks, cigarette ends carelessly thrown.
- (iv) Short circuit in electrical wirings.
- (v) Using naked light during authority token delivery to the driver, shunting of inflammable loads, sealing of inflammable wagons.
- (vi) Use of open fire, smoking near gas/petrol tank.

All railway staff and passengers should take all possible precautions to avoid any of the above mistakes so that possibility of fire breaking out can be minimized. In general fire originates in a small level. When it is surrounded by burning materials with adequate supply of air, fire spreads.

(B) ACTION TO BE TAKEN IN CASE OF FIRE IN TRAIN:

- (i) First and foremost immediately summon the fire brigade.
- (ii) Secondly, if you smell gas or vapour, or even in case of excessive smoke, hold a wet cloth loosely over your nose & mouth and breath through it in as normal a manner as possible.

1. In case of fire in a passenger train:

- (i) In case of fire, pull the Alarm Chain and stop the train immediately.
- (ii) Try and put out the fire before it becomes a big blaze by using either water or blankets etc.
- (iii) More people expire due to suffocation from smoke rather than due to actual burning
- (iv) Advise passengers to take a cloth, wet it in their drinking water and cover their nostrils.
- (v) Instruct passengers to go to the other end of the coach which is away from the fire and if possible cross over to the next coach through the vestibule.
- (vi) Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
- (vii) Make sure that no passenger lies down on the floor.
- (viii) After train has stopped, passengers should come down from the coach immediately.
- (ix) Building up confidence of injured passengers by suitable advice is of great importance.

2. In the event of a vehicle on a train being on fire:

- (i) Stop the train immediately.
- (ii) Don't panic.
- (iii) Evacuate passengers from burning coaches.
- (iv) Protect property, valuables & mails.
- (v) Locate fire extinguisher substances viz, water bucket with water/sand, fire extinguishers etc.,
- (vi) Use fire extinguisher if any and put out the fire.
- (vii) Use water from the coaches and extinguish the fire.
- (viii) Throw Earth or sand, if available, on the fire.
- (ix) Ascertain the type of fire viz, dry, oil gaseous, electric and use the right type of extinguishers.
- (x) Isolate the burning vehicle from other vehicle by uncoupling.
- (xi) Train to be protected by Driver and Guard at both ends according to the provision of G&SR 6.03.
- (xii) Report it to the nearest station/control/fire station.
- (xiii) Every efforts shall be made to extinguish the fire and to save the wagon labels, seals and contents of the vehicle.
- (xiv) In case fire is discovered when the train is near a tank or watering station, the Guard and Driver shall use their discretion to proceed there, but no such attempt shall be made until the portion of the train in rear of burning vehicle has been detached.
- (xv) Inform all concerned to assist in extinguishing the fire.
- (xvi) In case of fire from electrical short circuit switch off the source.

3. In the event of fire on an Electric engine/EMU

- (i) Driver shall immediately switch off the circuit and lower the pantograph. The train shall then be brought to stop at once.
- (ii) After disconnecting the electric supply to affected circuits, Driver shall take necessary action to put out the fire.
- (iii) If fire cannot be extinguished by the above means Driver shall advice TPC through emergency telephone to arrange for OHE of the affected section to be switched off.
- (iv) The Guard and any other staff available shall render all possible assistance to the Driver in putting out the fire.
- (v) Ordinary fire extinguishers or water from a hose pipe shall on no account be used to extinguish fire on live wire or electrical equipment.
- (vi) If services of fire brigade are required, fire brigade shall not be allowed to commence operation until all electrical equipment in the vicinity of the fire have been made dead.

4. In the event of a fire on a Diesel Engine/DMU stock:

- (i) The Driver/Motorman shall immediately switch off the circuit breaker and shut down the engine. The train shall be brought to stop at once.
- (ii) The Guard shall give all possible assistance to the Driver in putting out the fire.
- (iii) Fire extinguishers of approved type shall be provided on each diesel locomotive and motor coach of DMU when these are turned out from the home shed. The Foreman/CWS in charge of the shed shall inspect the fire extinguishers and ensure that these are in good working condition.

5. When a person is on fire:

- (i) Approach him holding the nearest available wrap in front of you.
- (ii) Wrap it round him.
- (iii) Lay him flat and smother the flames.
- (iv) He may roll on the floor, smothering the flames.
- (v) On no account should he rush out in the open air.
- (vi) Call for assistance.

6. Fire caused by Petrol or other inflammable liquids, acids or gases:

- (i) Segregate the affected wagon, coach or area involved.
- (ii) On opening a wagon do not enter it immediately. You would thus, avoid fumes, which may be dangerous.
- (iii) Use foam type fire extinguishers and sand and not water or soda acid type fire extinguishers.
- (iv) Do not bring naked lights near the site of fire.
- (v) Warn the people living in the surrounding areas within one Km. radius.
- (vi) Stay away from ends of tanks, as tanks normally burst from the ends.
- (vii) Cool tanks that are exposed to flames with water from the sides only after the fire is put out.
- (viii) Withdraw immediately in case of rising sound from venting safety device or any discolouration of tank due to fire.
- (ix) Inform the nearest Fire stations intimating that the fire has been caused by Petrol or any other inflammable liquids, acids or gases.

7. In case of fire due to Explosives/Inflammables/Dangerous Goods:

- (i) Extinguish by closing the valve or isolating LPG feed to fire by other suitable controls.
- (ii) Following steps may be taken if no undue risk is involved:
 - (a) Move unheated cylinders to a safe place after ensuring closing of valves.
 - (b) Cool the hot cylinders by spraying water from a safe position. The person directing the spray should take up a position where he would be protected from possible explosion.
- (iii) If cylinder containing inflammable/toxic gas develops leak during transportation, remove it to an isolated open place away from any source of ignition and advise the filler or consigner as required.
- (iv) Inform the Chief Controller of Explosives by fax/telephone.
- (v) Inform officer in charge of nearest police station.
- (vi) Inform departmental officers concerned.
- (vii) Pending the visit of the Chief Controller of Explosives/his representative, the wreckage and debris shall be left undisturbed except to save lives.
- (viii) After getting information from the Chief Controller of Explosives that he does not wish any further investigation, the restoration work may be commenced.

(C) FIRE FIGHTING:

1. Dry Chemical powder type fire extinguisher (DCP):

These types are suitable for tacking petroleum, gas, electrical fire and controlling fires of textile fibers, Sodium based chemical powder is used on a fire which under go chemical reaction.

2. How to Use:

- (i) Carry to the place of fire and keep it up right.
- (ii) Remove the safety clip.
- (iii) Strike the knob located in the cap.
- (iv) Sealing disk of the cartridge gets broken and allows carbon dioxide gas to escape to the main shell and powder is pushed out.
- (v) Direct the steam of the powder at the base of the flame.
- (vi) For effective result stand at about 1.5 to 2.5 m. near the seat of the fire.
- (vii) Move forward with moving the nozzle rapidly from side to side in sweeping motion.
- (viii) When using on outdoor fires operate from the up wind side for effective spray.

3. Building Evacuation:

When the building fire alarm sounds:

- (i) Immediately evacuate using building emergency plan procedures.
- (ii) Walk to nearest exit/stairwell (close doors behind you)
- (iii) Do not use elevators.
- (iv) Proceed to the designated gathering area outside the building.
- (v) Do not re-enter building until cleared by authorized personnel.
- (vi) Assist with evacuation of individuals with special needs.

4. Suspicious substance in Railway premises:

- (i) Clear and isolate the contaminated area. Do not touch or disturb anything.
- (ii) Call police/fire service/bomb squad.
- (iii) Wash your hands with soap and water.
- (iv) Identify individuals who may have been exposed to the material.
- (v) Do not leave premises until disposed by authorities.

5. Bomb threat/Blast:

Person receiving call regarding bomb threat should:

- (i) Attempt to gain as much information as possible from the caller like type of device, time set, location, reason/purpose of the act, dialect mannerism and identity of the caller.
- (ii) Inform and alert the disaster management team (Bomb detection squad).
- (iii) Alert police, fire brigade and explosive department.
- (iv) Pass on the information to all departments concerned.
- (v) Take initiative for evacuation of all persons from premises.
- (vi) Person noticing a bomb like object, should bring it to the notice of the nearest available officer.
- (vii) Inform GRP, RPF, Bomb detection squad.
- (viii) Ensure all persons are away from the spot and avoid unnecessary crowding near the area.
- (ix) Inform control to take further steps for regulating train services.
- (x) Wait for clearance from the Police department to restore normal working.
- (xi) Utilize "Caller ID" facility if provided to trace the caller.

6. Radiation Emergency:

(a) Personal injury involving radioactive material contamination:

- (i) Render first aid immediately for serious injuries by trained.
- (ii) Call bomb squad, fire station.
- (iii) If possible, without causing harm to the victim, monitor the injured; remove contaminated clothing and gross personal contamination.

(b) Radioactive contamination of personnel:

- (i) Remove and bag all contaminated clothing.
- (ii) Call fire station, bomb squad, and police
- (iii) Skin contamination should be cleaned using mild soap and tepid water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, re-wash and re-survey.

7. What to do upon receipt of suspicious letter/package:

- (i) Handle with care.
- (ii) Don't shake or bump.
- (iii) Isolate and look for indicators.
- (iv) Don't open, smell, or taste.
- (v) Treat it as suspect.
- (vi) Call Police/Fire service/Bomb squad.

8. If parcel is Open and/or Threat is identified:

(a) For a Bomb:

- (i) Evacuate immediately.
- (ii) Call police/fire service/Bomb squad.

(b) For Radiological:

- (i) Limit exposure-don't handle.
- (ii) Evacuate area.
- (iii) Shield yourself from the object.
- (iv) Call police/fire service/bomb squad.

(c) For Biological or Chemical:

- (i) Isolate-don't handle
- (ii) Call police/fire service/bomb squad.
- (iii) Wash your hands with soap and water.

(D) Other Accidents:

1. Tampering of Railway fittings causing accidents & placing of foreign particles on track to cause disruption to traffic.

- (i) A staunch vigil should be kept by introduction of special patrolling over the area as and when warranted.
- (ii) Some persons to be trained specially and to be drafted for duty over the area if required.

2. Earthquake:

- (i) When first tremors are sensed during an Earthquake, all personnel should evacuate buildings and assemble at safe places away from structures, walls and falling objects.
- (ii) Emergency shutdown should be declared.
- (iii) Emergency response plan to be activated.
- (iv) After status is restored, personnel should inspect all facilities for damage assessment, cleanup, restoration and recovery.

3. Landslide:

- (i) Whenever landslide is expected/experienced due to heavy down pour all train services should be regulated.
- (ii) Rescue team to be rushed for restoration work.

4. Floods:

Based on the weather forecast warnings regarding impending flood condition, following steps should be taken.

- (i) Bridge watchman to be provided at vulnerable points to inform flow of water.
- (ii) Shifting all personnel and movable equipment around the bank.
- (iii) If time permits sandbag dykes can be constructed to ensure safe passage of trains.
- (iv) Regulate train service till flood recedes.
- (v) Evacuate people on train/at station and move them to a safer place.
- (vi) Contact Fire brigade, Naval, Army, Air force, Local boat man and arrange divers and boats.
- (vii) With the co-ordination of local authorities the Engineering officer/supervisor or other supervisors at that station shall arrange temporary shelter in nearby schools, marriage hall, community center etc.
- (viii) If necessary, arrange coaches to accommodate the affected temporarily.
- (ix) Seek assistance from voluntary organization and arrange drinking water, food, medicines etc.
- (x) RPF and GRP in co-ordination with local police shall arrange protection.
- (xi) Keep communication with Divisional Control office.
- (xii) When people are marooned by flood, arrange air dropping of food packets, cloths etc., with the assistance of civil administration.
- (xiii) Contact SJAB, local doctors and provide medical care to the affected.
- (xiv) Take all necessary action to provide shelter and other assistance to those affected by floods.

5. Cyclone/Storm:

When a train is caught in a cyclonic storm at mid section/station:

- (i) Stop the train clear of cuttings, bridges and embankments.
- (ii) Guard, Driver and other Railway staff on train shall open all doors and windows of all coaches.
- (iii) Station Master shall not start trains when the wind velocity exceeds the permitted level.
- (iv) Make announcement frequently to warn the public about the storm/cyclone.
- (v) Take all necessary action to provide shelter and other assistance to those affected by cyclone and storm.

Chapter-17

TRAINING AND MOCK DRILL

Trained manpower is an essential ingredient of any DM system. Mere provision of sophisticated equipment without trained manpower is futile. For handling an unforeseen situation like managing a Disaster, training of all railway personnel concerned is an inevitable input. To acquire necessary knowledge and skill, all relevant officials should be given periodic training regarding their duties and that of their department.

1. Training:

Training should be conducted at the following three levels:

- * Individual Training:
 - (i) For enhancing the skill of staff attached to ARMVs, ARTs, etc., supervisors and staff shall be given general training in Disaster Management.
 - (ii) Special training may be arranged in Extrication, Rescue, Medical relief, Rolling stock restoration technique and Civil Defence by departments concerned.
- * **Seminars/Workshops:** Seminars should be periodically conducted on Disaster preparedness, and the DM Plan.
- * **Joint Exercises:** Full scale Disaster Management Mock Drill to be conducted as detailed below.

2. Full Scale Mock Drill:

Disaster Management essentially necessitates a state of preparedness under all circumstances and the efficacy of arrangements there in can be assessed only by conducting periodical full scale mock drills.

- (i) Objective of the full scale mock drill would be to:
 - Gauge the preparedness of DM system including detailed planning and keeping of all equipment in good fettle.
 - Integrate the operational response to measure overall performance of the exercise.
 - Measure performance with regard to accident restoration.
- (ii) On a division, the first mock drill should be conducted within 3 months of issue of the Zonal DM Plan.
- (iii) On a division, the second mock drill should be conducted 3 months after the first one, in order to correct all shortcomings noticed during the first mock drill.
- (iv) Thereafter, mock drills shall be conducted once every 2 years after the new DRM takes over.
- (v) It should be conducted during the day and in a branch line section.
- (vi) 6 hrs. Traffic block shall be taken and the ARMV/ART runs out to the accident site.
- (vii) UCC and CAC should be set up and each department will post their functionaries in the Control Office as also in UCC and CAC.
- (viii) All facilities should be provided in UCC and CAC by departments concerned.

- (ix) During these full scale mock drill, following aspects shall be closely watched:
- Turning out of ARMV/ART within the prescribed time.
 - Speed of the specials.
 - Assembly of staff.
 - Handling of ART, HRDs, HREs and other rescue equipment.
 - Logging of events.
 - Functioning of field telephones and communication network.
 - Functioning of generator sets, lighting equipment.
 - Preparedness of first-aiders and availability of medical equipment.
 - Preparedness of commercial department to mobilize adequate manpower.
- (x) On completion of the drill, a detailed report shall be prepared detailing deficiencies noticed, corrective measures initiated and improvements required.
