



**West Central Railway**

**Jabalpur Division**

**Part – I**

**Disaster  
Management Plan  
( January-2016 )**

# Preface

## **ACTION PLAN REVISED BY WEST CENTRAL RAILWAY TO DEAL WITH ANY MAJOR DISASTER ON THE JABALPUR DIVISION**

In case of any major accident or unusual all resources available have to be pushed in to deal with the situation. The resources available with Railways, Civil authorities and Defence Establishments have to be organized so that restoration is done at a faster pace and damage is contained to the minimum possible extent. In order to act systematically in case of any major disaster, the information and action required has been organized in 8 Chapters & VI Appendix in part I and 14 chapters in Part-II.

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# Reference

Based on Recommendations of High Level Committee on Disaster Management over Indian Railways and as per Railway Board Safety Directorate letter no. 2003/Safety –I/6/2 dated 29.9.2003.

## **Disaster Management Plan**

All Divisional headquarters must devise their Disaster Management Plan taking into consideration the resources available with them, their neighboring Divisions, civil authorities, industrial units and Armed Forces' bases located in their territory. This would enable the Divisions to muster the entire local resources in the case of a major disaster/natural calamity.

## **Preparation of Disaster Management Plan**

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

- Preparation and implementation of Disaster Management Plan is the responsibility of the concerned Divisional Railway Manager.
- Authority to order ART/ARMV/Breakdown train- Sr. Divisional Mechanical Engineer/ Divisional Mechanical Engineer etc.
- Senior-most railway officer at the site of accident shall be designated as Site Manager.
- Management of rescue operations- Primarily Mechanical and Medical Departments. Assistance to be provided by all railway men (irrespective of their departments) as needed.
- Relief operation including care for the dead- Commercial, Medical and RPF departments.
- Communication network- S&T department.
- State Police's clearance for restoration- RPF.
- Restoration operations:
  - ❖ Rolling stock- Mechanical department.
  - ❖ Fixed infrastructure like track, overhead equipments, signaling system by the concerned department.

## **Media management at site:**

- ❖ Site Manager shall be the chief spokesman at site and can be assisted by branch officers concerned, if needed.
- ❖ PR/Commercial department to look after the needs of the media at site.
- ❖ Checklists for officers and supervisors must be issued in the form of pocket booklet indicating Dos' and Don'ts for the benefit of :
  - First official reaching the site of accident
  - Senior-most officer at the site.
  - Divisional/HQ Control organization
  - Station Manager/Station Master.

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

## CHAPTER –1

### TRAIN ACCIDENT AND ITS TYPES

#### 1.1 Train Accident –

Train accident is an accident that involves a train. Train accidents are further divided as:

- (a) **Consequential train accidents.**
- (b) **Other Train accidents.**

We are mainly concerned with the consequential train accidents.

Consequential train accidents: Include train accidents having serious repercussion in terms of either one or many or all of the following: -

- (a) **Loss of human life,**
- (b) **Human injury,**
- (c) **Loss of Railway property,**
- (d) **Interruption to Rail traffic.**

Train accident under following classification will be termed as consequential train accidents: -

- Collision**
- Fire**
- Level crossing**
- Derailment**
- Miscellaneous**

**Collision:** Collisions are worst kind of accidents. Collisions are of 3 types viz. (i) Head on collision, (ii) Follow on collision, (iii) Side on collision.

**Fire:** The statistics of fire shall include all cases of physical fire or smoke emission resulting in death or injury or damage to property amounting to Rs. 5000/- and above.

**Level crossing:** Means the intersection of the roads with railway track at the same level.

**Derailment:** Means off loading of wheel or wheels causing detention or damage to rolling stock/permanent way.

**Miscellaneous:** All other accidents that are not covered under the consequential train accidents are to be treated as miscellaneous accidents.

#### 1.2 Accidents Reportable to Railway Board on Telephone

- i) A telephonic advice should be relayed to nominated officers in Railway Boards office immediately after the accident in case of following categories of accidents: -
  - (a) All consequential train accidents above the threshold value and/or involving loss of human life.
  - (b) Any yard accident having serious repercussion on movement of traffic on through/main line resulting in dislocation of traffic more than the threshold value, Land slides, brecches, OHE breakdown, etc. which result in dislocation of traffic more than the threshold value,
  - (c) Averted collisions,
  - (d) Driver passing signal at danger.

- ii) Following system will be followed for reporting of accident to Railway Board: -
- (a) Above accidents shall be reported by Divisional Control to HQ Central Control.
  - (b) Cases of blockade of train services due to public agitation; shall be dealt with by Security Directorate.

In addition to this periodic (monthly) statement of accidents in all categories shall be submitted to Railway Board in prescribed proforma.

### **1.3 Reporting of Accidents by Divisions to Zonal Railway Headquarters**

Sr. DSO/DSO/ADSO shall advise telephonically to CSO, and Dy.CSO and in their absence to STM (Safety) immediately after the accident in case of following categories of accidents: -

- (1) All train accidents,
- (2) Any yard accident having serious repercussion on movement of traffic on through line resulting in dislocation of traffic more than the threshold value,
- (3) Land slides, breaches, OHE breakdown, etc. which result in dislocation of traffic more than the threshold value,
- (4) Averted collisions,
- (5) Driver passing signal at danger,
- (6) Divisional Control should report all other accidents, equipment failures, and unusual incidents as classified in Appendix I of the Accident Manual to Central Control. Central Control should record all the relevant information in the accident/unusual register for information of all concerned.

In addition to this periodic (monthly) statements of accidents in all categories shall be submitted to Zonal HQ in prescribed proforma.

#### **Accidents in Non-traffic sidings or premises:**

Accidents occurring in premises of sidings exclusively under the control of departments other than Traffic shall be reported to the Officer Incharge of such premises or sidings, and the official shall observe the rules for reporting accidents laid down for Station Masters.

#### **Failure of Track & OHE Maintenance Machines:**

All the failures of track and OHE maintenance machines should also be reported to Central Control by Divisional Control offices. Monthly summary of these failures should be submitted by concerned departments to Safety Branch at Divisional and HQ level.

#### **Threshold value**

For the purpose of reporting of accidents, threshold value is the minimum value beyond which the accident will be treated as having serious repercussion on the basis of loss to Railway property or interruption to communication. It shall constitute two portions:

- (i) Threshold value of Railway property loss which is fixed at Rupees One Lakh or;
- (ii) Threshold value of interruption to communication either partial or total where duration of interruption to communication is equal to or more than number of hours specified against each cell.

Interruption	BG - Route A,B,C or D spl	BG – Route D, E spl	BG – Route E, or NG
Total	3 Hrs	4 Hrs	6 Hrs
Or	Or	Or	Or
Total + Partial	6 Hrs	8 Hrs	12 Hrs

Duration of interruption is defined as duration from the **time of accident till starting of first train on line clear** from adjacent station for movement over the affected line in that section.

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## CHAPTER –2

### ACTION PLAN IN CASE OF MAJOR ACCIDENTS.

#### 2.1 **Do's & Dont's** on getting information of Accident of Passenger Carrying Train immediately

##### **Do's**

##### **Divisional Control shall :-**

- Stop movements of trains into the affected section
- Arrange for despatch of medical vans and accidents relief trains to the site. In case casualties are more than 50, ARMEs of the adjoining divisions have to be called for. As a rough thumb rule, the scale of such assistance required would be from one division for every additional 50 injuries.
- Inform divisional officers, central control and controlling SM, as also civil authorities concerned.
- Collect and record systematically all developments at the site of accident.
- Ensure to advise Civil, Military, public and private hospitals in the nearby areas to rush doctors, medical aid to the site.
- Arrange for rushing whatever relief and rescue equipment is required at site. Inform NGOs for their help.
- Arrange for regulating traffic by diverting or cancelling trains, running duplicate trains as the circumstances need.
- Ensure that stations are advised about changes in the train timings, train diversions etc. so that timely information is given to the public.
- Ensure that list of injured and dead is obtained as quickly as possible from the site and relayed to the Zonal Headquarters, concerned stations, officer in charge of publicity etc.
- Ensure with commercial emergency team that information counters are opened at the accident site, at important stations en route for giving up to date information to the public.
- Ensure about arrangement of photographers and video recorders to be rushed to the site of accident for taking coloured photos of the dead/injured.
- Ensure that relief/duplicate trains arranged for clearing stranded passengers are given overriding priority in running.
- Guide station staff on the correct method of working.
- Be prompt and act quickly.
- Arrange vehicles and labour for clearance of passengers to the station nominated for clearing the passengers not injured.
- Organise communication of passengers to their relatives and arrange tea/snacks /food for the passengers

##### **Guard shall :-**

- Arrange to protect the adjacent line/lines and then the same line.
- Send information through the quickest means to the Control/SMs on either side.
- Take action to save lives/render first aid.
- Call for doctors and volunteers on the train, seek their assistance.

- Seek assistance of Railway men on the train for attending the injured and for other relief operations.
- Post a railway employee to man the field telephone to ensure regular flow of information to control.
- Make a quick assessment of the assistance needed and advise to control or nearest SM.
- Preserve and safe guard all clues of possible cause of accident.
- Arrange protection of property of passenger and railway property through RPF,GRP and other railway staff.
- Guard shall not leave the site till he is permitted to do so by a competent authority.

**Station Master shall:**

- Ensure that no other train enters the affected section and take other necessary measures for protecting the site.
- Advise the control about the dimensions of the accident, and type of Medical and other assistance required. Also advise local Civil authorities.
- Call for assistance locally from nearby hospitals, dispensaries and medical practitioners.
- Call all the off-duty staff including Engineering and S&T staff available in nearby areas and allot them specific duties for relief and rescue.
- Arrange to provide all sorts of assistance to the affected passengers such as catering, drinking Water and issue of complimentary passes and free messages to their relative etc.
- Arrange for protection of the property of passengers and Railway property.
- Open information counters and booths for giving information to the public regarding names of the injured dead etc. and regulation diversion of trains etc.
- STD booths located at stations adjacent areas should be utilized for giving relevant information.
- Preserve all clues of possible cause of accidents.

**Dont's**

**Divisional Control:-**

- Do not delay to order medical vans and accident relief trains to the site.
- Do not delay to inform divisional officers, central control and controlling SM, as also civil authorities concerned.
- Do not delay to arrange for rushing whatever relief and rescue equipment is required at site.
- Do not delay to advise Civil, Military and public hospitals in the nearby areas to rush doctors, medical aid to the site.
- Do not delay to arrange for regulating traffic by diverting or cancelling trains, running duplicate trains as the circumstances need.
- Do not forget that relief/duplicate trains arranged for clearing stranded passengers are given overriding priority in running.
- Do not loose patience.
- Do not ignore the safety aspects.
- Do not manipulate on the control chart.

**Guard :-**

- Do not delay to protect the adjacent line/lines and then the same line.
- Do not delay to send information through the quickest means to the Control/SMs on either side.
- Do not delay to take action to save lives/render first aid.
- Do not delay to call for doctors and volunteers on the train seek their assistance.
- Do not delay to seek assistance of Railway men on the train for attending to the injured and for other relief operations.
- Do not delay to post a railway employee to man the field telephone to ensure regular flow of information to control.
- Do not delay for assistance needed and advised to control or nearest SM.
- Do not delay to preserve and safe guard all clues of possible cause of accident.
- Do not delay about protection of property of passenger and railway property through RPF, GRP and other railway staff.
- Do not leave the site till permitted to do so by a competent authority.

**STATION MASTER:**

- Do not permit to enter any train in the affected section except ART/ARME.
- Do not delay to advise the control about the dimensions of the accident, and type of medical and other assistance required.
- Do not delay to call for assistance locally from nearby hospitals, dispensaries and medical practitioners.
- Do not delay to call all the off-duty staff and allot them specific duties for relief and rescue.
- Do not delay to open information counters and booths for giving information to the public regarding names of the injured dead etc. and regulation diversion of trains etc.
- Do not destroy clues of possible cause of accident and railway records.
- Do not loose patience, do not argue and misbehave to the victims and other passengers.
- Do not give any statement to media and press without prior permission of accident manager.
- Do not neglect safety.
- Do not forget railway responsibilities.

**2.2 Functioning of Disaster Management Cell**

- The Officer representing Safety Department shall coordinate the functioning of Disaster Management Cell. He shall also ensure ordering of Relief Train for evacuation of involved passengers from the site of accident. The Officers attending Disaster Management Cell shall obtain the full details of the accident from Divisional Control/Site of accident and shall monitor the movement of Brake Down Train and Relief Train. Top most priority is to be given for rescue operation, for transferring the injured passengers from site of accident to nearest Hospitals, and for sending medical aids from Civil/Military, Private Medical Hospitals.

- The Officer representing Medical Department shall obtain all details regarding casualties/injuries of passengers involved in accident and shall maintain liaison with the accident Site/ referral Hospitals and Dispensaries and shall consolidate the list of injured/casualties in minimum time so that the same can be faxed to concerned station/division for display in Emergency Control and Emergency Information Booths.
- The Officer representing Commercial Department shall ensure ordering of refreshments for the passengers of involved train, payment of ex-gratia to the injured/killed passengers, arranging for transshipment of goods and passengers luggage. Hiring of Private Buses for transfer of passengers from site of accident to the nearest Rail head. He shall also ensure opening of Emergency Information Booths at important Junction stations enroute within the Railways.
- The Officer representing Mechanical Department shall assess the requirement of additional Medical Van/Brake Down Trains and shall liaison with adjoining Division for ordering the same. He shall also monitor the movement of Brake Down trains. He shall obtain the details of Rolling Stock involved in accident and their PRO particulars. He shall obtain the restoration details regarding rerailment/toppling of wagons/coaches by each individual Brake Down Train. He shall obtain the bio-data particulars of the crew involved in the accident.
- The Officer representing Engineering Department shall obtain the information regarding damage to track and shall ensure ordering of material train/ if required. The details of track structure and other relevant details such as USFD particulars, last inspection, profile of the track etc. shall be obtained within minimum time. He shall organise ordering of additional labour special as per requirement at the site from the adjoining divisions.
- The Officer representing Electrical Department shall obtain the details of extent of damage to OHE/loco. He shall obtain the bio-data particulars of crew involved in the accident. He shall assess the requirement of additional material at the site of accident and shall organise movement of Tower Wagon/Material-spl. to the site of accident.
- The Officer representing S&T Department shall ensure better communication to the site of accident. A line should be dedicated for the emergency transmission from site of accident/divisional control to Disaster Management Cell at division. He shall ensure installation of MTNL /Telecom Department Public Phone/Railway Phone at the site of accident involving passenger carrying train. He shall coordinate with Test Room and Microwave Centre for faster and efficient communication. He shall obtain the information details of S&T Gears involved, if any, in the accident.

### 2.3 Passenger Care

#### **Actions to be taken :-**

- Providing assistance to passengers and their relatives/dependents is of utmost importance in helping them relieve their misery.
- Injured passengers and their relatives/dependents are to be treated with utmost courtesy and sympathy so as to alleviate their trauma and discomfort.
- For dealing with relatives/dependents arriving from far-flung corners of the country, staff fluent in local language of the place from where the train originated, should be used as interpreters.
- Commercial supervisors & WIs should talk to injured passengers and ascertain if they wish to call their relatives/dependents.
- Injured passengers should thereafter be provided with either mobile or STD phones to enable them to speak to their relatives/dependents

#### **Hospitalization of the injured**

- General policy, in case of railway accidents involving passengers, is that of rapid evacuation of the victims to railway hospital after rendering immediate and necessary first-aid treatment.
- In case there are no railway hospitals nearby, they are to be admitted in the nearest Government hospitals.
- In the following cases, the injured may be taken to a private hospital:
- When there is no railway or Government hospital available within a radius of say 8 kms. from 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 class of accommodation in the 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.
- For this purpose, each division should chalk 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.
- To facilitate matters and to avoid misunderstanding, CMD should draw a list of such private hospitals bearing in mind the Railway and other Government hospitals in the vicinity.
- CMD should also fix the charges to be paid in such cases for each class of accommodation.
- Bills by such private hospitals should be submitted through CMD, who will certify the correctness of charges payable, before forwarding for payment to FA&CAO.

- Under this para, payment to private hospitals can be arranged locally by the Railway, and Ministry of Railway's approval is not necessary.
- If the injured are admitted in non-Railway hospitals, railway doctors should be deputed to these hospitals to render necessary assistance, including supplying the medicines that are not be available in these hospitals.
- They should carefully monitor the condition of injured and maintain an updated list with all details.
- If more than one hospital is involved, apart from deputing doctors to individual hospitals, a railway doctor should also be deputed to co-ordinate and maintain the centralized updated position.

### **Facilities to be made available in the hospital**

- There should be a separate reception counter manned by a commercial supervisor or by a WI at the entry to the hospital, to deal with relatives/dependents of patients.
- A chart should be displayed at this reception counter indicating ward numbers where the patients are admitted, along with their names, coach number wise.
- At the entry to every such ward, a second list should display the name of the patient, coach number and the bed number inside the ward.
- Commercial staff and WI on duty at that hospital should carry a list indicating the name, address and telephone numbers of relatives/dependents as given by the patient, and whether they have been informed or not.
- 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.
- As each relative arrives, his name should be marked in the list against the passenger's name.
- Reception counter should be provided with BSNL telephone with STD facility.
- There should be two mobile telephones readily available to be taken to patients inside the wards for making outgoing calls.
- Complete medical care of all passengers, including payment of medical bills till their final discharge, should be provided.

### **Communication**

- Telephone with STD facility should be made available to passengers to communicate with their relatives/dependents.
- BSNL/Railway telephones available at adjoining stations/cabins/towns shall be extended to the accident site.
- PCO telephones and other BSNL phones in nearby localities/villages/towns shall also be extended to the accident site by persuading owners of such phones.
- Disaster Management mobile phones for passengers.
- Payments for such telephone connections will be made from station earnings.
- Sr. DSTE should hire some mobile phones to meet the needs of stranded passengers
- Wherever cellular phone connectivity is available, stranded passengers should be permitted to use these phones free of charge.

### **Arrival of relatives/dependents**

- After a few hours, next of kin of the deceased and relatives/dependents of injured passengers start arriving at the accident site.
- Adequate number of display boards should be available on ARMEs/ARTs for being put up at the accident site.
- These display boards should indicate the direction of the Assistance Centre at site.
- These indication boards should be displayed near those areas where incoming relatives/dependents arrive and congregate.
- Periodic announcements on loudspeakers should also be made for guiding them to the Assistance Centre at site.

### **Taking care of relatives/dependents**

- At the Assistance Centre at site, Commercial supervisors & WIs should be available to guide the relatives/dependents. They should go through the reservation charts and list the dead/injured.
- Commercial supervisor or WI shall depute a railway servant to accompany the relatives/dependents to the hospital.
- A hired vehicle should be provided for carrying them to various hospitals and mortuary.
- The commercial supervisor or WI should stay with the relative until they have either found the injured passenger or identified the dead body.
- Thereafter, they should help them in completing all formalities at the Assistance Centre at site.

**Single window clearance**

- Assistance Centre at site should provide single window clearance for all legal formalities and paperwork. It should provide the following facilities:-
  - Reservation chart for locating the name.
  - List of dead and injured along with the name of hospital.
  - A vehicle, to take the relatives to various hospitals or mortuary.
  - Railway doctor for issue of medical Death Certificate.
  - Govt. doctor for issue of post mortem clearance.
  - Municipality official for issue of Death Certificate.
  - Local police for handing over of dead body.
  - Claim counter for payment of ex-gratia and issue of Claim Compensation Form.
  - Counter to help in performing last rites in case relatives/dependents decide to cremate the body there itself.
  - Pass counter for issue of return journey pass.
  - Return journey facilitation counter to make arrangements for return journey.

**Stay of relatives/dependents of dead and injured**

- Commercial supervisor or WI deputed with relatives/dependents should arrange for their stay and accommodation also.
- Depending upon the need, accommodation in hotels/dharamshalas should be hired for accommodating passengers.
- Arrangements should be made for their meals etc.

**Performance of last rites**

- In many cases relatives/dependents decide to perform the last rites at the place of accident itself.
- Necessary assistance should be rendered to relatives/dependents in locating the nearest cremation or burial ground as the case may be.
- shopkeepers who sell necessary material for funeral rites
- priest for performing the ceremony.
- The above information should be conveyed to relatives/dependents and transport provided for carrying the body.
- Commercial supervisor or WI should help the relatives/dependents in this endeavor.

**Departure of relatives/dependents of dead and injured**

- Assistance Centre at site should have counters to help the relatives/dependents plan their return journey.
- Personnel branch staff at the Assistance Centre at site should be available for issuing complimentary passes for their return journey.
- Reservation of berths should be provided on trains.
- Extra coaches should be attached to trains going to the destination station for the next two or three days. These extra coaches should be brought in locked condition from the originating station.
- Space should be reserved in SLRs to carry dead bodies in coffins, etc. in case they so desire.

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**IMPORTANT LETTERS OF RAILWAY BOARD / HQ**

Sr.	Subject	Letter no.	Date
1	Hiring of helicopter/Aero plan.	Railway Bd's 2002/Safety-1/6/6	13.06.2004
2	Requisitions of Indian Air Force Aircraft / Helicopter .`	Rly. Bd's 2002/Safety-1/6	05.12.2006
3	Ex-gratia relief.	Rly. Bd's 2011/TC-III/27/ 29/ Ex-gratia	26.07.2012
4	Director of Health Services Madhya Pradesh	Director Health -111/04/07 /1533	27.02.2007
5	Cost of Shrouds	Rly. Bd's 2002/TC-III/30/4	31.10.2007
6	National Disaster Response Forces (NDRF)	Rly. Bd's 2003/Safety/DM/6/3	13.06.2008
7	Definition of Railway Disaster and Co-ordination of Disaster Management Plan.	Rly. Bd's 2003/safety/(DM) / 6/2Pt.	06.01.2009
8	Disaster Management Training	Rly. Bd's letter no. E(MPP) 2009/3/1	20.01.09
9	Enquiry of fire accidents in train.	Sr. DSC/ JBP's letter no. JBP/CR-02/Safety/09	12.09.2009
10	Assistance of NDMA / NDRF to handle Railway related Disasters.	Rly. Bd's letter no. 2003/ Safety(DM)/6/3	09.11.2009
11	Training to handle fire related disasters – RSRC recommendation 187	Rly. Bd's letter no.2004/ Safety I / 31/42 (Item 107 )	10.11.2009

## **1. Hiring of Helicopter / Aero plane at the time of severe accident**

( Copy of Rly. Board letter no. 2002/Safety-1/6/6 dt. 13.6.04 )

GM/DRM can hire helicopter / Aero Plane to reach site of accident , dispatch the rescue team to the site of accident and evacuate injured and dead from accident site. Copy of Rly. Bd's letter no. 2002/Safety-1/6/6 dt. 30.6.04 is reproduced below. The list of Helicopter / Air ambulance are given in Appendices.

Zonal Railway has been delegated powers to requisition helicopter / aero plane for expeditious action in the event of serious accidents vide Railway Board's letter under reference. The subject matter has been reviewed by the Board and the following revised powers are delegated to the Zonal Railways.

GMs/ DRMs have been delegated the powers to requisition helicopter / aero plane to reach the site of serious accident for rescue operation expeditiously. In addition , powers are also delegated to requisition air support to dispatch the rescue teams to the site of the accident.

It is difficult to stipulate exactly the circumstances under which they may exercise the powers , it has been decided to leave this to the discretion of GMs/DRMs. However, broadly the may cover the following type of cases :

- a. Where more than 10 casualties ( deaths-cum-serious injuries ) are feared and it is difficult for these officers to reach the site within reasonable time.
- b. Where heavy damage is caused to railway installations in sensitive and tension fill areas ( e.g. wreckage of track, bridges, etc. through bomb blast, other means sabotage, etc. )
- c. Where public reaction in case of late arrival of senior officers at site is likely to be highly adverse.

Normally, in case of an accident only one helicopter should be requisitioned by a Zonal Railway, except when there is a serious passenger train accident involving several casualties when it is essential for both the General Manager and the Divisional Railway Manager to reach the site at once to satisfy the public and the Press. However, for dispatching the rescue teams to the site of the accident separate helicopter / aero plane may be requisitioned , if so needed.

The GMs/DRMs may exercise the above powers personally and may not be delegate the powers. Zonal Railways are further empowered to requisition helicopter / aero plane to evacuate injure and dead in the event of serious accident. GMs may personally exercise these powers and may no delegate these further.

The above instructions on the subject supersede all the previous instructions issued vide above referred letters.

This issues with the concurrence of the finance Directorate of the Ministry of Railways.

## **2. Requisitioning of Indian Airforce Aircrafts / Helicopters.**

( Copy of Rly. Board letter no. 2002/Safety-I/6 New Delhi dt. 05-12-06 )

**Sub.** – Requisitioning of Indian Air Force Aircrafts / Helicopters by Zonal Railways in case of serious Railway accidents / natural calamities.

Doubts have been raised time to time by the Zonal Railways regarding instructions on the above matter. The extracts of Air Force instructions no. 9/83 regarding regulations Governing Flights and Airlifts IAF Aircraft within Indian Territory is reproduced as under :

Para 9 (a) : The use of IAF aircraft of civil agencies may be authorized by the Chief of the Air Staff on payment at rates which will be fixed by the Ministry of Finance ( Defence ). Such Flights may be provided on written demand for work like aerial photography, survey and other purpose , survey of air routes, carriage of mail, drop of supplies, carriage of urgently required stores, leaflet dropping, relief and reconnaissance flights, carriage of para military police force etc. “ Such flights as errand of mercy, on payment at chartered rate without detriment of Defence requirements, may also be provided for evacuation of seriously sick or injured civilians from inaccessible areas at the written request of the state Government , Union Territory Admn. and other Central Ministries / Departments , as a life saving measures on an undertaking by such authorities it is neither by them nor any other means of civil air /surface transport is available for such evacuation and the evacuation by the IAF will be at their risk and cost”. The ministry of Defence may sanction on payment, urgent movement of civilian Govt. servants and stores and equipment in IAF aircraft for various Ministries of the Central Government and for the State Government provided aircraft are available without prejudice to service requirements.

1 Para 9(d) : Station Commanders of and above the rank Wing Commander may authorized special flights of aircraft under their control to meet written request from Central Ministries / Departments / State Govts. / Administration of Union Territories for assistance in any grave emergency or natural catastrophe. They will immediately advise concerned Command Headquarters. Such flights are to be regularized under the authority of C-in-C Command / Group in due course.

Attention is also invited to Railway Board letter of even number dated 13/15-06-2004 vide which GMs/DRMs have been delegated power to requisition helicopter / aero plane even from private parties to reach the site of serious accident for rescue operation expensively and to dispatch the rescue teams to the site of accidents.

Zonal Railways may take note of the above standing instructions and establish coordination with the appropriate Air Force authorities.

**Sd/**  
**( Amitabh )**  
**Director / Safety Railway Board.**

**भारत सरकार Government of India**  
**रेल मंत्रालय Ministry of Railways**  
**(रेलवे बोर्ड Railway Board.)**

No.2011/TC-III/27/29/Ex-gratia

Rail Bhawan, New Delhi-110001

July 26-2012

**The General manager (Claims)**  
**All Indian Railwas**

**Sub:- Ex-gratia relief payable in case of death/injury of railway passengers in Train Accidents as defined under Section 124 of the Railways Act, 1989 and to the road users in Manned level Crossing gate accidents.**

Reference is made to Board's letter No.93/TC-III/122/1/Ex-gratia dated 21.8.1995 and 26.4.1996 prescribing inter alia the rates of ex- gratia to be paid to the dependents of dead and injured bona fide passengers involved in Train Accidents. No.93/TC-III/122/1/Ex-gratia dated 18-11-1999 prescribing the rate of ex-gratia relief to be paid to the road users for death/injury in Manned level Crossing Gate Accidents and also No. 2002/TC-III/28/3 dated 12.6.2002 circulating ther consolidated instructions regarding grant of ex-gratia relief to the persons involved in train accident/ untoward incidents and in the case of level crossing gate accidents.

It has now been decided to revise the amount of ex-gratia relief to be paid to the dependents of dead or injured passengers involved in only Train Accidents as defined under Section 124 of the Railway Act. 1989 and to the road users who meet with an accident due to Railway's prime facie liability at manned Level Crossing gate Accident, which is as under:

	<b>Type of accident</b>	<b>Amount of ex-gratia for death</b>	<b>Amount of ex-gratia for Grievous Injury</b>	<b>Amount of ex-gratia for Simple Injury</b>
1)	In case of Train Accident ( as defined under Section 124 of the Act)	Rs.50,000/- (Rupees Fifty Thousand only)	Rs.25,000/- (Rupees Twenty five Thousand only)	Rs.50,00/- (Rupees Five Thousand only)
2-	In case of Accident at Manned Level Crosswing( due to Railway's prima facie liability)	Rs.50,000/- (Rupees Fifty Thousand only)	Rs.25,000/- (Rupees Twenty five Thousand only)	Rs.50,00/- (Rupees Five Thousand only)

3. The rate of ex-gratia for death/injury in Untowrd Incident, as defined section 124-A of the Railway Act. 1989 will remain the same as prescribed in Board letter No.93/TC-III/122/1/Ex-gratia dt.21.8.1995 and 26-4-1996 and No. 2002/TC-III/28/3 dated 12.6.2002 which is Rs.15000/- (Rupees Fifteen Thousand only) in case death, Rs.5000/- ( Rupees Five Thousand only)in case of grievous injury and Rs.5000/- (( Rupees Five Thousand only)in case of simple injury.
4. No ex- gratia relief is admissible in case of accident at Unmanned Level Crossing.
5. The other instructions contained in Board's letter No.93/TC-III / 122 / Ex.Grat dated 21-8-95 would remain the same, which are reiterated as under:
  - (i) No ex-gratia payment would be admissible to the trespassers, persons electrocuted by OHE and road users at unmanned level crossings.
  - (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 Accident will be counted towards the amount of compensation payable, if action is tenable against the Railway under the Law of Torts and an award is actually granted by a Court of Law.
  - (iii) Ex-gratia payments should also be made to railway servants killed or injured by a moving train while performing their duty, for example, gangman working on track run over accidentally by a moving train.
  - (iv) Payments should be sanctioned/arranged preferably on the spot by a Senior Scale Officer nominated by General Manager after making such enquires as can be reasonably made on the spot after the immediate needs by way of medical attendance etc. to injured persons are attended to
  - (v) These ex-gratia payments, except in cas of road users at manned level crossings, are not to be taken into account at the time of formal claims for compensation.

These instructions will come into force from 1<sup>st</sup> August,2012.

This issues with the concurrence of Finance Directorate.

( Kranti kumar)  
Joint Director Traffic Comm.(Claims)  
Railway Board

No.2011/TC-III/27/29/Ex-gratia

July 26, 2012

Copy to : CCMs, CCOs, CSOs, All Zonat Railway for information and necessary action.

( Kranti kumar)  
Joint Director Traffic Comm.(Claims)  
Railway Board

No.2011/TC-III/27/29/Ex-gratia

July 26, 2012

Copy to : i)FA & CAOs, All Zonat Railway.  
ii)DAI(Railways) with 36 spares.

For Financial Commissioner/Railways

Copy to : ED(PR)/MR, EDPG/MR, PS/MR, PS/MSB(B),PS/MSR(M)

PSO/CRB, PO/MT,PSO/MS, PSO/ML, Sr.PPS/ME, Sr.PPS/MM, PPS/FC  
Adv.(Safety). Director(PR), F(X)-1, F(C)-1 & iI, Accounts-II, E(LL), E(W),  
Safety (A&R). Safety(Control,) Comm.(Control) Branches of Railway Board.  
Chairman, Konkan Railway Corp, Belapur House, New Mumbai-400614.

Directorate of Health Services  
Madhya Pradesh

No.111/C-4/071533

Bhopal, Dated 27.02.2007

To,

1. All Regional Joint Directors,  
Health Services, Madhya Pradesh
2. All Chief Medical & Health Officers,  
Madhya Pradesh.
3. All Civil Surgeons District Hospital,  
Madhya Pradesh.
4. All Superintendents, Civil Hospitals,  
Madhya Pradesh.

Sub:-Assistance during passenger train railway accident at site.

You all are hereby directed to take the following measures in case of passenger train railway accident:-

- 1- On receiving the information of train accident a team of doctors should be immediately sent to the accident site to provide medical relief and rescue assistance at the site.
2. As many as possible ambulances should be sent to accident site and needy victims shifted either to District Hospitals/Civil Hospitals for the purpose of life and limb saving procedures. or nearby equipped Nursing Home/
3. As many beds as possible should be provided in District Hospitals/Civil Hospitals under your control to mitigate the suffering humanity.
4. All life saving drugs including compatible blood transfusion should be provided
5. Assistance in performing post mortems, if authorized to do so.
6. Storage of as many dead bodies as possible in mortuary.
7. For the services rendered, suitable monetary compensation at prevailing existing rates will be done.

Please arrange to disseminate the above directions to all the staff working under control to come forward during railway accident and render all assistance without waiting for any further requisition or orders.

Director  
Medical Services  
Directorate of Health Services  
Madhya Pradesh, Bhopal

GOVERNMENT OF INDIA  
MINISTRY OF RAI  
(RAILWAY BOARD)

NO. 2002/TC-III/30/4

New Delhi, dated 31.10.2007

The General Manager (Claims),  
All India Railways

Metro Railway,  
Kolkata

K.R.C.L  
New Mumbai.

Sub:- Cost of shrouds to cover dead bodies.

A proposal to increase the rate of payment for covering and removal of dead bodies from railway premises has been under consideration of the Board.

Approval, of the Ministry of Railways is hereby communicated to the enhancement of rate of payment for providing shroud at the time of removal of dead bodies from the existing rate of Rs.500/- ;to Rs.700/- or actual expenditure whichever is less, with immediate effect.

These issues with the concurrence of the Finance Directorate of ministry of Railways.

( Miss SR Sett.)  
Jt. Director, Traffic comml. (C1)  
Railway Board.

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)**

NO. 2003/Safety(DM) /6/3.

New Delhi, dated 13.06.2008

The General Manager  
All India Railways & Metro.

Sub:- National disaster response Forces

Ministry of Home Affairs, Government of India has formed National Disaster Response Force (NDRF) at the eight selected locations in the country for dealing with relief and rescue operations related to all types of disasters.

As per Disaster Management Act 2005, various ministries and departments under Government of India should join hands for mutual assistance in case of a disaster. Assistance from local government and Non-government agencies is invariably required by the railway Administration for prompt relief and rescue operation in case of disasters affecting railways. Assistance of NDRF could be of great help to the Railway in major railway disasters.

Details of 8 NDRF Battalions are as under:-

Name/ Desig. of Comendant	NDRF Battalion	STD Code	Office Telephone No.	Telefax	Address.
Shri P.S. Nair	6Bn. CISF	04177	246594,246269	246300	PO-Surakshal campus Arrakonam n DRF Distt Vellore, TN.63452
Shri Raman Khandelwal	6Bn. ITBP NDRF	01733	253474,253458	253593	26, Panchkula, Haryana.134116
Shri Arun kumar NDRF	4Bn. CISF	0671	2879709	2879710	PO- Mundali, Cuttak Orissa. 454008
Shri B. Sinha NDRF	3Bn. ITBP	011	25316837	25317256	TAC HQ Chawla Camp New-Delhi 110071
Shri R. C. Meena	146Bn. CRPF NDRF	079	23262540,23261551	23262540	Chilora Road, Gandhi Nagar Gujrat 382042
Shri Alok Awasthi CRPF NDRF	145 Bn.	02114	231509/09423506765	281241	PO-Vishnu Puri, Telegaon, Pune. Maharastra 410507
Shri Daniel Adhikari	128Bn. BSF NDRF	0361	2840306	2840284	Patgaon, PO-Azara Distt, Kamrup, Gauhati, Assam. 781017
Shri S.S. Guleria	106Bn. BSF NDRF	033	25263077	25264394	Digberia Camp PO- Babu Road, Madhyamgram A barasat Kolkata 700128

Zonal Railways should get in touch with NDRF officers at the nearby NDRF locations to have the first hand knowledge of the resources available with them and also familiarize NDRF task force with railway related disaster situations and expose them to the issues relevant to rescue and relief of passengers during railway accidents. Railway also associate NDRF in the full scale exercise that is held once every year. Zonal railway nearest to the respective NDRF battalion locations may co-ordinate with them accordingly.

There are no charges for availing the services of NDRF except the rail transportation which railway may provided at their cost for attending to rail accidents. Railway may also have to provided the rail transportation logistics for transporting NDRF in case of non railway exigencies.

Board have also empowered Divisional Railway Managers to directly requisition the relevant NDRF battalion for relief and rescue operations depending upon the gravity of situation so that their services could be made available expeditiously at the time of major Railway disasters without any loss of time. However, requisitioning of NDRF should be judicious and NDM control room under Ministry of Home Affairs( Tele No. 011-23092885 Fax No. -011-23093750) and security control room( Tele No. 011-23387981 FAX No.-011-23303983) and Safety cell ( Tele No. 011-23382638) in the office of Railway board must be kept informed..

This is issued in consultation with National Management Authorities (NDMA) having the administrative control of NDRF.

Action taken in this regard may be advised for the information of the board.

(Amitabh)  
Director( Safety)  
Railway Board.

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)**

NO. 2003/Safety(DM) /6/2Pt.

New Delhi, dated 06.01.2009

The General Manager (Claims),  
All India Railways

**Sub:-Definition of Railway Disaster and Co-ordination of Disaster Management Plans.**

There has been no universal definition of a “Railway Disaster”( or a Disaster affecting/involving railways) though some of the Zonal railways did attempt to define the same in their respective Disaster Management plans. These definitions also differ with one another with some linking a railway disaster with number of casualties. Some of the zonal railways have requested this office to clarify as to what incidents should be treated as a “ Railway Disaster” and who should be the deciding authority for this purpose.

After considering the latest developments in the field of Disaster Management in the country especially the enactment of Disaster Management Act, 2005, Board have decided to adopt the following definition of railway disaster:

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

Board have also approved the proposal to nominate either GMs, AGMs or CSOs for declaring an untoward incident as Railway Disaster. The preparation of the Disaster management plans on the Zonal railways in co- ordination with the different departments or the railway, other Central/ State Govt. agencies, NGOs, Private agencies, etc. has to be done by the Safety department on the zonal Railway .

With the adoption of the above definition a railway disaster, it needs to be appreciated that not only a serious train accident may turn into a railway disaster if not handled and managed properly. there may be many more railway related events which may not even involve human lives but may turn into disasters for which necessary prevention and mitigation measures are to be taken by the railways beforehand, National, Disaster Management Authority), the apex body under the disaster Management Act, 2005, have issued guidelines on the management of earthquakes, cyclones, floods, Medical preparedness, chemical disasters, unclear and biological disasters etc. which are readily available on the NDMA website. Additional Member (Civil Engg.) has also written D.O. letters to the GMs for preparing the Action Plan for the implementation of these guidelines and to form a High Level Multidisciplinary team comprising of officers from various departments to monitor the time bound implementation of these guidelines.

Necessary monitoring and coordination for the preparedness of the railways for each type of disaster needs to be done by CSOs/ Sr. DSOs on behalf of the GMs/DRMs respectively involving officers from other departments for necessary inputs.

Please acknowledge the receipt and advise the action taken on the above.

(Amitabh)  
Director(Safety)  
Railway Board

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)**

NO. E(MPP)2009/3 /1  
General Managers  
All India Railways

New Delhi, dated 20.01.2009

Director General,  
Railway Staff Collage, Vadodara.

Director,  
Indian Railways, Institute of Transport and Management  
Manak Nagar, Lucknow.

Jagjivan Ram RPF Academy,  
Lucknow.

**Sub:- Disaster Management Training**

Subsequent to enactment of the Disaster Management Act, 2005 and the creation of National Disaster Management Authority (NDMA), the subject of disaster management has gained high priority in the country. As per provisions of this Act, all Central Ministries/ Departments have to take necessary measures to address disaster management related issues and also to strengthen and upgrade its set-up in their respective spheres of working. Indian Railways have already, taken several initiatives in this direction. However there has been a felt need greater integration of disaster management preparedness into development planning leveraging type strengths of other non-railway agencies and to harness the availability and strengths of railway on – board staff who are the first railway responders during any eventuality.

With this in view, Board have decided to revamp the training on disaster management being imparted to various tiers of railway officials through railway training institutes as indicated below.

SNo.	Categories of Officials	New Training Methodology and Schedule
01	Top Level Management (GMs, PHODs, DRMs, and other SAG Officers)	3-day Disaster Management Modules are to be delivered at RSC/ Vadodara and IRITM/LKO@on every 3 months as per annexure 1. Frequency of Training: Once every five years for SAG Officers and above.
02	Middle Level Management (SG & AG Officers)	Some of the latest and relevant topics are to be included in the AMP programmes being delivered at RSC/BRC as per annexure 2. ITITM, LKO will also deliver special module being developed by them @ one every month Frequency of Training: Every SG/JAG officer need to undergo the module once every five years either at RSC as regular MDP/AMP, course of special DM module at IRITM.

03	Lower Level Management (SS & JS officers including serving Group B officers)	Disaster management training to be imparted at IRITM/LKO on the topics @ one course every month as <b>annexure3</b> .  <b>Frequency of Training:</b> One every five years.
04	Probationers and Group B officer attending induction courses	Topics as per annexure 4 are to be covered during the regular training programme at RSC/ Vadodara .  Frequency of Training: As part of the course.
05	Supervisors of all frontline departments (Mechanical, Electrical, Engg., S&T, Traffic Comml., & Optg. )	Topics as per annexure 5 are to be covered during the one week special course at ZRTIs @ one every month. Passing this course is compulsory for promotion to the level equivalent to Section Engineer and above  <b>Frequency of Training:</b> Ones every five years.
06	Railway Staff on board passenger carrying train (TS, Dy. TS/ TTEs & catering staff of commercial Department Coach attendants and AC Mechanics from Electrical Departments some of the selected coach cleaners of Mechanical. Departments, some of the RPF escorting staff and catering staff of contractor wherever outsourced)	Disaster Management being a multidisciplinary effort during operations, training in groups of such on board staff is more desirable and efficient than training them category wise, Role of on board railway staff has been a matter of great criticism in most of the serious train accidents. On- board staff is the first railway representatives to respond to any untoward incident and their empowerment will improve railways response in a big way. Such staff is to be trained in appropriate multidisciplinary groups at such staff, to obviate the need for their hostel accommodation, non-availability for longer periods, etc. Such training can be imparted at the selected country-wide locations to cover maximum number of staff in short period of time. This training can also be imparted in the Customer Care Institutes. Only select staff of Mechanical, Electrical (AC), RPF is to be imparted this training who are deputed to escort trains. This training will be made mandatory in a phased manner for any staff to go on board a passenger train. The staff of catering contractor is also be imparted this training in phase 2 to leverage their physical presence. Topics to be covered under this training are at annexure 6  <b>Frequency of Training:</b> One every three years.

07	Nominated ARMV and ART staff of Mechanical and medical departments.	<p>Composite training of Mechanical and medical Staff for relief and rescue operations is planned to be given at upcoming Disaster Management Railway Institute at Bangalore. Such staff is to be trained at STC/Bangalore under SWR, who are also setting up disaster management training module, to augment and facilitate.</p> <p>their training till such time regular DM institute comes into existence. Facilities at STC/Kharagpur may also be utilized for such training. Doctors and paramedics nominated for ARMVs and other rescue operations should be exclusively trained on trauma care management either at some specialized institutions or in-house.</p> <p><b>Frequency of Training:</b> One every three years.</p>
08	Disaster Management team of RPF staff & other RPF personnel associated with relief rescue operations.	<p>As per recommendation no. 46 of HLC on disaster management there should be disaster management team of RPF On each division comprising about 15 men in different ranks Such teams should be trained in providing necessary support on relief rescue operations.</p> <p>The existing 5 day training module should be appropriately revised to make it suitable to achieve the above objective Each of the above teams should be trained on this module of RPF Academy at Lucknow.</p> <p>In addition, training module may be appropriately developed separately for RPF Officers and staff and should be imparted at RPF Academy at Lucknow.</p> <p>The respective training modules should include role of RPF at the accident site, security at railway premises like railway stations , trains etc.</p> <p><b>Frequency of Training:</b> One every three years Disaster Management team of RPF staff One every five years for other of RPF officers and staff</p>

Zonal Railway & Training institutions are requested to take immediate action on the above and confirm its implementation for the information of the Board.

Sd/-  
Rajiv Kishore  
Director (Man Power Planning)  
Railway Board.

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## पश्चिम मध्य रेल

क्र जबल/सी.02/संरक्षा/09

कार्यालय  
वरि.मंडल सुरक्षा आयुक्त  
रेल सुरक्षा बल, जबलपुर  
दिनांक 02.09.2009वरि मंडल संरक्षा अधिकारी  
जबलपुरविषय:— गाड़ियो में होने वाली अग्नि दुर्घटनाओं की जाँच ।  
संदर्भ:— आपका प.क्र. जबल/एस/दुर्घटना/पॉलिसी दि. 10.09.09

आपके संदर्भित पत्र के परिप्रेक्ष्य में लेख है कि माननीय मुख्य सुरक्षा आयुक्त/पश्चिम मध्य रेल/जबलपुर द्वारा जबलपुर मंडल में आगजनिक दुर्घटनाओं की जाँच में सहयोग देने जबलपुर मंडल के निम्नलिखित अधिकारियों को नामित किया गया है :-

1. श्री दिनेशचंद निरीक्षक /वरि.मं.सु.आ. रिजर्व कंमपी/जबलपुर रेलवे दूरभाष नं.55772 मो. 9752418730
2. श्री ए.पी.विश्वकर्मा, उपनिरीक्षक/सागर रेलवे दूरभाष नं.ब- 67245, मो. नं. 9826281388 .

सूचनार्थ प्रेषित है ।

कृते वरि. मंडल सुरक्षा आयु.  
रे.सु.ब./जबलपुर

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

No.2003/Safety(DM)/6/3

New Delhi dt.9-11-09

General Managers/WCR  
All Zonal Railways

Sub:- Assistance of NDMA/NDRF to handle Railway related Disasters  
Ref:- Board's letter of even number dated 13.6.08 and 24.4.09

Vide above mentioned letters, the Zonal Railways were advised to establish close liaison with the NDRF so that their resources could be requisitioned to provide relief and rescue in times of disaster affecting railways. Board had also empowered Divisional Railway Managers to directly requisition the relevant NDRF battalion for relief and rescue operations depending upon the gravity of situation so that their services could be made available expeditiously at the time of major railway disasters. However it was also advised that such requisition should be judiciously done keeping NDM control room under Ministry of Home Affairs and Security Control room and Safety cell, Railway Board informed.

In the Cabinet Meeting held on 22<sup>nd</sup> October, 2009, National Policy on Disaster Management (NPDM) was discussed and it was decided that Ministry of Railways can request NDMA for deployment of NDRF when the situation so warrants. The earlier instructions for direct requisition of NDRF by CSOs/DRMs stand revised accordingly. For requisitioning NDRF in times of a Disaster, the Zonal Railways/Division have to approach Railway Board who will request NDMA to direct the NDRF Battalions to proceed to site.

The DM plans of the Zonal Railways may be amended accordingly. All other instructions contained in the earlier letters stand.

(Kamlesh Gupta)  
Adviser (Safety)

Copy to : CSOs, All Zonal Railways for Necessary action

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**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)**

No.2004/Safety I/31/42 (Item 107)

New Delhi dt.10-11-09

Chief Safety Officers,  
All Indian Railways

Sub:- Training to handle fire related disaster – RSRC recommendation 107 .  
Ref:- Letter No. E (MPP) 2009/3/44 dated 14.10.2009 addressed to General  
Managers (P), All Indian Railways.

Establishment Directorate vide letter under reference has reiterated that Zonal Railway should ensure proper training of running staff, AC attendants, ticket checking staff on firefighting / use of extinguishers.

In this context Establishment Directorate's letter No. E(MPP)98/3/8 dated 11.02.2003 has been examined. The letter confirms that a module on firefighting for all group 'C' and 'D' staff is already included in the training curriculum. The Railway administration has been directed to include the module of firefighting in the refresher courses for Assistant Drivers and Drivers. Vide letter No. E(MPP) 2009/3/1 dated 20.01.2009; General Managers have been advised to revamp the training on disaster management, In item No. 06 it is provided to give training to on – board Railway staff to handle any untoward incident. The staff of catering contractor is also to be imported this training Annexure- 5 and 6 to this letter include training on firefighting for supervisors and staff of Mechanical, Electrical, Engineering, S&T Traffic Commercial and Operating departments.

Security directorate has confirmed that firefighting is a part of initial training to RPF personnel. As and when latest firefighting technology is installed, RPF personnel shall be imparted training in handling such equipment. Vide (Confidential) letter No. 2003/Sec(Spl)/200/14 dated 16.01.2008 Director/ RPF has informed Chief Security Commissioners (RPF) of Zonal Railways about general guidelines to deal with the issue of explosives. In the annexures to this letter it is mentioned that firefighting equipments are to be kept in working condition and RPF staff should know its handling.

Further, Board vide letter No. 2009/ Safety (A&R)/14/1 dt 07.08.2009 has directed GMs that safety Organization will take assistance of trained RPF Officers/ Inspectors in the enquiries of Train Accidents involving fire.

With the above details, it is concluded that adequate provisions have been made for training of concerned supervisors and staff on firefighting. CSOs may like to confirm compliance of the above provisions on their Railways A feedback may kindly be furnished by 10.12.2009 for information of the Board.

(Kamlesh Gupta)  
Adviser (Safety)

## CHAPTER –3

### DISASTER RESPONSE-INSTANT ACTION TEAM

#### 1. INSTANT ACTION TEAM(IAT): -

##### Instant Action Team Comprises:-

- i) The Guard, Crew, TTEs, AC coach attendant, Asst. Guard, RPF and other railway staff on duty on the accident involved train.
- ii) GRP staff travelling on the train on duty.
- iii) Railway staff travelling by the accident involved train either on duty or on leave as passengers.
- iv) Doctors travelling by the train.
- v) Passengers travelling on the train who volunteer for rescue and relief work.
- vi) Railway staff working at site or available near 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 travelling 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 can not 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/line 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 of 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 it should be stopped and information sent through the driver.
- d) Assistant driver or Assistant guard may be sent to the new 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.
- 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 rescue injured or entrapped passengers.
- xiii) Direct railway staff and other volunteers from train for attending injured.
- xiv) Ensure that field telephone is constantly manned by a railway staff.
- xv) Arrange protection of passenger's belongings and railway property 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 supply.
- xviii) Arrange for transportation of injured to hospital.
- xix) Record evidences or statements, if any, given by passengers.
- xx) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- xxi) Log your activities. Do not leave the spot unless you are relieved by 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 6.03.
- vii) Take necessary action to keep the loco safe.
- viii) Take necessary action to prevent Loco/Vehicles/Wagons from down.
- ix) Make a quick survey of magnitude of accident and rough 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 or Assistant guard 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) Assistant Guard :**

- (i) Ensure that train is protected as per G&SR 6.03.
- (ii) Help Crew/Guard in arranging protection of adjacent line, if obstructed.
- (iii) Assist Guard in conveying information to SM/Section Controller.
- (iv) Help the Guard in rendering first Aid to injured.
- (v) Help in shifting injured persons to the nearest hospital.
- (vi) Ensure protection of Railway and public property till arrival RPF/GRP.
- (vii) Carry out the work assigned by Guard.

**(d) Train Superintendent/Travelling Ticket Examiners:**

- (i) Preserve reservation charts of each coach containing names of passengers who actually traveled and in which berth no.
- (ii) Avail services of Doctors travelling 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) Record Evidences or statement given by passengers/others at site.

**(e) AC Mechanic/Attendant:**

- (i) Switch off the power supply to avoid short-circuiting.
- (ii) Assist the TTEs in their duties at the accident site.

**(f) RPF and GRP staff:**

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

**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 travelling on the train either on duty or on leave are deemed to be 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 TTE/Guard of the Train.
- (iv) The senior most officer travelling on the train will assume charge as Officer-in-Charge Site (OC Site).
- (v) Normally the senior most officer will be travelling in either the 1 AC or in 2AC coach; and most probably in the HOR quota section of the coach. In any case the TTE would know who are the railway offers travelling in 1 AC or 2AC.
- (vi) Similarly, other railway staff will be travelling in 3AC coach; and most probably in the HOR quota section of the coach.
- (vii) Similarly, some Group 'D' railway staff may be travelling in Sleeper coach; and probably in the HOR quota section of the coach.
- (viii) In the absence of any officer, the 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 travelling by the same train who volunteer for rescue and relief work should also be drafted into these groups.
- (iii) Passengers from accident involved coaches should be directed towards their own coach.
- (iv) Passengers from coaches which are not effected can be distributed amongst other accident involved coaches.

- (v) In the absence of OC site, TTE shall take steps to form such groups.
- (vi) In the absence of 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 number of officers are present, then one officer should be made in-charge of each group.
- (x) Otherwise, Sr. Supervisors travelling by the accident involved train should be nominated as in-charge of each group to coordinate its working.
- (xi) In case sufficient number of Sr. Supervisors are also not present, one TTE should be nominated as in-charge of each group to \ coordinate its working.
- (xii) Each group should rescue injured, entrapped passengers.

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

- (i) Note down the time of accident.
- (ii) Don't panic. Once the accident has already occurred and the train has come to a stand still nothing worse can happen.
- (iii) In case you have a Mobile and it is working, inform the divisional control office immediately about the accident.
- (iv) Observe the position in which your coach has stopped; whether it is standing upright or turned upside down or lying on its side.
- (v) Try and see whether your coach has stopped on a bridge or whether there is level ground on both sides.
- (vi) 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.
- (vii) Search your coach with your torch and try to determine the general position.
- (viii) 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.
- (ix) Ascertain whether passengers are injured or not; and whether any of them are trapped or pinned down inside the debris.
- (x) Call out aloud and find out whether there are any doctors present.
- (xi) Doctors who are travelling in the coach should be asked to announce their presence so that they can attend to and help injured passengers.
- (xii) Call out aloud and find out whether there are any railway staff present.
- (xiii) Railway staff who are travelling in the coach should be asked to announce their presence so that they can attend to and help other passengers.
- (xiv) 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 loosing 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) If the door is open and is accessible, then uninjured passengers should be helped to come out from the door.

- (iv) 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.
- (v) 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.
- (vi) Special care should be taken while evacuating the old, infirm and children in order to ensure that they are not separated from their family members.
- (vii) Extrication of critically injured should be done under medical supervision as far as possible.
- (viii) 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).
- (ix) 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.
- (x) It is better not to take out the luggage from inside the coaches at the first instance, for two reasons. Firstly I 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.
- (xi) 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.
- (xii) After all passengers have been evacuated, water and eatables can be taken out gradually.
- (xiii) Building up confidence of injured passengers by suitable advice is of great importance.
- (xiv) After helping evacuate all passengers from your coach go over to the unreserved coaches and provide similar help to those passengers also.
- (xv) Railway officials from divisional hdqtrs. generally arrive at the site of the accident within 2 to 3 hours, depending on the distance of the accident site from the divisional hdqtrs. Wait for them to come and make further arrangements.
- (xvi) 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.
- (xvii) 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 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.

**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 gate man 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 near 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 as also for general lighting) -
  - as many cutting implements, 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.

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## CHAPTER – 4

### DISASTER RESPONSE -FIRST RESPONDERS

#### (A) Duties of First Responders - Local people/Volunteers of Disaster Management :

##### 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.

##### 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 TTEs.
- (v) Following functionaries should be advised regarding the Accident:
  - All off duty railway staff posted at that station.
  - SS of Junction stations at either end.
  - TI, CMI.
  - P Way Supervisors -SSE/ JE etc.
  - TRD Supervisors -SSE/ JE etc.
  - C&W Supervisors -SSE/ JE etc.
  - S& T Supervisors -SSE/ JE etc.
  - SI/RPF, SHO/GRP.
  - Nearest Fire Station.
- (vi) Inform civil authorities, village/town/city representatives and volunteers for possible relief assistance.
- (vii) Supervisory Station Manager of the nearest 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:**

- (i) Direct passengers to PCO booths available nearby.
- (ii) Issue free telegrams and 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 :****(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 Proforma.
- (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.

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## CHAPTER –5

**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 Section 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) PCOR 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) PCOR will also order movement of ARMV and ART (with 140T crane) from adjoining divisions for approaching the accident site. Thereafter he will inform his departmental officers and supervisors.
- (ix) Dy. CHC (Cog.) 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:
 

<b>Functionary</b>	<b>Officers and Supervisors</b>
- Dy. CHC (Optg).	Operating & Safety
- Dy. CHC (Cog.)	Hospital Casualty, DRM, ADRM, Medical
- TPC	Electrical
- PCOR	Mechanical
- Engg. Control	Engineering, Personnel, Accounts
- Test Room	S&T, Stores
- Commercial Control	Commercial, Public Relations
- Security Control	RPF
- (xi) For this purpose, all functionaries working in the divisional control office will have a ready list of telephone numbers (Railway, BSNL and Mobile) of all officers and supervisors of their departments.
- (xii) After Dy. CHC (Cog.) has informed Hospital Casualty, DRM, ADRM and Medical Doctors, he will then inform Dy. CHC (Cog.) or Dy. CHC (Optg) in Hdqtrs. Emergency Control regarding the accident.

## **2. Intimation of Accident -Railway Doctors:**

Dy. CHC (Cog.) 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, SJ AB.
- (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 CMO 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 an 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.

## **4. Divisional officers required to go to site:**

- (i) All divisional officers required to go to the accident site should proceed by the ARMV. They should not proceed by road.
- (ii) Road vehicles should be sent to accident site separately. Maximum number of road vehicles should be sent to accident site from Divisional Hdqtrs.
- (iii) ARMV shall be dispatched within 15" by day and within 20" by night after sounding of siren.
- (iv) DRM will proceed to the accident site. ADRM shall stay back at divisional hdqtrs. 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 hdqtrs.
- (vii) Of the remaining officers from each branch, a majority of both Senior and Junior scale officers should also proceed to the accident site.

- (viii) Once it has become clear that the accident is a Disaster, then the 80/20 rule should be followed:
  - (a) 80% of all officers should go to the accident site, and only 20% should stay back at hdqrts.
  - (b) Similarly, 80% of all supervisory staff should go to the accident site, and only 20% should stay back at hdqrts.
- (ix) The complement of officers available in each department varies from division to division. Hence, Divisional DM Plans should specifically spell out, department wise, designations, of officers who will be required to go to site, and those who will be required to stay back in hdqrts.
- (x) Divisional DM plans should also spell out the same thing for Supervisors of each department.
- (xi) Arrangements of Road Vehicles to proceed to accident site, indicating alternative vehicles as well, shall be indicated in Divisional DM Plans.
- (xii) Arrangements of vehicle drivers including spare drivers shall also be notified.

**5. Supervisors required to go to Accident Site:**

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

**6. Divisional Hdqrts. Officers required to go to site:**

- (i) All divisional hdqrts. officers required to go to the accident site should proceed by the 1st special train which will be carrying DRM and other officers from Division.
- (ii) This special train shall be arranged by Jabalpur Divisional Control Office, in consultation with Hdqrts. Central Control. Scheduled departure time will be informed to Hdqrts. officers by their departmental functionaries in Hdqrts. Central Control.
- (iii) JA Grade officers should issue local instructions based on the above regarding supervisors who will be required to go to the accident site.
- (iv) Only 3 supervisors of each department should stay back in hdqrts. All others should go to the accident site.

**(B) OPERATING DEPARTMENT:**

Duties of the Operating Department are given in under the heading Disaster Response -Co-ordination Center's.

**(C) SAFETY DEPARTMENT:**

Sr.DSO will proceed to accident site along with all other officers and supervisors of the Safety Organization. Duties of Safety Organization at accident site has been listed out under the heading 'Site Management Plan .

**(D) PUBLIC RELATIONS:**

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

**(E) MEDICAL DEPARTMENT:****1. Formation of two teams:**

- (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, as 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 12 -15 doctors and 15 -20 paramedics.
- (iv) Team 'B' -headed by the senior most doctor amongst them will stay back at the divisional hospital and perform duties as given below.
- (v) In case the accident site is far away from divisional hdqtrs., then injured passengers are unlikely to be brought back to the divisional hospital for treatment.
- (vi) In that case, only bare minimum number of doctors should be left behind for manning Team 'B' and most of the available doctors should be rushed to accident site as part of Team 'A'.

**2. Duties of Team 'A':**

These are listed in detail 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 more ARMVs to accident site, one from each end.
- (iii) Contact local hospitals (Railway/Govt./Private) near the accident site to and ask them to rush their road ambulances along with necessary medical teams to the accident site immediately.
- (iv) Contact local hospitals (Railway/Govt./Private) near the accident site to keep themselves in readiness to receive and provide medical treatment to injured passengers.
- (v) Data Bank of medical facilities along the track is available section wise for each division in Divisional DM Plans. Copy of Divisional DM Plans should be available in the Hospital Emergency of Railway Hospital.
- (vi) 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 CMS of adjoining Divisions/Zones and ask them to send their medical teams to the accident site.
- (viii) These medical teams 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:
  - Shrouds.
  - Polythene covers for dead bodies.
  - Wooden Coffins.
  - 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 they are brought back from accident site.

**(F) COMMERCIAL DEPARTMENT:**

- (i) Sr. DCM should proceed to site of accident along with all other Commercial Officers except DCM. DCM will be available in Divisional Control Office for, providing backup support.
- (ii) A nominated supervisor should be authorized for withdrawing sufficient money from station earnings before proceeding to site.

**1. Transportation of men and material to accident site:**

- (i) As soon as the ARMV/ART siren sounds, 50 TTEs/TCs and 50 licensed porters in uniform should be collected together and rushed to the accident site in the ART.
- (ii) The on duty commercial supervisor at the station at that point of time should ensure that they proceed by the ART itself and do not get left behind. If 50 number of each is not available, then whatever numbers are available should be sent to the accident site by the ART.
- (iii) 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.
- (iv) 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.
- (v) 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.
  - Sufficient cooks and catering staff from departmental catering or catering contractor 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.
- (vi) Sr. DCMs should prepare section-wise nominations of catering agencies both departmental and private for rushing to site. This should be available in Divisional DM Plans.

**2. Help line Enquiry Booths at stations:**

- (a) General:
  - (i) Help line Enquiry Booths within WCR would be opened as below:
    - Originating and destination stations of the accident involved train.
    - All junction stations within the jurisdiction of WCR falling on the route of the train.
    - Divisional hdqtrs.
    - Zonal hdqtrs.
    - Any other station as may be decided.

- (ii) On WCR, Help line Enquiry Booths would normally be required to be opened at following stations, depending on the route of the accident involved train:  
Piparia, Narsinghpur, Madanmahal, Jabalpur, Katni Jn. Maihar Satna, Rewa, Beohari, Damoh, Sagor.
- (iii) All 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 WCR.
  - Hdqtrs. 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 WCR jurisdiction should keep in touch with Divisional Emergency Cell of their respective divisions.
- (ix) Hdqtrs. 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 WCR,
  - Emergency Cells opened on originating and terminating Zonal railways.
  - Safety Directorate's Emergency Cell in Railway Board.
- (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 travelling 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. and would continue to be accessed for the next 4 to 5 days.

**(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 its 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 given to relatives of dead and injured for going to the accident site. These passes will be issued by CCI/DCI 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.
- (vi) Above information regarding running of trains would be required for initial 24 hrs. only. Thereafter, number of enquiries regarding train running would be very few and far between.

**(d) Refunds:**

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

**(G) MECHANICAL DEPARTMENT:**

Sr. DME(O) as well as AME should proceed to site of accident. Sr. DME (Co) will be available in Divisional Control Office for providing backup support. Rushing of men and material to site:

- (i) 2 ARTs with 140T crane should be moved to the accident site, one from each end.
- (ii) In addition to above, Brake Down Special should be sent from other base stations within WCR, 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.
- (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 can work round the clock.
- (vi) Road cranes of sufficient capacity should be arranged so that these cranes can start working from the center while the 140T cranes can continue working from either end.
- (vii) Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that the site of accident can be approached from the middle, and more work centers can be opened up simultaneously.

**(H) SECURITY DEPARTMENT:**

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

**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 scene 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 neighboring posts/outposts, reserve line, divisional hdqtrs. 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 hdqtrs. should be shouldered and sent at 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 (1 per person) and other lighting arrangements.
  - Nylon ropes (1 kms) and poles for segregating the affected area.
  - 4 loud speakers for making announcements.
  - 10 stretchers and first aid equipment.
  - 10 wireless sets for inter-communication.
  - 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 all available GRP personnel to the accident site.
- (ii) Obtaining additional manpower from the local police for purpose of crowd control.
- (iii) Issue of necessary instructions to local police for giving expeditious clearance for starting restoration work.
- (iv) Issue of necessary instructions to SP of the district for waiving off formalities of Post Mortem on dead bodies.

**(I) ELECTRICAL DEPARTMENT:**

- (i) Sr. DEE(G) as well as ADEE(G) should proceed to site of accident. Other ADEE will be available in Divisional Control Office for providing backup support.
- (ii) Sr. DEE/TRD as well as ADEE/TRD should proceed to site of accident. ADEE/TRD JBP 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.

**(J) SIGNAL & TELECOMMUNICATION DEPARTMENT:**

- (i) Sr. DSTE as well as ASTEs should proceed to site of accident. DSTE will be available in Divisional Control Office for providing backup support.
- (ii) 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 25W VHF sets along with antenna and battery
  - 10 numbers 5W walkie-talkie sets.
- (ii) He will be accompanied with at least two TCI and two TCM.
- (iii) 6 more TCI/TCM, SIs of the section and maximum number of telecom staff should be sent for installation and operation of telecom equipment. They should go to the site of accident either by ART or latest by 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.
- (iv) Satellite phones of HQ and Jabalpur division and one FAX machine will be carried in DRM special by at least two TCI and two TCM.
- (v) All mobile phones available with the Division should also be rushed to site for emergency use.

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

**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, mobile 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) Map of the division showing areas where cell phone connectivity is operative is available in Divisional DM Plans.
- (v) Should hire sufficient number of cell phones and send them to accident site.
- (vi) Obtain E-Mail addresses of Emergency Cells set up on other Divisional and Zonal Hdqtrs.

**3. Communication at Divisional Emergency Cells:**

- (i) Communication arrangements are required to be provided at divisional Emergency Cell immediately.
- (ii) 2 BSNL Telephones having ISD/STD facility are already available in the Divisional Control. Dynamic locking code of the telephone is available with CHC. FAX machine is also provided on one BSNL telephone in the Emergency control.
- (iii) Apart from this telephone, 4 other BSNL telephone numbers (1072 STD facilities) should be made available in divisional. Emergency Cell for use by Emergency Officers. These should be manned on round the clock basis.
- (iv) One FAX machine shall be provided on one BSNL telephone.
- (v) 2 Railway telephone numbers with STD facilities should also be made available.

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

- (i) Helpline Enquiry Booths are to be opened at all important stations en-route of the affected train.
- (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) E-Mail address (If PCs to be provided should be intimated to all concerned. PCs should be configured with these E-Mail addresses as given at Annexure - 10.
- (vii) Stations at which such arrangements are to be made and telephones which are to be utilized should be identified by Sr. DSTE with approval of DRM.

**(K) ENGINEERING DEPARTMENT:**

1. Rushing men and material to accident site: Sr.DEN along with and other officers of Engg. department will proceed to accident site by the special train organized for this purpose.

DEN concerned will proceed to the site of accident by ARMV. In the absence of DEN , the next senior most DEN of the Division will proceed along with the concerned XEN. In the absence of XEN of the Section, XEN of the adjoining Section will proceed by ARMV.

It is expected that AEN and PWI /SE /SSE P-Way 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 hdqtrs., 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) 1000 nos. of workmen are required to reach the site of the accident. 500 nos. along with 10 PWIs and 10 Black Smiths shall be arranged by the Division. 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 t 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 t 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 in the Track Depot. These material! should be loaded within 3 hours and 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) XEN/DEN in Divisional Emergency Control will request concerned authority (Army/State Govt. Deptt.) for bulldozer/earthmoving machinery in the area

**(L) IT Department :**

- (i) 2 PCs are provided in Divisional Emergency Cell should be shifted at Emergency cell.
- (ii) Both these PCs should be connected to Railnet and the E-Mail addresses already configured into them should be activated.
- (iii) PCs in various Helpline Enquiry Booths at different stations should all be made functional, connected to railnet and made ready for receiving and sending E- Mails.
- (iv) Following information should be uploaded 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.

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## CHAPTER – 6

### DISASTER RESPONSE -CO-ORDINATION CENTRES at division

#### 1. Rushing of ARMVs & ARTs to accident site :

- (i) After ARMVs and ARTs have been ordered, PCOR should locate diesel powers for these ARM Vs 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 Electric 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) Requisitioning of diesel power should be done from following sections in the given order of priority:

#### (a) Jabalpur Division:

Main line/ Branch Line sections of Jabalpur division.

- (i) Movement of ARMV and ART should never be clubbed together. ARMV should be started first and moved separately for faster movement.
- (ii) ARMVs and ARTs should be dispatched from the base station, within the target time stipulated. Departure of ARM Vs 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 DRM special or by next special train or even by road.
- (iii) ARMVs must be run out within the target time, even without full complement of II; 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.
- (iv) 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.
- (v) Running lines at 7 stations on either side of the accident effected block section should be kept clear of all trains. In case there are any stabled loads, the same should be lifted.
- (vi) Freight trains on run towards accident site should be reversed and returned.
- (vii) Fresh stabling, if any, should be done beyond 7 stations on either side.
- (viii) Even for stabling beyond 7 stations, both Up and Dn loop lines should not be . blocked at the same station.
- (ix) 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 In. 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 In. 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) Hdqtrs. Emergency Cell shall decide on the following in consultation with adjoining. Railways and Coaching Directorate of Railway Board:
  - Diversion
  - Regulation,
  - Short termination,
  - Cancellation,
  - Rescheduling.
- (viii) The above decision regarding diversion etc. should be taken in about an hours time after ARMVs, ARTs, DRM 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 In. station onwards so that maximum number of passengers can detrain at their proper destination stations.
- (xi) Adjoining divisions should be informed about these diverted trains so that spare crews can be sent to interchange points.
- (xii) For diverted trains, drivers and guards having necessary road learning should be arranged.
- (xiii) Drivers nominated for working these diverted trains should be empanel -led for working Mail/Expresses as per Railway Board's instructions.
- (xiv) 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 for next 2-3 days.
- (xv) A total of about 10 diesel powers would be deployed in the accident affected section on different special trains at any point of time.
- (xvi) 3 sets of diesel crews should be planned for each diesel loco deployed at the accident site.
- (xvii) If necessary, diesel crews should be arranged from adjoining divisions also.

### **3. Running of Special trains:**

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

- (i) ARMV.
- (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 Specials one from each end.
- (vii) 1st special train carrying DRM and other officers from division.
- (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 In. 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' gang men from the section.
- (xvi) Running of 2 passenger specials 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 coordinated by Hdqrts. . Emergency Cell in consultation with Railway Board.
- (xvii) 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 effected 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 In. 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 reach 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 additional cutters, spreaders, hydraulic jacks etc. can be made use of.
- (viii) After all equipments from BD specials have been unloaded at accident site and staff 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) Both ARTs with 140T cranes should be regulated at least 1 station before so as not to clutter up the adjacent station.
- (xi) Empty coaching rakes that have been sent for clearing uninjured passengers should be sent into the block section thereafter, while both ARM Vs are still there.
- (xii) After transhipment 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.
- (xiii) After the work of ARMVs is over, all of them should be withdrawn and returned back.
- (xiv) The front and rear portion of the accident involved train should now be withdrawn by sending diesel light engines into the block section.
- (xv) Last of all both ARTs with 140T crane should be marshalled as per site requirement and sent into the block section with crane leading, one from each end.
- (xvi) Tower wagons should be sent in from each end following the ART.

#### **5. Setting up Emergency Cells in Divisions:**

- (i) Divisional Emergency Cell shall be opened immediately after receipt of information of the accident at Divisional Control Office.
- (ii) This unit will exercise control, co-ordinate and arrange supplementary assistance to the accident site.
- (iii) It shall function in a separate cubicle at Divisional Control Office provided with centralized communication networks, hot line to the site and hdqrts.
- (iv) Sr. DOM will be over all in charge of the Divisional Emergency Cell and will function as the Divisional Emergency Officer for the purpose of managing relief and restoration operations from divisional level.
- (v) In case Sr. DOM is not available, DOM (Movement) will be the Divisional' Emergency Officer.
- (vi) In case both officers are not available, any other officer nominated by DRM will take over charge.
- (vii) Requirements of all departments for movement of men and materials to the accident site shall be conveyed to the Divisional Emergency Officer, who shall arrange their movement.
- (viii) Timings of 2nd and 3rd special trains to be moved from each end to the accident site, carrying backup logistic support will be conveyed to all concerned beforehand.
- (ix) Divisional Emergency cell will maintain:
  - Telephone and FAX numbers of the accident site. These should be maintained functionary wise for each functionary available in the UCC.
  - Similarly telephone and FAX numbers of functionaries available in CAC should also be available with the Divisional Emergency Cell.
  - Telephone and FAX numbers of Helpline Enquiry Booths that would have been set up at various stations on the division.
  - 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.
- (xi) Divisional Emergency Officer on duty shall chronologically record all information and instructions received or given in a logbook.

- (xii) 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 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, 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 in 12 hrs. shift duties round the clock. (8 hrs. to 20 hrs. day shift and 20 hrs. to 8 hrs. night shift.)
- (iv) Senior most officer of each department who is available in the division/hdqrts. shall be on duty in the Divisional Emergency Cell during the day shift (8 hrs. to 20 hrs.).
- (v) Senior most officer of each department shall issue a 12 hrs. roster for his own department for the night shift (20 hrs. to 8 hrs.).
- (vi) Round the clock roster of 12 hr. shift duty should cover both officer and supervisors.
- (vii) Same officers and supervisors should be repeated each day without any change or rotation, for the next 4 -5 days. This will maintain continuity and will ensure that experience gained on the first day can be gainfully used on subsequent days.

**7. 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.

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## CHAPTER –7

### DISASTER RESPONSE -ASSISTANCE FROM ADJOINING DIVISIONS

#### 1. Necessity of assistance from adjoining Division:

- (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.
- (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 100, assistance should be sought for from adjoining Divisions.

#### 2. Assessment of assistance from adjoining Division :

- (i) DRM after reaching the accident site should make an immediate assessment of likely injuries.
- (ii) Quick assessment is an absolute must 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 (no. of coaches) x 30.
- (vi) This should be conveyed to Sr. DOM in Divisional 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:

- (i) As a thumb rule, assistance of 1 team should be sought from adjoining division for every 50 additional injuries, beyond 100 injuries.
- (ii) In case of all disasters, following should be used as an approximate guideline for deciding level of assistance required:

	150 > Injuries > 100	250 > Injuries > 200
- Threshold level	1 team	3 teams
- No. of teams	2	2 + 2
- ARM Vs	2	2 + 2 BDs
- 140T crane		

- (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

- (iv) In case of Jabalpur Division, assistance should be sought from following divisions in the given order of priority :

Name of division	No. of teams
- Jhansi (NCR)	1
- Allahabad (NCR)	1
- Bhopal (WCR)	1
- SGRL(SECR)	1

**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 a war like situation.
- (iv) Therefore, divisional/zonal hdqtrs. should get in touch with the nearest army command and request for necessary assistance.
- (v) Select telephone numbers of Army and Para -military establishments.
- (vi) Additional telephone numbers of Army are given in Divisional DM Plans.

**5. Departmental assistance from adjoining divisions:**

**(a) S&T Department :**

- (i) Satellite telephones from ARTs of 5 adjoining divisions.
- (ii) 5 Mobile Telephones from each ART of 5 adjoining divisions (25 mobiles in all).

**(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) 500 additional workmen are required who are to be moved from adjoining, divisions.
- (ii) Each such division sending assistance should move 250 men along with 5 artisans and 5 PWIs.
- (iii) One DEN and one AEN each should also move to the site of accident from each such division.

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## CHAPTER – 8

### SITE MANAGEMENT PLAN –I

#### 1.0 General

There are two aspects of Disaster Management work at an accident site. Firstly, Rescue, Relief and Rehabilitation of accident involved passengers, taking care of dead bodies and dealing with their relatives etc. for which one set of functionaries are required. The other function is of Restoration of operation which is carried out by a different set of functionaries. For managing these distinct aspects of DM work that are required to be discharged by railways, two separate establishments should be set up at an accident site viz. Unified Command Centre and Central Assistance Centre. Unified Command centre shall be supplemented by one or more Local Command Centres, depending upon the spread of the accident site. Functions and responsibilities of UCC/LCC and CAC are described as under.

#### **(A) 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 center of the accident site.
- (iii) This is basically meant for catering to operational needs of railway in rescue, relief and restoration work.
- (iv) Detail schematic plan of UCC is given at Annexure--I
- (v) UCC is to be manned by staff of relevant departments such as :
  - Medical.
  - Commercial.
  - Operating
  - Safety
  - Security
  - Public Relations.
  - Mechanical
  - Electrical
  - S&T
  - Civil
- (vi) UCC will be provided with all facilities similar to a control office.
- (vii) Adequate lighting with generator backup should be provided in the UCC
- (viii) 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.
- (ix) Satellite telephone should be installed in the UCC.
- (x) UCC should be provided with FAX, Photocopier, PCs and loudspeakers.
- (xi) 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.
- (xii) A big banner displaying UNIFIED COMMAND CENTER' should be put up at a prominent place at the entry to the shamiana.
- (xiii) Similarly there should be sufficient number of sign ages indicating the way to UCC on approach roads etc.
- (xiv) UCC at the site will be manned by Sr. Supervisors on round the clock basis in 12 hrs. shift duty.

- (xv) 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.
- (xvi) Various functionaries in the UCC will monitor and Co-ordinate the working of their departments, and assistance required by them, if any
- (xvii) 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.
- (xviii) UCC will basically supervise the working of 2 LCCs and co-ordinate with Divisional and Hdqtrs. Emergency Cells.
- (xix) Functionaries of different departments in LCCs should provide update information regarding progress of work to their counterparts in UCC.
- (xx) This update information should be provided once every 3 Hrs. as per following timings.
  - 1/hrs.
  - 4/hrs.
  - 7/hrs.
  - 10/hrs.
  - 13/hrs.
  - 16/hrs.
  - 19/hrs.
  - 22/hrs.

**(B) 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) Detail schematic plan of LCCs would be similar to that of UCCs as given Annexure-II
- (iv) 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.
- (v) LCCs will serve as co-ordination centers for various teams that are working spread out over different geographical locations.
- (vi) Each LCC will oversee the working of DM teams at one end of the accident
- (vii) Jurisdiction of each LCC will extend to all men and materials belonging ARMVs, 1 BD special and 1 ART at that end of the accident site.
- (viii) One SAG officer of Mechanical department will be overall in charge of each
- (ix) LCC's should be provided with loudspeakers for making announcements.
- (x) LCC's should be provided with direct telephonic links to UCS.
- (xi) However, LCCs should not be provided with telephonic links to either divisional Emergency Cell or Hdquts. Emergency Cell. This will ensure that there is minimum telephonic disturbance from outside to teams which actually working at the accident site. It will also ensure that outflow of information from accident sit goes out from UCC only.
- (xii) 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.
- (xiii) This updated information should be provided once every 3 hrs.

**(C) Combined Assistance Center (CAC)**

- (i) The UCC should have a combined Assistance Centre (CAC) located towards the rear side, away from the track, for rendering help to passengers and the relatives. Outline schematic plan of UCC/CAC is given at Annexure-1
- (ii) This is basically meant for catering to requirements of passengers and the relatives/next of kin, and for providing a single window clearance for all types 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 in to 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 shamiana.
- (viii) Similarly there should be sufficient number of sign ages 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 relative 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 counter for making arrangements for return journey.

**(D) 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.

**(E) Setting up of UCC, LCC and CAC:**

- (i) One SSE/Works shall be exclusively responsible for setting up of these facilities. He shall under take the following:
    - Move along with sufficient staff for setting up of these facilities.
    - Immediately start setting up of the tent age accommodation after taking out tents and shamianas provided in ARTs.
    - In addition, he should also requisition agencies which provide tent age 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 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 hire for rescue or restoration operations wherever site is surrounded by deep water
  - (x) Signage's for both UCC and CAC should be provided at prominent locations.
- 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

**2.0 Implementation**

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 operations.

### **2.1 Members of the Disaster management Team**

Disaster Management Team normally comprises members of following departments

- (i) Trained railway men from Medical, Commercial, Safety, Electrical, S&T 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 unit shall accompany ARMVs, ARTs or move by road as quickly as possible.

### **2.2. Officer –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 1<sup>st</sup> 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 carryout efficient rescue, relief and restoration operations.

### **2.3.1 Rescue, Relief and Rehabilitation.**

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) Media Management at site.

### **2.3.2 Restoration of operation.**

- (i) Preservation of Clues and Evidence.
- (ii) Salvage operation.
- (iii) Restoration of operation

### **2.4 General Responsibilities**

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:

#### **2.4.1. OC Site:**

- (i) Ensure setting up of UCC, CAC and LCCs at the earliest.
- (ii) Collect information from OC Site.
- (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 WCR
- 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 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.

#### **2.4.2. Duties of Divisional Railway Manager :**

- (i) Ensure that functionaries of different branches at the accident site carry out duties assigned to them as per 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.

#### **2.4.3. Formation of two teams at accident site for round the clock working :**

- (i) At the accident site, departmental officers available from both hdqtrs and division shall be formed in to two teams for round the clock working in 2 shifts, preferably 8 hrs. to 20 hrs. and from 20 hrs. to 8 hrs.
- (ii) HODs shall be available on duty during the day time.

- (iii) HODs 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 3-4 day stay at the accident site.
- (iv) Branch officers shall be available on duty during the day time. Branch officers shall take on the spot decision regarding composition the team for night shift for their respective department. This composition should not normally be changed during the 3-4 day stay on the accident site.
- (v) Similarly, supervisors available from both hdqtrs. And division shall also be put in two teams.

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## **SITE MANAGEMENT-II**

### **(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 purpose of 'search and rescue' and 'off tracking of coaches.'

Once 4 ARMVs, 2 ARTS and 2 BD special 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 of 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.

- (i) 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.
- (ii) For efficient extrication of entrapped passengers take assistance of Medical/Engineering departments.
- (iii) Each team will join up with Medical teams who would also be involved in extracting dead and injured from coaches.
- (iv) Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.

### **(B) 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.

#### **(i) 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 any 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 divisions, well in time.
- (viii) In case divisional sources are adequate, 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.

**(C) Duties of Medical Department :**

**1. Main functions :**

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

- (i) Taking an initial round of hospitals and assessment of situation.
- (ii) Taking out injured passengers from accident involved coaches.
- (iii) Attending to injured passengers and giving them First Aid.
- (iv) Preparing list of injured passengers.
- (v) Classification of their injuries.
- (vi) Transporting them to hospitals and getting them admitted.
- (vii) Post admittance hospital care of the injured.
- (viii) Dealing with dead bodies.
- (ix) Preservation of dead bodies.

Each of these functions is discussed in greater detail as under

**(a) 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) 2<sup>nd</sup> copy to be kept with the doctor in charge as office copy and the 3<sup>rd</sup> 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 in to the PC provided in the CAC.

- (ix) The initial list prepared should be updated at regular intervals, as and when any change occurs.
- (b) **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.
  - (v) Each team will join up with teams of Mechanical staff who would also be involved in extracting dead and injured from coaches.
  - (vi) Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.
  - (vii) Coaches should be thoroughly searched including lavatory and vestibule portions before abandoning further search and moving on to the next coach.
- (c) **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.
- (d) **Preparing list of passengers :**
- (i) Collect list of injured passengers prepared by 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) One 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) The list of injured passengers will thereafter be updated periodically, as rescue and relief work continues.
- (e) **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 maybe 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 injuries not requiring hospitalization at all is trivial .
  - (vi) Classify injured passengers in to separate categories as grievous simple.
  - (vii) Inform Commercial department for arranging ex-gratia payment.
- (f) Transporting injured passengers to hospitals :**
- (i) One team will be asked to arrange transport of injured passenger nearby hospitals.
  - (ii) Ensure expeditious transportation of injured either to AMRVs or 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 numbers of railway vehicles are not available, they should hire taxis for their movement by withdrawing from station earnings.
- (g) 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 WI.
  - (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 hospital 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.

**(h) . 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 Safaiwalas 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 o paramedical staff, SJAB, Scouts, Civil Defence, personnel, other railway staff and non-railway volunteers available of site.
- (xiii) Ensure covering of dead bodies with shrouds.
- (xiv) Put cloth label (white cloth of 12" x 9" 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 plastic bag with zip having proper labeling system where same information is also 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.

**(i). 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 for hiring of a couple of big halls, for keeping bodies.
- (vii) Rooms should preferably be at a single location 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 take over a school building temporarily. Arrange to move dead bodies to nominated buildings being used as temporary mortuaries.
- (ix) Bodies should be neatly lined up with their numbers prominently displayed, and kept in different rooms, coach-wise.
- (x) Notice Board outside the building should display the room nos. where bodies extracted from a particular coach have been kept.
- (xi) These details should also be posted on a notice board outside each room.
- (xii) This will prevent unnecessary handling of bodies which in any case would be in an advanced state of decomposition.
- (xiii) For dead bodies whose relatives are not readily available and delay is expected, arrange for their preservation by dry ice etc.
- (xiv) Procure following items from local market for dealing with dead bodies :
  - Shrouds
  - Polythene bags,
  - Coffins,
  - Dry ice.

## 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 other details of hospitals near the accident site. They should be 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.
- (vi) Setting up of various teams to cater for distinct function.

## (D) **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) Preparing list of injured passengers.

- (e) Clearance of uninjured passenger :
- (f) Payment of ex-gratia to injured and next of kin of dead.
- (g) Dealing with refund and claims compensation formalities.
- (h) Taking charge of luggage and consignments.
- (i) Taking care of relatives.

Each of these functions is discussed in greater detail as under

**(a) 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 Commercial Manual Vol. II Rule No. 2425.
  - Departmental expenditure necessitated by floods, accidents earthquakes etc.(8)
  - Ex-gratia payments to persons involved in train accidents.
- (ii) Before Sr.DCM leaves for accident site, he should withdraw sufficient 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) 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.

**(b) Hiring of Vehicles :**

- (i) A large number of road vehicles are required at an accident site for following purposes :
  - Taking injured passengers 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 wherever it goes and bring it back in time (even group 'D' would suffice).
- (viii) In case hospitals are in different town, then road transport buses should be put on fixed time round trip schedule for shutting 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'

**(c). 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 of 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.

**(d) Preparing list of passengers :**

- (i) Collect list of injured passengers prepared by 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 passengers has been prepared, the list should be signed by the CMS/MS Incharge and a copy handed over to commercial department.

The list of injured passengers will thereafter be updated periodically, as rescue and relief work continues.

**(e) Clearance of uninjured passenger :**

- (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 charge by any available mode of transport and also incur expenditure for carriage of passenger's luggage, etc.

**(f) Payment of ex-gratia to injured and next of kin of dead.**

As mentioned at page 11

**(g). Refund and Claims Compensation :**

- (i) Refund of areas 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.

**(h) 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 belonging 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 indicating 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, parcel 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 come and take over custody.

**(i) Taking care of relatives.**

Mentioned at pages 9, 10 and 11.

**2. General :**

- (i) Before Sr.DCM proceeds to accident site he should withdraw sufficiently large amount of cash from station earnings.
- (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.
- (iv) Different teams and group will be formed for discharging various duties of the Commercial department. Each team should consist of 4-6 members and each group should consist of 3-4 teams, depending upon requirement.
- (v) Separate teams and group should be formed as detailed below, headed by a commercial officer.
- (vi) One team will hire road vehicles for use and other related activities.
- (vii) One group will arrange beverages and food both for injured as also for uninjured passengers
- (viii) One team will take an initial round of hospitals along with doctors and assess the situation

- (ix) One group should take care of uninjured passengers who have to be cleared from the accident site.
- (x) One group will assist Medical department in preparing a list of injured passengers input the same into the PC in CAC
- (xi) One group will assist the Medical department in shifting injured passenger to hospitals
- (xii) One group will assist the Medical department in preparing a list of dead bodies and looking after them.
- (xiii) One team will make ex-gratia payment to injured passengers and next kin of dead
- (xiv) One team will deal with refund cases and claims compensation formalities
- (xv) One group will be in-charge of unclaimed luggage and other consignment
- (xvi) One group will be in-charge of post admittance hospital care of injured and taking care of relatives.

**(E) 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 side 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) Protection unclaimed luggage of passengers till these are duly taken over by commercial department for safe custody.

- (ii) Unclaimed luggage of passenger should be isolated and stacked coachwise, 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/parcel till these are duly taken over by commercial department and dispatched to nearest station for proper disposal.
- (ii) Guard perishables till they are auctioned off at site or till they are dispatched to nearest station for being auctioned.
- (iii) RMS consignments on the train should be shifted to school building for safe custody till postal authorities come and take over custody.
- (iv) Provide security for the cash withdrawn for payment of ex-gratia by the commercial department.
- (v) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- (vi) Ensure that no railway staff tampers with any track fittings, or rolling stock parts.
- (vii) Any body 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 Straps 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.

**(F) Duties of Personnel Department:**

- (i) Sr. DPO shall proceed to accident site along with all WIs.
- (ii) Assist Doctors in collecting details of injured/dead and shifting them to hospitals.
- (iii) WIs 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 discharge duties listed out for those counters.

**(G) Duties of Accounts Department:**

- (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.

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## **SITE MANAGEMENT PLAN – III**

### **(A) Duties of Safety Department :**

#### **1. General**

Prior to starting restoration work at an accident site, divisions should under take 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.

Such photographs should clearly indicate :

- severity of the accident.
- Illustrate the damage to P-Way, Rolling stock, Signal, OHE and other structures and equipment.

Separate set of photographs to be taken to preserve clues and evidence of sabotage if suspected.

Victims and unidentified bodies should also be extensively photographed .

#### **2. Functions to be carried out**

- (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 performa 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.

### **(B) Duties of Mechanical Department:**

As explained on page 76 Mechanical department has to discharge dual responsibilities. The complement of duties with respect to restoration of operation are as under

- (i) 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 of 3-5 teams, depending upon requirement.
- (ii) 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 directions of another AME. The second AME concerned would also be in-charge of the crane at that end.
- (iii) Take precautions in electrified section that power supply is switched off before commencing rescue/relief work.
- (iv) Use necessary safety equipment like hand gloves, helmet etc.
- (v) If spillage of inflammable substances is suspected, then only cold cutting equipment should be used.
- (vi) In case of suspected sabotage, ensure minimum interference to clues. Save lives and extricate passengers after video and digital photographs have been taken.

- (vii) Ensure marshalling of ART according to site requirement before it is sent into the accident involved block section.
- (viii) Road cranes of sufficient capacity should be arranged so that these cranes can start working from the center while the 140 T crane can continue working from either end.
- (ix) 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.
- (x) Examine unaffected or re-railed rolling stock and certify their fitness for further movement.

**(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 in to the accident affected block section. Ensure proper marshalling of crane while proceeding to the accident spot in the block section.
- (v) Ensure that Engineering vans of the ART are placed nearest to the accident site. For this purpose, Engineering van/wagon should be placed closest to site of accident by sending it in pushing condition.
- (vi) Ensure prompt clearance of stranded passengers at the site in coordination with the Divisional Emergency cell.
- (vii) Regarding running of special trains, keep in touch with Divisional Emergency cell and give requirement from site.

**(D) Duties of Electrical Department:**

As explained on page 76 Electrical department has dual responsibilities of site illumination and restoration of OHE, as required. The aspects relating to work on OHE are dealt as under

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.

**(i) 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 be arranged 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.

**(E) Duties of Signal & Telecommunication Department:**

Duties of S&T department consists 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) Walkies – Talkies 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 passenger.
- (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) Walkies – Talkies sets – each functionary should be covered.

- (v) One 25 W VHF sets shall also be provided in UCC.
- (vi) One 25W 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. They 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 phones available in ART will 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 numbers of Mobile Battery Chargers should be provided in UCC, CAC and LCCs along with number of spare batteries.

**(F) Duties of Engineering Department:**

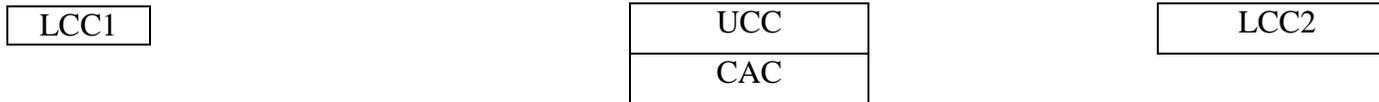
Some duties have been detailed in Chapter 11 section 8. additional duties are as follows :

- (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 Drivers for rescue operation.
- (v) If necessary hire private road cranes, bulldozers, earthmovers etc.
- (vi) 2 Engineering specials, one from each end, carrying engineering material and gang men 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 required who are to be moved from adjoining divisions/zones.
- (ix) 500 additional workmen are required who are to be moved from adjoining divisions/zones.
- (x) Each such division sending assistance should move 250 men along with 5 artisans and 5 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.

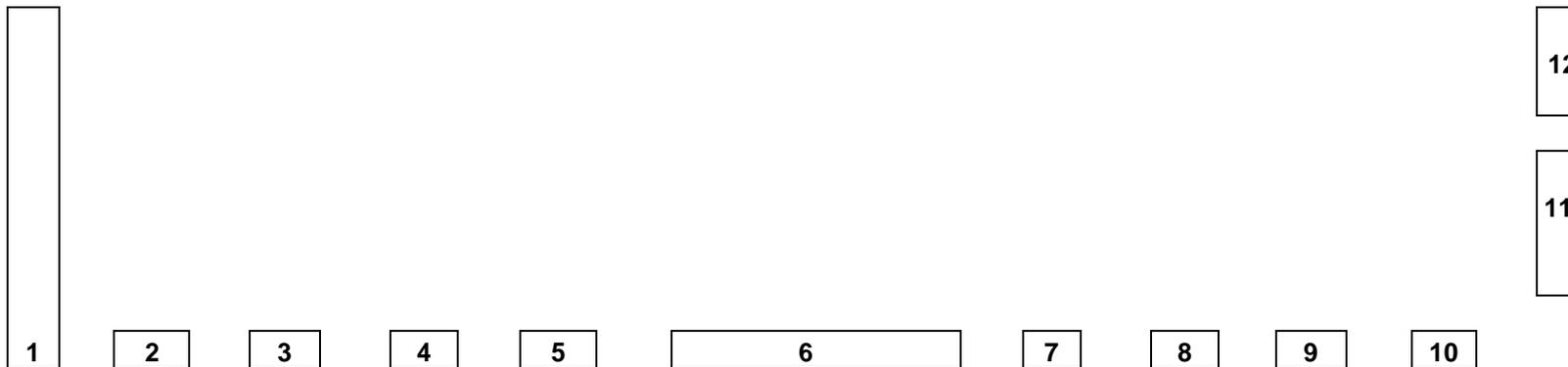
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**Outline schematic plan of Unified Command Centers /Combined Assistance Centers /Local Command Centers**

UCC- Unified Command Centers  
 CAC- Combined Assistance Centers  
 LCC- Local Command Centers



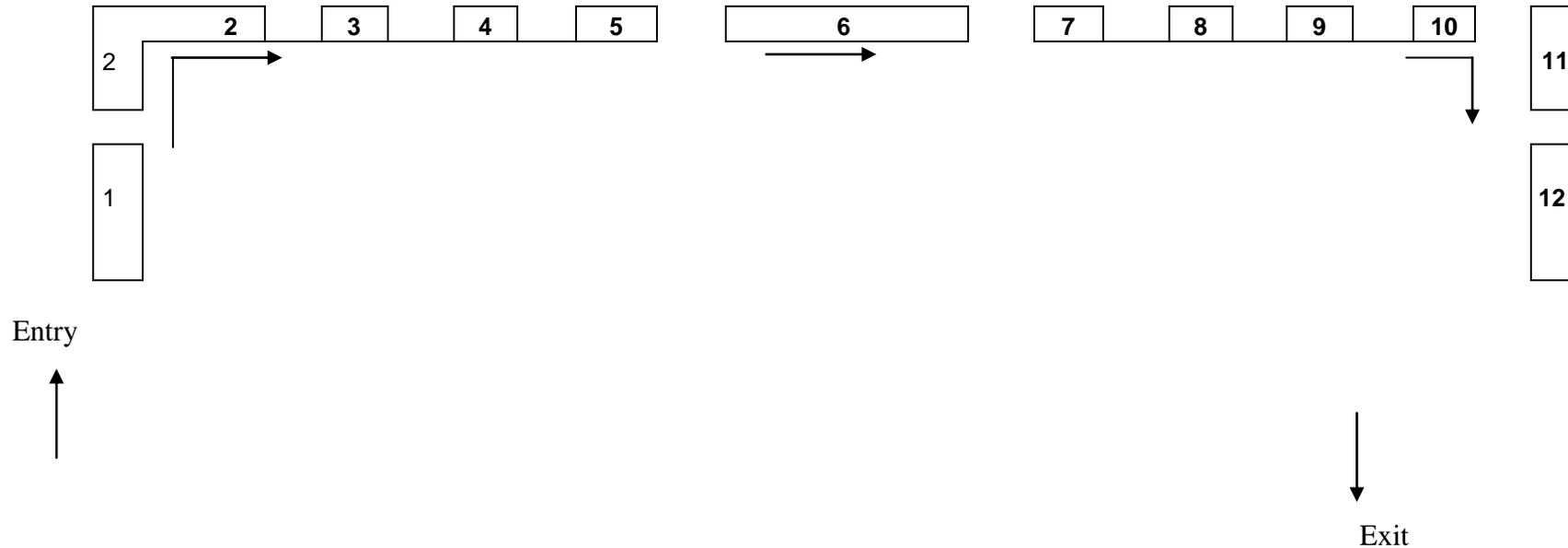
**Detail schematic plan of Unified Command Centers**



- 1 Medical
- 2 Commercial
- 3 Operating
- 4 Safety
- 5 Security
- 6 Public Relations

- 7 OC Site and Officers
- 8 Mechanical
- 9 Electrical
- 10 S&T
- 11 Civil
- 12 Spare

### Detail schematic plan of Combined Assistance Centers



- |   |  |    |  |
|---|--|----|--|
| 1 | Commercial- Reservation Chart                      | 7  | Municipality Officials –Issue of Official Death and Certificate. |
| 2 | Medical- List of dead and injured                  | 8  | RPF/Local Police-Issue of authority for handing over dead body.  |
| 3 | Commercial-Provision of escort and vehicle         | 9  | Commercial-Payment of Ex-Gratia, Issue of Claims Forms           |
| 4 | Railway Doctor- Issue of Medical Death Certificate | 10 | Commercial-Assistance for performing of last rites.              |
| 5 | Govt. Doctor-Issue of Post Mortem Report           | 11 | Personnel-Issue of Return Journey Pass                           |
| 6 | CAC-In-Charge and Officers                         | 12 | Operating –Arrangement for Return Journey.                       |

**संरक्षा परिपत्र क्र. 23/2010**

पश्चिम मध्य रेल

मंडल रेल प्रबंधक कार्यालय  
संरक्षा विभाग, जबलपुर  
दि 06.8.2010

पत्र क्र. जबल/एस./जनरल/संरक्षा परिपत्र

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विषय:—जबलपुर मंडल व उससे लगे हुये मंडलों में ART/ARMV  
को स्थिति की जानकारी के सम्बंध में ।

Sr. No.	Station	Tool/Van	ART	ARMV	140 Ton Crane
1	Jabalpur	X	✓	✓	X
2	New Katni Jn.	X	✓	✓	✓
3	Satna	✓	X	✓	X
4	Itarasi	X	✓	✓	✓
5	Bina	X	✓	✓	✓
6	Sahadol	✓	X	✓	X
7	Allahabad	X	✓	✓	X
8	Bilaspur	X	✓	✓	✓
9	Chopan	✓	✓	✓	X
10	Kanpur	X	✓	✓	✓
11	Mugal Sarai	X	✓	✓	✓
12	Jhansi	X	✓	✓	✓
13	Guna	X	X	✓	X
14	Bhusawal	X	✓	✓	✓
15	Bhopal	X	✓	✓	X
16	Barwadih	X	✓	✓	✓
17	Dhanbad	X	✓	✓	✓
18	Nainpur(MG)	X	✓	✓	X

नोट:— इस परिपत्र की प्रति आपदा प्रबंधन पुस्तिका में शामिल किया जाये ।

वरि.मं.संरक्षा अधिकारी  
जबलपुर

**Quick Response team of Jabalpur Division-**

**Quick response team shall meet immediately to stock the situation and monitor rescue, relief and restoration works. The committee may arrange several sittings to monitor the progress. The committee shall be responsible.**

- i. Shall be in regular touch with the division, to monitor the rescue, relief and restoration works.
- ii. Shall take stock of the position and convey information DRM/ADRM and nominated officer of the Railway Board.

**Duties of Quick Response Team:**

This team shall meet immediately to stock the situation and monitor rescue, relief and restoration works. The team may arrange several sittings to monitor the progress. The committee shall be responsible for –

- i . Keeping in regular touch with the division as well as the accident site, to monitor the rescue, relief and restoration works.
- ii. Taking stock of the position to Railway Board and convey Information to DRM/ADRM and nominated officer of the Railway Board and Ministry of Home affairs for assistance as needed in all respect.
- iii. Keeping in touch with Army, Air Force, Navy or other Higher authorities for rendering assistance .

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