Chapter - 7

CHAPTER – 7
DISASTER RESPONSE – FIRST RESPONDERS

7.1 Role of First Responders – Local people:

1. At accident site:

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

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

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

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

(v) Group leaders of IAT who were earlier conducting rescue and relief work should coordinate 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 hospitalisation of more than 48 hrs. is grievous, hospitalisation of less than 48 hrs. is simple, and any injury not requiring hospitalisation 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 injury,

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

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

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

2. In villages/towns:

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

(ii) They should be asked to bring the following to the accident site for train passengers:

- Tea and refreshments,
- Warm clothing, if required.

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

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

7.2 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 man:

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

(ii) He shall arrange to inform SM immediately under exchange of private number regarding the nature of the accident.

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

(iv) In case the gate is involved in an accident, which obstructs and fouls the track and the gate is provided with the gate signals, then the signals shall be put to ' ON' position immediately.

(v) If the Boom / Wing is broken he shall close the gate with Safety Chain. Keep gates closed if the train has not cleared the gate.

(vi) He shall immediately fix Red Banner Flag in Daytime and Red Lamp in Nighttime on wooden staff at both ends of the gate 5 meters away from the obstruction on either sides.

(vii) On Double / Multiple line section he shall stop any train approaching the accident area by showing Danger Hand Signals.

(viii) He shall rush with Detonators, Tricolor Torch and Red Flag by Day and Red Hand Signal by night in the direction of the approaching train and place one detonator at a distance of 600 Mts. on BG line. Thereafter he shall proceed to a distance of 12000 Mts. on BG section and place three detonators on the track 10 Mts. apart. After that he shall return to the level crossing gate picking up the intermediate detonator on his way back. Thereafter he shall proceed towards the other direction and place the detonators similarly.

(ix) On returning to the gate he shall not meddle with the clues and evidences of accident & also not tamper with the interlock system.

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

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

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

(xiii) Parting of Trains: If a gateman notices that a train has parted he shall not show a stop hand signal to the pilot, but shall endeavour to attract the attention of the pilot and guard by shouting gesticulating and displaying a Green Flag by Day and white light by night in Up & Down Vertically as High & Low as possible.

(xiv) Gateman shall not leave his gate unless other gateman has taken charge of it. If it is necessary to leave his gate in an emergency, before doing so, he should close and lock the gates against the public road and must inform and get permission to do so.

3. Cabin man:

(i) In case of an accident first he shall put back the related signals to ' ON' position immediately and put stop collars on the relevant points.(ii) He shall reverse the points against the train involved in the accident.

(iii) He shall not tamper with the interlocking system.

(iv) He shall preserve clues and evidences.

(v) He shall keep readily available all the cabin records and do not tamper the entries made in Train passing records.

(vi) He shall be in close contact with SM/ ASM on duty and strictly obey the orders / instructions.

(vii) He shall not leave the cabin without his reliever and without the permission of the competent authority.

4. Pointsman:

(i) In case of an accident he shall be in close contact to follow the instructions of In charge SS or On duty SMs / ASMs.

(ii) He shall help / assist the passengers in every rescue & relief operation.

(iii) He shall report promptly / Quickly if any defects is noticed in points, track, S&T gear, rolling stocks involved in the accident which may endanger safety.

(iv) He shall pilot the first train while dispatching on accident as per the instructions given by on duty SS / SM / ASM.

(v) He shall report the position of the adjacent line whether it is fouled or not and also ensure clearance of fouling mark or not.

(vi) If the train involved in an accident caught fire, he shall first ring the bell continuously to inform 'ON' & 'OFF" duty staff and then use Fire Extinguishers, water buckets, sand buckets provided at the station to extinguish the fire.

5. Station Superintendent In charge:

(i) He shall quickly& promptly convey all type of information to adjoining stations and section control.

(ii) He shall arrange protection of traffic by keeping relative signals at 'ON' position and also arrange to preserve the clues/evidences of accident.

(iii) He shall call for the 'On' duty & 'OFF' duty staff at the site of all departments including RPF & GRP staff.

(iv) Communication with civil authorities, Village, Town, Cities, NGO Representatives /Volunteers for possible relief assistance.

(v) Call for assistances for medical aspects from civil/private doctors and Army medical hospitals. Mobilise local medical team and injured passengers to hospitals. Quickly transport of ARME Scale II equipments.

(vi) Passenger assistance: Arrange drinking water beverages and refreshment free of cost either from refreshment room and local resources. Open emergency counter and display necessary information regarding dead/injured passengers and convey it. Make frequent announcement about diversion, cancellation and regulation of train services and arrange for refund of fares as per extent rules.

(vii) Transport assistance: Arrange transporting injured passengers to nearest hospitals apart

from tractors, trolleys, Trucks, Buses passing on the Highways/nearby can be utilised or by hiring road vehicles.

(viii) Security assistance: Arrange RPF/GRP/State police to provide security to passengers there belongings and RLY. Properties. They should also be asked to assist in rescue and relief work.

(ix) Communication Assistance: Direct passengers to PCO booths available nearby and issue free telegram and make available STD phone to relatives of dead/injured.

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

(xi) Preservation of clues and evidences: Secure records related to accident in the Station/Cabin. Seal slides, levers, knobs and Relay room, if accident takes place within the Station limit.

(xii) Protection: Protect adjacent lines then protect the same line on either side. Note the position of points etc., and clamp the points against the line on which the train is affected. Put "Line Blocked " lever collar in cabin / SM's slide control from where the lever is operated.

(xiii) He shall not relive the site of accident till the Traffic Inspector or Divisional Officers relieves him.

6. Station Master / Assistant Station Master:

(i) He shall quickly& promptly convey all type of information to adjoining stations and section control.

(i) He shall arrange protection of traffic by keeping relative signals at 'ON' position and also arrange to preserve the clues/evidences of accident.

(ii) He shall prepare the relevant Authority to send the first train on occupied section and nominate one Pointsman to pilot the train / vehicle.

(iii) He shall call for the 'On' duty & 'OFF' duty staff at the site of all departments including RPF & GRP staff.

(iv) Communication with civil authorities, Village, Town, Cities, NGO Representatives /Volunteers for possible relief assistance.

(v) Call for assistances for medical aspects from civil/private doctors and Army medical hospitals. Mobilise local medical team and injured passengers to hospitals. Quickly transport of ARME Scale II equipments.

(vi) Passenger assistance: Arrange drinking water beverages and refreshment free of cost either from refreshment room and local resources. Open emergency counter and display necessary information regarding dead/injured passengers and convey it. Make frequent announcement about diversion, cancellation and regulation of train services and arrange for refund of fares as per extent rules.

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(xiii) Protection: Protect adjacent lines then protect the same line on either side. Note the position of points etc., and clamp the points against the line on which the train is affected. Put "Line Blocked " lever collar in cabin / SM's slide control from where the lever is operated.

(xiv) He shall not relive the site of accident till the Traffic Inspector or Divisional Officers relieves him.

(xv) He shall obey the orders given by higher authorities from time to time.

(xvi) He shall work during accident as per the instructions laid down in G&SR Accident Manual and SWR.

7. Safaiwalla:

(i) He shall follow the instructions of the Team leader of the Rescue operations.

(ii) He shall preserve Dead bodies under the instructions of the team leader & Doctors.

(iii) He shall do all sanitation work at the site.

7.3 Duties of Station Master at adjoining station:

(a) Conveying of information:

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

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

(iii) Report the accident to Section Controller.

(iv) Control to be advised regarding –

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

(v) Following functionaries should be advised regarding the accident:

- All off duty railway staff posted at that station.
- SS of Junction stations at either end.
- TI, CMI
- P.Way Supervisors – SSE/JE etc.
- TRD Supervisors – SSE/JE etc.
- C&W Supervisors – SSE/JE etc.
- S&T Supervisors – SSE/JE etc.
- SI/RPF, SHO/GRP.
- Nearest Fire Station.

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

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

(b) Medical assistance:

(i) Call for assistance from local Doctors, St. JAB, Civil and Army Hospitals. Civil defence, Scouts and guides or any such organisation.

(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 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, and 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 utilised.

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

(e) Security assistance:

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

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

(f) Communication Assistance:

(i) Direct passengers to PCO booths available nearby.

(ii) 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.

7.4 Duties of TI/PWI/SI/CWI/LI:

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

(i) Before leaving for the site of accident organise 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 logbook 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 the 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) SSE(C&W)/DCWI 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 - 8

CHAPTER – 8

DISASTER RESPONSE – OFFICERS AT DIVISION & HEADQUARTER

8.1 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) PCR will undertake the following action in the given order of priority:

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

(b) PCR will also order movement of ARME and ART (with 140T crane) from adjoining divisions for approaching the accident site from the other end; details given in Chapter -4.

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

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

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

Functionary	**Officers and Supervisors**
- Dy. CHC (Op.)	Operating & Safety. Engg. Personal & Accounts
- Dy.CHC (Punctuality)	Hospital Casualty, DRM, ADRM, Medical
- TPC	Electrical, S&T & Stores
- PCR	Mechanical
- 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 (Punctuality) has informed Hospital Casualty, DRM, ADRM and Medical Doctors, he will then inform Dy CHC (Punctuality) or Dy. CHC (Op) in Hdqrts, Emergency Control regarding the accident.

2. Intimation of Accident – Railway Doctors:

Dy. CHC (Punctuality) 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, and other Doctors & Para medical staff and instruct them to reach the ARME immediately.

(iii) Collect necessary Medical team in the hospital.

(iv) Inform CMD about movement of ARME.

(v) Alert blood donors, St. JAB, Civil defence Scouts and guides or any other such organisation.

(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 box from ARME Scale-II locations to the accident site.

3. Intimation of Accident – Hdqrts. Emergency Control Office:

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

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

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

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

- Dy. CHC (Op).	Operating & Safety. Engineering, Personnel, Accounts.
- Dy. CHC (Punctuality)	GM, Medical.
- TPC	Electrical, S&T
- PCR/CCR	Mechanical, Stores
- Commercial Control	Commercial, Public Relations, RPF

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

(vi) Dy. CHC (Punctuality) will inform GM, CSO, nominated PHODs and Medical Doctors.

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

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

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

(x) Dy.CHC (Punctuality) will thereafter inform JBP Division control office regarding running out of 1st Special train to the accident site carrying GM and other Hdqrts Officers.

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

(xii) In case the accident site is far off and going by air would be faster, then either helicopters

or special Air Force planes may be organized from the IAF Base at Nagpur, Gwalior, Agra etc. by Secy. to GM or by Private hiring.

4. Informing Non-Railway Officials by the Division:

The portion having details relating to Disaster management plan i.e. relevant information such as details of civil authorities to be contacted whenever required or assistance during serious accidents (disasters) shall be dealt with by Operating Department (Chief Operations Manager) of the Railway concerned.

(Rly. Bd's Letter No. 2002/Safety(A&R)/19/29 Dated 31.12.08.)

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

(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 Mailbags of RMS are involved, then postal officials should also be informed .

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

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

(vii) Telephone Numbers of Chief Secretary, Addl.Chief Secretary, DGP, ADG (GRP), etc. of Madhya Pradesh & Rajasthan State Government are given in Data Bank.

5. Divisional Officers required to go to site:

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

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

(iii) ARME shall be despatched 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 Hdqrts. for coordination work as a head of Quick Reaction Team of Divisional Hdqrts.

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

(vi) The second senior most officer of each branch should stay back at divisional Hdqrts and will be a part of Quick Reaction Team of Divisional Hdqrts.

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

(viii) Once it has become clear that the accident is a Disaster, then-

(a) As many as possible nos. of officers should go to the accident site, and rest should stay back at Hdqrts.

(b) Similarly, as many as possible nos. of supervisory staff should go to the accident

site, and rest 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 to work in Quick Reaction Team of Divisional 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.

6. 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.

(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 computerized recorded control message from DRM to all Supervisors for proceeding to the accident site immediately by fastest possible means.

7. Hdqrts. Officers required to go to site:

(i) Hdqrts officers required to go to the accident site and also those as directed by GM should proceed by the 1st available means (or special train if ordered by GM)

(ii) Jabalpur Divisional Control Office shall arrange this special train, in consultation with Hdqrts. Emergency Control. Their departmental functionaries in Hdqrts. Emergency Control will inform schedule departure time to Hdqrts. officers.

(iii) PHODs should issue local instructions based on the above regarding supervisors required to go to the accident site.

8.2 Duties of Divisional Railway Manager:

i) Ensure that functionaries of different branches at the accident site carry out duties assigned to them as per Zonal and Divisional DM Plan.

ii) Co-ordinate with Divisional Emergency Cell regarding assistance required .

iii) Co-ordinate with Civil Authorities especially with regard to:

- Requisitioning of buses from State transport authorities, with drivers for round the clock duty.
- Waving off of post Mortem formalities
- Positioning of Municipal Officials in the CAC for issuing of Official Death Certificate.

iv) Ensure that proper assistance is rendered by each department.

v) Ensure that in addition to one vehicle available in Control Office round the clock, sufficient numbers of vehicles are available along with particulars of the Drivers.

vi) Immediately decide which officer should go by road/ART/ARME.

vii) Nominate the officer to man Control Office.

viii) Depute ADRM as in charge in Control Office if proceeding to the site.

ix) Arrange to advise the Home Secretary / Chief Secretary or other Officers of the state in case of sabotage for prompt attendance of the S. P.

x) Function as the senior most officer and as "Accident Manager'.

xi) Arrange a preliminary enquiry by Divisional Officers, in cases where an enquiry by the CRS/SAG Officers is to be held but immediate investigation of certain matters is necessary.

xii) Appoint two officers as reporters of serious accidents.

xiii) Arrange for taking joint observation/ reading by supervisors.

8.3 Duties of Additional Divisional Railway Manager:

As soon as information of serious train accident is received, he shall-

(i) Undertake making of announcements over local TV channel and Cable network for all supervisory staff to rush to the accident site and immediately hold a meeting with members of Quick Reaction Team of Divisional Hdqrts.

(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 division/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.

8.4 Duties of Safety Department:

CSO will proceed to accident site Duties of Safety Organisation at accident site:

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.

Duties of Sr.DSO:

1) Proceed to the site of accident by first available means.

2) Ensure marshalling of the crane before the ART reaches site.

3) Ensure joint measurements etc. in prescribed Performa.

4) The required vehicles are kept for enquiry as per rules.

5) Plan for efficient movement of ART, engine, tower wagon, etc. between site and station for quicker restoration.

6) Ensure that the log diary at the site is maintained properly with details and that the Field telephone is manned.

7) Produce public witnesses and advise S.P. and DM in time, issue press notification in local press when advised by CSO, in case of CRS Enquiry.

8.5 Liaison with Railway Board:

Headquarter's safety department will maintain constant liaison with Safety Directorate's Emergency Cell in Railway Board regarding following activities:

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

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

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

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

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

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

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

(vii) Assistance required from Defence, Para military organisation, State Govt. should be conveyed to Railway Board who shall coordinate the same.

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

8.6 PUBLIC RELATIONS:

Duties of the Public Relations Department are given in Chapter-11, under the heading 'Media Management'.

8.7 OPERATING DEPARTMENT:

Duties of Sr. DOM:

1) Ensure that ARME and ART reach the site without delay.

2) Plan for trains for the prompt transport of stranded passenger at site and clearance of passenger held up at other stations.

3) Plan for regulation of Passenger, Mail/Express trains, cancellation, diversion, and termination short of destination in consultation with HQrs.

4) Check that information regarding passengers, dead, injured (grievous and simple) is verified by Railway Doctor and approved by senior most officer at the site.

5) Details of the dead, injured-sustaining grievous or simple injury, their originating and destination station, ticket No. Hospitals to which sent for treatment and also particulars of next kith and kin to be obtained from the site and relayed to Emergency Control, CSO etc.

6) See that chronological log of all items of information and action taken connected directly or indirectly with accident is maintained properly.

7) Keep liaison with adjacent Divisions, Site and Headquarters.

MEDICAL DEPARTMENT:

8.8 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. Team 'A' and Team 'B'.

(iii) Team 'A' – headed by CMS/MS incharge will rush to the accident site immediately by ARME alongwith 08-10 doctors and 25-30 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 for away from divisional Hdqrts. then injured passengers are unlikely to be brought back to the divisional hospital for treatment.

(vi) In that case, only bare minimum number of doctors should be left behind for manning Team 'B' and most of the available doctors should be rushed to accident site as part of Team 'A'.

2. Duties of Team 'A':

These are listed in detail in Chapter 15, 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 organise movement of 2 more ARME 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 team to the accident site immediately.

(iv) Contact local hospitals (Railway/Govt./Private) near the accident site to keep them in readiness to receive and provide medical treatment to injured passengers.

(v) Data Bank of medical facilities along the track is available section wise for each division in Divisional DM Plans. Copy of Divisional DM Plans should be available in the Hospital Emergency of Railway Hospital.

(vi) The above Data Bank is also available in the WCR Web Site on Railnet at 10.150.2.19. Details of name, address, telephone No., facilities available etc. can be collected from this.

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

- As many more medical teams as possible,
- Adequate number of Safaiwalas, other health workers,
- Members of St. JAB, Scouts and Civil Defence personnel.

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

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

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

- Body bags.
- Polythene covers for dead bodies.
- Coffins.
- Dry ice.

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

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

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

Duties of CMS/Medical Officer:

1) Collect all staff that can be spared and proceed to site. Take necessary equipment from the hospital that can be quickly get together whilst waiting for ARME:

2) Arrange for a message to be sent to his senior Officer.

3) Report his time of arrival to the SM on duty.

4) Rough notes are recorded at the site of the accident but very detailed confidential notes including X-ray reports of the injuries sustained should be kept, after arrival at the hospital or health units.

5) Make a note in respect of the log of events and action taken.

6) Ensure that a qualified person accompanies the ARME etc.

7) Write Injury report on the prescribed form for each case of injury. List of dead/injured/nature of injury to be advised immediately from the site.

8) Submit reports indicating the progress of injured including those receiving treatment at non-Railway Hospitals, to the MS/ DMO/ CMO daily during the first week and weekly thereafter.

8.9 COMMERCIAL DEPARTMENT:

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

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

(iii) Similarly, CCM along with other HODs and other commercial officers from Hdqrts. will proceed to accident site.

1. Transportation of men and material to accident site:

(i) As soon as the ARME/ART siren sounds, as many as possible TTEs/TCs and licensed porters in uniform should be collected together and rushed to the accident site either by ART or first available means. However, ART/ARME should not be detained on this account.

(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.

(iii) The 2nd and 3rd Special trains carrying backup logistic support to accident site, from each end, can send more TTEs/TCs. 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 as many as possible 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, provision for making poories, vegetables, tea, etc. would be rushed to the site. This will be augmented later if necessary. These will be arranged by the affected division and provided by catering personnel/IRCTC.
- Sufficient cooks and catering staff from departmental catering or catering contractor

(including IRCTC) would be ensured at the site for arranging tea, biscuits, packed meals like poories and vegetables to the stranded passengers, railways working force and other officials at site.

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

2. Helpline Enquiry Booths at stations:

(a) General:

(i) Helpline Enquiry Booths within 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 Hdqrts.
- Zonal Hdqrts.
- Any other station as may be decided.

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

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

(iii) All Helpline Enquiry Booths shall have DOT Telephones with STD, dedicated help line No. 1072. Railway Telephones with STD, fax machine, photocopies and a PC with Internet connection.

(iv) Computer literate Sr. supervisors of commercial deptt would man Helpline Enquiry Booths. 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:

a) All Help line Enquiry Booths within the division.

b) Emergency Cells of other divisions of WCR.

c) Hdqrts. Emergency Cell & HQ Disaster Management 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) Headquarters' 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 division 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 made 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.

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

(viii) 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.

(ix) 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 hometown.

(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 hours 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 originating and destination stations of the accident involved train, its stoppage 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 WI 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,
- Rescheduled,
- Regulated,
- Short terminated,
- Diverted,
- 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
- Rescheduled,
- Regulated,
- Short terminated,
- Diverted,
- 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.

3. Duties of Sr.DCM:

1) Ensure that drinking water, tea and snacks are promptly supplied.
2) Take charge of the custody of luggage of the injured persons.
3) Luggage of the dead passengers should be deposited with the Railway Police after proper records and acknowledgement.
4) Issue advice to the next of kin of the injured and dead and furnish details to control office.
5) Arrange for Ticket collectors, Porters and Vendors.
6) Arrange for ex-gratia payment as per rules.
7) Arrange for refunds to passengers.
8) Assist the stranded passengers during transhipment.
9) Arrange inventory of the parcels damaged and advise the CCM (FM).
10) Arrange buses for stranded passengers and keep record of the buses destination wise with the number of passengers.
11) Provide the Railway doctors with assistance of Ticket collectors/Porters. Compile the figures of injured and dead from all sources.
12) Issue advice to the Control Office/Stations for issue of free passes to the next of kin of the dead and injured.
13) Keep in touch with the progress of patients in hospitals and increase the ex-gratia payment suitably in case simple injuries turn grievous or patients and ex-gratia payment for grievous injuries later on die in the hospital.

4. Duties of DCM & ACM:

1) Send sufficient Ticket Collectors, Porters, and RPF to the site.
2) Arrange drinking water, tea snacks quickly.
3) Arrange for refund at important stations.
4) Issue press handouts after prior approval of the DRM.
5) Open Enquiry offices with proper staff at important stations.
6) Arrange for buses if required.
7) Arrange for reservation of stranded passengers by advising the stations concerned and CCM (G) where Other Railways /Divisions are involved. 8) Arrange for labour for loading and unloading of luggage, parcels & goods.

8.10 MECHANICAL DEPARTMENT:

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

(ii) Similarly, officers from HQ will proceed to accident site.

1. Rushing of men and material to site:

(i) 2 ARTs with 140 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 140T 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
z site, so that ARTs can work round the clock.

(vi) Road cranes of sufficient capacity should be arranged.

(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 centres can be opened up simultaneously.

2. Duties of Sr. DME:

1) Supervise working of cranes and clearance/rescue operation.

2) Ensure that Speedo graphs, engine repair Books etc. are seized/sealed.

3) Note down observations, make arrangements to record measurements if loco is involved in accident. If it is not possible for all types of measurement to be taken on the spot then these should be taken in the shed. All relevant records should be sealed in shed.

4) Record the details regarding brake power and other aspects of Rolling stock as per prescribed Performa.

5) Have the joint measurements of the rolling stock taken.

6) Check the fitness of the stock supposed to move from the site.

7) Assist in clearance/rescue operation.

8.11 SECURITY DEPARTMENT:

(i) Sr.DSC will proceed to the site by ARME along with maximum number of RPF personnel, only one officer will stay back at divisional Hdqrts.

(ii) Similarly, officers from HQ will proceed to accident site. CSC/RPF will assume control and take necessary steps for discharging duties allotted to Security department.

1. Rushing of men and material:

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

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

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

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

(v) In case any RPF 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 headquarters should be shouldered and sent to accident site.

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

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

- Torches (1 per person) and other lighting arrangements.
- Nylon ropes (1 Km) and poles for segregating the affected area.
- 4 loud speakers for making announcements.
- 10 stretchers and first aid equipment.
- 10 wireless 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.

3. Duties of Sr. DSC (RPF):

1) Post adequate number of RPF staff at the site of accident and at any other place where assistance from his department may be required.

2) Ensure security of passengers' belonging and security of parcels, damaged goods and parcels vans etc.

8.12 ELECTRICAL DEPARTMENT:

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

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

(iii) Similarly, officers from headquarters will proceed to accident site.

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

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

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

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

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

1. Duties of Sr. DEE (Power):

1) In case of fire in coaches, arrange to immediately collect/record evidence of passengers.
2) Jointly examine the coach to ascertain the cause and damage.

2. Duties of Sr. DEE (TRD):

1) Arrange for adequate number of OHE breakdown staff, tower wagon and proceed to the site of accident by the quickest available means.
2) Ensure that OHE is made dead and OHE is slewed as required.
3) Arrange and supervise restoration of OHE, expeditiously.
4) Record all relevant information concerning the accident.

3. Duties of Sr. DEE (TRO):

1) Where Electrical Locomotive is involved, call the relief train, if required, with adequate number of breakdown staff and proceed to the site by quickest available means.
2) Depute officer in the control office.
3) Note down joint observation regarding the loco.
4) Ensure that measurements of the loco are taken on the spot /wherever possible otherwise in Loco shed.
5) Ensure that records for maintenance of engine repairs are sealed in the shed.
6) Ensure prompt and sufficient arrangements for clearing the line.

8.13 SIGNAL & TELECOMMUNICATION DEPARTMENT:

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

(ii) Similarly, officers from headquarters will proceed to accident site.

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

1. Rushing of men and material to site:

(i) Sr. DSTE alongwith ADSTE will carry the following to the accident site:

- Satellite phone.
- FAX Machine.
- Two 25W VHF sets alongwith 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 or 3rd special trains carrying backup logistic support to the accident site, from each end.

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

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

2. Arranging communication at site:

(i) DSTE/ASTE 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, INMERSAT phones provided at site and telephones provided at Helpline Enquiry Booths. This information shall be passed on to the Divisional Emergency Cell. All satellite telephone no. should be painted at Divisional control and Central Emergency Control.

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

(iv) Map of the division showing areas where cell phone connectivity is operative is available in Divisional DM plan. This should also be painted in divisional control.

(v) Should have standing arrangement to hire sufficient number of cell phones and sendthem to accident site.

(vi) Obtain E-mail addresses of Emergency Cells set up on other Divisional and Zonal headquarters.

3. Communication at Headquarters and Divisional Emergency Cell:

(i) Communication arrangements are required to be provided at Western Railway headquarters' Emergency Cell immediately.

(ii) 1 BSNL Telephones having ISD/ and three BSNL telephone having STD facility should be made available in the Headquarters' Emergency Control. Dynamic locking code of the telephone should be available with CHC/Emergency. FAX machine should also be provided on one BSNL telephone in the Emergency control.

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

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

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

4. Communication at Helpline Enquiry Booths:

(i) Helpline Enquiry Booths are to be opened at all important stations en-route of the affected trains.

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

(iii) One BSNL STD phone should be identified and kept pre-wired to the Helpline Enquiry Booths so that this can be energised at short notice. A especially dedicated no. of 1072 should also be provided at such identified station.

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

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

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

5. Duties of Sr. DSTE:

1) Ensure that a detailed record is made of all evidence bearing on the accident so far as S & T and interlocking are concerned.
2) Preserve clues and seal the relevant equipment if required.
3) Restore the signalling and interlocking for normal working immediately.

8.14 ENGINEERING DEPARTMENT:

1. Rushing men and material to accident site:

PCE alongwith HODs and other JA grade officers will proceed to accident site by the special train organised for this purpose.

Sr.DEN/DEN concerned will proceed to the site of accident by ARME. In the absence of Sr.DEN(HQ), the next senior most Sr.DEN/DEN of the division will proceed alongwith the concerned DEN. In the absence of Sr.DEN/DEN of the section, Sr. DEN/DEN of the adjoining section will proceed by ARME.

It is expected that ADEN and Permanent Way Inspector of the Section would have already reached the accident site before arrival of ARME. In case, where the Permanent Way Inspector and ADEN are based at divisional headquarter, they should move alongwith staff by ART. At least, 2 SSE/Works and 1 SSE/Bridge should move along with their staff by the ART.

2. Mobilisation of work force:

(i) Large nos. of workmen are required to reach the site of the accident. The Division shall arrange 500 nos. along with 10 PWIs and 10 Black Smiths. For this purpose, labour specials will be run from the specified destination as decided by the Divisional Emergency Control.

(ii) ½ KM of rails, sleepers and fittings and one set of 1 in 12 and 1 in 8 ½ turnouts are available in the ART. The mechanical and Operating Departments will ensure that part 'C' of ART (consisting of additional Engineering Material Wagons) shall follow the ART. The additional half km. of matching materials and one set of 1 in 8 ½ and 1 in 12 turnouts shall be kept in the Track Depot of the Division. For loading of this material, 2 BRN and 2 BCN wagons should be immediately placed in the Track Depot. This 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) The bulldozer, if available, in ART will be moved by special train arranged by BCT division.

(v) Sr.DEN/DEN in Divisional Emergency Control will request concerned authority (Army/State Govt. Department) for bulldozer/earthmoving machine in the area.

3. Duties of Sr.DENs/DENs :

1) Ensure joint measurements are taken and sketches of the accident site are accurately drawn out.
2) Ensure collection of adequate labor and material and their proper deployment for speedy restoration.
3) Depute one DEN/AEN in control Office for planning, reinforcement of labour, material and staff.

4) Ensure that inspection notes and diary of AEN, PWI, gang charts, maintenance records etc., are seized and secured.

5) Assistant other Departments in clearance of line and ensure that track is rendered fit and certified at the earliest.

8.15 IT DEPARTMENT:

The following should be arranged by Sr. EDPM/EDPM in HQ:-

(i) COM's room, which will be used as Headquarters' Emergency Cell, should be provided with a 2nd PC.

(ii) Both PCs should be connected to Railnet and the E-Mail addresses already configured into them should be activated.

(iii) Similarly 2 PCs in divisional control office nominated for being used in Divisional Emergency Cell should also be shifted there.

(iv) Both these PCs should be connected to Railnet and the E-mail addresses already configured into them should be activated.

(v) 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.

(vi) Following information should be uploaded on to West Central Railway's Website www.wcr.railnet.gov.in as quickly as possible by Sr. EDPM in association with PRO.

(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 station of the accident involved train.

8.16 Duties of Sr.DPO:

If required by the Divisional Railway Manager depute welfare Inspectors to assist the Medical Officer in taking down the names/ and addresses of the dead and injured and in shifting them to the hospital. Ensure that complementary passes are issued promptly.

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Chapter - 9

CHAPTER – 9

DISASTER RESPONSE
ASSISTANCE FROM ADJOINING DIVISIONS/ZONES

9.1 Necessity of assistance from adjoining Divisions/Zones :

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

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

(iii) A division is normally expected to handle an accident of the magnitude involving up to 50 injuries (Grievous). Threshold levels in terms of nos. of injuries is considered, because initially it is difficult to estimate number of casualties.

(iv) Whenever number of injuries is estimated to go beyond 50, assistance should be sought for from adjoining Divisions/Zones, may be in the form of a team (comprising of one officer-in-charge, Doctors, Para-Medical staff, Commercial staff, personnel supervisors, Group 'D' staff and RPF platoon) for every 50 additional injuries, beyond 50 injuries.

(v) This is to be co-ordinated by the Chief Emergency Officer in Head Quarter's Emergency Cell.

9.2 Assessment of assistance from adjoining Divisions/Zones:

(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 and Chief Emergency Officer in Head Quarter's Emergency Cell.

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

9.3 Assistance from Defence & Para Military Forces:

As per Disaster Management Act 2005, various Ministries and departments under Government of India, should join hands for mutual assistance in case of 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 Railways in major Railway Disasters.

(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 headquarters have to approach Railway Board who will request NDMA to Direct NDRF Battalions to proceed to site. (Adviser safety, Railway Board's letter No. 203/safety(DM) 6/3 dtd. 02.11.2009)

9.4 Departmental assistance from adjoining Divisions/Zones:

(a) S&T Department:

(i) Satellite telephones from ARTs of remaining divisions of West Central Railway.

(ii) Existing Mobile Telephones from remaining divisions may be sent to site.

(b) Electrical Department:

(i) Generators from ARTs of adjoining division.

(ii) Lighting equipments from ARTs of adjoining division.

(iii) Portals and OHE masts.

(c) Civil Engineering:

(i) Additional workmen, as many as possible, are required to be moved from adjoining divisions/zones.

(ii) Each such division sending assistance should move maximum men, as possible, along with some artisans and PWIs.

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

Note : Mobilization of work force and deployment of resources at the accident site is the sole discretion of DRM, however, it should be as required basis and assistance from adjoining divisions/zones should only be sought, with the consent of GM, if the situation and gravity of accident so warrants.

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Chapter - 10

CHAPTER - 10
PASSENGER CARE

10.0 General :

(i) Injured passengers and their relatives/dependents are to be treated with utmost courtesy and sympathy so as to alleviate their trauma and discomfort.

(ii) 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.

(iii) Injured passengers should be provided either mobile or STD phones to enable them to speak to their relatives/dependents.

(iv) Transhipment of unaffected passengers and their clearance from the accident site should be arranged quickly. The officer available in the control shall arrange the transhipment on priority.

(v) Even in case of worst possible accident in adverse and extreme circumstances, injured passengers should be rescued on priority. Site manager as well as officer in-charge in the control shall monitor the situation to do so.

(vi) In rescue operations, top priority will be given to all passengers in critical condition for immediate medical attention.

(vii) Even in case of worst possible accident, dead bodies should be extricated at the fastest possible speed. The ARME in-charge and officials available at the site accident should act accordingly.

10.1 Hospitalization of the injured :

(i) 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.

(ii) In case there are no railway hospitals nearby, they are to be admitted in the nearest Government hospitals.

(iii) In the following cases, the injured may be taken to a private hospital:

(a) When there is no railway or Government hospital available within a radius of say 8 kms. from the site of accident, or;

(b) When the attending doctor certifies in writing that the treatment in private hospital is necessary in the interest of the patient.

(c) 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.

(d) Where the family of the injured person desires to be provided with a higher-class accommodation, the family should give in writing to pay the extra cost involved directly to hospital authorities.

(iv) For this purpose, each division should 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.

(v) 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.

(vi) CMD should also fix the charges to be paid in such cases for each class accommodation. Complete medical care will be taken of all injured passenger including payment of medical bills till their

final discharge from hospitals. Claims compensation booklets containing forms and other instructions will be distributed to all injured passengers and next of kin of all deceased passengers.

(vii) 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.

(viii) Under this para, payment to private hospitals can be arranged locally by the Railway and Ministry of Railways approval is not necessary. (Extract of Para 701(1) & Para 712 of Chapter VII of IRMM and Para 1421 of Indian Railway Establishment Manual and M.O.R's letter No. MH.59/MES/96/ Medical dated 18.12.1959).

(ix) If the injured are admitted in non-Railway hospitals, railway doctors should be deputed to these hospitals to render necessary assistance, including supply of the medicines that are not available in those hospitals.

(x) They should carefully monitor the condition of injured and maintain an updated list with all details.

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

10.2 Facilities to be made available in the hospital :

(i) 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.

(ii) A chart should be displayed at this reception counter indicating ward numbers where the patients are admitted, along with their names, coach number wise.

(iii) 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.

(iv) Reception counter should be provided with BSNL telephone with STD facility.

(v) There should be two mobile telephones readily available to be taken to patients inside the wards for making outgoing calls.

(vi) Complete medical care of all passengers, including payment of medical bills till the final discharge, should be provided.

10.3 Communication :

(i) Telephone with STD facility should be made available to passengers to communicate with their relatives/dependents.

(ii) BSNL/Railway telephones available at adjoining stations/cabins/towns should be extended to the accident site.

(iii) PCO telephones and other BSNL phones in nearby localities/villages/towns should also be extended to the accident site by persuading owners of such phones.

(iv) Payments for such telephone connections will be made from station earnings.

(v) Sr. DSTE should hire some mobile phones to meet the needs of stranded passengers

(vi) Wherever cellular phone connectivity is available, stranded passengers should be permitted to use these phones free of charge.

10.4 Arrival of relatives/dependents :

(i) Adequate number of display boards should be available on ARMEs/ARTs for being put up at the accident site.

(ii) These display boards should indicate the direction of the Assistance Center at site.

(iii) These indication boards should be displayed near those areas where incoming relatives/ dependents arrive and congregate.

10.5 Taking care of relatives/dependents :

(i) At the Assistance Center 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.

(ii) A hired vehicle should be provided for carrying them to various hospitals and mortuaries.

(iii) The commercial supervisor or WI should stay with the relative until they have either found the injured passenger or identified the dead body.

(iv) Thereafter, they should help them in completing all formalities at the Assistance Center at site.

10.6 Single window clearance :

Assistance Center at site should provide single window clearance for all legal formalities and paper work. It should provide the following facilities :

(i) Reservation chart for locating the name.

(ii) List of dead and injured along with the name of hospital.

(iii) A vehicle to take the relatives to various hospitals or mortuary.

(iv) Railway doctor for issue of medical Death Certificate.

(v) Govt. doctor for issue of post mortem clearance.

(vi) Municipality official for issue of Death Certificate.

(vii) Local police for handing over of dead body.

(viii) Claim counter for payment of ex-gratia and issue of Claim Compensation Form.

(ix) Counter to help in performing last rites in case relatives/dependents decide to cremate the body there itself.

(x) Pass counter for issue of return journey pass.

(xi) Return journey facilitation counter to make arrangements for return journey.

10.7 Stay of relatives/dependents of dead and injured :

(i) In all disasters however, the families of the deceased need to be confident that the remains of their loved ones have been correctly identified and returned to them as quickly as possible. This allows grieving and funerals rites to take place-the first steps to be taken if people are to cope with their loss.

(ii) The inheritance of property, access to bank accounts, payment of pensions, compensation, and other very mandate but pressingly practical issues, depend for their settlement on the formal identification of the deceased, recorded in the form of a certificate of death.

(iii) Commercial supervisor or WI deputed with relatives/dependents should also arrange for their stay and accommodation.

(iv) Depending upon the need, accommodation in hotels/dharamshalas should be hired for accommodating passengers.

(v) Arrangements should be made for their meals, etc.

10.8 Performance of last rites :

(i) In many cases relatives/dependents decide to perform the last rites at the place of accident itself.

(ii) Necessary assistance should be rendered to relatives/dependents in locating:

a) The nearest cremation or burial ground as the case may be.

b) Shopkeepers who sell necessary material for funeral rites

c) Priest for performing the ceremony.

(iii) The above information should be conveyed to relatives/dependents and transport provided for carrying the body.

(iv) Commercial supervisor or WI should help the relatives/dependents in this endeavor.

10.9 Departure of relatives/dependents of dead and injured :

(i) Assistance Centre at site should have counters to help the relatives/dependents plan their return journey.

(ii) Personnel branch staff at the Assistance Centre at site should be available for issuing complimentary passes for their return journey.

(iii) Reservation of berths should be provided on trains.

(iv) 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.

(v) Space should be reserved in SLRs to carry dead bodies in coffins, etc. in case they desire.

10.10 Station Earnings can be utilized for :

(i) Departmental expenditure necessitated by floods, accidents and earthquakes etc.

(ii) Handling charges for transhipments due to accidents.

(iii) Cost of transportation of sick and wounded persons to hospitals, when at small stations ambulances are not available.

(iv) Payment of expenses of special catering, when the imprest is exhausted in emergent cases only, duly authorized by an officer.

(v) Refund of fares on un-used and partially used tickets.

(vi) Ex-gratia payment to the person involved in train accident.

(vii) Payment not exceeding Rs.100/- in each case for shrouds to cover dead bodies of victims of accident on railway. The voucher required to be submitted along with counter signature by GRP official.

(viii) Payment to licensed porters for carrying injured/dead bodies (Authority-Joint commercial and account procedure office order No. C156/4/14dated 20.3.91)

(ix) Providing free meal, water, tea snacks to affected passengers, injured, un-injured or stranded. (Authority-Rly. Bd. Letter No. 69/safety-1/4/3 dated 22.9.1989)

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Chapter - 11

CHAPTER - 11

MEDIA MANAGEMENT

11.0 Objectives :

i) To provide factual information to public with regard to accident.
ii) To convey any other information which is of use to passengers.
iii) To convey specific information which is of use to relatives/dependents of dead and injured passengers.
iv) To create a positive public opinion.
v) To create a healthy relationship with the press and electronic media.

11.1 Duties of PR organization :

i) CPRO and his team will collect whatever information is available and release it to the media within 60 minutes of intimation of accident.
ii) The information shall include telephone numbers of Help line Enquiry Booths.
iii) Photographers with digital and video cameras should also be taken to the accident site.
iv) Responsible PR supervisors should be deputed during night shift for interacting with the media, if necessary.
v) CPRO will organize press briefings at fixed timings.
vi) PR organization shall monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

11.2 Spokesperson :

i) Only GM, DRM and CPRO are competent to interact with press and electronic media.
ii) Apart from the above, any other officer authorized by GM is competent to interact or give interview to press and electronic media.
iii) They should ensure that only factually correct and confirmed information is relayed.
iv) No inflated or exaggerated version of any fact should be relayed to the media.
v No railwayman shall express or voice any criticism, or express his personal opinion or views about the accident, at any point of time.

11.3 Information to be relayed to Press and Electronic Media :

In case of Accident the following information to be given to media -

i) Nature of the accident , i.e. date, time, exact location, train number, number of coaches involved, etc.
ii) Details of how the accident most probably occurred.
iii) Prima-facie cause of the accident will be relayed to media only with the approval of GM.
i) Sabotage, even if suspected will not be relayed to media, without approval of Railway Board.
ii) Regular reports regarding progress of Rescue & Relief work.
iii) Expected date and time of restoration.

11.4 Steps taken for uninjured passengers :

i) Steps taken to provide beverages, refreshments and first aid treatment given to uninjured passengers.
ii) Steps taken by railway for clearance of uninjured passengers.
iii) Expected time of departure of front portion of the affected train.

iv) Expected time of arrival at the destination.

v) Expected time of departure of rear portion of accident involved train.

vi) Its diverted route and expected arrival at the destination.

vii) In case empty coaching rakes have been arranged, then details of the same.

11.5 Steps taken for Dead and Injured passengers :

i) Steps taken by Railway to render immediate medical attention

ii) Number of passengers rescued.

iii) Breakup of the injured passengers, both grievous and simple.

iv) Name of the hospitals where injured are being treated.

v) Approximately how many patients have been admitted in each of these hospitals.

vi Names of injured passengers.

vii) Communication facilities like cell phones, STD phones provided at these hospitals.

viii) Payment of ex-gratia.

ix) Facilities offered to relatives/dependents of victims, including free pass for journeys.

x) Special trains being run for bringing relatives/dependents of dead and injured.

xi) Number of dead bodies recovered and number of bodies identified.

xii) Identification of dead bodies takes much longer since either;

a) They were traveling alone or;

b) Their companions are injured and are not in a position to identify them, or;

c) Their companions have also been injured/dead.

xiii) Under such circumstances it is possible to identify dead bodies only when relatives/ dependents arrive.

xiv) This aspect of identification of dead bodies and reasons for delay should be explained to the media.

11.6 Train Services :

i) Details of train operation with regard to;

a) Diversion

b) Regulation

c) Rescheduling

d) Short termination

e) Cancellation

ii) Running of passenger specials for carrying relatives/dependents to the site of accident.

iii) These trains will be started from the originating and destination stations of the affected train and will be given same stoppages en-route for picking up relatives;

a) Expected departure time of relatives/dependent's special from their originating stations.

b) Refunds being granted in Help line Enquiry Booths for passengers whose journey have been interrupted.

11.7 Casualty figures :

i) In all accidents, as long as Rescue & Relief work continues, there is always a difference between casualty figures given by the railway and casualty figures quoted by the media.

ii) The reason for this difference is that railway gives figures based on actual number of dead bodies recovered, whereas media estimates casualty figures based on the damage visible.

iii) During Press briefings, this point should be clarified that till the present time, so many bodies have been recovered.

iv) However, it should also be made clear that casualty figures are likely to go up since rescue work is still continuing.

v) Assessment regarding likely number of deaths and injuries may also be made if considered necessary. Such an assessment should be based on:

a) Total number of coaches involved.

b) Number of coaches searched.

c) Number of coaches yet to be dealt with.

vi) Particular reference should also be made to coaches that are crushed or that have climbed on top, and have not yet been searched.

11.8 Press Briefings at accident site :

i) DRM or his authorised representative shall collect factual information from the Site Manager and relay the same to the media and HQ. Thus an on-line communication channel will be established to keep media informed of all important details.

ii) CPRO or PRO should be available during press briefings in HQ.

iii) There should be a fixed time for press briefings so that there is no confusion regarding different versions given to separate channels at various points of time.

iv) Simultaneous press briefings should be held at accident site, at HQ, and at Division, as per the time intimated, so that the same version is given by all concerned.

v) All media releases will be uploaded on the West Central Railway Website, and a separate web page will be opened to give specific information with regard to the accident. The priority of information release to various media will be as under:

a) TV Channels.

b) News Agencies like UNI, PTI.

c) Print Media.

vi) Convenience of media shall be taken care of by PR personnel with assistance of commercial representatives at site. Tour of media persons should be conducted to hospitals where injured are being treated.

vii) Commercial department should ensure that list of passengers who traveled by the accident involved train along with the list of dead and injured reaches the PR officials at the earliest.

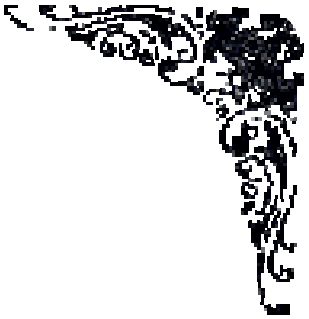
11.9 Telephone Numbers for Railway Accident Information :

HQ of WCR and Jabalpur, Bhopal & Kota divisions of West Central Railway are allotted 4 digit DOT telephone No. 1072 for giving Railway Accident Information. Normally these telephone will be manned b y punctuality controllers. During railway passenger train accident, the phones will be manned by multi disaster resistance control cell to provide information to public regarding type of train accident, place and time of accident, train/trains involved, affected Coach Nos., injuries/casualities etc.

Public Assistance Telephones

Sr. No.	Division	Std Code	Telephone No.
1.	Jabalpur	0761	1072 (4 Lines)
2.	Bhopal	0755	1072 (4 Lines)
3.	Kota	0744	1072 (4 Lines)

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Chapter - 12




CHAPTER -12

DISASTER MANAGEMENT TRAINING

12.0 Disaster Management Training on the Railways:

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

Disaster management training is to be imparted to all the railway officials as per HLC recommendation item no. 110 (annexure iv). This training has may be planned at Railway Staff College Vadodra, IRITM Lucknow, ZRTIs, STC Bangalore and RPF Training Centre. This is as per Railway Board letter no. E(MPP) 2009/3/1 dated 20.01.09.

Training should be conducted at the following levels :

1. **Individual training**

   (a) To enhance the skill of Supervisors and staff attached to ART, ARMV's with special emphasis on Disaster Management.

   (b) Special training should be arranged in extraction, rescue, medical relief, rolling stock restoration techniques and civil defence by departments concerned .

2. **Seminars/Workshops.** Seminar should be periodically conducted on Disaster Preparednedd and Disaster Management plan.

3. **Joint excercises.** Mock Drill on Disaster Management to be conducted in a quarter year and full scale excercise on Disaster Management to be conducted once a year.

12.1 National Institute of Disaster Management (NIDM)

National Institute of Disaster Management (NIDM) has been envisaged as apex body on Disaster Management training & research in the country under the Disaster Management Act, 2005. NIDM runs several multi-disciplinary training programmes including the programmes on transportation related disasters in which railway officers have also been invited to attend. Services of NIDM may be made use of , if required, for training railway officials in Disaster Management at IRITM, Lucknow. Most of the States also have DM Training Institutes funded by the Centre.

12.2 DM Training on Zonal Railways and Divisions

With the enactment of the Disaster Management Act, Indian Railways have also taken several initiatives to revamp Disaster Management training. Presently, training on disaster management of various tiers of railway officials does not envisage newer concepts like integration of disaster management into developmental planning, leveraging on the strengths of other non-railway agencies etc. Till now any training on the subject of Disaster Management implied subjects connected with Train Accidents only. There was no training given for natural calamities or for terrorism related items. With the adoption of this concept the training requirements for Lower, Middle and Higher Management officials of the Railway needs to be re-oriented to cover these concepts. Hence the subjects of Disaster Management are more vast and varied. However, even today some of the Railway staff need are given training only on the older concept, i.e. on a limited syllabi of Management of a train accident. Amongst the staff which falls in this category are the frontline staff (and their superiors) either travelling on the train or available on line.

It has also not yet been possible to harness availability and strengths of railway on-board staff who are the first Railway responders during a serious train Accident. With this in view, Board have decided to revamp the Training on Disaster Management being imparted to several tiers of railway officials through Railway Institutes as indicated below:

S.No.	Categories of Officials	New Training methodology and schedule
1.	Top Level Management (GMs, PHODs, DRMs and other SAG/SG Officers)	5 day Disaster Management Modules are to be delivered at IRITM/LKO@ once every 3 months. **Frequency of Training :** Once every five years for SG/SAG Officers and above.
2.	Middle Level Management (SG & JAG officers)	Some of the latest and relevant topics are included in the AMP and MDP programmes being delivered at NAIR/BRC, IRITM/LKO is conducting a special module on Disaster Management developed by them **Frequency of Training :** Every SG/JAG officer need to under go the module once every five years either at NAIR as regular MDP/AMP course or special DM module at IRITM.
3.	Lower Level Management (SS & JS officers including serving Group B officers).	Disaster management training to be imparted at IRITM/LKO **Frequency of Training :** Once every five years.
4.	Probationers and Group B officers attending induction courses	Topics listed in **annexure 4** of detailed instructions are to be covered during the regular training programme at NAIR/Vadodara. **Frequency of Training :** As part of the course.
5.	Supervisors of all frontline departments (Mechanical, Electrical, Engg., S&T, Traffic, Comml. & Optg.)	One-week course at ZRTIs **Passing this course is compulsory for promotion to SE and above.** **Frequency of Training :** Once every five years.
6.	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 Department, some of the RPF escorting staff and Catering staff of contractor wherever out-sourced).	Disaster Management being a multi disciplinary effort during field operations, training in groups of such on board staff is more desirable and efficient then 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 are the first railway representatives to respond to any untoward incident and their empowerment will improve railway response in a big way. Such staff is to be trained in appropriate multi disciplinary groups at such locations in the divisions where there is concentration of 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 Institute .** Only few select staff of Mechanical, Electrical (AC), RPF is to undergo 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 to

		be imparted this training in Phase 2 to leverage their physical presence. **Frequency of Training :** Once every three years.
7.	Nominated ARMV AND ART staff of for Mechanical and Medical departments	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. Doctors and paramedics nominated for ARMVs and other rescue operations should be exclusively trained on trauma care management either at some nominated specialised institutions or in house. IRITM is one of the training institute under consideration. **Frequency of Training :** Once every three years.
8.	Disaster management feam of RPF staff & other RPF personnel associated with relief rescue operations.	As per recommendation no. 46 of HLC on disaster management, there should be a 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 and rescue operations. 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 at RPF Academy at Lucknow. In addition, training module may be appropriate developed separately for RPF Offcers and staff and should be imparted at RPF Academy at Lucknow. The respective training modules should include role of RPF at the accident site, security at the railway premises like railway stations, trains etc. **Frequency of Training :** Once every three years for disaster management team of RPF.
9.	RPF Officers	Disaster Management training for RPF officers may be slso organized in IRITM till such time the capability in RPF academy is developed. **Frequency of Training :** Once every five years for the RPF officers and staff.

Note : Mechanical (Traction) is the Nodal Directorate in Railway Board for Train Accident Management which includes all aspects of Policy on ART/ARME/Cranes and fescue, extrication, fire fighting equipment etc. A nodal Training Institute for specialized rescue/extrication etc. for officers and for subordinates is being set up in Bangalore; the work on this Institute is being coordinated by Mechanical (Traction) dte. Railway Board.

IRITM/Lucknow has been nominated as the nodal centre for training on general aspects of Disaster Management for the senior and middle level officers (including Senior Management Level Officers). Training modules are being set up at ZRTI at Udaipur and Bhuli for Disaster Management training of other Railway officials.

Respective Training Institutions on each zonal railway will ensure that the modules prescribed above are institutionalized and officials are imparted training to build the capacity on disaster management on human resource front.

Chapter - 13

CHAPTER – 13
FIRE AND OTHER ACCIDENTS

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

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

13.1 FOLLOWING SOURCES ARE MAIN CAUSES OF FIRE IN TRAINS:

(i) Carrying stoves, sigris, gas cylinders, kerosene oil, petrol, fireworks etc. in passenger compartments.

(ii) Making fire/using fire near paper, wood, petrol or such other inflammable articles.

(iii) Lighted match sticks, cigarette ends carelessly thrown.

(iv) Short circuit in electrical wirings.

(v) Using naked light during authority token delivery to the driver, shunting of inflammable loads, sealing of inflammable wagons.

(vi) Use of open fire, smoking near gas/petrol tank.

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

13.2 ACTION TO BE TAKEN IN CASE OF FIRE IN TRAIN:

(i) First and foremost immediately summon the fire brigade.

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

1. In case of fire in a passenger train:

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

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

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

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

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

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

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

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

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

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

(i) Stop the train immediately.

(ii) Don't panic.

(iii) Evacuate passengers from burning coaches.

(iv) Protect property, valuables & mails.

(v) Locate fire extinguishing substances viz, water bucket with water/sand, fire extinguishers etc.

(vi) Use fire extinguisher if any and put out the fire.

(vii) Use water from the coaches and extinguish the fire.

(viii) Throw earth or sand, if available, on the fire.

(ix) Ascertain the type of fire viz, dry, oil gaseous, electric and use the right type of extinguishers.

(x) Isolate the burning vehicle from other vehicle by uncoupling.

(xi) Train to be protected by Driver and Guard at both ends according to the provision of G&SR 6.03.

(xii) Report it to the nearest station/control/fire station.

(xiii) Every effort shall be made to extinguish the fire and to save the wagon labels, seals and contents of the vehicle.

(xiv) In case fire is discovered when the train is near a tank or watering station, the Guard and Driver shall use their discretion to proceed there but no such attempt shall be made until the portion of the train in rear of burning vehicle has been detached.

(xv) Inform all concerned to assist in extinguishing the fire.

(xvi) In case of fire from electrical short circuit switch off the source.

3. In the event of fire on an Electric Engine:

(i) Driver shall immediately switch off the circuit and lower the pantograph. The train shall then be brought to a stop at once.

(ii) After disconnecting the electric supply to affected circuits, driver shall take necessary action to put out the fire.

(iii) If fire cannot be extinguished by the above means driver shall advise TPC through emergency telephone to arrange for OHE of the affected section to be switched off.

(iv) The guard and any other staff available shall render all possible assistance to the driver in putting out the fire.

(v) Ordinary fire extinguishers or water from a hosepipe shall on no account be used to extinguish fire on live wire or electrical equipment.

(vi) If services of fire brigade are required, fire brigade shall not be allowed to commence operation until all electrical equipment in the vicinity of the fire have been made dead.

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

(i) The Driver shall immediately switch off the circuit breaker and shut down the engine. The train shall be brought to stop at once.

(ii) The Guard shall give all possible assistance to the Driver in putting out the fire.

(iii) Fire extinguishers of approved type shall be provided on each diesel locomotive when these are turned out from the home shed. The Foreman/CWS in charge of the shed shall inspect the fire extinguishers and ensure that these are in good working condition.

5. When a person is on fire;

(i) Approach him holding the nearest available wrap in front of you.

(ii) Wrap it round him.

(iii) Lay him flat and smother the flames.

(iv) He may roll on the floor, smothering the flames.

(v) On no account should he rush out in the open air.

(vi) Call for assistance.

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

(i) Segregate the affected wagon, coach or area involved.

(ii) On opening a wagon do not enter it immediately. You would thus, avoid fumes, which may be dangerous.

(iii) Use foam type fire extinguishers and sand and not water or soda acid type fire extinguishers.

(iv) Do not bring naked lights near the site of fire.

(v) Warn the people living in the surrounding areas within one Km. Radius.

(vi) Stay away from ends of tanks, as tanks normally burst from the ends.

(vii) Cool tanks that are exposed to flames with water from the sides only after the fire is put out.

(viii) Withdraw immediately in case of rising sound from venting safety device or any discolouration of tank due to fire.

(ix) Inform the nearest Fire Station intimating that Petrol or any other inflammable liquids, acids or gases, have caused the fire.

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

(i) Extinguish by closing the valve or isolating LPG feed to fire by other suitable controls.

(ii) Following steps may be taken if no undue risk is involved:

(a) Move unheated cylinders to a safe place after ensuring closing of valves.

(b) Cool the hot cylinders by spraying water from a safe position. The person directing the spray should take up a position where he would be protected from possible explosion.

(iii) If cylinder containing inflammable/ toxic gas develops leak during transportation, remove it to an isolated open place away from any source of ignition and advise the filler or consigner as required.

(iv) Inform the Chief Controller of Explosives by fax/telephone.

(v) Inform officer in charge of nearest police station.

(vi) Inform department officers concerned.

(vii) Pending the visit of the Chief Controller of Explosives/his representative, the wreckage and debris shall be left undisturbed except to save lives.

(viii) After getting information from the Chief Controller of Explosives that he does not wish any further investigation, the restoration work may be commenced.

13.3 FIRE FIGHTING:

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

These types are suitable for tackling petroleum, gas, electrical fire and controlling fires of textile fibres. Sodium based chemical powder is used on a fire which undergo chemical reaction.

2. How to Use:

(i) Carry to the place of fire and keep it up right.

(ii) Remove the safety clip.

(iii) Strike the knob located in the cap.

(iv) Sealing disk of the cartridge gets broken and allows carbon dioxide gas to escape to the main shell and powder is pushed out.

(v) Direct the steam of the powder at the base of the flame.

(vi) For effective result stand at about 1.5 to 2.5 metre near the seat of the fire.

(vii) Move forward with moving the nozzle rapidly from side to side in sweeping motion.

(viii) When using on outdoor fires operate from the up wind side for effective spray.

3. Building Evacuation:

When the building fire alarm sounds:

(i) Immediately evacuate using building emergency plan procedures.

(ii) Walk to nearest exit/stairwell (close doors behind you)

(iii) Don't use elevators.

(iv) Proceed to the designated gathering area outside the building.

(v) Do not re-enter building until cleared by authority personnel.

(vi) Assist with evacuation of individuals with special needs.

4. Suspicious substance in Railway premises:

(i) Clear and isolate the contaminated area. Do not touch or disturb anything.

(ii) Call police/fire service/bomb squad.

(iii) Wash your hands with soap and water.

(iv) Identify individuals who may have been exposed to the material.

(v) Do not leave premises until disposed by authority.

5. Bomb threat/Blast:

Person receiving call regarding bomb threat should:

(i) Attempt to gain as much information as possible from the caller like type of device, time set, location, reason/purpose of the act, dialect mannerism and identity of the caller.

(ii) Inform and alert the disaster management team (Bomb detection squad)

(iii) Alert police, fire brigade and explosive department.

(iv) Pass on the information to all departments concerned.

(v) Take initiative for evacuation of all persons from premises.

(vi) Persons noticing a bomb like object, should bring it to the notice of the nearest available officer.

(vii) Inform GRP, RPF, and bomb detection squad.

(viii) Ensure all persons are away from the spot and avoid unnecessary crowding near the area.

(ix) Inform control to take further steps for regulating train services.

(x) Wait for clearance from the police department to restore normal working.

(xi) Utilise "Caller ID" facility if provided to trace the caller.

6. Radiation Emergency:

(a) Personal injury involving radioactive material contamination:

(i) Render first aid immediately for serious injuries, as trained.

(ii) Call bomb squad, fire station.

(iii) If possible, without causing harm to the victim, monitor the injured; remove contaminated clothing and gross personal contamination.

(b) Radioactive contamination of personnel:

(i) Remove and bag all contaminated clothing.

(ii) Call fire station, bomb squad, and police.

(iii) Skin contamination should be cleaned using mild soap and tepid water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, re-wash and re-survey.

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

(i) Handle with care.

(ii) Don't shake or bump.

(iii) Isolate and look for indicators.

(iv) Don't open, smell or taste.

(v) Treat it as suspect.

(vi) Call Police/Fire service/Bomb squad.

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

(a) For a bomb:

(i) Evacuate immediately,

(ii) Call Police/ Fire service/Bomb squad.

(b) For Radiological:

(i) Limit exposure- don't handle,

(ii) Evacuate area,

(iii) Shield yourself from the object.

(iv) Call Police/ Fire service/Bomb squad.

(c) For Biological or Chemical:

(i) Isolate – don't handle,

(ii) Call Police/ Fire service/Bomb squad.

(iii) Wash your hands with soap and water.

13.4 OTHER ACCIDENTS:

1. Tampering of Railway fittings causing accident & placing of foreign particle on track to cause disruption to traffic:

(i) A staunch vigil should be kept by introduction of special patrolling over the area as and when warranted.

(ii) Some persons to be trained specially and to be drafted for duty over the area if required.

2. Earthquake:

(i) When first tremor are sensed during Earthquake, all personnel should evacuate buildings and assemble at safe places away from structures, walls and falling objects.

(ii) Emergency shutdown should be declared.

(iii) Emergency response plan to be activated.

(iv) After status is restored, personnel should inspect all facilities for damage assessment, cleanup, restoration and recovery.

3. Landslide/ Boulder falling:

(i) Whenever landslide/ boulder falling is expected/experienced due to heavy down pour or otherwise all train services should be regulated.

(ii) Rescue team to be rushed for restoration work.

4. Floods:

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

(i) Bridge watchman to be provided at vulnerable points to inform flow into water.

(ii) Shifting all personnel and movable equipment around the bank.

(iii) If time permits sandbag dykes can be constructed to ensure safe passage of trains.

(iv) Regulate train service till flood recedes.

(v) Evacuate people on train/at station and move them to a safer place.

(vi) Contact Fire brigade, Navel, Army, Air force, Local boat man and arrange divers and boats.

(vii) With the co-ordination of local authority the Engineering officer/ supervisor or other supervisors at that station shall arrange temporary shelter in nearby schools, marriage hall, community centre etc.

(viii) If necessary, arrange coaches to accommodate the affected temporarily.

(ix) Seek assistance from voluntary organisation and arrange drinking water, food, medicines etc.

(x) RPF and GRP in co-ordination with local police shall arrange protection.

(xi) Keep communication with Divisional Control Office.

(xii) When people are marooned by flood, arrange air dropping of food packets, cloths etc., with the assistance of civil administration.

(xiii) Contact St. John, local doctors and provide medical care to the affected.

(xiv) Take all necessary action to provide shelter and other assistance to those affected by floods.

5. Cyclone/Storm:

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

(i) Stop the train clear of cuttings, bridges and embankments.

(ii) Guard, Driver and other Railway staff on train shall open all doors and windows of all coaches.

(iii) Station Master shall not start trains when the wind velocity exceeds the permitted level.

(iv) Make announcement frequently to warn the public about the storm/cyclone.

(v) Take all necessary action to provide shelter and other assistance to those affectedby cyclone and storm.

6. Riots/ Strikes:

When a train is caught in a riot / Strike mid section/station:

(i) Stop the train.

(ii) Sr DSC/ DSC will Co-ordinate with Local civic authorities to ensure protection of passengers / railway property..

iii) Sr. DSC/ DSC will rush immediate reinforcements to site.

iv) Necessary Arrangements viz Barricades etc may be used.

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