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SAFETY BRANCH OF WEST CENTRAL RAILWAY IS THANKFUL TO STATE GOVERNMENT OF MADHYA PRADASH & RAJASTHAN STATE AND THEIR CIVIL AUTHORITIES, DEFENCE ESTABLISHMENTS, NATIONAL DISASTER MANAGEMENT AUTHORITY, MEDICAL FRATERNITY, GAS AUTHORITY OF INDIA LIMITED, INDIAN OIL CORPORATION, BHARAT PETROLEUM CORPORATION LIMITED, SOCIAL VOLUNTARY ORGANIZATIONS AND NON GOVERNMENT ORGANISATIONS FOR THEIR HEARTY COOPERATION IN GIVING VALUABLE INFORMATION/ SUGGESTIONS FOR COMPILING THIS BOOK. UTMOST CARE HAS BEEN TAKEN IN PROVIDING VARIOUS TELEPHONE NUMBERS OF LOCAL RESOURCES.

TIME-TO-TIME REVIEW AND UPDATING OF CONTACT NUMBERS IS NEEDED FOR EFFECTIVE UTILIZATION DURING ACCIDENT/ DISASTER, AS AND WHEN REQUIRED.

THE PUBLISHER SOLICITS INFORMATION ON ERRORS, IF ANY.





पश्चिम मध्य रेल
West Central Railway

रमेश चंद्रा
महाप्रबंधक

Ramesh Chandra
General Manager



प्राक्कथन

I am happy to know that the 8th Revised Edition of the Zonal Disaster Management Plan is being published by West Central Railway. Need for a Disaster Management Plan has arisen from the recommendation of "The High Level Committee" constituted by Railway Board for complete overhaul of the existing Disaster Management System.

Disasters, both natural and manmade, generally result in heavy loss of life and property. Although Indian Railways have a well-equipped system to tackle all minor/major accidents, there is a need to have a well laid-down plan to be implemented, whenever disasters occur.

As per Railway Board guidelines, now Zonal Disaster Management Plan is being published in two parts. The 1st part contains general information, role and responsibility of various departments, guidelines issued by NDMA & Railway Board etc. and 2nd part contains information which is generally dynamic in nature i.e. data bank of divisions etc.

As Railwaymen, we are expected to exercise spontaneous initiative and utmost devotion in Disaster Management. This plan bring out in detail the action to be taken in the aftermath of a disaster and steps required to provide prompt and effective relief to the affected people.

I hope that various instructions contained in this edition of the Disaster Management Plan will be useful to officers and staff of WCR as well as adjoining Railways for attending the disaster efficiently and effectively.


(रमेश चंद्रा)





पश्चिम मध्य रेल
West Central Railway

बी. के. गुप्ता
मुख्य संरक्षा अधिकारी

B.K. Gupta
Chief Safety Officer



प्रस्तावना

Management of disaster revolves around preparedness, mitigation and response. In the railways, planning and steps to be covered for prevention of disaster has been covered in the Corporate Safety Plan. The Disaster Management Plan covers the various aspects of relief, rescue and restoration in a scientific and systematic manner.

I would like to express my sincere gratitude to General Manager, Shri Ramesh Chandra for his valuable guidance provided in the publication of the 8th edition of the Disaster Management Plan which is being published in two parts for the first time.

I am thankful to my team led by Shri Rajendra Chaturvedi, SME(Safety) for their all out efforts to make this edition more useful to various departments and field staff of WCR.

I hope that publication of the 8th edition of the Disaster Management Plan of West Central Railway will be helpful to every Railwaymen in handling the disasters on the Railways effectively and efficiently in all respects.

We earnestly hope that we may never be required to invoke provisions of this Disaster Management Plan, nevertheless it is worth remembering that the more we prepare and drill ourselves in all related aspects, greater are the chances of rendering expeditious and effective rescue and restoration operations during any disaster.

Any suggestions for further improvement in the next publication are welcome. The Disaster Management Plan can also be seen on the website www.wcr.indianrailways.gov.in.

बी. के. गुप्ता
(बी. के. गुप्ता)



CONTENTS

Chapter No. & Description	Page No.
1. HEADQUARTER DISASTER MANAGEMENT CELL	1-4
Functioning of Disaster Management cell	1
Liaison with Railway Board	2
Quick Response Team of WCR	3
Duties of Quick Response Team	4
Telephone Numbers for Railway Accident information	4
2. REPORTING OF ACCIDENTS TO RAILWAY BOARD	5-6
Important Telephone Numbers of Railway Board's official for reporting of accidents	5
Telephone numbers of CRS/Central Circle & CCRS/LKO	6
Accident reporting to CRS	6
3. GUIDELINES FOR COMMERCIAL DEPARTMENT	7-8
Guidelines to deal with affected passengers	7
The Terms & Conditions for payment of ex-gratia relief	8
4. DISASTER RESPONSE-ROLE OF NDMA & NDRF	9-11
National Disaster Management Authority (NDMA)	9
Important Telephone Numbers of NDMA	9
Mutual assistance in case of a disaster	9
National Disaster Response Force (NDRF)	10
Details of NDRF Organisation & Battalions	10-11
Co-ordination with NDRF	11
LETTERS OF REFERENCE	
Important Letter for Reference	12
Annual review and updation of disaster management plan	12
Hiring of Helicopter/Aeroplane at the time of severe accident	13
Requisitioning of Indian Air Force Aircrafts/Helicopter	13-14
Co-ordination with NDRF Battalions	15
Enhancement of Ex-gratia relief	16-17
MOU for disaster Management at the time of rail accident between Railway and Rajasthan Govt.	18-19
Letter of Directorate of Health Service, M.P. Govt. regarding assistance during passenger train railway accident	20
DATA BANK OF JABALPUR DIVISION	21
Telephone Numbers of Divisional Railway Officers	21
Telephone Numbers of Control Office, Jabalpur Division	21
Important Phone Numbers of Divisional Control	22
Telephone Numbers of Railway Stations	22-23
List of Civil Authorities	24-26
List of Medical Facilities	27-31
List of Road Transporters: Govt. & Private	32
Telephone Numbers of IOC, Hindustan Petroleum, LPG Plant	32
List of Establishments having Road Cranes and Bulldozers	33



Chapter No. & Description	Page No.
Availability of Fire Brigades	33-34
List of Police Thana nearby Railway Station	34-35
List of Establishments having Tents, Flood lights	36
List of Defence establishments	37
List of Social, Voluntary and Non-Government organization	37
Press Media	38
Electronic Media	38
Quick Response Team of Jabalpur Division	39
List of Airport and Helipads	39
DATA BANK OF BHOPAL DIVISION	
Telephone Numbers of Divisional Officers	40
List of Airport & Helipads	40
Railway Stations with BSNL & Auto Phones and nearby Police Thana	41-42
List of Civil Authorities	43-45
List of Medical Facilities	46-54
List of Blood Banks	54
List of Road Transport Providers	54
List of Petroleum and LPG Depots	54
List of JCB, Crane & Bulldozers providers	55
List of Tent House and Flood light providers	55
List of Fire Brigades	56
List of Defence and Police establishments	56
Para Military Force	57
List of Print and Electronics Media	57
List of NGO's & Social Organisation	57
DATA BANK OF KOTA DIVISION	
Telephone Numbers of Divisional Railway Officers	58
Railway Stations with BSNL and Auto Phone Numbers	58-59
Railway Stations with Nearby Police Thana	60-61
List of Civil Authorities	61-67
List of Medical Facilities	67-70
List of Blood Banks	71
Military Organisation	71
Para Military Organisation	71
Bomb detection squad, Petroleum Depot	71
List of Road Transport providers	72
Availability of Tents, Flood Lights	73-74
List of JCB Machines, Trucks, Bulldozers and Crane Providers	74-76
List of Fire Brigades	76-77
Press Media	77-78
Electronic Media	78-79
TELEPHONE NUMBERS AND LOCATION OF ART/ARMV/140T CRANES OVER WCR	79

Chapter - 1

CHAPTER - 1

HEADQUARTER DISASTER MANAGEMENT CELL

1.0 Functioning of Disaster Management Cell :

The Disaster Management Cell will operate at HQ and shall be attended by nominated Officers. BSNL Telephone no. of Disaster Management Cell, HQ - JBP is 0761-2677492.

1.1 Safety department :

The Officer representing Safety Department shall co-ordinate the functioning of Disaster Management Cell. He shall report the accident to Railway Board/CRS/GM and update the restoration details from time to time. He shall also monitor ordering of Relief Train for evacuation of involved passengers from the site of accident. The officers attending the Disaster Management Cell shall obtain the full details of the accident from Divisional Control/Site of accident and shall monitor the movement of Breakdown Train and Relief Train. Top-most priority is to be given for rescue and relief operations, for transferring the injured passengers from the site of accident to the nearest hospitals and for sending medical aid from Civil/Military/private hospitals.

1.2 Medical department :

The Officer representing Medical Department shall ensure utmost medical care and attention to the injured passengers. He shall ensure all medical assistance from the nearby resources. He shall obtain all details regarding casualties/injuries to passengers involved in the accident and shall maintain liaison with the Accident Site/Referral Hospitals and Dispensaries, and shall consolidate the list of injured/casualties in minimum time so that the same can be faxed to concerned station/division for display in Emergency Control and Emergency Information Booths.

1.3 Commercial department :

The Officer representing Commercial Department shall ensure ordering of refreshment for the passengers of involved train, payment of ex-gratia to the injured and to the next-of-kin of the dead passengers, arrange for transshipment of goods and passengers luggage, and hire private buses for transport of passengers from site of accident to the nearest Rail Head. He shall also ensure transmission of detailed information regarding injured/casualties to originating/destination stations, to Railway Board, and to Hdqtrs of the originating/destination Railways. He shall also ensure opening of Emergency Information Booths at important junction stations en-route within the Railways.

1.4 Operating department :

The Officer representing Operating Department shall manage relief and restoration operations at headquarters level. He shall record all events related to the accident chronologically. He shall ensure regulation and diversions of trains keeping in view the likely time of restoration at accident site. He shall ensure that the passenger carrying trains are regulated at such stations where water and catering facilities are available. He shall also monitor the ARTs/ARMVs/Labour Special trains ordered from the adjoining divisions and zones.

1.5 Mechanical department :

The officer representing Mechanical department shall monitor and assess the requirement of additional Medical Vans/Breakdown trains and shall liaison with adjoining railway/Division for ordering the same. He shall also monitor the movement of breakdown trains.



He shall obtain the details of rolling stock involved in the accident and its PRO particulars. He shall obtain the restoration details regarding re-railment/toppling wagons/coaches done by each individual Breakdown Train. He shall obtain the bio-data of the crew involved in the accident.

1.6 Engineering department :

The Officer representing Engineering Department shall obtain the information regarding damage to track and shall ensure ordering of material train if required. The details of track structure and other relevant details such as USFD particulars, last inspections profile of the track , etc. shall be obtained within minimum time. He shall organize ordering of additional Labour and material Specials, as per the requirement at site, from the adjoining divisions/zones.

1.7 Electrical department :

The Officer representing Electrical Department shall obtain the details of extent damage to OHE/Loco. He shall obtain the bio-data of crew involved in the accident. He shall assess the requirement of additional material at the site and shall organize movement of Tower Wagon/Material-Special to the site of accident.

1.8 S&T department :

The Officer representing S&T Department shall ensure efficient communication. A line should be dedicated for the emergency transmission from site of accident/division control to Disaster Management Cell at HQ . He shall ensure installation of BSNL Phone/Railway Phone at the site of accident involving passenger train. He shall obtain the details of S&T gears involved, if any, in the accident.

1.9 Security department :

CSC/DyCSC will monitor crowd management and co-ordinate with State police for maintaining law and order He will ensure protection of the belongings of affected passengers and render every assistance to them. Maintain and protect railway properties during public agitation. Maintain liaison and Coordinate Army/Paramilitary forces for assistance.

1.10 Liaison with Railway Board :

Disaster Management Cell will maintain constant liaison with the Emergency Cell, Safety Directorate at Railway Board for following activities :

- Movement of ARTs/ARMVs
- Diversion, regulation, cancellation, rescheduling etc. of Mail/Express trains.
- Movement of men and material from adjoining Zones/Divisions.
- Opening of Helpline enquiry booths on other zonal railways and at;
- Originating and destination stations of the accident involved train and at;
- All Major/Junction stations falling on the route of the train and at;
- Divisional headquarters of originating and terminating divisions.
- Movement programme for visit of MR/MOSR, CRB and other Railway Board members to the accident site.
- Assistance required from Armed Forces, para-military forces, State Govts. should be conveyed to Railway Board.
- Progress of rescue and restoration operation.
- Prima-facie cause of the accident

1.11 Quick Response team of WCR :

There is a high level monitoring committee at Zonal Headquarter called as Quick Response Team (QRT) of West Central Railway, Jabalpur comprising of :-

Name/Designation/Office Address/Residential address	Phones with STD code/e-mail
Team Leader - Chief Operations Manager West Central Railway, Jabalpur	(O) 0761-2677726, (R) 0761- 2670127 (Mobile) 9752415900 (e-mail) com@wcr.railnet.gov.in
Alternate Team Leader & Member-1 Chief Mechanical Engineer West Central Railway, Jabalpur	(O) 0761-2677076, (R) 0761-2421602 (Mobile) 9752415400 (e-mail) cme@wcr.railnet.gov.in
Member-2 Chief Commercial Manager West Central Railway, Jabalpur	(O) 0761-2677082, (R) 0761-2620662 (Mobile) 9752415950 (e-mail) ccm@wcr.railnet.gov.in
Member-3 Chief Electrical Engineer West Central Railway, Jabalpur	(O) 0761-2677062, (R) 0761-2626137 (Mobile) 9752415300 (e-mail) cee@wcr.railnet.gov.in
Member-4 Principal Chief Engineer West Central Railway, Jabalpur	(O) 0761-2677095,(Mobile) 9752415200 (R) 0761-2626084 (ORH Suite No.:203) (e-mail) pce@wcr.railnet.gov.in
Member-5 Chief Signal & Telecommunication Engineer West Central Railway, Jabalpur	(O) 0761-2677066, (R) 0761- 2620074 (Mobile) 9752415800 (e-mail) cste@wcr.railnet.gov.in
Member-6 Chief Safety Officer West Central Railway, Jabalpur	(O) 0761-2627627, (R) 0761-2621032 (Fax) 0761-2625029 (Mobile) 9752415650 (e-mail) cso@wcr.railnet.gov.in
Member-7 Chief Security Commissioner West Central Railway, Jabalpur	(O) 0761-2677628, (R) 0761-2628356 (Mobile) 9752415700 (e-mail) csc@wcr.railnet.gov.in
Member-8 Chief Public Relation Officer West Central Railway, Jabalpur	(O) 0761-2677739, (R)0761-2607031 (Mobile) 9752415005 (e-mail) cpro@wcr.railnet.gov.in

This committee shall meet immediately to stock the situation and monitor rescue, relief and restoration works. The committee may arrange several sittings to monitor the progress. The committee -

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

1.12 Duties of Quick Response Team :

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

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

1.13 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 by 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/casualties 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 - 2

CHAPTER - 2

REPORTING OF ACCIDENTS TO RAILWAY BOARD

2.0 A telephonic advice should be relayed to nominated officers in Railway Board's Office immediately after the occurrence of the following categories of accidents: -

- (a) All consequential train accidents above the threshold value and/or involving loss of human life. (b) Any yard accident having serious repercussion on movement of traffic on through/main line resulting in dislocation of traffic more than the threshold value. (c) Landslides, breaches, OHE breakdown, etc. which result in dislocation of traffic more than the threshold value. (d) Averted collisions. (e) Driver passing signal at danger.

Reporting of all accidents cases to Railway Board are now also required to be made through SIMS website (As per Advisor Safety, Railway Board's letter No. 2011/Safety (A&R)/3/9 Dated 30.11.2011)

2.1 Important telephone numbers of Railway Board's officials for reporting accidents :

The following list is as per the priority of officers to be informed at the time of an accident -

Designation	Name	Office Tel. No.		Residence Tel. No.		Mobile No., Fax No.
		Railway	MTNL	Railway	MTNL	
Advisor (Safety)	Shri P. S. Mishra	030-43302	011-23381344	030-44712	011-24104195 011-23386215	09958293567 011-23386215
ED (Safety)	Smt. Vijay Laxmi Kaushik	030-43890	011-23387568	-	011-26137317	09717647300
ED (Safety) - II	Shri Om Prakash	030-44360	011-23383281	-	011-26103143	09910487524
Director (Safety) - I	Shri Praful Chandra	030-43667	011-23387009	-	011-23385333	09910487477 011-23387009
Director (Safety) - II	Shri Ashish Kumar	030-43446	011-23389987	-	0120-4548501	09810017905
Director (Safety) - III	Shri P. Srinivas	030-43239	011-23385047	030-22447	011-49053824	09910487542
Joint Director (Safety) - IV	Shri Alok Kumar	030-43574	011-23070944	-	011-26885284	09910487540
Control Office (Safety) (Chief Controller-Safety)	Shri M.N.Raina	030-43399 030-43599	011-23382638	-	-	09910487524



2 .2 Telephone numbers of the CRS(Central Circle) and CCRS/LKO are as under :

SN	Designation and Name	Office	Residence
1.	CRS Central Circle/ Mumbai Shri Sushil Chandra	Rly. : 010-54950 (CR) 22694 (WR) MTNL : 022-22034351	Rly. : 010-54951 MTNL : 022-22020304 Mo. : 08828310720
2.	CCRS/Lucknow Shri Raj Kumar Kardam	Rly. : 066-31140 (NER) 23290(NR) BSNL : 0522-2233108 Fax : 0522-2233095	BSNL : 0522-2237702 Mo. : 09415418549 Email : chiefcom@rediffmail.com

2.3 Accident Reporting to CRS :

As per section 113 & 114 of the Railway Act, 1989, the quantum of damage to Railway property has to be prescribed by the Central Government for an accident to be inquired into by the Commissioner of Railway Safety.

Any accident which is attended with loss of human life or with grievous injury or with damage to Railway property of value exceeding ₹ 2,00,00,000/- (As per Joint Director/Safety, Railway Board's letter No. 2000/ Safety (A&R)/19/20 dtd. 28.9.2010) or accident to passenger carrying trains or the cases of landslides or breaches by flood or rain, which cause the interruption of any important through line of communication for at least 24 hours, should immediately be reported to the Commissioner of Railway Safety concerned.

N.B. - Reporting of accidents to the Railway Board and the CRS, shall be the responsibility of the headquarters safety organization, where as the responsibility of transmitting necessary information to the head-quarters and to the civil and police authorities shall devolve with the division concerned.

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Chapter - 3

CHAPTER - 3

GUIDELINES FOR COMMERCIAL DEPARTMENT

As per Railway Board's letter No.2011/TC-III/27/29/Ex-Gratia dated 26.07.2012 & 07.05.2013, the following guidelines exist to deal with affected passengers at site of accident:

1. The amount of Ex-gratia relief payable to the dependents of dead or injured passengers involved in '**Train' Accidents'** as defined under Section 124 should be as under :-

- (a) In case of death : Rs. 50,000/-
- (b) In case of :
 - (i) Rs. 25,000/- lump sum for hospitalization up to 30 days grievous injury to take care of initial expenses.
 - (ii) Thereafter Rs. 300/- per day be released at the end of every 10 day period or discharge, whichever is earlier
(The maximum period for which ex-gratia is payable to the grievously injured passenger will be 12 months).
- (c) In case of simple injury : Rs. 5000/-

2. The amount of Ex-gratia relief payable to the dependents of dead or injured passengers in '**Untoward Incident'** as defined under section 124-A should be as under:

- (a) In case of death : Rs. 15,000/-
- (b) In case of :
 - (i) Rs, 5,000/- lump sum for hospitalization up to 30 days grievous injury to take care of initial expenses.
 - (ii) There after Rs. 1000/- per week or part thereof the period for indoor treatment up to further six months of hospitalization.
 - (iii) Rs. 500/- per week or part thereof the period for indoor treatment up to further five months of hospitalization.
(The maximum period for which ex-gratia is payable to the grievously injured passenger will be 12 months).
- (c) In case simple : injury Rs. 500/-

- 3 The amount of ex-gratia relief admissible to road users who meet with an accident due to Railway's prima facie negligence at manned level crossings would be as under:

- (a) In case of death : Rs. 50,000/-
- (b) in case of grievous injuries: Rs. 25,000/- Lump sum
(Irrespective of the period of hospitalization)
- (c) In case of simple injuries: Rs. 5000/-



The terms & conditions for payment of ex-gratia relief :-

- (i) No ex- gratia payment would be admissible to the trespassers, persons electrocuted by OHE and road users at unmanned level crossings.
- (ii) The amount of ex-gratia relief admissible to road users who meet with an accident due to Railway's prima facie liability at Manned Level Crossing Gate will be counted towards the amount of compensation payable, if action is tenable against the Railways under the Law of Torts and an award is actually granted by a Torts of Law.
- (iii) Ex- gratia payments should also be made to railways servants killed or injured by a moving train while performing their duty. for example, gangman working on track run over accidentally by a moving train .
- (iv) Payments should be sanctioned/arranged preferably on the spot by a Senior Scale Officer nominated by the General Manager after making such enquiries as can be reasonably made on the spot after the immediate needs by way of medical attendance etc. injured persons are attended to.
- (v) These ex-gratia payments, except in case of road users at manned level crossings. are not to be taken into account at the time of formal claims for compensation.
- (vi) This ex-gratia relief in case of hospitalization will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defined under Section 123, read with Section 124/124-A, of the Railways Act, 1989.
- (vii) The period for treatment as indoor patient for more than 30 days would need to be certified by a Railway Doctor for the the purpose of further ex-gratia payment up to the period of remaining 11 months. In case where the injured is taking treatment in other than Railway hospital, the treatment has to be certified by Railway Doctor.
- (viii) Sr. Divisional Medical Officers shall also keep track of such injured person taking treatment in other than Railway hospitals. Sr. DCM/DCM shall keep coordination with Sr. DMO for the purpose and arrange payment of ex-gratia as per the prescribed schedule mentioned in the table in Para-2 above at the doorstep of injured person. Every care shall be taken by Sr. DCM/DCM to avoid any inconvenience to injured person in such cases."

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Chapter - 4



CHAPTER - 4

DISASTER RESPONSE - ROLE OF NDMA & NDRF

4.0 National Disaster Management Authority (NDMA) :

National Management Authority is apex body at the National Level to issue guidelines for Policy formation on disaster management and to suggest measures to deal with threatening disaster situation or disaster.

4.1 Constitution and Role of NDMA :

National Disaster Management Authorities is constituted under the DM Act as the apex body in the country to deal with Disaster Management holistically. Hon'ble Prime Minister is the ex-officio Chairperson of the Authority and presently Shri M. Shashidhar Reddy is the Vice-Chairperson. The Members have also been nominated and the total number of Members is limited to nine to be nominated by the Chairperson. Vice Chairperson is of Cabinet rank and Members are state rank Ministers.

NDMA is responsible for laying down the policies, plans and guidelines for disaster management for ensuring timely and effective response to disaster.

State and Districts have also been mandated to constitute State and District Disaster Management Authorities respectively on the line of NDMA.

4.2 Important Telephones Numbers of NDMA :

S. No.	Name & Designation	Office Phone No.	Mobile No.	Email ID
1.	Shri R.K. Jain, IAS Member Secretary, NDMA	011-26701710 011-26701716 (Fax)	-	secretary@ndma.gov.in
2.	Lt Gen (Retd) N. C. Marwah, PVSM, AVSM, Member, NDMA	011-26701775 011-26701783 (Fax)	-	marwahnc.ndma@nic.in
3.	Shri B. Pradhan, IAS Jt. Secretary (Admn & Capacity Building & Training), NDMA	011-26701780 011-26701795 (Fax)	-	jsadm@ndma.gov.in
4.	Maj Gen Anurag Gupta Advisor (Ops), NDMA	011-26701886 01126701742 (Fax)	8527892258	advopscomn@ndma.gov.in
5.	Control Room, NDMA	011-26701728 011-26701729 (Fax)	9868101885	controlroom@ndma.gov.in

4.3 Mutual assistance in case of a disaster:

As per the disaster Management Act, various ministries and departments under Government of India should join hands for mutual assistance in case of a disaster. Assistance from local government and non-government agencies is invariably required by the railway administration for prompt relief and rescue operation in case of disasters affecting railways and, therefore, assistance of NDRF could be of great help to the railways. The rail infrastructure is not in an island away from the civil areas (of the District/States). In cases of a disaster, other than a train accident, the State Governments as well as the Zonal Railways would, therefore, requisition the NDRF simultaneously (for the same disaster). Coordination amongst the affected agencies (many departments of the Central Government and the State) is very important before the help of NDRF is required.

4.4 National Disaster Response Force (NDRF) :

National Disaster Response Force is the Key Responders in any disaster situation. In serious situations, the resources of all NDRF battalions (18 teams per battalion), on an as required basis, will be concentrated in the shortest possible time in the disaster affected areas. Other important responders will be the Civil Defence, Home Guards and youth organizations such as NCC, NSS and NYKS. The deployment of the armed forces will also be organized on as required basis. Establishment/raising of NDRF should progressively reduce deployment of the Armed Forces. However, Armed Forces would be deployed only when the situation is beyond the coping capacity of State Government and NDRF.

4.5 Location, Constitution and Functions :

These have been formed under the Disaster Management Act at 10 selected locations in the country for dealing with relief and rescue operations related to all types of disasters. These battalions have been made from para military forces i.e., CRPF, CISF, ITBP and BSF and have been placed in different parts of the country as shown in the list. DG, Civil Defends under MHA is additionally looking after the work of NDRF at the Centre. Each Battalion has 06 Companies comprising of 03 teams each. Team comprises of 45 men out of which 24 are for Search & Rescue and balance 21 for support functions. Short-listed & trained staff are on deputation in NDRF. These battalions are also equipped to handle NBC (Nuclear, Chemical and Biological) Disasters

Details of NDRF organization and battalions are as under :

NDRF HQ :

Shri O.P. Singh, IPS DG/NDRF Off. : 011-24369278 011-24369280 Fax : 011-24363261 Email : dg.ndrf@nic.in	Shri Sandeep Rai Rathore, IPS IG/NDRF Off. : 011-24363268 Fax : 011-24363261 Email : ig.ndrf@nic.in	Shri S S Guleria DIG(Ops & Trg)/NDRF (East /North East Sector) Off. : 011-24363266 Fax : 011-24363261 Email : dig.es.ndrf@nic.in
Shri Sudhir Thapa, Inspector Control Room, Mob No. 09711448595 NDRF Control Room Tele : 011- 26107953, Fax : 011-26105912, Email : hq.ndrf@nic.in		

NDRF Battalions :

S.No.	COMDT NDRF Bn (S/Shri)	Location	Tel No.	Mob. No.	Fax No. E-mail ID
1	Shri A.K. Singh Commandant 1st Bn NDRF	Patgaon, P.O.- Azara, Guwahati (Assam)	0361-2840027 (O)	09401048790	0361-2849080 assam01ndrf@nic.in
2	Shri Sandeep Chanan Commandant 2nd Bn NDRF	Haringhata, Mohanpur, Nadia (W.B.) Pin-741246	033-25875032 (O)	09434742836	033-25875032 wb02ndrf@nic.in
3	Shri M.K.Yadav Commandant 3rd Bn NDRF	Madhyagram Barasat, Mundali Cuttack (Orissa) Pin-754006	0671-2879710 (O)	09437964571 09439103170	0671-2879711 ori03ndrf@nic.in
4	Miss Rekha Nambiyar Commandant 4th Bn NDRF	Arakkonam PO-Suraksha Campus Distt. Vellore (Tamilnadu)	04177-246269 (O)	09442105169	04177-246594 tn04ndrf@nic.in

5	Shri Anupam Srivatava Commandant 5th Bn NDRF	Sudambare Taluka Distt. Maval, Pune Pin-410507	02114-247010(O)	09423506765	02114-247008 mah05ndrf@nic.in
6	Shri R.S.Joon Commandant 6th Bn NDRF	Chilora Road, Gandhinagar (Gujarat) Pin-282042	079-23202540 (O)	09428826445	079-23201551 guj06ndrf@nic.in
7	Shri Jaideep Singh Commandant 7th Bn NDRF	Bibiwala Road, Bhatinda (Punjab) Pin-15001	0164-2246193(O)	09417802032	0164-2246570 pun07ndrf@nic.in
8	Shri P.K. Shrivastava Commandant 8th Bn NDRF	Kamla Nehru Nagar, Ghaziabad (U.P.) Pin-201002	0120-2766013 (O)	09968610014	0120-2766618 up08ndrf@nic.in
9	Shri Vijay Sinha Commandant 9th Bn NDRF	Bihata, Patna (Bihar) Pin-801103	06115-253942 (O)	07762884444	06115-253939 patnandrf@nic.in
10	Shri Prashant Dhar Commandant 10th Bn NDRF	Manglagiri, Vijaywara (A.P.) Pin-522510	0863-2293178 (O)	09419217790	0863-2293050 ap10ndrf@nic.in

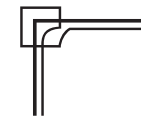
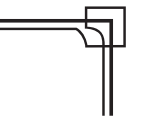
4.6 Coordination with NDRF :

Zonal Railways should get in touch with NDRF offices at the nearby locations to have the first hand knowledge of the resources available with them and also to familiarize them with railway related disaster situations and expose them to the issues relevant to the rescue and relief of passengers during railway accident. **It has also been advised to associate NDRF in full scale exercise that is held once every year.** There are no charges tor availing the services of NDRF except the rail transportation which railways may provide at their cost for attending to rail disasters. Railways may also have to provide rail transportation logistics for transporting NDRF even in case of non-railway exigencies. The Railway Board had earlier empowered DRMs to directly requisition the relevant NDRF battalion for relief and rescue operations depending on the gravity of situation so that their services could be made available expeditiously without any loss of time.

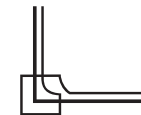
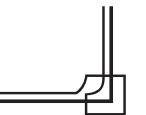
During the meeting between NDMA/NDRF and Railway Board officials held on 19th February, 2013, it was decided that HQr NDRF will draw and annual calender for zone/division-wise meeting between NDRF Bn Comdts and Railway Safety officials for better coordination and management during disasters/major train accidents and each NDRF battalion should carry out at least one or two mock exercises/coordination meeting with each zonal Railway each year. The said calendar has been received from NDRF and the same has already been circulated to Zonal Railways

During meeting held on 26th July, 2010 between NDMA/NDRF and Railway Authorities, it was decided that the Railways would be associated in all future mock exercises being conducted by the NDMA and for which a copy of annual calendar of mock exercises will be provided by the NDMA and CSOs will coordinate Zonal Railways' participation in such mock exercises. Similarly, Railways will carry out mock exercises on train accidents in presence of NDRF Battalion Commandants.

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Letters of Reference



Important letters for references :

S. No.	Subject	Letter No.	Dated
1.	Annual review and updation of Disaster Management Plan	Rly Bd's L. No. 2009/Safety(DM)/6/14	09.07.2015
2.	Hiring of Helicopter	Rly Bd's L. No. 2002/Safety-1/ 6/6	13.06.2004
3.	Requisitioning of Indian Airforce Aircrafts/Helicopter	Rly Bd's L. No. 2002/Safety-1/6	05.12.2006
4.	Co-ordination with NDRF Battalions	Rly Bd's L. No. 2003/Safety/DM/6/3	13.06.2008
5.	Enhancement of Exgratia	Rly Bd's L. No. 2006/TC-III/27/2	20.12.2006
6.	MOU Between Rajasthan Govt. & Railway's Medical Authority	L. No. CD/APD/03/1028	18.12.2003
7.	Letter of Directorate of Health Service, M.P. Govt. regarding assistance during passengers train railway accident	L. No. 111/C -4/07/1533	27.02.2007

1) Government of India
Ministry of Railways
(Railway Board)

No. 2009/Safety(DM)/6/14 New Delhi, Dt 09.07.2015

Chief Safety Officer
East Coast Railway

Sub :- Annual review and updation of Disaster Management Plan.
Ref :- Your office letter No. ECOR/SFY/DM/527 dated 16.06.2015

- East Coast Railway has referred to Railway Board regarding the need for printing DM Plan every year in light of the fact that not many changes are carried out in the instructions/procedures indicated therein.
- As per Disaster Management Act, 2005 every Ministry or the department of Government of India has to review and updated annually their DM Plan. The same instructions were envisaged in the DM plan of Ministry of Railways. Further the Act doesn't stipulate that the plan should be published every year, it only indicates that the plan needs to be reviewed and updated annually.
- Board has reviewed these instructions and decided that:-
 - DM plan of the Zone/Division should be prepared in two parts.
 - The first part should contain the general information, duty list, role and responsibility of various department, guidelines issued by NDMA and Railway Board etc.
 - The second part should contain information about the important telephone numbers of the respective Zone/Division, contact details of para military forces, State administration, hospitals, bus depots, fire service, NGO's earth moving equipment suppliers etc.
 - The first part of the DM plan should be reviewed and updated as and when fresh instructions were received from NDMA or Railway Board or any other concerned organization. This part need not be published/printed every year.
 - Second part which generally consists of the contact details should be updated annually and the same should be circulated to all concerned. Corrections/additions/deletions to the first part may be incorporated in this as a correction slip.
 - Zonal Railways may decide to publish/print the first Part whenever the necessity is felt.

The above instructions may please be followed during future review/updation of Disaster Management plan.

(P. Srinivas)
Director (Safety-III)
Railway Board

Copy to: Chief Safety Officers of All Indian Railways including KRCL except (ECOR) for information and necessary action.



2. Hiring of Helicopter/Aero plane at the time of severe accident :

(Copy of Rly. Board No. 2002/Safety-1/6/6 dt. 13.06.2004)

GM/DRM can hire helicopter/Aero Plane to reach site of accident, dispatch the rescue team to the site of accident and evacuate injured and dead from accident site. Copy of Rly. Bd's letter No 2002/Safety-1/6/6 dt. 30.06.2004 is reproduced below. The list of Helicopter/Air ambulance is given in Appendices.

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

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

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

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

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

The GMs/DRMs may exercise the above powers personally and may not delegate the powers. Zonal Railways are further empowered to requisition helicopter/aero plane to evacuate injured and dead in the event of serious accident. GMs may personally exercise these powers and may not delegate these further

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

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

3. Requisitioning of Indian Air force Aircrafts/Helicopter :

Railway board's etter No.2002/Safety-1/6

New Delhi. Dated 05-12-2006

Sub:.. Requisitioning of Indian Air Force Aircrafts/Helicopter by Zonal Railways in case of serious Railway accidents/natural calamities.

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

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

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

Attention is also invited to Railway Board letter of even number dated 13/15-06-2004 by which GMs/DRMs have been delegated power to requisition helicopter / aeroplane even from private parties (copy enclosed) to reach the site of serious accident for rescue operation expeditiously and to dispatch the rescue teams to the site of accidents.

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

Please acknowledge receipt.

Sd/
(Amitabh)
Director /Safety Railway Board



4)

GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2003/SAFETY/DM/6/3

New Delhi, dated 02.08.2010

The Chief Safety Officers,
All Indian Railway,

Sub :- Coordination with NDRF Battalions.

A meeting was held between the officers of Railway Board and Shri K. M. Singh. Hon'ble Member NDMA on 26.07.10. Amongst others, DG/NDRF, senior Officials of MHA etc. attended the meeting.

The main focus on the discussion was pertaining to effective use of NDRF battalions to assist railway efforts in rescue, relief and restoration consequent to a major train accident. DG/NDRF brought out that their preparations and training is hampered by the fact that they have limited knowledge of the railway facilities available, as also of the features of the rolling stock used by the Railways.

A decision was taken to educate the NDRF officers and men by the Zonal Railways/Divisions on the following items :-

ARMV/ARTs - Commodant/NDRF located closest to the Divisional Headquarters may be called along with a few of his personnel to see the ARMV and ART which may be stabled at a convenient location for the duration of this demonstration. The equipment inside the ARMV/ART may be shown.

Features of different type of coaches (AC and Non-AC coaches), other freight rolling stock, specially BTPNs and TPs used to carry inflammable products and dangerous Chemicals.

Regular Coordination meetings may be held between the NDRF Battalion Commandant and the CSO's and the representative of the Division (DRM's or in his absence the ADRM/Sr. DSo). The first meeting be held within the next 2 months from now' thereafter regular meetings be held once every 6 months.

During the above demonstration, NDRF personnel may be shown the emergency exit window in the coaches, safety valves in the wagons (BPTN & TPs) and the other structural details etc. equipment available in the ART/ARMVs, specially cold cutting equipment in the ARMV and MFDs etc. may be demonstrated.

The latest update list of the telephone numbers of officers of NDMA and NDRF was made available during this meeting. This is being advised to the Zonal Railways in Annexure.

A report on the action taken on the above may kindly be advised.

Encl : As above

(Kamlesh Gupta)
Adviser (Safety)
Railway Board.

5)

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No. 2011/TC-III/27/29/EX-Gratia

Rail Bhawan, NewDelhi - 110 001
Dated : 07.05.2013

The General Manager (claims)
All Indian Railways

Sub : **Payment of enhanced ex-gratia and enhancement of ex-gratia relief in case of passengers who are hospitalized for more than one month as a result of train accidents/untoward incidents.**

1. Please refer to this Ministry' letter No. 2006/Tc-III/27/2 dated 20.12.2006, wherein instructions regarding rates of ex-gratia relief in case of grievously injured passengers in Train Accidents or Untoward Incidents, as defined under Section 123, read with Section 124/124/-A, of the Railways Act, 1989, who are hospitalized were issued to the railways.
2. In partial modification of the above mentioned instructions, it has now been decided by the Board that the revised rate and conditions for payment ex-gratia relief in case of grievously injured passengers who are hospitalized in case of Train Accidents and Untoward Incidents, as defined under Section 123, read with Section 124/124/-A, of the Railways Act, 1989, will be as follows:

In case of Train Accident	In case of Untoward Incident
Rs. 25,000/- lump sum for hospitalization up to 30 days to take care of initial expenses.	Rs. 5,000/- up to 30 days of hospitalization.
Thereafter Rs. 300/- per day be released at the end of every 10 day period or discharge, whichever is earlier.	Rs. 1000/- per week or part thereof the period for indoor treatment up to further six months of hospitalization.
	Rs. 500/- per week or part thereof the period for indoor treatment up to further five months of hospitalization.
The maximum period for which ex-gratia is payable to the grievously injured passenger will be 12 months.	

3. Other terms and conditions will remain the same as in Board's letter dated 20.12.2006 which are as under :
 - (I) This ex-gratia relief will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defined under Section 123, read with Section 124/124-A, of the Railways Act, 1989.
 - (ii) The period for treatment as indoor patient for more than 30 days would need to be certified by a Railway Doctor for the purpose of further ex-gratia payment upto the period of remaining 11 months. In case where the injured is taking treatment in other than Railway hospital, the treatment has to be certified by Railway Doctor.
 - (iii) Sr. Divisional Medical Officers shall also keep track of such injured person taking treatment in other than Railway hospitals. Sr. DCM/DCM shall keep coordination with Sr. DMO for the purpose and arrange payment of ex-gratia as per the prescribed schedule mentioned in the table in para- 2 above at the doorstep of injured person. Every care shall be taken by Sr. DCM/DCM to avoid any inconvenience to injured person in such cases.
4. This will be in supersession of the amount of ex-gratia for grievous injury in case of Train Accidents/Untoward Incidents specified in Railway Board's letter No. 2011/TC-III/27/29/Ex-gratia dated 26.7.2012

5. It has also been decided by the Board that in case of enhanced ex-gratia announced by the Minister of Railways as a special case under his/her discretionary powers, the amount equivalent to the normal rate of ex-gratia (as per the extant instructions vide Board's letter of even No. dated 26.7.2012) for death/injury of passenger in train accidents/untoward incidents and to the road users who meet with an accident due to Railway's prima facie liability at Manned Level Crossing Gate Accident be paid in cash and the remaining portion of the enhanced ex-gratia be paid by account payee cheque. The position is tabulated as under :

	In case of	Normal rate of ex-gratia (as per extant instructions)	Amount of ex-gratia to be paid by case/ cheque in case of enhanced ex-gratia announced by the Hon'ble Minister of Railways	
			By CASH	BY CHEQUE
1.	In case of Train Accident (Sec-124 of the Act)			
i)	in case of death	Rs. 50,000/-	Rs. 50,000/-	Announced amount of ex-gratia minus Rs. 50,000/-
ii)	In case of grievous injury	Rs. 25,000/-	Rs. 25,000/-	Announced amount of ex-gratia minus Rs. 25,000
iii)	In case of simple injury	Rs. 5000/-	Rs. 5000/-	Announced amount of ex-gratia minus Rs. 5,000/-
2.	In case of Untoward Incident (Sec.- 124 A of the Act)			
i)	In case of death	Rs. 15,000/-	Rs. 15,000/-	Announced amount of ex-gratia minus Rs.15,000/-
ii)	In case of grievous injury	Rs. 5,000/-	Rs. 5,000/-	Announced amount of ex-gratia minus Rs. 5,000/-
iii)	In case of simple injury	Rs. 500/-	Rs 500/-	Announced amount of ex-gratia minus Rs. 500/-
3.	In case of Accident at Manned Level Crossing (due to Railway's Prima facie liability)			
i)	In case of death	Rs. 50,000/-	Rs.50,000/-	Announced amount of ex-gratia minus Rs.50,000/-
ii)	In case of grievous injury	Rs. 25,000/-	Rs. 25,000/-	Announced amount of ex-gratia minus Rs.25,000/-
iii)	In case of simple injury	Rs. 5,000/-	Rs. 5000/-	Announced amount of ex-gratia minus Rs.5,000/-

6. There is no change in other terms terms and conditions regarding payment of ex-gratia contained in Board's letter of even number dated 26.07.2012.
7. This issues with the concurrence of the Finance and Health Directorate of this Ministry. Please acknowledge receipt of this letter.

(Dr. D.P.Pande)
Executive Director Health (Planning
Railway Board

(Ashok Chowdhry)
Executive Director (Public Grievances)
Railway Board



6) **Memorandum of Understanding For
Disaster Management at the time of a rail accident Between**

- Indian Medical Association State Branch Rajasthan
- All Rajasthan Private Doctors Federation
- Medical Practitioner Society Jaipur
- Private Hospitals & Nursing Homes Society, Jaipur

And

Indian Railways Jaipur

Recognizing the need for providing speedy medical care to the patients at the site of rail accidents the doctors and their associations and the Indian Railways (Hereinafter referred to as the parties) have reaffirmed the following understandings.

1. Drawing force for the strategies

The Medical Association is a conglomerate of trained medical personnel in various specialties providing comprehensive medical management to needy patients in both Government and Private set up in the state of Rajasthan. They are also involved in variety of charitable activities to provide succor to the needy patients all through the year.

The parties have recognized the need to provide quick and comprehensive medical aid at the desired site. Recognizing the urgency of speed to provide medical help, partnership would add to the efforts already in place for any disaster management.

2. Areas for cooperation

The parties wish to cooperate in the following areas:

1. The parties will work together to make available medical care at the disaster site.
2. The parties would work together to create awareness and training of medical and para-medical personnel towards speedy management at the site of disaster.
3. The parties would also work closely to sensitize the General public regarding the do's and dont's at the time of such disasters.
4. Implementation of MOU.

The parties wish to act under the following terms:

1. Railway will provide immediate information to members mentioned in the list provided for the same whenever such a disaster occurs.
2. Railways will provide training to selected medical and para medical staff in the disaster relief management.
3. Both the parties will bear the responsibility for making available quick transport for transport of medical and para medical staff and medical resources required at the disaster site.



- 4. Proper utilization of the (ARMV) Accident Relief Medical Van of the North Western Railway at the time of Railway accident.
- 5. There would be a provision of a mock trial at least once a year to keep the disaster management resources in peak efficiency state.
- 6. Independent audit of the response time during such mock trials and actual accidents if any would be discussed in a conference to be held once in a year where representative from the parties would try and rectify the flaws to achieve quick response to the challenging situation in future.
- 7. All parties to this MOU agree to participate in any inspection/audit of their operations by any external agency, which may be deemed necessary to achieve the goal of this MOU. This audit may suggest certain reformative measures for future.

4. Confidentiality of Information

The information relating to "Memorandum of understanding (MOU)" circulated among the "Parties" marked as "Confidential" shall be strictly kept confidential and shall not be disclosed to any third party other than to carry out the provisions of this MOU.

5. General

The parties will discuss and co-operate on any other miscellaneous matters that may arise from time to time which fall within the joint and individual objectives of their respective organization.

6. Termination

Both parties shall have the right, at their sole discretion to come out of MOU but after mutual discussion with each other. Such MOU can be modified suitably after the receipt written notification by any of the party.

7. Validity

The memorandum shall become effective with immediate effect and is subject to renewal after every two years in general. In case of no change desired, the MOU shall remain valid indefinitely.

Sd/
For Railway Medical Authority
President/Secretary

(Ref. Letter No. CD/APD/03/1028 Dated 18/12/2003)

7) Directorate of Health Services
Madhya Pradesh

No. : 111/C-4/07/1533

Bhopal, Dated 27.02.2007

To,

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

Sub : Assistance during passenger train railway accident at site.

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

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

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

Director
Medical Services
Directorate of Health Services
Madhya Pradesh, Bhopal