

NORTH WESTERN RAILWAY

उत्तर पश्चिम रेलवे, जोधपुर



DISASTER MANAGEMENT PLAN 2023

आपदा प्रबंधन, जोधपुर मंडल - 2023

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FOREWORD

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

The Disaster Management Plan is made as per template of National DMP-2019.

The purpose of these instructions is to ensure that the response of units/division, in the event of disasters, should be swift and orderly. All instructions contained in this disaster plan should automatically come into force, as the purpose of these instructions is to ensure the abatement of disasters by effective response of all officers and staff.

This plan does not supersede in any way the rules laid down in different Rule Books, Manuals & Policy circulars of Indian Railway.

It is desired that every Railway employee connected with train operations & supplied with this booklet, should go through it carefully & act upon when situation demands.

(Shikhar Maru)

Sr. DSO/JU

Prime Minister's Ten-Point Agenda for Disaster Risk Reduction

The Prime Minister, Shri Narendra Modi, enunciated a Ten-Point Agenda in his inaugural speech at the Asian Ministerial Conference on Disaster Risk Reduction on 2016, held in New Delhi during November 2016 (AMCDRR), which has also been incorporated in the NDMP.

The ten key elements consist of the following:

1. All development sectors must imbibe the principles of disaster risk management.
2. Risk coverage must include all, starting from poor households to SMEs to multi-national corporations to nation states.
3. Women's leadership and greater involvement should be central to disaster risk management.
4. Invest in risk mapping globally to improve global understanding of Nature and disaster risks.
5. Leverage technology to enhance the efficiency of disaster risk management efforts.
6. Develop a network of universities to work on disaster-related issues.
7. Utilize the opportunities provided by social media and mobile technologies for disaster risk reduction.
8. Build on local capacity and initiative to enhance disaster risk reduction.
9. Make use of every opportunity to learn from disasters and, to achieve that, there must be studies on the lessons after every disaster.
10. Bring about greater cohesion in international response to disasters

Given below is a description of the Ten Point of Agenda for DRR

First, all development sectors must imbibe the principles of disaster risk management. This will ensure that all development projects - airports, roads, canals, hospitals, schools, bridges – are built to appropriate standards and contribute to the resilience of communities they seek to serve. Over the next couple of decades, most of the new infrastructure in the world will come up in Asia. This points to the need for ensuring that all the infrastructure development conforms to the best available standards of disaster safety. Such an approach is a smart strategy, which will pay off in the long term. It is necessary that all the public investments must incorporate disaster risk considerations. In India, the 'housing for all' programme and 'smart cities' initiatives represent such opportunities. India will work with other partner countries and stakeholders to build a coalition or mechanism for promoting disaster resilient infrastructure in the region. This will help generate new knowledge for hazard risk assessment, disaster resilient technologies and mechanisms for integrating risk reduction in infrastructure financing.

Second, it is necessary to work towards risk coverage for all – starting from poor households, it must cover small and medium enterprises as well as large multi-national corporations. Currently, in most countries of the region, penetration of insurance is limited only to a narrow section, mostly in the middle and upper-middle income groups. It is necessary to think big and innovatively to widen the risk insurance cover. States have an important role in not just regulating but also encouraging coverage for those who need it the most. Some bold steps have been taken to ensure financial inclusion and risk insurance for the poorest. The Jan Dhan Yojana has brought millions of people

into the banking system. The Suraksha Bima Yojana provides risk insurance to millions who need it the most. The newly launched Fasal Bima Yojana (crop insurance) will provide risk cover to millions of farmers. These are the basic building blocks of resilience at the household level.

Third, it is necessary to encourage greater involvement and leadership of women in disaster risk management. Women are disproportionately affected by disasters. They also have unique strengths and insights. India must train a large number of women volunteers to support special needs of women affected by disasters. There is also need for women engineers, masons and building artisans to participate in post-disaster reconstruction and promote women self-help groups which can assist in livelihood recovery.

Fourth, it is necessary to invest in mapping risks globally. For mapping risks related to hazards such as earthquakes, there are widely accepted standards and parameters. Based on these, India has mapped seismic zones, with five as highest seismic risk and two as low risk. For disaster risk related to other hazards such as chemical hazards, forest fires, cyclones, different types of floods, India needs to adopt globally accepted standards and categories. This will help India to ensure that there is a shared understanding of the nature and severity of disaster risks and compare with that in other parts of the world.

Fifth, efforts must be made to leverage technology to enhance the efficiency of our disaster risk management efforts. An e-platform that brings together organizations and individuals and helps them map and exchange expertise, technology and resources would go a long way in maximizing the collective impact.

Sixth, it will be helpful to develop a network of universities to work on disaster-related aspects since universities have social responsibilities too. Over the first five years of the Sendai Framework, an effort can be made to develop a global network of universities working together on problems of disaster risk management. As part of this network, different universities could specialize in multi-disciplinary research on disaster issues most relevant to them. Universities located in coastal areas could specialize in managing risks from coastal hazards, and the ones located in the hill cities could focus on mountain hazards.

Seventh, utilize the opportunities provided by social media and mobile technologies. Social media is transforming disaster response. It is helping response agencies in quickly organizing themselves and enabling citizens to connect more easily with authorities. In disaster after disaster, affected people are using social media to help each other. Those responsible for disaster management must recognize the potential of social media and develop applications relevant to various aspects of disaster risk management.

Eighth, disaster management must build on local capabilities and initiatives. The task of disaster risk management, particularly in rapidly growing economies, is so huge that formal institutions of the state can at best be instrumental in creating the enabling conditions. Specific actions have to be designed and implemented locally. Over the last two decades, most community-based efforts have been confined to disaster preparedness and contingency planning for the short term. It is necessary to expand the scope of community-based efforts and support communities to identify local risk reduction measures and implement them. Such efforts reduce risk and create opportunities for local development and sustainable livelihoods. Localization of disaster risk reduction will also ensure that good use is made of the traditional best practices and indigenous knowledge. Response agencies need to interact with their communities and make them familiar with the essential drill of disaster response. For example, if a local fire service visits one school in its area every week, it would sensitize thousands of children over a period of one year.

Ninth, ensure that the opportunity to learn from a disaster is not wasted. After every disaster there are studies and reports on lessons learnt that are rarely applied. Often the same mistakes are repeated. It is necessary to have a vibrant and visual system of learning. The United Nations could NATIONAL DISASTER MANAGEMENT PLAN start an international competition of documentary films that record disaster events, their scale, and relief, rehabilitation, reconstruction and recovery afterwards. Post -disaster recovery is an opportunity to not just 'build back beer' in terms of physical infrastructure, but also in terms of improved institutional systems for managing risk. For this, it is necessary to put in place systems that can quickly provide risk assessments. India must work with partner countries and multilateral development agencies to establish a facility for technical support to post-disaster reconstruction of houses.

The **tenth** and last, it is necessary to bring about greater cohesion in international response to disasters. In the after math of a disaster, disaster responders pour in from all over the world. This collective strength and solidarity could be enhanced further if the activities are organized under a common umbrella. The United Nations could think of a common logo and branding under which all those who are helping with relief, rehabilitation and reconstruction operate.

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

No. ERB-I/2002/24/44 New Delhi, dated 17-09-2002

ORDER

The Ministry of Railways have decided to constitute a high level committee to review the disaster management system over Indian Railways and give recommendations for strengthening and streamlining the same. This committee will consist of the following:

- i) Member Mechanical, Railway Board– Convener
- ii) Member Traffic, Railway Board– Member
- iii) Director General/ Railway Health Services – Member
- iv) Director General / Railway Protection Force– Member
- v) Additional Member (Budget), Railway Board -- Member

2. Executive Director / Safety, Railway Board, will be the Secretary of the Committee.

3. The terms of reference of the Committee are :--

(i) To review the existing Disaster Management System over IR related to train accidents and natural calamities and to suggest improvements.

(ii) To identify the technological and managerial inputs in order to quicken the pace of relief and rescue operations.

(iii) To institute a standing arrangement with other Central Ministries, State Governments and Armed Forces to enable quick and smooth restoration operations without any legal or procedural hurdles.

4. The Committee is expected to give its recommendations in two months Necessary secretarial assistance (one computer literate P.S. and one L.D.C.) would be provided to Executive Director (Safety) during the tenure of the Committee.

Sd/-

Secretary / Railway Board

CHAPTER-1

INTRODUCTION

Earlier Indian Railway used to handle disasters, mainly related to train accidents. The situations have changed with promulgation of Disaster Management Act. – 2005. This act covers wider range of disasters like terrorist attack, natural calamities, etc. In Sept'2002, the High Level Committee suggested to prepare Zonal / Divisional Disaster Management Plan, which was brought into action in the year 2003, vide Railway Board's Safety Directorate letter No. 2003/Safety- I/6/2, dated 29th September 2003. This letter laid down the requirement of Division's Disaster Management Plan as follows:

All Divisions and Zonal Railway HQ (including Metro Kolkata & Delhi Metro Rail Corporation) must devise their disaster management plan, if not already done taking into consideration the resources available with them & with their neighbouring divisions/Zonal Railways, Civil Authorities, industrial units and Armed Force bases located in their territory. This would enable the Divisions/ Zonal Railways to muster the entire local resources in case of a major disaster.

PREPARATION OF DISASTER MANAGEMENT PLAN

The Disaster Management Plan must inter-alia includes “who is responsible for what activities in details”.

- i. Preparation and implementation of disaster management plan is the responsibility of concerned General Manager/Addl. General Manager/CSO.
- ii. The authority to order ART/ARMV/Break Down crane is vested with Chief Mechanical Engineer/Chief Motive Power Engineer (Running & Loco)/ Sr. Divisional Mechanical Engineer/Divisional Mechanical Engineer, etc
- iii. Senior most Railway Officer at the site of the disaster shall be designated as Site Manager.
- iv. Management of Rescue Operations - Primarily Mechanical and Medical Departments. Assistance to be provided by all Railway-men (irrespective of their department) as needed.
- v. Relief operations (including care for the dead) - Commercial, Medical, Personnel & Security Departments.
- vi. Communication network – Signal & Telecommunication Department.
- vii. Crowd control and law & order at site - Security Department.
- viii. State Police clearance for restoration - Security Department.
- ix. Rolling stock - Mechanical Department.
- x. Fixed infrastructure like Track, Over Head Equipment, Signalling system, etc. - Departments concerned.
- xi. Maintenance of SPART / ART & SPARMV / ARMV Rolling Stock/Break Down cranes including rail-cum-road and road mobile emergency vehicle etc. - Mechanical Department.
- xii. Maintenance of equipment kept in SPART/ART/SPARMV/ARMV for rescue and

Restoration operations - Departments concerned.

xiii. Media Management at site –

- a. Site Manager shall be the chief spokesman at site and can be assisted by the Branch Officers concerned, if needed.
 - b. PR/Commercial Department to look after the media needs at site.
- xiv. Checklist for the officers & supervisors must be issued in the form of a pocket booklet indicating DOs and DON'Ts for the benefit of:
- a. First official reaching the site of accident
 - b. Senior most officer at the site.
 - c. Divisional/HQ control organization.
 - d. Station Manager/Station Master.

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

CHAPTER-2

JODHPUR DIVISION AT A GLANCE

2.0 SECTION WISE DISTANCE

JU-MTD	104 Km
MTD-BKN	169 Km
MTD-FL	151 Km
RKB-JSM	291 Km
JU-MJ	103 Km
LN-SMR	49 Km
SMR-BLDI	222 Km
DNA-RTGH	151 Km
SMR-BME	129 Km
BME-MBF	119 Km

2.1 OTHER IMPORTANT INFORMATION

TRACK KM	2272.80
ROUTE KM	1626.766

2.2 NUMBER OF STATIONS

'B' Class	119
'D' Class	25
Special Class	02
Total	146

2.3 INTERCHANGE POINTS

With WR	Jenal
With Bikaner Division	Udramsar, Phalodi Jn. & Parihara
With Jaipur Division	Sambhar Lake
With Ajmer Division	Rajkiawas

2.4 LOCO SHED

Bhagat Ki Kothi (BGKT)

2.5 FUELING POINTS

Jodhpur, Bhagat Ki Kothi & Phalodi

CHAPTER – 3

DEFINITION OF DISASTER:

Railway Board, vide letter No 2003/Safety (DM)/6/2 Pt. dated 06-01-09, defined Railway Disaster in the following way:-

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

Salient Features of Disaster Management Act 2005:

Disaster Management Act 2005 has been introduced with a view to provide effective management of disasters and for matters connected therewith or incidental thereto. The following provisions are available in this Act:-

1. Formation of National Disaster Management Authority (NDMA) with Prime Minister as Chairperson and nine (09) other members and an Executive Committee with Secretaries to Govt. of India as members.
2. Coordination and evaluation & monitoring for Disaster Management. There shall be a National Plan drawn up for disaster management in the whole country.
3. Similar State Disaster Management Authority (SDMA) with Chief Minister as Chairperson and eight (08) other members shall be formed having power to lay down policies, guide lines and planning & monitoring at state level. There shall be a state executive committee which shall have Chief Secretary as Chairperson and four other secretaries as members. A state DM plan shall be made. Similarly, all Metro, cosmopolitan city must have plan with Mayor or MC as Chair Person.
4. At District level, a District DM Authority with Collector/DC/DM as Chairperson and SP, DMO and other two Dist. Level Officers as member shall be formed with similar function and a District Disaster Management Plan shall be drawn.
5. Central Govt will take measures for co-ordination among various DMA, with various ministries, and Naval, Military and Air Forces for capacity building, preparedness and effective response. Assistance to State Govt. shall be provided. Every ministry shall take measures as per guidelines laid down in national plan and prepare their own Disaster Management Plan. Similarly DMA must have unit branch at adjacent State / City, so that in case of major Disaster then the DMA activity will not collapse.
6. Similar action will be taken by the State Govt. and local Authorities at State and District levels respectively.
7. A National Institute of Disaster Management shall be formed for planning, training and research in the area of Disaster Management.
8. A National Disaster Response Force (NDRF) will be constituted for specialised

response to disasters.

9. The act provides for punishment for obstruction, failure of officer on duty, for contravention of any order of requisition, false warning, discrimination, etc., by imprisonment or fine or both.
10. Railway Board Vide letter no- 2003/Safety/DM/6/3 dtd. 09.11.09, informed that, "Ministry of Railway can request NDMA for assistance of NDRF when situation so warrants."
11. In case of Railway Disaster, Zonal Railways on request from Divisions or suo-motto may approach Railway Board, who will request NDMA to direct NDRF Battalions for necessary help.
12. Railway Board Vide letter no- 2003/Safety (DM)/6/3 dtd. 27.07.10, informed that, "Zonal Railway is directed to advise divisional officers to conduct and take part in the mock drills/ Joint exercise in co- ordination with the representative of NDMA as also NDRF battalions located nearest to the divisional offices".

3.1 TYPES OF DISASTER CAUSING INTERRUPTION TO TRAIN SERVICES DISASTER

Human/Equipment Failure	Natural Calamities	Sabotage/ Man-made
Derailments/ Accidents	Land slide	Collision
Equipment failure	Setting fire to train/ Railway Installations	Bomb Blasts
	Earthquake, Strom/Cyclone, Tornado/Tsunami	Fire on train
	Floods or change traffic placing of river	ObstructionsonLevel crossingfor disruption to track
		Tampering with Railway Fittings, Terrorism

3.1.1 Human / Equipment failure:

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

3.1.2 Natural Calamities :

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

3.1.3 Sabotage/Man-made:

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

3.2 CLASSIFICATION OF A RAILWAY ACCIDENT AS A DISASTER

Disaster in the Railway context is defined as a major train accident leading to serious casualties, long duration of interruption to traffic and cannot be tackled with own resources but requires help from other non-Railway resources. This compendium of instructions has been prepared for dealing with such disasters and not normal train accidents. In case of a serious accident the Administration would take a conscious decision whether the situation is to be classified as a Disaster or not.

3.3 MEASURES TAKEN FOR PREVENTION OF DISASTER.

- i. All locomotives (Electric/Diesel) have been provided with Speedometers with speed recorder and VCDs.
- ii. Un-Manned level crossings have been replaced with lifting barrier as per TVU and visibility.
- iii. Old distressed bridges have been re-habilitated under RSRC.
- iv. Wheel Impact Load Device (WILD) has been installed in some section.
- v. Weigh bridges have been installed at every loading places.
- vi. Provision for rolling in examination of all coaching trains at important stations.
- vii. Measuring of Axle box temperature by -contact thermometers at major stations.
- viii. No overdue POH coach is allowed in service.
- ix. No crew with overdue PME/RC is allowed to work a train.
- xi. Booklet of DOs and DON'Ts has been distributed to all on-board staff.
- xi. Crack Teams of Rail Rescue Experts have been formed in each division of this Railway.

3.4 OFFICERS AUTHORIZED TO DECLARE AN ACCIDENT AS A DISASTER

“GM”, “AGM” and “CSO” are authorized for declaring an untoward incident as Railway Disaster. Such declaration will be issued to all concerned with the approval of competent authority. If the accident is declared as Disaster, all instructions as contained herein this Disaster management Plan would automatically come into force, and officers and staffs of all departments would take action as laid down in this book.

Actions as prescribed in Accident Manual will inter-alia come into force. All officers and Supervisors concerned should be fully conversant with various duties listed therein and carry them out without fail.

Station Disaster Management Plan.

1. Type of Disaster that can be occur at Railway station.

S.No	Category	Type of Disaster
1	Human/Equipment Failure	i. Collision ii. Fire in train. iii. Accident at LCs. iv. Stampede.
2	Natural Calamity	i. Earth Quake ii. Flood/Breaches iii. Storm/Cyclone iv. Tsunami/Tornado v. Land Slide
3	War/Terrorist attack	i. Bomb Blast ii. Missile attack. iii. Chemical Attack iv. Setting Trains on fire.

2. Resources available with station staff: - There is very scanty quantum of staff posted at station. They are deputed at station to handle train operation and for day to day maintenance of station and surrounding. Therefore they may not be able to deal with such situation on their own, however they can seek help and take preventive measures by communicating the type of disaster by assessing the type of disaster and extent of damage.

3. Availability of station approach road map: Every station should have a proper station approach road map along with its GPS coordinates so that the same can be made available to the assistance/ service provider as required.

4. Modes of communication available at Station:

- a) Block telephone/ Auto phone to communicate with adjoining stations.
- b) Gate telephone to communicate with adjoining LCs.
- c) VHF set/ Walky-talky to communicate with LP & Guard.
- d) Control phone/ Auto phone to communicate with divisional control.
- e) DOT (BSNL)/ Mobile phone to communicate with civil authorities & service providers.

5. Action to be taken by station staff at time of Disaster:-

- i. Communicate to adjoining station for not to dispatch any train to effected station.
- ii. Communicate to adjoining gateman of mid section to stop any approaching train. Communicate with LP & guard of approaching train to stop where it is & not to proceed further.
- iii. Communicate to Chief Controller/Sectional Controller who will further inform to DRM/ADRM & all BOs at divisional office.
- iv. Communicate to the followings
 - a. Civil Authorities
 - b. Fire Brigade
 - c. Hospital & Ambulance (Govt. & Pvt.)
 - d. Local Police for crowd management.
 - e. Local Administration.
 - f. NGOs
 - g. Local MP/MLA.
 - h. Civil Defence
 - i. NDRF/SDRF
 - j.

5. Specific requirement in terms of service provider:

- a) Crane/ JCB/ Earth movers service.
- b) Transport Service
- c) Catering service.
- d) Gas cutting equipments

(CHAPTER - 4)

DISASTER PREPAREDNESS - AVAILABILITY OF RESOURCES

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

Disaster Management mechanism in Railways can be maintained at a high level of preparedness and efficiency by keeping all resources readily available and in good fettle. Resources imply both Railway and non-Railway men and material including medical personnel, transport, volunteers, Police and fire services.

Details of these resources, their location, contact numbers and other details have been identified, compiled and placed in a "Data Bank". This Data Bank is available in the Divisional DM Plans of Jodhpur divisions. These have also been available in the website of North Western Railway (www.nwrailway.gov.in) for ready access. Resources available in case of a major accident may be grouped into 04 different units, depending on the time frame within which these can be made available after an accident. These are as follows:

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

4.1 RESOURCE UNIT – I

4.1.1 On trains carrying Passengers following resources are available:-

- i. First Aid Box available with the Guard.
- ii. First Aid Box available with Train Superintendent and in the Pantry Car.
- iii. Fire Extinguishers in Brake Van, AC coaches, pantry cars and Locomotives.
- iv. Portable Telephones, available in Locomotives and with Guard.
- v. Walkie- Talkie and CUG mobile phones with Guard and Loco Pilot.
- vi. Cell Phones/Mobile communications with Railway employees and passengers.
- vii. Emergency lighting box available with the Guard.
- viii. Information collected by Train Superintendent/Travelling Ticket Examiner about Medical Practitioners travelling on the train.
- ix. Information collected by TS/TTE about Railway Officers travelling on the train.
- x. Railway Staff travelling on the train - either on duty or on leave as passengers.
- xi. Passengers travelling on the train who volunteer their help for rescue and relief

work.

4.1.2 Non - Railway resources available nearby:-

- i) Volunteers from nearby villages and towns including NGO.
- ii) State/Local administrative machinery as available nearby.
- iii) Contractual agencies working/not working with Railway in nearby location.
- iv) State disaster management authority.
- v) Police line (barrack) & Army unit if any.
- vi) Transport facilities and vehicles available at site or passing through nearby LC Gates.
- vii) Tractors with trolleys from nearby villages both for transport purposes and for lighting up the accident site.
- viii) Generators from nearby villages for lighting up accident site.
- ix) Station Staff and Local Railway Administration should requisition help from non-
- x) Railway sources before Railways own rescue team arrives.
- xi) Railway Board can be requested to requisition the nearest NDRF (National Disaster Response Force) for relief and rescue operation at the time of major Railway disaster through Zonal HQ. Ref. Director Safety Railway Board letter No. 2003/Safety/DM/6/3,dtd. 09-11-09.
- xii) Such local networks are most effective in rushing assistance immediately, Especiallywith regard to-

>	Medical succour	>	Lighting arrangements	>	Divers
>	Additional manpower	>	Transport services	>	Boats with boat men
>	Rescue equipment	>	Fire fighting tools etc	>	Earthmoving equipments
>	Robotics camera			>	Robotics Camera

4.1.3 Railway resources available nearby

- i. Engineering gangs, Contractual labourers.
- ii. OHE, Signal, Engineering Depot&Mechanical staff available.
- iii. Other resources such as medical facilities, communication facilities.

4.1.4 Resources at adjoining Stations

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

4.2.0 RESOURCE UNIT – II

4.2.1 SPARTs, SPARMV, ARMVs, ARTs with 140/120 T crane are stabled at nominated stations. Their locations are given in Chapter - 3. 2.2.2 Railway medical and departmental resources. (given in Annexure- 04)

4.3.0 RESOURCE UNIT – III

4.3.1 Location of ARMVs, SPARMv, ARTs with 140/120 T crane based on adjoining

Zones/Divisions are given in Chapter - 3.

4.3.2 Section wise chart of which ARMVs/ARTs are to be requisitioned from adjoining

Zones/Divisions is given in Chapter - 3.

4.3.3 Resources of men and material available on adjoining Zones/Divisions are given in their data bank and included in the Zonal/Divisional DM Plans of respective Zones/Divisions.

4.3.4 Copies of DM Plans of adjoining divisions should be available with the Divisional Control Offices.

4.4.0 RESOURCE UNIT – IV

4.4.1 Non-Railway resources available within the division and included in the DM Plan.

4.4.2 Non-Railway resources available outside the Division, and included in the DM Plans of adjoining Zones/Divisions.

(CHAPTER – 5)

DISASTER PREPAREDNESS – ARMVs / ARTs

5.1.0 ACCIDENT RELIEF MEDICAL VAN (ARMV)

5.1.1 ARMV Scale-I – Equipment stored in Special Medical Relief Vans stabled in separate sidings;

- i. Location of ARMV Scale-I are given below in 3.2 .2 and neighbouring Railway in 3.3.2.
- ii. One key of the Van is available with the SSE(C&W) or Station Master in a glass fronted case.
- iii. Other key is with the doctor in charge of the ARMV.
- iv. Medicines and equipment are provided as per Rly. Board norms.
- v. Keys of all locks inside the ARMV are also in duplicate. One set of keys is kept with
- vi. the Medical Officer in charge of ARMV and the other set of keys are kept in a glassfronted case inside the ARMV.
- vii. The target time for turning out of ARMV is 15 minutes after sounding hooter where there is double exits and 25 minutes where there is single exit.
- viii. The Accident Relief Train (ART) must leave the base station to accident site within 30 minutes by day and 45 minutes by night after sounding of hooter.

5.2.0 LOCATION OF ART AND ARME & BREAKDOWN CRANE

Beats of A- Class ART Jodhpur

Composition	Beat	Distance from Jodhpur
HRE + HRD Van + Crane material van + Tool cum Staff Van + Generator Van + BFR for rails + BCN for Engg material + crane with match Truck	Jodhpur-Luni -Munabao	(328 km)
	Jodhpur-Luni -Marwar Jn.	(104 km)
	Jodhpur -Luni -Samdari–Bildi	(303 km)
	Jodhpur - Jaisalmer	(294 km)
	Jodhpur – Pokran-Jaisalmer	(300.54 km)
	Jodhpur-Piparroad-Bilara	(89km)
	Jodhpur -Mertaroad - Degana (Incl)	(149 km)
	Jodhpur -Mertaroad - Nagaur (Excl.)	(161 km)
	Jodhpur -Mertaroad – Mertacity	(119 km)
	Jodhpur -Mertaroad – Didwana (Incl.)	(215Km)
	Jodhpur- ThaiyatHamira-Sanu	(333Km)

Beats of A- Class ARME Jodhpur

Composition	Beat	Distance from Jodhpur
Medical Van + Auxiliary Van	Jodhpur–Luni–Samdari (Incl)	(80 km)
	Jodhpur – Luni –Samdari- Modran (Incl)	(174 km)
	Jodhpur- Luni –MarwarJn–Falna (Excl)	(32+138 = 170 km)
	Jodhpur – MarwarBithri (Excl)	(147 km)
	Jodhpur–Pipar Road Jn	(47 km)
	Jodhpur-Pipar Road- Bilara	(47+42 km)

Beats of A- Class ARME Merta Road

Composition	Beat	Distance from Jodhpur
Medical Van + Auxiliary Van+ HRE van	Merta Road- Makrana	(89 km)
	Mertaroad- Makrana- Parvatsar	(109 km)
	Mertaroad –Pipar Road Jn.	(57 km)
	Merta Road- Mertacity	(14.5km)
	Merta Road-ShriBalaji (Excl)	(92 km)
	Merta Road- Degana- Didwana(Incl)	(111 km)

Beats of SPART Barmer

Composition	Beat	Distance from Jodhpur
Medical Van + HRE Van + Auxiliary Van	Barmer-Munabao	(119 km)
	Barmer-Samdari (Excl)	(129 km)

Beats of SPART Jaisalmer

Composition	Beat	Distance from Jodhpur
Medical Van + HRE Van+ Auxiliary Van	Jaisalmer - MarwarBithri (Incl.)	153 km
	Jaisalmer- ThaiyatHamira-Sanu	79 Km
	Jaisalmer - Pokaran	105.77 km

5.4 USE OF ACCIDENT ALARM SIGNALS WHISTLE/HOOTER/STATION BELL

5.4.1 Long Range Electric Hooter

- i. In case of an emergency when ordered by On-duty C CR / Asstt.will take permission.
- ii. Sound the Hooter.
- iii. Give five (05) blasts, each of 45 seconds duration with 05 second interval in-between two blasts, when accident involving in passenger carrying train or injury/casualty in any accident to order out ARMV and ART. This sequence of blasts should be repeated twice with an interval of 05 min.
- iv. If there is no injury/casualty in the accident then ART is to be ordered out. In this case 03 blasts to be sounded, each of 45 seconds duration with an interval of 05 seconds in-between two blasts.

5.4.2 At stations where electric Hooters is either not provided or where electric Hooter has failed.

- i. Give 05 blasts of 45 seconds duration each with 05 seconds interval between two successive
- ii. blasts using the whistle of **a locomotive / engine** if available. This sequence shall be repeated twice with an interval of 03 minutes.
- iii. If a locomotive / engine is not available, ring the station bell continuously. ART & ARME

in-charges should be informed over Mobile/ railway phones for necessary action. SM has to provide transportation of Medical, Mechanical, Electrical, Engineering and other staff.

5.4.3 Portable Telephones 21 The Portable Telephones available in Brake Van of Passenger Carrying Trains either 4W or 2W may be used to contact emergency Control (CNL) or section CNL as per the type of section to convey the information.

(A) Types of Portable Telephones:-

- (i) Portable Telephones are available in Brake van of Passenger carrying Trains.
- (ii) Telephones presently in use are of the 4-wire/2-wire type of portable phones, which can be used in RE area as well as in overhead communication territory.
- (iii) There are two types of Portable Telephones. – Landline type (Overhead Telephone line transmission) – Socket Type (Underground cable transmission)

(b) Underground cable type:-

- (i) Look at Receiver Arrow sign for socket location on Over Head Equipment (OHE) mast / location post and move towards direction pointed by the arrow.
- (ii) On reaching EMC (emergency control phone) socket location, open the socket by using the key kept in the phone box where required.
- (iii) Plug in the phone terminal properly for communication.
- (iv) In non-electrified section, this phone connects to test room/ section controller.
- (v) In electrified section this phone connects to the Traction Power Controller (TPC) and then it is linked to the section controller.

5.4.4 All walkie talkie sets to be ensured properly charged and tested and proper channel setting for communication including use of “SOS” button in case of emergency.

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

5.4.5 Use of BSNL/Cell Phone/Mobile Phones

- (i) BSNL landline phone numbers with STD code for all the Railway stations in a Division are given in Working Time Table (WTT).
- (ii) WTT is available with Guard and Loco Pilot.
- (iii) Refer WTT for nearest Station contact number.
- (iv) BSNL phone numbers of important Stations are also available in Public Time Table.
- (v) Effective Inmarsat / Satellite Phone.

5.4.6 Emergency Train Lighting Box

How to use ETL BOX:-

- (i) This box is available in the Brake Van of Passenger carrying trains.
- (ii) Open the box by removing the seal.
- (iii) Fix the crocodile clip of hand Torch to the coach power supply terminal and use it for searching/ surveying.
- (iv) Fix the flood light of the Tripod Stand and connect its crocodile clip to the power supply terminal of 110V DC.

5.4.7 Stretcher is available in each SLR of passenger carrying train and also at every station.

5.4.8 Fire extinguisher Fire extinguishers are available with Guard of passenger carrying trains or brake –vans, Loco Pilot and in AC coaches. All on board staff should be trained for use of fire extinguishers.

5.4.9 Sounding of Hooter:- (a) Sounding of hooter for turning out of Relief Train/ARME van will be as follows:-

TARGET TIME FOR TURNING OUT OF MEDICAL RELIEF VAN AND ART FROM THE SIDING AND THEIR DESPATCH FROM THE STATIONS: -

	Medical Van		ART	
	Double Exit (in minute)	Single Exit (in minute)	Day (in minute)	Night (in minute)
Time for turning out	15	25	30	45
Time for dispatch	05	05	15	15
Time from ordering to dispatch	20	30	45	60

Note : -

1. The above target time for turning out the medical van is reckoned, from the time of ordering to the time they are taken out from the siding and kept ready for dispatch on a suitable running line plus 5 minutes for dispatch.
2. Both the target time of 30" and 45" for turning out Accident Relief Train are to be reckoned from the time the Accident Relief Train is ordered, to the time the train reaches the loco shed exist point. 15" time is the time permitted for departure from the station. Any delay in ordering or departure of Medical Van/ART must be immediately examined and viewed seriously.
3. At stations where the lay out of the loco and traffic yard are such as to permit a reduction in the time limits stipulated above, the Divisional Railway Manager should laid down shorter time limits.

(Chapter – 6)

DISASTER RESPONSE – AN OVER VIEW

6.1.0 FIRST AID IN EMERGENCY

6.1.1 Order of priority for dealing with and helping injured passengers should be as follows:

1.	Unconscious	4.	Grievously injured
2.	Bleeding excessive	5.	In a state of shock
3.	Having breathing problems	6.	Having fractures & simple injury

6.1.2 For assessing and handling injuries, acronym DRABC is to be followed –

i. D- Danger

Look for danger. Make sure that no further danger exists either for the patient or for the First Aider.

ii R – Response

Check for consciousness. Call by his/her name, slap, pinch and shake gently. If there is no response, then it means that the patient is unconscious.

iii A – Air Way

Clear the airway (Trachea). If patient is unconscious, then the airway may be narrowed or blocked making breathing impossible. This occurs due to several reasons. Mass food particles or foreign body in the air passage; or the tongue may have sagged back and blocked the air passage.

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

iv B - Breathing

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

v C - Circulation

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

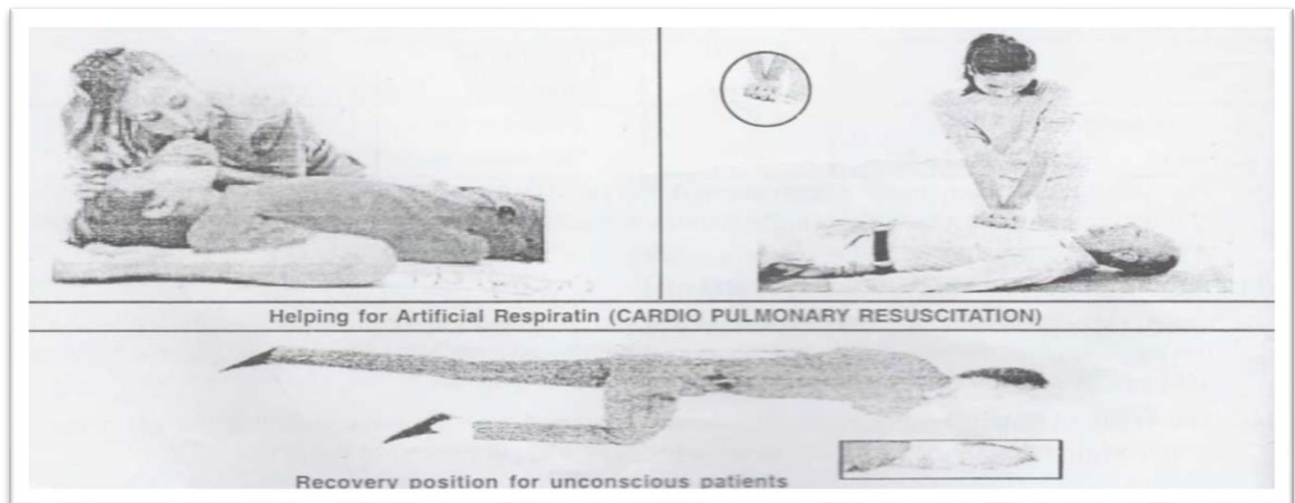
6.1.3 After checking DR ABC, there may be two possibilities –

- i. If patient is breathing, has circulation but unconscious, immediately turn him to Recovery position and transport to hospital.

- ii. If the patient has failure of breathing and circulation, then immediately start CPR

CARDIO PULMONARY RESUSCITATION)

the important lifesaving technique in First Aid. (figures are shown)



6.1.4 Recovery position -

- i. Recovery position is the safest position for unconscious patients. Normally we keep the patient in a supine position. However, in case of unconscious patients, it is a very dangerous position because the tongue can fall back and close the airway or saliva and other secretions may get into windpipe. To avoid that, turn the casualty into recovery position and transport to hospital.
- ii. Sometimes, you may not be in a position to do First Aid due to tense situation. In such circumstances at least turn the casualty to Recovery position, which would help to save many precious lives.

6.2.0 GOLDEN HOUR RULE:

- 6.2.1 The basic principle of Trauma Management is speed and expediency – **“Most Trauma patients die of shock, which comes from sluggish or non-existent circulation and the resulting chemical changes in the body.”** (Dr. R. Adams Cowley, Maryland Institute for Emergency Medical Services).

Therefore critical trauma patient should be given medical care within one hour from the time of accident. Chances of recovery/survival reduces drastically, even with best medical attention given thereafter. This period of one hour is known as **“The Golden Hour”**.

During golden hour period patients should be provided with treatment to arrest bleeding, shock relieving and artificial respiration and keeping them in recovery position.”

- i. Most Trauma patients can be saved if bleeding is effectively stopped and blood pressure restored within an hour.
- ii. It is likely that those patients, who have experienced shock and remain in that state of shock for long duration, will die. Surgical intervention within that first one hour is, therefore, crucial for increasing the patients' chances of survival.

- iii. Thus, “The Golden Hour,” begins the moment the injury occurs.
- iv. The Golden Hour operation called effective if injured comes under medical surveillance immediately.

6.2.2 The basic steps for quick and effective rescue & relief operations are following:

- i. Rapid access to the site of accident for searching of victims.
- ii. Quick extrication of victims and effective on-site medical management.
- iii. Expeditious extraction and shifting to rescue vehicle(s).
- iv. Speedy transportation to hospital.
- v. Never waste a minute only to analysis postmortem of mistakes rather work effectively.

DISASTER RESPONSE – INSTANT ACTION TEAM

It is necessary to take firm and quick decision to save lives and property. To achieve these objectives, Rly have a well-defined action plan that is successfully executed by the co-ordinated efforts of different disciplines, all of whom function as a team. The three groups which are active during Disaster response, may be classified as follows –

- A. Instant Action Team (IAT)**
- B. First Responders (FR)**
- C. Disaster Management Team (DMT)**
- D. Coordination Centers.**
- E. Receive & dispatch centers.**

7.1 INSTANT ACTION TEAM (IAT)

7.1.1 Instant Action Team Comprises :-

- i. The Guard, Crew, TS, TTEs, AC Mechanics, AC coach attendant, Asst. Guard, RPF and other on board Railway staff on the accident affected train.
- ii. GRP staff travelling on the affected train on duty.
- iii. Railway staff travelling by the accident involved train either on duty or on leave as Passengers.
- iv. Doctors travelling by the affected train.
- v. Passengers travelling on the train who volunteer for rescue and relief work.
- vi. Railway staff working at site or available near the site of the accident.
- vii. Non-Railway local volunteers available at or near the accident site.

7.1.2 Checklist for Members of Instant Action Team (IAT) :-

- i. Generally, about 15 minutes of time elapses before information regarding occurrence of an accident reaches the Divisional Control Office. In case information can be conveyed immediately this time can be saved. These 15 minutes of time is of vital importance since it constitutes 25% of the 'Golden Hour'.
- ii. In case any Railway staff/officer of the Instant Action Team members (IAT) has a Mobile, should ensure that telephone numbers of all relevant officials such as those of Divisional Control Offices etc. have been permanently fed into the Mobile for immediate use in an emergency.
- iii. These important telephone numbers should cover all those sections where they are required to work their train either within their own division or even those of adjoining divisions.
- iv. Divisions will get a print out and circulate a DM Telephone Directory containing all such telephone numbers that are likely to be required in an emergency.
- v. Whenever IATs are travelling at night they should keep a torch handy and secure it by some means. The torch will be of no use in an emergency if it cannot be taken out from inside the

suitcase at that point of time; or if the torch cannot be located since it has fallen off due to severe jerk.

- vi. Important Telephone numbers of Divisional Officers, HQ Officers and of State Government are shown at

DETAILED DUTY LIST OF GUARD AND LOCO PILOT ARE LAID DOWN IN THE ACCIDENT MANUAL OF ZONAL RAILWAYS. SOME OF THE MORE IMPORTANT ONES ARE ENUMERATED BELOW :

7.1.3 Guard/Asst. Guard

- i. Note down the time of the accident and the location.
- ii. Switch on the Amber Light, if provided, in Flashing Tail Lamp, in the rear of brakevan.
- iii. Inform Loco Pilot through walkie-talkie set / CUG mobile phone.
- iv. Inform Station Master on walkie-talkie set / CUG mobile phone if possible.
- v. Protect adjacent line/lines first if required and then the line on which the accident has taken place as per G&SR 6.03 & 9.10.
- vi. Secure the train and prevent escaping of vehicles.
- vii. Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
- viii. Send information through quickest means (CUG mobile phone/portable phone) to Control Office and SMs on either side of the block section for this purpose.
 - ☐ Walkie-talkie communication provided with stations should immediately be used. Otherwise field portable telephone should be used.
 - If a train comes on the other line, which is not blocked, the same should be stopped and information sent through the Loco Pilot.
 - Assistant Loco Pilot or Assistant guard may be sent to the next station to convey information of the accident.
 - If all of the above fail, one of the Railway staff on duty on the train should be sent on foot to the nearest station.
- ix. Utilize Emergency Train Lighting box to facilitate medical aid.
- ix. Save lives and render First Aid & send patients to nearby hospital.
- x. Call for Doctors and seek their assistance.
- xi. Seek assistance of Railway staff and other volunteers from train to rescue injured or entrapped passengers.
- xii. Direct Railway staff and other volunteers from train for attending to injured.
- xiii. Ensure that field telephone is constantly manned by a Railway staff.
- xiv. Arrange protection of passengers' belongings and Railway property with the help of Railway staff, volunteers on train, RPF and GRP.
- xv. Stop running trains on adjacent line and utilize resources on that train.
- xvi. In electrified section if OHE is affected, take steps to switch off OHE supply.

- xvii. Arrange for transportation of injured to hospital effectively & immediately.
- xviii. Record evidence or statements, if any given by passengers.
- xix. Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- xx. Log activities. Do not leave the spot unless relieved by a competent authority.

7.1.4 Loco Pilot :

- i. Note down the time of the accident and location.
- ii. Switch ON the 'Flasher light' of the locomotive and give 4 short whistles.
- iii. Inform Guard on walkie-talkies set / CUG mobile phone.
- iv. Light the Flashing redlight , if required.
- v. Inform Station Master on walkie-talkie set / CUG mobile phone if possible.
- vi. Protect the adjacent line, if required, and the train in front as per G&SR 6.03 & 9.10.
- vii. Take necessary action to keep the loco safe.
- viii. Take necessary action to prevent Loco/Vehicles/Wagons from rolling down.
- ix. Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
- x. Send information through quickest means (CUG phone) to Control Office and SMs on either side of the block section for this purpose,
- xi. Walkie-talkie communication provided should be used with stations immediately.
- xii. Otherwise field telephone should be used.
- xiii. If a train comes on the other line, which is not blocked, the same should be stopped and information should be sent through the Loco Pilot.
- xiv. Assistant Loco Pilot or Assistant guard may be sent to the next station to convey information of the accident.
- xv. If all of the above fail, one of the Railway staff on duty on the train should be sent on foot to the nearest station.
- xvi. Render all possible assistance to the Guard.
- xvii. Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- xviii. Log your activities. Do not leave the spot unless you are relieved by a competent authority.
- xix. Detach the loco in case of fire & take it away & secure the train & inform to SM.

7.1.5 Train Superintendent/Travelling Ticket Examiners :

- i. Preserve reservation charts of each coach containing names of passengers who actually travelled and in which berth no. and make two nos. scan / xerox.
- ii. Avail services of Doctors travelling by the train and render Medical Aid to injured.
- iv. Render First Aid to injured & open help line.

- iv. Collect particulars of injured passengers and prepare a list showing exact position of injured in coaches, from Train Engine to Brake Van. This should be handed over to Railway doctors when ARMV arrives.
- v. Prepare a separate list of dead passengers with address and ticket particulars, if available.
- vi. Take assistance of local people and other volunteers at site.
- vii. Transport injured passengers by road vehicles, if available, to the nearest hospital.
- viii. Inform stranded passengers about alternative transport arrangement.
- ix. Record evidences or statement volunteered by passengers/others at site.

7.1.6 AC Mechanic/Attendant :

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

7.1.7 RPF and GRP Staff :

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

7.1.8 Duties of Railway Staff travelling on the accident affected train.

- i. Whenever a train is involved in a serious accident with casualties/injuries to passengers, all Railway staff travelling on the train either on duty or on leave are deemed to be on duty with immediate effect.
- ii. Under no circumstance should any of them leave the accident site unless and until Divisional Officers arrive, take over charge of rescue and relief operations, and permit them to leave.
- iii. Railway staff on train/at site shall volunteer themselves to render assistance and report to TS/TTE/Guards of the Train.
- iv. The Senior Most Officer travelling on the train will assume charge as Officer-in-charge Site (OIC Site).
- v. Normally the Senior Most Officer will be travelling in either the 1AC or in 2AC coach, and most probably in the HQ(EQ) quota section of the coach. The HQ section of 2AC is invariably in the centre of the coach (berth nos. 19-22). In any case the TS/TTE should know who are the Railway Officers travelling in 1AC or 2 AC.
- vi. Similarly, other Railway staff will be travelling in 3 AC coach; and most probably in the HQ(EQ) quota section of the coach. The HQ section of 3AC is also in the centre of the coach (berth nos. 25-30).

- vii. In the absence of any officer, the TS or senior most TTE or the Guard will discharge duties listed out for OIC Site.
- viii. Similarly, some Group 'D' railway staff may be travelling in Sleeper coach; and probably in the HOR quota section of the coach. The HOR section of a Sleeper coach is located in the centre of the coach (berth nos. 33-40).
- ix. In the absence of any officer, the TS or senior most TTE/Guard will discharge duties listed out for OC site.

7.1.9 Duties of OIC Site (Immediately after the accident):

The senior most staff/officials travelling in the train is termed as OIC Site. He may be Train Superintendent or senior most TTE, if, no officer travelling in that train. He should-

- i. Note down the time of accident.
- ii. Ensure protection of traffic by Guards and Loco Pilots.
- iii. Ensure reporting of accident to nearest Station/Control.
- iv. Roughly assess the extent of damage and likely number of casualties.
Collect Railway staff and volunteers from amongst the passengers and form different groups. Each of these groups should be assigned work as detailed at Chapter – 6 below.
- vi. Maintain a log of events.
- vii. Continue to discharge duties of OIC Site, till Divisional Officers arrive and take over charge of the situation.
- viii. After Divisional Officers arrive, fully brief the DRM/ADRM and hand over charge to them.
- ix. The on board OIC Site should ensure issue of a detailed message with following information before leaving the site of the accident.
 - Time & Date of accident.- Extent of damage.
 - Location Km. & between stations.- Assistance required.
 - Train number and description.- Condition of the adjacent line, if any.
 - Nature of accident.- Whether OHE is involved.
 - Approximate number of killed/injured.

On arrival at accident site, Divisional Railway Manager/Additional Divisional Railway Manager will discuss with OIC Site and will issue suitable instructions to the rescue groups & their leaders regarding use of available resources in rescue operation till arrival of the accident relief train.

7.2.0 FORMATION OF GROUPS COMPRISING MEMBERS OF INSTANT ACTION TEAM (IAT)

- i. OIC site shall immediately collect all Railway staff on train/at site and form separate groups.
- ii. Passengers travelling by the same train who volunteer for rescue and relief work should also be drafted into these groups.
- iii. Passengers from accident-involved coaches should be directed towards unaffected coaches.

- iv. In the absence of OIC site, TS/TTE shall take steps to form such groups.
- v. In the absence of TS/ TTE, Guard/Assistant Guard shall take steps to form such groups.
- vi. 5 or 6 groups should be formed depending on number of coaches involved.
- vii. Ideally, one group should be formed for handling each coach.
- viii. In case sufficient numbers of Officer are present, then one Officer should be made in-charge of each group.
- ix. Otherwise, Sr. Supervisors travelling by the accident-involved train should be nominated as in-charge of each group to co-ordinate its working.
- x. In case sufficient number of/ Sr. Supervisors are also not present, one TTE should be nominated as in-charge of each group to co-ordinate its working.
- xi. Each group should rescue injured, entrapped passengers.

7.2.1 DUTIES OF ON BOARD RAILWAY STAFF (IAT) IMMEDIATELY AFTER THE ACCIDENT.

- i. Don't panic. Once the accident has already occurred and the train has come to a standstill nothing worse can happen further.
- ii. In case you have a Mobile phone and it is working, inform the Divisional Control Office immediately about the accident. Accident message can be informed to Divnl. Control Office by mobile phone if found in working condition. Most of time land phone, if any, works effectively.
- iii. Observe the position in which your coach has stopped; whether it is standing upright or turned upside down or lying on its side.
- iv. Try and see whether the coach has stopped on a bridge or whether there is level ground on both sides.
- v. In case the coach is on a bridge or very high embankment or in case it is raining heavily, then it is better to wait for some time and not be in hurry to leave the coach, to avoid further deterioration of situation.
- vi. If night, search your coach with your torch and try to determine the general position.
- vii. See that passengers don't get panicky. Passengers sometimes make things worse for themselves by panicking at this critical moment. They should be calmed and their confidence to be built up.
- viii. Ascertain whether passengers are injured or not and whether any of them are trapped or pinned down inside the debris.
- ix. Call out aloud and find out whether there are any doctor(s) present in the train.
- x. Doctors who are travelling in the coach should be asked to announce their presence so that they can attend to and help injured passengers.

- xi. Call out aloud and find out whether there are any Railway staffs present in the train. Railway staff who are travelling in the coach should be asked to announce their presence so that they can attend to and help other passengers.
- xii. For each coach, form a core team comprising of Railway staff available, doctors and 3 or 4 volunteers from the same coach. This core team should take the lead in helping remaining passengers both injured and uninjured.

7.2.2 DUTIES OF MEMBERS OF INSTANT ACTION TEAM (IAT) –TILL ARRIVAL OF DIVISIONAL OFFICERS.

- i. If a person is bleeding and losing blood, or if he is unconscious, then in that case quick action is required keeping “Golden Hour” in mind. At the most only one hour’s time may be on hand.
- ii. Action should be taken as mentioned in Chapter - 4.
- iii. Persons trained in First Aid may be identified and take up specialized action like ‘Cardio Pulmonary Respiration’.
- iv. If the door is open and is accessible, then uninjured passengers should be helped to come out through the door.
- v. In AC coaches the window panes/glasses should be opened/ broken to let in fresh air for the occupants, and thereafter to evacuate them.
- vi. Non-AC coaches have one emergency exit window on each side. The position of this emergency window is 5th from the left when facing the line of windows from inside the coach. They are opposite berth nos. **23** and **57**. In case the door is locked and jammed, try and open these windows so that some of the uninjured passengers can come out through the emergency exit.
- vii. Special care should be taken while evacuating the old, infirm/ill and children in order to ensure that they are not separated from their family members as far as possible.
- viii. Extrication of critically injured should be done under medical supervision as far as possible.
- ix. In case medical supervision is not available, the critically injured passengers should be made to lie down on a bed sheet and thereafter taken out by 4 persons holding the four corners. This will ensure that no further damage takes place. (Bed sheets will be available in AC coaches).
- x. Passengers who are bleeding from open cuts should be tied up with strips of clothes so as to reduce bleeding as far as possible if cannot be stopped completely.
- xi. It is better not to take out the luggage from inside the coaches at the first instance, for two reasons. Firstly, passengers both injured and uninjured should get preference in this evacuation process. Secondly, it may be safer for the luggage to be left inside where there are fewer chances of being stolen or pilfered.
- xii. After passengers have been evacuated from coach, cross check with the reservation chart and against the name of each passenger note down as to whether the passenger is injured or not.

- xiii. After all passengers have been evacuated, water and eatables can be taken out gradually.
- xiv. Building up confidence of injured passengers by suitable advice is of great importance.
- xv. After helping to evacuate all passengers from the reserved coach go over to the unreserved coaches and provide similar help to those passengers also.
- xvi. Railway officials from Divisional Head Quarter generally arrive at the site of the accident within 2 to 3 hours, depending on the distance of the accident site from the Divisional Head Quarter. Wait for them to come and make further arrangements.
- xvii. Grievously injured passengers who are bleeding or those who are unconscious require immediate hospitalization. In case some local people have arrived by that time, their help should be taken in shifting the grievously injured to the nearest hospital.

7.2.3 DUTIES OF THE INSTANT ACTION TEAM (IAT) – IN CASE OF A FIRE

- i. In case of fire, pull the Alarm Chain and stop the train immediately.
- ii. Try to put out the fire before it becomes a big blaze by using either water/blankets/fire extinguishers available with Guard's lobby, AC coaches, pantry car and Locomotive.
- iii. More people expire due to suffocation from smoke rather than due to actual burning. Advise passengers to take a cloth, wet it by using their drinking water and cover their nostrils and also try to make areas less populated.
- iv. Instruct passengers to go to the other end of the coach, which is away from the fire, and if possible cross over to the next coach through the vestibule.
- v. Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
- ix. Make sure that no passenger lies down on the floor.
- x. After train has stopped, passengers should come down from the coach immediately.
- xi. Building up confidence of injured passengers by suitable advice is of great importance.

7.3.0 DUTIES OF OFFICER-IN-CHARGE(OIC) SITE – TILL ARRIVAL OF DIVISIONAL OFFICERS .

Having formed different groups consisting of available Railway staff on the train and volunteers from amongst passengers, the rescue and relief work should be got started in right earnest. This entire exercise would take about 30 minutes time. Once the rescue and relief work by the Instant Action Team has got underway, the OIC site should then enlist the help of First Responders i.e. the local volunteers of the nearby villages.

7.3.1 Locating nearby villages;

- i. There would be some villages nearby, either visible or out of sight.
- ii. In most cases, villagers turn up on their own having heard the sound of the disaster.
- iv. In case none of the above is possible, then speak to either the control office or the
- iii. Otherwise, try and see if any light or any other signs from the village are visible. nearest station and find out the location of nearby villages as also their general direction.

- iv. Location of nearby villages as also their general direction will be available in the Divisional DM Plans.
- v. Having ascertained the general location of nearby villages, send messengers (preferably Railway staff) to inform villagers and seek their assistance.

7.3.2 Locating the nearest manned level crossing gate;

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

7.3.3 Organizing assistance from local people available in nearby villages ;

- i. Villagers should be asked to make an announcement from their loud speaker (generally available in the local Temple, Mosque, Gurudwara, Church etc). informing others regarding the accident also NGO may be asked to announce the same.
- ii. Everybody should be asked to rush to the accident site with following:
 - a. Tractor trolleys (both for transportation as also for general lighting).
 - b. As many cutting implements/equipment, hammers, chisels etc. as are available.
 - c. Ropes & Ladders.
- iii. If doctors or Para-medical staff are available in the village they should also be requested to attend the accident site.
- iv. The messenger should stay back and try and organize opening of a big building (preferably a school) for sheltering of injured passengers and / or preservation of dead bodies.

(Chapter – 8)

DISASTER RESPONSE – FIRST RESPONDERS

8.0 Duties of First Responders – Local People.

(A) at Accident site: It is the duty of the Guard (OIC) to ensure the following:-

- (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 in to separate group for handling individual coaches.
- (v) Group leaders of IAT who were earlier conducting rescue and relief work should co-ordinate with the local people and guide them.
- (vi) Grievously injured passengers extricated from coaches should be sent to the nearest hospitals in tractor trolleys.
- (vii) Passengers who have suffered trivial injuries and uninjured passengers should stay back at accident site and wait for arrival of railways DM team who would take charge of them.
- (viii) As a thumb rule, any injury requiring hospitalization of more than 48 hrs. is grievous, hospitalization of less than 48 hrs. is simple, and any injury not requiring hospitalization at all is trivial.
- (viii) The following priority should be adhered to while sending such grievously injured passengers:-
 - Unconscious.
 - Bleeding excessively,
 - Having breathing problems,
 - Grievously injured,
 - In a state of shock,
 - Having fractures,
 - Simple injured.
- (x) Dead bodies, if extricated should be kept alongside the coach but away from the track for proper tagging etc. before being dispatched for preservation.
- (xi) Bodies should be kept in separate lots, coach-wise, so that they do not get mixed up.
- (xii) Tagging of dead bodies should indicate the coach number and also the cabin number, if possible. (For example ECOR 98127, cabin number containing berths 9-16)

(B) In Villages/Towns at accident site:-

- (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.
- (v) 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.

8.1 DUTIES OF FIRST RESPONDERS – RAILWAY STAFF:

8.1.1 Duties of 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 OIC site and assist in rescue and relief work.
- iv. Assist in extricating injured passengers from affected coaches.
- v. Assist in transporting them to nearest hospitals.

8.1.2 Duties of Gateman :

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

8.1.3 Duties of Station Master at adjoining station :

i. Conveying of information :

- a. Arrange protection of traffic by keeping all signals at "ON position".
- b. 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.
- c. Report the accident to Section Controller. 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 traction posts.

- *OHE masts damaged or not, and extent of damage.
- d. Approximate number of dead and injured (grievous, simple) to be obtained from the TS/TTEs.
- e. 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/TRD/C&W/S&T Supervisors.
 - *Inspector/RPF and OIC/SHO/GRP
 - *Nearest Fire Station personnel.
- f. Inform civil authorities, village/town/city representatives and volunteers for possible relief assistance.
- g. Supervisory Station Manager of the nearest Station shall proceed to accident site.
- ii. Medical assistance :**
 - a. Ask for assistance from local Doctors, Civil, Army Hospitals and St. John Ambulance.
 - b. Arrange adequate number of First Aid boxes, stretchers and wheel chairs.
 - c. Mobilize local medical team and send it to site to render First Aid to the injured
 - d. Quickly transport ARME Scale-II equipment to the site of the accident if available in station.
- iii. Assistance to Passenger**
 - a. Arrange drinking water, beverages and refreshments either from Refreshment Room or local sources.
 - b. Supply beverages and refreshments to stranded passengers.
 - c. Open emergency counter and display necessary information at the site.
 - d. Collect information on dead/injured and convey it to OIC /Control whenever asked for.
 - e. Make frequent announcements about diversion, cancellation and regulation of train services.
- iv. Transport assistance :**
 - a. Arrange for transport from local resources, if available, for transporting injured
 - b. passengers to nearest hospitals by fastest possible means.
 - c. For this purpose, apart from tractor trolleys, even trucks passing on the highway can be utilized.
 - d. Stranded passengers to be transported from the accident spot by arranging transshipment either by train or by hiring road vehicles.
- v. Security assistance :**
 - a. Advise RPF/GRP/State Police to provide security to passengers, the belongings and Railway property.
 - b. They should also be asked to assist in rescue and relief work.

vi. Communication Assistance

- a. Direct passengers to PCO booths available nearby.
- b. Make available STD/mobile phone to relatives of dead/injured where possible.

vii. Sending manpower for site

- a. Proceed to site of the accident by quickest means with trolleys, lamps, vendors, porters etc and any other equipment that is considered necessary.
- b. Continue to be in-charge of site and carry out rescue/relief operations till relieved by a Traffic Inspector (TI) or Divisional Officers.

viii. Preservation of clues and evidences

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

8.2 DUTIES OF TI/SE(P.WAY)/SE(SIGNAL)/SE(C&W)/SE(TRD)/LI/SE (Power Supply)

8.2.1 Rushing to accident site with men and material

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

8.2.2 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 OIC Site.
- iv. Assess casualties and arrange to render First Aid.
- v. Shift injured to nearest hospital.

8.2.3 Joint measurements and preservation of clues and evidences

- i. Sr. Sub-ordinates at site are responsible for measurements and preservation of clues& evidence.
- ii. RPF staffs at site should protect & preserve the clues and evidences.

8.2.4 First Responder – other than Rly. Staff

- i. Villagers of nearby village
- ii. Police Barrack nearby
- iii. Army unit nearby
- iv State / Local Administrative machinery as available nearby.

DISASTER RESPONSE – OFFICERS AT DIVISION & HQ

9.1 GENERAL

9.1.1 Intimation of Accident – Divisional Control Office :

- i. In the Divisional Control Office, information regarding an accident is generally received either by the Section Controller.
- 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 from him.
- vii. Controller/DPC/TPC will undertake the following action in the given order of priority:
 - Give orders to on duty Crew Controller/ Dy. Chief controller/Section Engineer/ SM for sounding the Hooter for ARMVs / ARTs with crane if required.
 - DPC/TPC will also order movement of ARMV and ART (with 140T crane if required) from adjacent divisions for approaching the accident site from the other end after getting approval from competent authority. Details of ART/ARME in adjacent Railways are given in Chapter- 3, sections 3.3.1 & 3.3.2.
 - Thereafter he will inform his Departmental Officers and Supervisors.
- viii. Dy.CHC(Chg.) will first inform to Hospital regarding Casualty . Thereafter he will inform officers and supervisors of the division with the help of other departmental agencies in control office.

9.1.2 Intimation of Accident – Railway Doctors :

Dy.CHC(Chg.) will first inform the Emergency unit 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, Doctors & Para medical staff and instruct them to reach the ARMV immediately.
- iii. Collect necessary Medical team in the hospital.
- iv. Inform CMD about movement of ARMV.
- v. Alert blood donors, SJAB.

- vi. Bare minimum medical team should remain in the hospital; rest of the doctors should be rushed to the accident site.
- vii. Arrange to move Emergency First Aid boxes from ARME Scale-II locations to the accident site.

9.1.3 Intimation of Accident – HQ & Central Control Office

- i. In HQ Central Control Office also, the accident bell in control room should be sounded for alerting all on-duty functionaries.
- ii. After they gather around the Dy.CHC they will be briefly informed about the accident.
- iii. Each functionary will thereafter resume his position and take steps to set motion activities required of him.
- iv. Each departmental functionary will inform HQ Officers about the accident in the following manner–
 - Dy.CHC(Chg)-GM(General Administration), CMD
 - Dy.CHC(Freight)-Operating & Safety.
 - TPC-Electrical Officers.
 - DPC-Mechanical Officers.
 - Engg.Control-Engg., Accounts, Personnel Officers.
 - S&T Control-S&T, Stores Officers.
 - Commercial Control-Commercial, Public Relations.
 - Security Control-RPF Officers.
- v. For this purpose, all functionaries working in the Central control office will have a ready list of telephone numbers (Railway, BSNL and Mobile) of all officers and supervisors of their departments concerned.
- vi. GM will inform CRB regarding the accident.
- vii. PHODs will inform their respective Board Members. In case PHOD is not available in HQ, then the next Senior Most Officer of that department will inform his Board Member.
- viii. CSO/Dy.CSO/SSO(S&T) will inform CRS and nodal Officer of Safety Directorate of Railway Board.
- ix. Dy.CHC(Chg.) will thereafter inform Divisional Control Office regarding running out of 1st special train to the accident site carrying GM and other HQ Officers.
- x. Functionaries of different departments will also inform their respective departmental officers regarding timing of 1st Special train carrying GM and other HQ. Officers to the accident site.
- xi. 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 nearby IAF Base by Secy. to GM.

9.1.4 Informing Non – Railway Officials

- i. **CHC** shall inform District Magistrate, Supdt. of Police and CDMOs of the district within which the accident site falls regarding the accident.
- ii. **ADRM** shall inform the following regarding the accident:
 - IG/GRP.

- ADG/GRP.
- District Commissioner/ District Magistrate.
- Home Secretary of the state.
- iii. In case POL rake is involved, then IOC/BPC/HPCL officials should also be informed.
- iv. In case Mail bags of RMS are involved, then Postal officials should also be informed.
- v. Telephone numbers of all DMs, SPs, CDMOs and District Commissioners are available in Divisional DM Plans.
- vi. Telephone numbers of IOC, BPC and HH HPCL officials are also available in the Divisional DM Plans.
- vii. Telephone numbers of ADG/GRP, IG/GRP, Home Secretary etc. of Rajasthan are given in Divisional DM Plans.

9.1.5 Divisional Officers required to go to site:

- i. DRMs/ADRM, MS with his team of doctors and paramedical staffs, Branch Officers – Sr.DME/ DME, Sr.DSO/DSO, Sr.DCM/DCM, Sr.DSC/DSC, Sr.DEE, Sr.DEN(Co-ord), – should move with ARME while AME and other sectional officers of concerned department will move with ART.
- ii. Road vehicles should be sent to accident site separately. Maximum number of road vehicles should be sent to accident site from Divisional HQ.
- iii. ARMV /SPART shall be dispatched **within 15 minutes** where there is double exit siding and **within 25 minutes in case of single exit siding** with the first available locomotive (Power/Engine) after sounding of Hooter. Train ordering officials will order the movement of ARME with out delay.
- iv. DRM will proceed to the accident site. ADRM shall stay back at Divisional HQ for co-ordination work.
- v. The Second Senior Most Officer of each branch should stay back at Divisional HQ.
- vi. Once it has become clear that the accident is a Disaster, DRM/ADRM will decide the no of officers required to proceed to the accident site. Similarly, individual branch officer will decide the no of supervisors and staff required at the accident site.

9.1.6 HQ Officers required to go to site:

- i. The following HQ Officers as detailed at (iv) below will proceed to accident site by the first special train, which will be carrying GM.
- ii. This special train shall be arranged by KUR Divisional Control Office, in consultation with HQ Central Control. Scheduled departure time will be informed to HQ Officers by their departmental functionaries in HQ Central Control.
- v. GM will proceed to the accident site. COM shall stay back at Zonal HQ for co-ordination work.
- vi. Department wise, designation of officers who are required to go to site, and those who will require to stay back in HQ shall be decided by PHOD/CHOD.

9.1.7. Supervisors required to go to Accident Site:-

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

9.2 OPERATING DEPARTMENT

Duties of the Operating Department in HQ are given in Chapter 11, under the heading “Disaster Response – Co-ordination Centers”.

9.3 SAFETY DEPARTMENT

Sr.DSO/DSO will proceed to accident site along with all other officers and Safety counselors of the Safety Organization. Duties of Safety Organization at accident site has been listed out in 11.2.5, under the heading “ Site Management Plan-I”.

9.4 PUBLIC RELATIONS

Duties of the Public Relations Department are given in Chapter 14.2 under the head of “ Media Management Plan”.

9.5 MEDICAL DEPARTMENT

9.5.1 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 nominated by CMS/MS would be formed, Team ‘A’ and Team ‘B’.
- iii. Team ‘A’ – Headed by CMS/MS in-charge will rush to the accident site immediately by ARMV along with nominated doctors and nominated paramedics.
- v. Team ‘B’ – Headed by the senior most doctors amongst them will stay back at the divisional hospital and perform duties as given below.
- vii. In case the accident site is far away from divisional HQ, then injured passengers are unlikely to
- viii. be brought back to the divisional hospital for treatment. 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’.

9.5.2 Duties of Team ‘A’

These are listed in detail in Chapter 11.2.6, under the heading “Site Management Plan-II”.

9.5.3 Duties of Team ‘B’

- i. Team ‘B’ will establish an Emergency Cell in the Casualty Unit of Railway Hospital.
- ii. Contact adjoining divisions and organize movement of 2 more ARMVs to accident site, one from each end, .

- iii. Contact local hospitals (Railway/Govt./Private) near the accident site and ask them to rush their road ambulances along with necessary medical teams to the accident site immediately.
- vi. Contact local hospitals (Railway/Govt./Private) near the accident site to keep themselves in readiness to receive and provide medical treatment to injured passengers.
- vii. 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.
- viii. The above Data Bank is also available in the ECoR Website on Railnet at www.nwr.railnet.gov.in. Details of name, address, telephone no., facilities available etc. can be collected from this.
- ix. 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. John Ambulance, 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.
- x. These medical teams should be sent to the accident site by train/road or combination of train- cum-road, as feasible. In case suitable Railway vehicles are not available, taxis should be hired for this purpose.
- xi. Adequate number of following items should be arranged and sent to accident site for the purpose of handling dead bodies :
 - Shrouds
 - Wooden Coffins
 - Polythene covers for dead bodies
 - Dry ice
- xii. 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.
- xiii. Prepare Railway Hospital to receive and provide treatment to injured passengers, as and when they are brought back from accident site. Arrange to send anti snake venom 4 vials and other items in cold chain carrier.

9.6 DUTIES OF COMMERCIAL DEPARTMENT

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

9.6.1 Transportation of men and material to accident site

- i. Wherever required sufficient numbers of TTEs/TCs with porters should be sent from the nearest available locations for assisting in transportation of passengers' luggage and rendering other assistance. The commercial officer available at the Divisional HQ (DCM/ACM) should ensure this apart from ensuring the attendance of Commercial Inspector at site.
- ii. Commercial Dept should inform the IRCTC for arranging food packets, drinking water etc to stranded passengers wherever required and monitor the supply of the same.
- iii. Commercial Supervisor at site should arrange for food packets and drinking water etc., till supply of IRCTC reaches site.

9.6.2 Help line Enquiry Booths at Stations -

a. General

- i. The emergency telephone no. **44610, 44616, 0291-2431453** will be manned round-the-clock by commercial department. All Help line Enquiry Booths shall have a separate DOT telephone with STD, Railway telephones with STD, fax machine, photocopier and a PC with internet connection and the necessary infrastructure will be arranged by S&T Dept.
- ii. Help line Enquiry Booths within JU would be opened as below:
 - Originating and destination stations of the accident involved train.
 - All junction stations within the jurisdiction of JU falling on the route of the train. Divisional HQ.
 - Zonal HQ.
 - Any other station as may be decided.
- iii. On NWR Jodhpur Help line Enquiry Booths would normally be required to be opened at following stations, depending on the route of the accident involved train :
Jaisalmer, Phalodi, Jodhpur, Luni, Pali Marwar , Samdari, Jalore, Bhinmal,Dhenera, Balotra, Barmer, Merta Road, Degana, Makrana,Nava City,Nagour,Nokha, Deshnokh.
- v. Help line 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 HQ of originating and terminating divisions.
 - ☐ Zonal HQ of originating and terminating Zonal Railways.
 - ☐ Any other station as may be decided.
- vi. Help line Enquiry Booths would be manned by computer literate Sr. supervisors on round the clock basis.
- vii. Help line Enquiry Booths within the accident affected division, should keep in touch with the Divisional Emergency Cell.

viii. Divisional Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:

- ☐ All Help line Enquiry Booths within the Division.
- ☐ Emergency Cells of other Divisions of ECoR.
- ☐ HQ Emergency Cell.

ix. Such information should be received from UCC by E-Mail and transmitted by E-Mail to all concerned. For this purpose all Help line Enquiry Booths should be provided with PCs with Internet connection. E-Mail addresses of Help line Enquiry Booths will be intimated. Similarly, Help line Enquiry Booths outside the accident affected division, but within NWR jurisdiction should keep in touch with Divisional Emergency Cell of their respective divisions. **b. Accident details to include**

- Number of dead and injured.
- Break up of type of injuries, such as grievous, simple etc.
- Disposal of injured passengers in various hospitals.
- Names of injured passengers.
- Officials in charge of Help line Enquiry Booths would display the list of injured passengers on the notice board. For this purpose Computer printout of E-Mail received should be taken out and displayed at number of places at the station.
- Identification of dead bodies. Reasons for delay should be explained to the public.
- Number of dead bodies identified and their names should be available.
- This information would continue to be updated once in every 3 hrs. and would continue to be accessed for the next 4 to 5 days.

9.6.3 Liability of the Railway for compensation

i. Refunds

a. 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.

b. Refund of money should be granted for trains as per extant rule :

Delayed Rescheduled

Regulated Short terminated

Diverted Cancelled

c. Staff manning Refund counters should be thoroughly familiar with rules for granting of refunds under such circumstances.

d. Sufficient amount of cash should be available at these Refund counters for this purpose.

ii. Compensation

The Railways are liable to pay compensation for death/injury of a passenger in train accident as defined under Section 124 of the Railway Act, 1989. Similarly the Railways are also liable to pay compensation for death/injury to a passenger and platform ticket holder in untoward incidents as

defined under section 124-A of the Act, such as terrorist attack, violent attack, robbery, dacoits, rioting, shoot out or arson by any person in train or within the precincts of a Railway station or accidental falling of a passenger from train.

The procedure for getting ex- gratia, interim relief and compensation for death/injury of a passenger in train accident/untoward incident is as under –

iii. Ex-gratia

Ex-gratia relief is given by the Railway administration soon after an accident normally at the rate of:

- Rs. 50,000/- in the case of death;
- Rs. 25,000/- in the case of grievous injury; and
- Rs. 5000/- for simply injury.

Payment is sanctioned and arranged after such enquiries as can be reasonably made on the spot by a Senior Scale or Higher Officer nominated by GM. If the ex-gratia has not been paid to the victim at accident site, the claimant should approach the Chief Claims Officers of concerned Railway.

The ex-gratia is intended to meet the immediate expenses of the victims/and is not taken into account at the time of final settlement of compensation claims.

iv. Death/Injury Compensation

Claims for compensation for death/injury of a passenger in train accident or untoward incident are decided by Railway Claims Tribunal having jurisdiction over the site of accident.

The Tribunals having jurisdiction over North Western Railway with their addresses are as follows

SN	Tribunal	Address	Jurisdiction
1	CAT- Jaipur	Sahkar Marg, Jaipur-302001 e-mail: catjpr-rj@nic.in	Rajasthan State
2	CAT- Jodhpur	Near High Court Post Box No. 619, Jodhpur-342001 e-mail: cat-jodhpur-rj@nic.in	Rajasthan State

v. Who can claim :

An application for compensation under section 124 or 124-A may be made to the Claims Tribunal:

- By the person who has sustained the injury or suffered any loss, or
- By any representative duly authorized by such person on his behalf, or
- Where such person is a minor, by his guardian, or
- Where death has resulted from the accident/untoward incident, by any dependant of the deceased or where such a dependent is a minor, by his guardian.
- Every application by a dependent for compensation under this section shall be for the benefit of every other dependent.

vi. Procedure for filing application

- The claimant or his agent or his duly authorized legal practitioner should present the application in “ Form II “ in triplicate to the Registrar of the Tribunal having jurisdiction over

the place of accident/ untoward incident. The application can also be sent by registered post to the Registrar of the Bench concerned.

- Where the number of respondents is more than one, as many extra copies of the application as there respondents, together with unused file size envelopes, bearing the full address of such respondents, shall be furnished by the applicant.
- The applicant may attach to and present with his application a receipt slip in Form IV which shall be signed by the officer of the Registrar receiving the application on behalf of the Registrar in acknowledgement.
- Every application including any miscellaneous application, shall be typed legibly in double space on one side on thick paper of good quality.

vii. Particulars required for filing claims in Railway Claims Tribunal

- Name and father's name of the person injured/dead (husband's name in the case of married woman or widow).
- Full address of the injured/dead.
- Age of the person injured/dead.
- Occupation of the person injured/dead.
- Name and address of the employer of the deceased, if any.
- Brief particulars of the accident indicating the date and place of accident and the name of the train involved.
- Class of travel, and ticket/pass number, to the extent known.
- Nature of injuries sustained along with medical certificate.
- Name and address of the Medical Officer/Practitioner, if any, who attended on the injured/dead and period of treatment.
- Disability for work if any caused.
- Details of the loss of any luggage on account of the accident.
- Has any claim been lodged with any other authority? if so, particulars thereof.
- Name and permanent address of the applicant.
- Local address of the applicant, if any.
- Relationship with the deceased injured.
- Amount of compensation claimed.
- Where the application is not made within one year of the occurrence of the accident, the grounds thereof. Any other information or documentary evidence that may be necessary or helpful in the disposal of the claim.
- One helpline for compensation may be opened.
- HQ Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:
 - Emergency Cells opened on other divisions of ECoR.
 - Emergency Cells opened on originating and terminating Zonal Railways. Safety Directorate's Emergency Cell in Railway Board.

- Help line Enquiry Booths should not contact the accident site or the UCC directly.

9.7 DUTIES OF 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.Break Down Spl. without Crane should be requisitioned from adjoining divisions also so that additional rescue equipment such as cutters, spreaders, hydraulic jacks, generators, lighting equipment etc. could be available for rescue operation.

III. The aim should be to ensure one ART with 140T crane along with one Break Down Spl at each end of the accident site.

IV.Provision should be made for availability of standby crane Loco Pilot on each ART working at site, so that ARTs can work round the clock.

V. Road cranes of sufficient capacity should be arranged by Engg. department so that these cranes can start working from the centre while the 140T cranes can continue working from either end.

VI. Trucks should be arranged for carrying Break Down equipment near to accident involved coaches, so that the site of accident can be approached from the middle, and more work centers can be opened up simultaneously.

VII. Sr.DME shall order for Crane in consultation with CME/CMPE.

9.8 DUTIES OF SECURITY DEPARTMENT

I.Sr.DSC will proceed to the site by ARME along with a maximum number of RPF personnel. Only one officer will stay back at Divisional HQ.

9.8.1 Rushing of men and material to site.

- 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.
- Simultaneously, the Post/Outpost in charge would requisition additional manpower from adjoining RPF Posts.
- He should also pass on the information to Local Police and Police Control Room, Local Fire Brigade, hospitals, Local voluntary organizations and the like organizations at the earliest.
- Divisional Security Control shall get reinforcement from neighboring posts/outposts, reserve line, divisional HQ or zonal reserve and send them by the ART. If they could not be sent by the ART then they should definitely be sent by the 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.
- In case any RPSF Battalion or Company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situations till additional force is available from other sources. Additional RPF personnel from Zonal HQ should be sent to accident site.

- 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.
- 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 sets for inter-communication.
 - Digital Camera for photographing the scene (both on negative and slide films) **Video recording of rescue and Salvage operations** and connected administrative arrangements.

9.8.2 Co-ordination with Local Police

- Maintain constant liaison with IG/GRP and ADG/GRP for following :
- Rushing all available GRP personnel to the accident site.
- Obtaining additional manpower from the local police for purpose of crowd control.
- Issue of necessary instructions to local police for giving expeditious clearance for starting
- Restoration work.
- Issue of necessary instructions to SP of the district for waiving off formalities of Post Mortem on dead bodies.

9.9 DUTIES OF ELECTRICAL DEPARTMENT

- I. Sr.DEE/ DEE should proceed to accident site and AEE should remain in the Divisional Control Office for providing backup support. In absence of AEE(G) Senior Most Section Engineer(G) should man the Control Office.
- II. Main responsibility of Electrical Department will be regarding site illumination with portable generator sets, portable inflatable tower lights, disconnection and slewing of OHE. In case of scarcity of generator sets the same may be hired from nearby village or town.
- III. Maximum number of electrical staff should be sent by 2nd and 3rd Special trains for installation and operation of electrical equipment.
- IV. Officers staying back in divisional HQ Shall maintain constant liaison with site and find out quantum of assistance required by way of men and material.
- V. These should be rushed to accident site either from :
 - a. Railway sources within the division, or
 - b. Railway sources from adjoining divisions and zones, or
 - c. Non-Railway sources within the division and adjacent to Divisions.
- VI. Site illumination through Generator sets of ART / ARME / SPART / SPARMV by Halogen lamps.

- VII. Incase of scarcity of Generator sets, Generator sets to be hired from nearby village/Town and fuels to be arranged from outside.
- VIII. Illumination through inflated tower lights.
- IX. Temporary illumination through availing LT Power Supply from nearby licensee if practically possible.

9.10 DUTIES OF SIGNAL & TELECOMMUNICATION DEPARTMENT

- I. Sr.DSTE as well as ASTEs should proceed to site of accident. DSTE will be available in Divisional Control Office for providing backup support.
- II. Main responsibility of S&T Department will be for providing effective and adequate means of communication.
- III. Provision of portable telephone to be connected directly to Sectional Control through emergency socket.
- IV. Provision of auto telephone of nearest Rly exchange through DM pairs at emergency socket.
- V. Provision of communication through satellite telephone.
- VI. BSNL telephones to be provided.

A. Rushing of men and material to site -

- Sr.DSTE along with ASTE will carry the following to the accident site:
 - Satellite phone,
 - FAX cum printer,
 - Two 25W VHF sets along with antenna and battery,
 - 10 numbers 5W walkie-talkie sets.
- Provision of drone cameras
 - He will be accompanied with at least one TCI and two TCM/WTM.
 - 2 more TCI (SE/JE- Tele) /TCM, SIS (SE/JE-Signal) of the section and maximum number of telecom staff should be sent for installation and operation of telecom equipment. They should go to the site of accident either by ART or latest by 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.
 - Satellite phones of HQ and nearest division and one FAX machine will be carried in GM special by at least one TCI and one TCM/WTM.
 - All mobile phones available with the ARME/ART should also be rushed to site for emergency use.
 - Sufficient number of spare batteries and battery charges for these mobiles should also be taken to accident site.

B . Arranging communication at site-

- DSTE in the division will immediately come to divisional control office and ensure setting up of all communication arrangements as required
- DSTE will keep a record of the numbers of Railway telephones, BSNL telephones, IMMERSAT phones provided at site and telephones provided at Help line Enquiry Booths. This information shall be passed on to the Divisional Emergency Cell.
- He should liaison with BSNL officials in the area for immediate provision of additional BSNL telephone/ hot lines at the accident spot, nearest station and at Help line Enquiry Booths duly utilizing assets under his disposal where required.
- Map of the division showing areas where cell phone connectivity is operative is available in Divisional DM Plans.
- Should procure along with connecting a minimum of 06 nos cell phones for each division and send them to accident site.
- Obtain E-Mail addresses of Emergency Cells set up on other Divisional and Zonal HQ.

C. Communication at HQ And Divisional Emergency Cells

- Communication arrangements are required to be provided at NWR HQ Emergency Cell immediately permanently.
- 02 BSNL Telephones having ISD/STD facility are already available in the HQ Central Control. Dynamic locking code of the telephone is available with CHC/Emergency. FAX machine is also provided on 01 BSNL telephone in the Emergency control.
- Apart from this telephone, 04 other BSNL telephone numbers (02 with STD facilities) should be made available in HQ Emergency Cell for use by Chief Emergency Officer.
- One FAX machine shall be provided on one BSNL telephone.
- 02 Railway telephone numbers with STD facilities should also be made available. 02 Mobile telephones should also be made available in HQ Emergency Cell.
- Similar Communication arrangements should also be provided in the Divisional Emergency Cell. 02 (two) Laptop/Desktop or Tablets with dongle may be kept in operation for communication & interaction.

D. Communication at Help line Enquiry Booths

- Help line Enquiry Booths are to be opened at all important stations enroute of the affected train as mentioned at Section (7.6.2- iii) above.
- Location of these Help line Enquiry Booths will be on Platform No.1 of their respective stations. 02 BSNL phones should be identified and kept pre-wired to the Help line Enquiry Booths so that these can be energized at short notice.
- Similarly, 02 Railway phones should be identified and kept pre-wired to the Help line Enquiry Booths so that these can be energized at short notice.

- One Scanner and PC with Internet connection and printer should also be provided at Help line Enquiry Booths. These should also be kept pre-wired so that these can be energized at short notice.
- E-Mail address of PCs to be provided should be intimated to all concerned.
- Stations at which such arrangements are to be made and telephones which are to be utilized should be identified by Sr.DSTE with approval of DRM.

9.11 DUTIES OF ENGINEERING DEPARTMENT

Rushing men and material to accident site

- Sr.DEN(Cord.) and Sr.DEN/DEN concerned will proceed to the site of accident by self propelled ARME/ART. In the absence of Sr.DEN(Cord.), the next senior most Sr.DEN of the Division will proceed along with the concerned Sr.DEN/DEN. In the absence of Sr.DEN/DEN of the Section, Sr.DEN/DEN of the adjoining Section will proceed by ARME or self propelled ARME.
- It is expected that AEN and SSE(P.Way) of the Section would have already reached the accident site before arrival of ARME/ART. In cases, where the SSE(P.Way) and AEN are based at Divisional HQ, they should move along with staff by ART. At least, two SSE/Works and one SSE/Bridge should move along with their staff by the ART.

Mobilization of work force

- Sr.DEN (Cord.) with consultation with Section Sr.DEN/ DEN will mobilize required no of workman and supervisors as per information received from the site of accident regarding extent of damage to track and other P.Way and Bridge. Earth moving equipments should also be requisitioned as per requirement.
- ½ km of rails, sleepers and fittings and one set of 1 in 12 and 1 in 8 ½ turnouts are available in the ART. The Mechanical and Operating Departments will ensure that part 'C' of ART (consisting of additional Engineering Material Wagons) shall follow the ART. The additional half km of matching materials and one set of 1 in 8 ½ and 1 in 12 turnouts shall be kept in the Track Depot of the Division. For loading of this material, 2 BFRs and 2 BCN wagons should be immediately placed in the Track Depot. These materials 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.
- At least two nos. of JCBs available with the ballast depot contractor shall be immediately moved.
- Sr.DEN/ DEN in Divisional Emergency Control will request concerned authority (Army/State Govt. Deptt.) for Bulldozer/ Earthmoving machinery in the area.

9.12. DUTIES OF IT DEPARTMENT

- One separate room in HQ, named “ DisasterManagement Room”, which will be used as Emergency Cell and should be provided with minimum 02 PCs.
- Both PCs should be connected to Rail net and the E-Mail addresses already configured into them should be activated.
- Similarly 2 PCs in divisional control office nominated for being used in Divisional Emergency Cell should also be shifted there.
- Both these PCs should be connected to Rail net and the E-Mail addresses already configured into them should be activated.
- PCs in various Help line Enquiry Booths at different stations should all be made functional connected to rail net and made ready for receiving and sending E-Mails.
- Following information should be uploaded on to NWR Website as quickly as possible :
 - a) List of injured and deceased passengers
 - Names of stations where Help line 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 & if possible destination also.
 - Number of dead bodies recovered– coach wise & if possible destination also.
 - Number of dead bodies identified– coach wise & if possible destination also.
 - b) Details of trains which have been diverted, regulated, short terminated, cancelled or rescheduled.

DISASTER RESPONSE – CO-ORDINATION CENTRES

10.1 GUIDELINES FOR MOVEMENT OF ARMVs & ARTs TO ACCIDENT SITE INCLUDING SPARMV / SPART.

- 10.1.1** Movement of ARME and ART should never be clubbed together. ARME should be started first and moved separately for faster movement.
- 10.1.2** ARMEs and ARTs should be dispatched from the base station, within the target time stipulated. Departure of ARMEs and ARTs should not be delayed on any account including arrival of doctors/ officers. Anybody who is left behind can proceed later on either by GM special or by next special train or even by road.
- 10.1.3** ARMEs must be run out within the target time, even without full complement of doctors, if necessary. This will ensure that other doctors who are available at accident site can utilize facilities of ARME after its arrival at site. During run discussion & decision to be taken initially for work distribution or on availability of 1st opportunity before action.
- 10.1.4** ARMEs and ARTs should be moved on top priority taking precedence over all other trains. They should not be stopped anywhere en-route for picking up any one.
- 10.1.5** Running lines of adjoining stations on either side of the accident affected block section should be kept clear of all trains for shunting of ART/ARME and evacuation of affected portion of the train. In case there are any stabled loads, the same should be lifted, if possible.
- 10.1.6** Running of ARMEs and ARTs in accident site:-
- (i) After ARMEs and ARTs have been ordered, DPC should locate diesel powers for these ARMEs and ARTs.
 - (ii) First available diesel powers should be nominated, even by temporarily detaching from a Mail/ Express train on run, if necessary.
- 10.2 DIVERSION, REGULATION, SHORT TERMINATION, CANCELLATION AND RESCHEDULING OF MAIL / EXPRESS / PASSENGER TRAINS**
- 10.2.1** The moment information is received about the accident, all Mail/Express trains on run towards the accident involved section should be stopped. They should not be advanced beyond the last Junction station or at major stations from where they can be diverted or suitably controlled/ terminated.
- 10.2.2** They should be regulated at convenient stations before a decision is taken regarding their further movement. This decision should normally be taken within the next one hour.
- 10.2.3** Trains should preferably be regulated at stations where food can be arranged.
- 10.2.4** However, too many trains should not be simultaneously brought to a Jn. Station for regulation, since it may create law and order problems.

10.2.5 Passenger trains can be run out to the next convenient location and thereafter terminated so that their rakes are available for use.

10.2.6 HQ Emergency Cell shall decide on the following in consultation with adjoining Railways and Coaching Directorate of Railway Board :

Diversion, Cancellation,
Regulation, Re-scheduling.
Short termination,

10.2.7 The above decision regarding diversion etc. should be taken in about one hour time after ARMEs, ARTs & GM special have been run out and there is a slight lull in the information flow.

10.2.8 As far as possible, trains which are already on run should be diverted. They should not be short terminated, since this will create problem of dispersal of passengers.

10.2.9 Trains should be diverted from the last possible Jn. Station onwards so that maximum number of passengers can detrain at their proper destination stations.

10.2.10 Sr.DME/Sr.DEE(Tr) would be in-charge of co-ordination with Operating department regarding requirement and availability of crew deployment.

10.2.11 Sr.DME/Sr.DEE(Tr) will take into consideration changing traffic requirement because of diversions etc. and accordingly plan crew deployment.

10.2.12 Adjoining divisions should be informed about these diverted trains so that spare crews can be sent to interchange points.

10.2.13 For diverted trains, Loco Pilots and Guards having necessary road learning should be arranged.

10.2.14 Loco Pilots nominated for working these diverted trains should be empanelled for working Mail/ Expresses as per Railway Board's instructions, if available on roster.

10.2.15 Crews should also be planned for diesel engines sent to the accident site working ARMEs, ARTs, other special trains and likely to be held up there for next 2-3 days.

10.3 Running of Special trains

Following special trains will be required to be run in the given order of Priority to the accident site:

03 Coach SPART/ARMV.

- i. Two SPART/ARME from each end.
- ii. Two additional 3 Coach SP-ART/ARMVs from adjoining divisions, one from each end.

ARTs.

- i. ART from both the ends.
- ii. Two additional BD Specials one from each end.
- iii. 1st special train carrying GM and other officers from HQ.

- iv. Unaffected front portion of the accident involved train in case the same can be moved subject to fitness given by Mechanical Department.
- v. Unaffected rear portion of the accident involved train in case the same can be moved subject to fitness given by Mechanical Department.
- vi. In case the front and rear portions cannot be moved, then they should be left as they are.
- vii. Two empty coaching rakes, one from either end for clearing unaffected passengers of the accident involved train for transshipment of passengers and luggage.
- viii. Special trains for accident site, one from each end, carrying logistic backup support, material and additional manpower from junction stations. These should normally be run out 1 – 2 hrs after arrival of ARME carrying DRM and other divisional officers at the accident site.
- ix. Before these 2nd and 3rd special trains are run from each end, Railway staff at all stations en-route should be informed regarding running of these trains so that supervisory staff of all departments, from Jn. Stations can go to the accident site on these trains.
- x Two Diesel light engines should be stationed, one at each station on either side of the accident involved block section .
- x. Two Engineering specials, one from each end, carrying engineering material and gang men from the section.
- xi. Running of 2 passenger specials for carrying relatives to the site of accident. These trains will be started from the originating and destination stations of the accident involved train and will be given same stoppages as the accident involved train for picking up relatives enroute. This is to be co-ordinated by HQ Emergency Cell in consultation with Railway Board.
- xii. Arrangement for the visit of MR/MOSR, CRB and other Board Members to the accident site should be made in coordination with the Safety Directorate and Secretary, Railway Board.
- xiv. Tents to be pitched near the site for the labour to take rest.

10.4 Setting up Emergency Cells in Divisions :

- i. Divisional Emergency Cell shall be opened immediately after receipt of information of the accident at Divisional Control Office.
- ii. This unit will exercise control, co-ordinate and arrange supplementary assistance to the accident site.
- iii. It shall function in a separate cubicle at Divisional Control Office provided with centralized communication networks, hot line to the site and HQ
- iv. Sr. DOM will be over all in charge of the Divisional Emergency Cell and will function as the Divisional Emergency Officer for the purpose of managing relief and restoration operations from Divisional level.
- v. In case Sr. DOM is not available, DOM will be the Divisional Emergency Officer.
- vi. In case both officers are not available, any other officer nominated by DRM will take over charge.
- vii. Requirements of all departments for movement of men and materials to the accident site shall be conveyed to the Divisional Emergency Officer, who shall arrange their movement.

- viii. Timings of 2nd and 3rd special trains to be moved from each end to the accident site, carrying backup logistic support will be conveyed to all concerned beforehand.
- ix. Divisional Emergency Cell will maintain:
 - Telephone and FAX numbers of the accident site. These should be maintained functionary wise for each functionary available in the UCC.
 - Similarly telephone and FAX numbers of functionaries available in CAC should also be available with the Divisional Emergency Cell.
 - Telephone and FAX numbers of Help line Enquiry Booths that would have been set up at various stations on the division.
 - E-Mail addresses of UCC, Help line Enquiry Booths and HQ Emergency Cell. E-Mail addresses of some of them are given in Annexure- 34
 - Names and phone numbers of hospitals where injured have been admitted/shifted, along with number of patients.
- x. Divisional Emergency Cell will collect updated information regarding all aspects of the accident and pass on the same either telephonically or by E-Mail to:
 - All Help line Enquiry Booths within the division.
 - HQ Emergency Cell.
 - Divisional Emergency Officer on duty shall chronologically record all information and instructions received or given in a logbook.

10.5 Setting up Emergency Cell in HQ

- i. HQ Emergency Cell shall be opened immediately after receipt of information of the accident at HQ Office.
- ii. This unit will exercise control, co-ordinate and arrange supplementary assistance to the accident site.
- iii. It shall function from a separate room in NWR HQ Office “ DisasterManagement Room”, provided with centralized communication network, hot line to UCC and Divisional Emergency Cell.
- iv. In the absence of COM, CPTM (in his absence CFTM) will be over all in charge of the HQ. Emergency Cell and will function as Chief Emergency Officer for the purpose of managing relief and restoration operations from HQ Level.
- v. Requirements of all departments for movement of men and materials to the accident site from adjoining zones and divisions shall be conveyed to the Chief Emergency Officer, who shall arrange their movement.
- vi. HQ Emergency Cell will maintain:

Telephone and FAX numbers of the accident site. These should be maintained functionary wise for each functionary available in the UCC.

Similarly telephone and FAX numbers of functionaries available in CAC should also be available with the divisional emergency cell.

Telephone and FAX numbers of Help line Enquiry Booths that would have been set up at various stations on adjoining zones.

E-Mail addresses of UCC, CAC, Help line Enquiry Booths and Divisional Emergency Cells set up on other Divisions of NWR.

E-Mail addresses of Emergency Cells opened on train origination terminating Divisions & Zones and Safety Directorate Emergency Cell in Railway Board.

Names and phone numbers of hospitals where injured have been admitted/shifted along with number of patients.

- ix. HQ Emergency Cell will collect updated information regarding all aspects of the accident and pass on the same either telephonically or by E-Mail to:
 - Emergency Cells opened on other Divisions of NWR
 - Emergency Cells opened on originating and terminating Zonal Railways
 - Safety Directorate's Emergency Cell in Railway Board
- x. HQ Emergency Cell will monitor movement of ARMEs/ARTs etc. coming from adjoining Zones/ divisions.
- ix. Assistance from Defense, Para military establishments, State Govts. should be coordinated by HQ Emergency Cell as and when required.
- xi. Chief Emergency Officer on duty shall chronologically record all information and instructions received or given in a logbook.
- xi. SDGM/CPRO shall monitor various important media channels to keep track of media reporting, Suitable corrections/clarifications may also be issued, if required.

10.6 Manning of Divisional/HQ Emergency Cell in shift duty

- i. Divisional/HQ Emergency Cell shall be manned round the clock by officers.
- ii. In addition to officers of the Operating Department, there will be officers of Engineering, Mechanical, S&T, Electrical, Commercial, Medical, Security and Personnel departments in the Divisional/HQ Emergency Cell round the clock.
- iii. Divisional Emergency Cell will be manned by Senior Scale/Junior Scale officers of all departments in 12 hrs shift duties round the clock.
- iv. Similarly, HQ Emergency Cell will be manned by JA Grade. Senior Scale Officers of all departments in 12 hrs shift duties round the clock.
- v. Senior most officer of each department who is available in the division/HQ Shall be on duty in the Divisional/HQ Emergency Cell during the day shift (8 hrs. to 20 hrs.).
- vi. Senior most officer of each department shall issue a 12 hrs. roster for his own department for the night shift (20 hrs. to 8 hrs.).
- vii. Round the clock roster of 12 hr. shift duty should cover both Officers and supervisors.
- viii. Same officers and supervisors should be repeated each day without any change or rotation, for the next 4-5 days. This will maintain continuity and will ensure that experience gained on the first day can be gainfully used on subsequent days.

10.7 Liaison with Railway Board

HQ Emergency Cell 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 Help line Enquiry Booths on other Zonal Railways as follows: Originating and destination stations of the accident involved train.
- vi. All junction stations falling on the route of the train. Divisional HQ of originating and terminating divisions. Zonal HQ of originating and terminating Zonal Railways. Any other station as may be decided.
- vii. Movement program for visit of MR/ MOSR, CRB and other Board Members to the accident site.
- viii. Assistance required from Defence, Para Military organizations, State Govts. Should be conveyed to Railway Board who shall coordinate the same.
- ix. 3 hourly progress reports on the rescue and relief work shall be communicated to Safety Directorate's Emergency Cell in Railway Board.

10.8 Duties of Additional Divisional Railway Manager;-

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

DISASTER RESPONSE ASSISTANCE FROM ADJOINING DIVISIONs / ZONEs / DMAs

11.0 Assistance from National Disaster Response Force (NDRF)

The Disaster Management Act, 2005 has made the statutory provisions for the constitution of the National Disaster Response Force (NDRF) for the purpose of specialized response to natural and man-made disasters.

According to Section 45 of the Act, the National Disaster Response Force has to function under the general superintendence, direction and control of the National Disaster Management Authority (NDMA) and under command and supervision of Director General, NDRF. Though the units of this Force were nominated in 2003, it is only after the establishment of NDMA that their training and equipping were vigorously pursued. NDRF is a specialist force and is gradually emerging as the most visible and vibrant multi-disciplinary, multi-skilled, high-tech force of the NDMA capable of dealing with all types of natural and man-made disasters.

Present Organization:-

At present, National Disaster Response Force (NDRF) consists of eight battalions, two each from the BSF, CRPF, CISF and ITBP. Each battalion will provide 18 self-contained specialist search and rescue teams of 45 personnel each including engineers, technicians, electricians, dog squads and medical/paramedics. The total strength of each battalion is approximately 1,149.

All the eight battalions are being equipped and trained to combat all natural disasters including four battalions in combating nuclear, biological and chemical disasters.

NDRF has highly skilled rescue and relief operations, regular and intensive training and re-training familiarization exercises within the area of responsibility of respective NDRF Bns, carrying out mock drills and joint exercises with the various stakeholders. NDRF is capable of handling disaster of earthquake, floods, building collapse, cyclones, tsunami, chemical & biological disaster, even landslide or complete washout of Rail line.

The key to efficient disaster response will depend primarily on effectiveness of training and raising of specialized Disaster Response Forces. With this vision a detailed “Training Regime for Disaster Response” has been prepared by NDMA/NDRF identifying the specific disaster response training courses and devising a unified, structured and uniform course module as well as syllabus for these training courses. The proposition behind a unified, structured, uniform course module and syllabus is that first the entire NDRF battalions will successfully attain these courses and subsequently the State Disaster Response Forces (SDRF) and other stakeholders will be trained on the same lines., the need of uniformly structured course module emerged out of the fact that if all the NDRF battalions and other ‘first responders’ undergo the

same training exercise, the coordination between different stakeholders would be expedient and well planned at the time of any major disaster where different NDRF battalions, SDRF battalions and other stakeholders will be working together in close coordination with each other.

NDRF personnel are invariably trained in courses like Flood Rescue, collapsed Structure Search and Rescue, Medical First Responders, Rope Rescue, Nuclear, Biological , Chemical Emergencies, Dignified Disposal of Dead Bodies etc.

Training being one of the most important attributes for an efficient force, Government of India has recognized the recommendations of NDMA for setting up an apex National Institute of Excellence for Search and Rescue at a central place like Nagpur to provide training of trainers and to meet other national and international commitments. Also a network of ten outreach centers at the respective NDRF Battalion locations are proposed to be set up.

One of the most important tasks of NDRF is to continuously engage themselves in the Community Capacity Building and Public Awareness programmes in a big way which includes training of people (the first responders) and concerned government officials at different levels in the areas with high vulnerability. Along with Community Capacity Building and Public Awareness exercises NDRF is also actively engaged in area familiarization exercises. Such exercises provide first-hand knowledge about the topography, access route to various disaster prone areas, and availability of local infrastructure/logistics which can be used in disaster response operations.

NDRF also conducts regular mock exercises on various disasters like cyclone flood earthquake, NBC emergencies, mass casualty management etc. participation in such exercise on the hand improve the professionalism of NDRF personnel to tackle the real emergency situation and on the other provides an opportunity to interact with various state Government officials and to develop cordial relations with them that can be of great help during response to actual disasters.

11.1 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 100 injuries (Grievous + Simple). Threshold levels have been given in terms of injuries, because initially it is difficult to estimate number of casualties.
- iv. Whenever number of injuries is estimated to go beyond 100, assistance should be sought for from adjoining Divisions/Zones.
- v. This is to be co-ordinated by the Chief Emergency Officer in HQ Emergency Cell.

11.2 ASSESSMENT OF ASSISTANCE FROM ADJOINING DIVISIONS / ZONES

- i. DRM after reaching the accident site should make an immediate assessment like 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 HQ Emergency Cell.
- vii. Based on the above figures, decision should be taken and assistance rushed from adjoining divisions and zones.

11.3 SCALE OF ASSISTANCE FROM ADJOINING DIVISIONS / ZONES

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

Threshold level 100 to 150 Injuries 150 to 200 above 200 Injuries

	No. of teams	1 team	2 teams	3 teams
ARME/SPART	22	12	2	
140 T crane	22	1 BD	2	2 BD

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

Officer in charge Senior Scale

Doctors	5
Para – medical staff	10
Commercial officers	2
Commercial supervisors	10

11.4 ASSISTANCE FROM DEFENCE & PARA MILITARY FORCES

- 11.4.1** Assistance should be sought from nearest army & para-military establishments, NDRF, ODRAF and OSDMA.
- 11.4.2** Railway staff no matter how dedicated and loyal, are not experts in extricating dead bodies, handling injured passengers & their evacuation etc.
- 11.4.3** In case of assistance required from the nearest NDRF unit, should be requisitioned through NDMA, New Delhi by DRMs/GMs.
- 11.4.4** Army has the necessary expertise and are trained and equipped to handle such a war like situation.
- 11.4.5** Therefore, Divisional/Zonal HQ should get in touch with the nearest army command and request for necessary assistance.

11.4.6 Additional telephone numbers of Army are given in Divisional DM Plans.

11.5 DEPARTMENTAL ASSISTANCE FROM ADJOINING DIVISIONS / ZONES.

11.5.1 S&T Department:

- i. Satellite Telephone numbers of ARTs from 05 adjoining divisions.
- ii. 05 Mobile Telephone numbers of each ART from 5 adjoining divisions (25 mobiles in all).

11.5.2 Electrical Department

- i. Generators and fuels from ARTs of adjoining divisions.
- ii. Lighting equipments from ARTs of adjoining divisions.
- iii. Portals/ OHE masts or other OHE fittings etc.

11.5.3 Civil Engineering

- i. Additional workmen are required who are to be moved from adjoining divisions/zones.
- ii. Each such division sending assistance should move 250 men along with 5 artisans and 5 SE(P. Way). One DEN and one AEN each should also move to the site of accident from each such Division.

SITE MANAGEMENT PLAN - I

There are 2 aspects of Disaster Management work at an accident site. Rescue, relief and restoration operation, which is carried out by one set of functionaries.

Aspect pertains rehabilitation of accident involved passengers, taking care of dead bodies, dealing with their relatives etc. for which a different set of functionaries are required. For managing these 3 distinct aspects of DM work that are required to be discharged by Railways, three separate establishments should be set up at an accident site. The outline schematic plan of accident site given at Annexure- 2. Transportation of stranded Passengers.

12.0.1 RECEPTION AND DISPATCH CENTRE (RDC)

Reception and dispatch centre will be located at the entrance way to the site of accident. The size of the Samiyana should be of Appox. (15x10) ft with a banner (**Reception And Dispatch Centre**) fixed on the top. Senior Supervisors/SSE of Mech. & Medical department will man the centre.

They shall register /facilitate/co-ordinate the arrival /activity/departure of non –railway organizations like NDRF, ODRAF, Civil authorities, GRP, State fire service, State Medical Team, NGOs and such other organization.

They will log the details of team reporting the center such as name of organization, details of team, details of equipment and direct them to OIC of the site.

They will also register /facilitate /co-ordinate movement of ambulances / injured persons to local hospitals as per the direction of the OIC of the site.

12.1.0 UNIFIED COMMAND CENTRE (UCC)

12.1.1 Unified Command Centre (UCC) should be set up at the accident site under the overall coordination of Mechanical Department.

12.1.2 This will be some kind of a control office to be located near the centre of the accident site.

12.1.3 This is basically meant for catering to operational needs of Railway in rescue, relief and restoration work.

12.1.4 Detail schematic plan of UCC is given at Annexure – 2.

12.1.5 UCC is to be manned by staff of relevant departments such as :

Medical, Commercial, Personnel, Operating, Safety, Security, Public Relations, Mechanical, Electrical, S&T and Engineering.

12.1.6 UCC will be provided with all facilities similar to a control office.

12.1.7 Adequate lighting with generator backup should be provided in the UCC.

12.1.8 Adequate number of telephonic links to Divisional Emergency Cell and HQ Emergency Cell should be provided. Preferably each department in the UCC

should be given as independent telephone including satellite telephone, fax, photo copier, PCs and loud speaker.

12.1.9 PC/Laptop should be connected to Internet for E-Mailing of detail update to all concerned, including Divisional Emergency Cell, HQ Emergency Cell and Help line Enquiry Booths.

12.1.10 A big banner displaying 'UNIFIED COMMAND CENTRE' should be put up at a prominent place at the entry to the samiana, with sufficient signage's indicating its direction or approach road.

12.1.11 UCC at the site will be manned by Sr. Supervisors on round the clock basis in 12 hrs. shift duty and they will monitor & co-ordinate working of their departments.

12.1.12 Various functionaries in the UCC will monitor and co-ordinate the working of their departments, and assistance required by them, if any.

12.1.13 Each functionary at the UCC will maintain a log book. Flow of information both incoming and outgoing would be recorded along with the time and names of officers/staff who were given the message.

12.1.14 UCC will basically supervise the working of 2 LCCs and coordinate with Divisional and HQ Emergency Cells.

12.1.15 Functionaries of different departments in LCCs should provide updated information regarding progress of work to their counterparts in UCC.

12.2.0 LOCAL COMMAND CENTRES (LCC)

12.2.1 Depending on the spread of the accident site, Local Command Centers (LCC) on the same pattern as the UCC should be set up.

12.2.2 If the site is spread out over 300 – 400 mts. 2 LCCs should be set up.

12.2.3 Representatives of same departments as in UCC should be present in LCCs also. However, they should be either one or at most 2 men per department. It will co-ordinate various teams spread out over the site of accident.

12.2.4 Each LCC will oversee the working of DM teams at one end of the accident site.

12.2.5 Jurisdiction of each LCC will extend to all men and materials belonging to 2 ARMEs, BD special and 1 ART at that end of the accident site.

12.2.7 One SAG officer of Mechanical department will be overall in charge of each LCC with loud speaker for making announcements and direct telephone link with UCC.

12.3.0 NEED FOR SETTING UP OF CENTRAL PASSENGER ASSISTANCE CENTRE

For taking care of relatives of passengers, providing them with succor in their hour of agony and for guiding them sympathetically, some kind of an assistance center is required at site, under overall

coordination of Commercial Dept. taking help from different Departments as mentioned. A banner displaying “CENTRAL PASSENGER ASSISTANCE CENTRE” should be displayed prominently.

12.4.0 ASSISTANCE TO BE RENDERED TO THE RELATIVES OF PASSENGERS

12.4.1 Assistance to be rendered to relatives for completing the following formalities :

- i. Locating the name of the passenger on reservation charts, in case passenger was travelling in reserved accommodation.
- ii. Going through the list of injured and dead passengers to find out whether the name appears.
- iii. In case the name is not available in the list, then taking a round of different hospitals to find out whether their relative has been admitted in one of them in an unconscious state.
- iv. Hospitals are generally at separate locations, sometimes even in different towns; and commuting becomes a problem.
- v. In case the passenger can be located in one of the hospitals, they have to find out the severity of injuries, likely period of hospitalization etc.
- vii. Collect the ex-gratia paid by Railways.
- viii. Try and locate missing luggage of the injured passenger. For this they have to take a round of the building where all unclaimed luggage have been kept.
- ix. Next they have to arrange for a place for themselves to stay.
- ix. Arrange for medicines/diet etc. and payment of hospital bills, if required.
- x. Thereafter, they have to keep in touch with the hospital and get their relative released.

12.5 ASSISTANCE TO BE RENDERED TO THE RELATIVES/NEXT OF KIN OF DEAD PASSENGERS

They are to be given the following assistance :

- 12.5.1** In case the passenger could not be located in any of the hospitals, then they have to go to the building where unidentified dead bodies have been kept.
- 12.5.2** Take a round of various rooms where bodies have been kept, examine each body and try to locate their near and dear ones.
- 12.5.3** Identify the dead body, if the same has been extracted by them.
- 12.5.4** Otherwise wait for all bodies to be extracted and try and identify their relative.
- 12.5.5** In case they fail to identify the same then they have to go through photographs of unidentified bodies taken at site.
- 12.5.6** After the body is finally identified, they have to produce proof of relationship for Railways to entertain their claim.
- 12.5.7** Obtain medical death certificate from the Railway doctor.
- 12.5.8** Obtain post mortem report, from the Govt. doctor who has performed post-mortem on the body.
- 12.5.9** Obtain official death certificate from the local municipality.

12.5.10Accept of ex-gratia payment from Railways.

12.5.11Collect forms for lodging claim for compensation from Railway Claims Tribunal.

12.5.12Take over custody of dead body from the local Police.

12.5.13Perform last rites at the same place or take back the body to their native place, depending on circumstances.

12.5.14Make arrangements for their return journey back to their native place.

12.6 COMBINED ASSISTANCE CENTRE (CAC) :

12.6.1 The UCC should have a Central Passenger Assistance Centre (CPAC) located towards the rear side, away from the track for rendering help to passengers and their relatives. Outline schematic plan of UCC/CAC is given at Annexure-2.

12.6.2 This is basically meant for catering to requirements of passengers and their relatives/next of kin, and for providing a single window clearance for all types of formalities.

12.6.3 CAC should be separated from the UCC so that it does not interfere with normal rescue and relief work.

12.6.4 Detail schematic plan of CAC is given at Annexure-3.

12.6.5 CAC will be manned by staff of respective departments such as:

Operating, Medical, Commercial, Security & Personnel

12.6.6 There should be only one such CAC, and all Railway resources should be pooled into it.

CAC will be manned by staff of relevant department such as :

-Operating

-Medical

-Commercial

-Security

-Personnel

12.6.7 A big banner displaying 'COMBINED ASSISTANCE CENTRE' should be put up at a prominent place at the entry to the shamiana.

12.6.8 Different counters should be provided in sequence for each of these formalities, so that the entire exercise can be completed in about an hour.

12.6.9 Functionary concerned from the local Municipality who issues Official Death Certificates should be made to come and sit in the CAC so that these certificates can be issued immediately without any delay.

12.6.10CAC should have different counters for various purposes in following sequence:

i. Reservation chart, for locating the name.

ii. List of dead and injured along with name of hospital. The name of passenger involved should be checked up from the list of dead or injured, if available, and their current status informed.

- iii. Counter for providing commercial supervisor or WI as escort along with vehicle(s), for accompanying the relative and going to hospitals or mortuary,
- iv. Railway doctor for issue of Medical Death Certificate.
- v. Govt. doctor for issue of Post mortem Certificate, in case the same is necessary.
- vi. Officer – in – Charge of CAC to supervise the CAC.
- viii. Municipality official for issue of Official Death Certificate.
- ix. Local police for issue of authority for handing over of dead body.
- ix. Claims counter – Payment of ex-gratia and issue of Claims Compensation form.
- x. Counter for helping performance of last rites in case relatives decide to cremate the body there itself.
- xi. Pass counter for issue of return journey pass.
- xii. Return journey facilitation counter for making arrangements for return journey.

12.7 FIRST AID POSTS

12.7.1 Medical Posts should be provided in both UCC and CAC.

12.7.2 Medical Post in UCC will provide first aid to injured passengers after extrication, assess their injuries and make arrangements for sending them to nearby hospitals.

12.7.3 Medical Post in CAC will keep all records of injured and dead passengers, names of hospitals where they have been admitted etc.

12.7.4 First Aid Posts should be provided in LCCs.

12.7.5 This will mean for treating passengers and classifying their injuries before they are sent for admission to various hospitals.

12.8 SETTING UP OF UCC, LCC ,CAC& RDC

12.8.1 One SSE/Works shall be exclusively responsible for setting up of these facilities. He shall undertake the following:

- i. Move along with sufficient staff for setting up of these facilities.
- ii. Immediately start setting up of the tentage accommodation after taking out tents and shamianas provided in ARTs.
- iii. In addition, he should also requisition to agencies which provide tentage accommodation on contract. Details of such agencies have been given in Divisional DM Plans.

12.8.2 Bridge Line staff will assist in setting up tentage and above mentioned facilities. DEN/ADEN/Bridge will also move to the site and in case, bridge is not involved in the accident, he will take full charge of tentage arrangements.

12.8.3 Bridge Unit will take with them sufficient Manila ropes, wires, ropes, survey instruments, binoculars, helmets, life jackets, ladders and other equipment. Nylon ropes should be sufficient in length to ensure barricading at site and camping areas.

12.8.4 Sufficient facilities for erecting temporary stage/scaffolding etc. should also be organized, if required at site.

12.8.5 Few temporary toilets should be provided at one location in addition to number of urinals at 3 or 4 places with adequate disinfectant.

12.8.6 Water tankers will be ordered for supplying water at site and arrangements shall also be made for drinking water.

12.8.7 Temporary kitchen in tents/shamianas is to be set up so that catering unit or IRCTC can provide cooked food to staff working at accident site.

12.8.8 Adequate no of table and chair should also be arranged (at least 150 nos of chairs and 40 nos of tables). Additional furniture to be provided as per site requirement and as advised by officer in charge.

12.8.9 Bridge Line staff will have list of divers who in case of emergency can be hired for rescue or restoration operations wherever site is surrounded by deep water.

12.8.10 Signage for both UCC and CAC should be provided at prominent locations.

12.09 NUMBER OF DEAD AND INJURED BY MEDICAL DEPARTMENT

12.09.1 Medical department at site should confirm the number of dead.

12.09.2 Doctors in charge of various teams working on different coaches should give 03 hourly report to Medical counter in LCC who in turn will inform UCC, CPAC and others.

12.09.3 Number of injured passengers.

12.09.4 Type of injuries, whether grievous, minor or trivial.

12.09.5 Names of injured, and names of various hospitals where injured have been sent.

12.10 IDENTIFICATION OF DEAD BODIES –COMMERCIAL DEPARTMENT

12.10.1 Number of dead bodies identified.

12.10.2 Ex-gratia paid to injured and next of kin of the dead. **10.10.3** No. of dead bodies handed over to relatives.

12.11 NUMBER OF COACHES DEALT WITH – MECHANICAL DEPARTMENT

12.11.1 No. of coaches thoroughly searched.

12.11.2 No. of coaches made off track.

12.11.3 No. of coaches yet to be dealt with.

12.11.4 Collection and Dissemination of Information – Channel of Communication:-

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

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

(a) Number of dead and injured – Medical Department:-

(i) Medical Department at site should confirm the number of dead.

(ii) Doctors in charge of various teams working on different coaches should give 3 hrs. report to Medical counter in LCC who in turn will inform UCC.

- (iii) Number of injured passengers.
- (iv) Type of injuries, whether grievous, minor or trivial.
- (v) Names of injured, and names of various hospitals where injured have been sent.

(b) Identification of dead bodies – Commercial Department:-

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

(c) Number of coaches dealt with – Mechanical department. (same as above 10.9.10.11)

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

SITE MANAGEMENT PLAN – II

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

13.1 MEMBERS OF THE DISASTER MANAGEMENT TEAM :

13.1.1 Disaster Management Team normally comprises members of following departments

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

13.1.2 Officer-in-charge of Site (OIC Site)

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

13.1.3 Rescue, Relief and Restoration Operation

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

- i. Video coverage of accident site and Crowd Control for Law and Order.
- ii. Rescue operation.
- iii. Clearance from State police for restoration where required.
- iv. Relief operations.
- v. Installation of Communication Network.
- vi. Preservation of Clues and Evidence.
- vii. Media Management at site.

- viii. Salvage operation.
- ix. Restoration operation.
- x. Lighting arrangements of accident site (if night, it will be required first).

13.1.4 Photography

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

Such photographs should clearly indicate:

- i. Severity of the accident.
- ii. Illustrate the damage to P.Way. Rolling Stock, Signal, OHE and other structures and equipments.
- iii. Separate set of photographs to be taken to preserve clues and evidence of sabotage if suspected.
- iv. Victims and unidentified bodies should also be extensively photographed.

13.2 GENERAL

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

13.2.1 OIC Site

- i. Ensure setting up of UCC, CAC and LCCs at the earliest.
- ii. Collect information from OIC Site of IAT.
- iv. Take stock of the situation and plan for efficient rescue operation.
- v. Estimate quantum of assistance required for each department from:
Within the division, Adjoining zones, Adjoining divisions of NWR, Non-Railway agencies.
- vi. Channelize local resources to supplement available Railway resources.
- vii. Ensure that duties of various functionaries of different departments as laid down in NWR Zonal DM Plan are carried out.
- viii. Ensure co-ordination among all departments for efficient rescue, relief and restoration operation.
- ix. Ensure information to Superintendent of Police and District Magistrate.
- ix. In case of sabotage, direct RPF to obtain quick clearance from State Police.
- x. In case of serious explosions or fire, clearance from Controller of Explosives is to be obtained. It is to be mandatory that Group / Team to reach at site at first information.
- xi. Give prima facie cause of the accident along with forecast of expected date and time of restoration.
- xii. Ensure timely information on the progress of rescue, relief, and restoration work with following details:

Number of coaches searched. Number of bodies identified.

Number of injured passengers recovered. Number of coaches dealt with.

Nature of injuries to passengers.

Number Supplementary assistance required, of bodies recovered. if any.

- xiii. Forecast for completion of each activity mentioned below should also be firmed up. These target dates and times should be communicated to all officers and supervisors at accident site:

1. Re-railment 4. OHE fitness (N/A)
2. Track fitness 5. Clearance of section.
3. Points and inter-locking 6. Movement of first train.

13.2.2 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 :
 - a. Requisition of buses from State transport authorities, with drivers for round the clock duty.
 - b. Arrange of Post Mortem formalities.
 - c. Arrange positioning of Municipal Official in the CAC for issuing of Official Death certificate.

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

- i. At the accident site, departmental officers available from both HQ and division shall be formed into two teams for round the clock working in 2 shifts, preferably 8 hrs. to 20 hrs. and from 20 hrs. to 8 hrs.
- ii. PHODs/CHODs shall be available on duty during the day time.
- iii. PHODs/CHODs shall take on the spot decision regarding composition of the team for night site shift for their respective department. This composition should not normally be changed during the 3-4 day stay at the accident site.
- iv. Branch Officers shall be available on duty during the day time.
- v. Branch Officers shall take on the spot decision regarding composition of the team for night shift for their respective department. This composition should not normally be changed during the 3-4 day stay at the accident site.
- vi. Similarly, supervisors available from both HQ and divisions shall also be put in two teams.

13.2.4 Duties of Operating Department

Immediately after getting the information.

- i. All sectional TIs and Supervisory SSs should be directed to reach the accident site by first available means.

- ii. Similarly additional RG/LR staff from the section should be sent to adjacent stations on either side so that additional shunting work can be done.
- iii. Since considerable amount of shunting is required to be performed at adjoining stations, 2 traffic supervisors in 2 shifts should be posted at adjoining stations on each side.
- iv. Ensure that special trains are sent into the accident affected block section according to the sequence detailed in Chapter 8.3.
- v. Ensure proper marshaling of crane while proceeding to the accident spot in the block section.
- vi. Ensure that Engineering vans of the ART are placed nearest to the accident site for this purpose; Engineering van/wagon should be placed closest to site of accident by sending it in pushing condition.
- vii. Ensure prompt clearance of stranded passengers at the site in coordination with the Divisional Emergency Cell.
- xi. Regarding running of special trains, keep in touch with Divisional Emergency Cell and give requirement from site.

13.2.5 Duties of Safety Department

- i. Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed till police clearance is received.
- ii. Ensure that video/still photographs by digital cameras are taken as required.
- iii. Ensure that joint measurements, observations are recorded in the prescribed proforma before restoration work begins.
- iv. 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.
- viii. Ensure that special trains are sent into the accident affected block section according to the sequence detailed in Chapter 8, Section 3.

13.2.6 Duties of Medical Department

i. Main functions

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

Taking an initial round of hospitals and assessment of situation.

Taking out injured passengers from accident-involved coaches.

Attending to injured passengers and giving them First Aid.

Preparing list of injured passengers.

Classification of their injuries.

Transporting them to hospitals and getting them admitted.

Post admittance hospital care of the injured.

Dealing with dead bodies.

Preservation of dead bodies.

ii. General

Ensure collecting blood and urine samples of train crew in case the same is necessary. Organise as many road ambulances as possible at the accident site.

Data Bank of Divisional DM Plans has names, telephone numbers and other details of hospitals near the accident site. They should be contacted on phone for sending road ambulances along with team of doctors.

Set up Medical Counter in UCC and CAC for passenger assistance. Set up First Aid Posts in LCCs.

iii. Site Management

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

One group consisting of 4-5 teams of doctors and para-medics will take out injured passengers and dead bodies from accident involved coaches.

One team will attend to injured passengers and give them First Aid and other medical treatment.

One team will prepare list of injured passengers, note down details of their injuries and classify them.

One team would be in-charge of transporting injured passengers to hospitals and getting them admitted.

One team would be in-charge of post admittance hospital care of the injured.

One team will deal with dead bodies after these have been extracted from coaches. They will prepare a list and arrange for their preservation.

In case sufficient doctors are available then more groups should be formed for rescue operations.

iv. Taking an initial round of hospitals

Separate doctors will be deputed to visit each hospital where injured passengers have already been shifted.

One commercial officer will also accompany doctors and make a general assessment.

At the hospital, they should collect information about dead/injured persons, their name, age, sex, address, telephone no., name and telephone no. of relatives / friends, nature of the injury, etc.

These information should be immediately communicated to CMS/MS at accident site by using local PCO/Cell phone etc.

Prepare a list of persons dead/injured already in hospitals in three copies by using carbon paper. The list thus prepared is to be signed by Railway doctor on duty in the hospital. One copy is to be handed over to the Commercial Department.

2nd copy to be kept with the doctor in charge as office copy and the 3rd copy to be given to paramedical staff to get multiple photocopies for further distribution.

One copy should also be sent to CAC for being fed into the Personal Computer provided in the CAC.

The initial list prepared should be updated at regular intervals, as and when any change occurs and communicated to the emergency control.

v. Taking out injured passengers

Maximum number of doctors should be deputed for this activity.

This group should consist of at least 4-5 teams. If numbers permit, more such teams should be formed.

Teams involved in rescue operation should ensure rapid access to all injured passengers.

They should take assistance of Mechanical/Engineering/RPF staff to extricate injured passengers.

Each team will join up with teams of Mechanical staff who would also be involved in extracting dead and injured from coaches.

Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.

Coaches should be thoroughly searched including lavatory and vestibule portions before abandoning further search and moving on to the next coach.

vi. Attending to injured passengers

One team will be asked to provide medical treatment to injured passengers immediately after their evacuation from coaches.

Ensure stabilization of condition of injured passengers already taken out from coaches, before they are dispatched to hospitals by road.

In case of patients in critical condition where stabilization of condition at site is not possible, they should be moved immediately by road ambulance or shifted to ARMV.

vii. Preparing list of passengers

a. Collect list of injured passengers prepared by TS/TTEs and assess the situation.

b. Separate lists to be prepared coach wise.

c. The list should contain following details;

If found Conscious: Name, sex, age, identification marks, address, ticket number, originating and destination station.

If found Unconscious: Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.

d. Once the preliminary list of injured passengers has been prepared, the list should be signed by the CMS/MS in-charge and a copy handed over to commercial department.

e. The list of injured passengers will thereafter be updated periodically, as rescue and relief work continues and fed into the Personal Computer provided in the UCC/LCC.

viii. Classification of Injuries

A. Injuries are classified as under:

- a) 'Grievous' injuries as defined below.
- b) 'Simple', but excluding 'trivial' injuries such as abrasions or bruises.
- a. Following are considered to be 'grievous' injuries (as per Section 320 of the Indian Penal Code): Permanent privation of sight of either eye.

Permanent privation of hearing of either ear.Privation of any member or joint.

Destruction or permanent impairment of powers of any members or joint.

Permanent disfigurement of head or face.

Fracture or dislocation of a bone or tooth.Emasculation.

Any hurt which endangers life, or which cause the sufferer to be, during the space of twenty days, in severe bodily pain or unable to follow his ordinary pursuits.

- b. Injuries other than those defined above are considered to be "simple" injuries.

B. Apart from injuries defined above, there may be cases where a passenger or trespasser receives only petty abrasions or bruises. These are of trivial nature and technically speaking should not be taken as injuries.

C. "A Railway employee or a passenger or a trespasser shall be considered to be " injured " only when he/she is incapacitated following customary vocation for more than 48 hrs. Such injuries are classified as under"

I. Serious (including grievous injuries).

II. "Minor" or "Simple".

D. Classify injured passengers into separate categories as grievous or simple.

F. Inform Commercial department for arranging ex-gratia payment.

G. Classification of injuries may be changed in the light of X-rays and other detailed findings after admission and should be intimated to UCC and LCC.

ix.Transporting injured passengers to hospitals

One team will be asked to arrange transport of injured passengers to nearby hospitals. Ensure expeditious transportation of injured either to AMRVs or to nearby hospitals.

Critically injured passengers should be transported by means of road ambulances and other by means of ordinary road vehicles.

Commercial staff should also be associated with transfer of injured passengers to hospitals. Before doctors and supervisors leave the accident site for hospital duty, they should note down the DOT and mobile Telephone Nos.of the accident site, CMS, MS and other doctors at the site for quick communication.

Doctors going to different hospitals should have separate vehicles.

In case sufficient numbers of Railway vehicles are not available, they should hire taxis for their movement by withdrawing from station earnings.

ix. Post admittance hospital care

One Railway doctor, one commercial supervisor and one welfare inspector should be deputed round the clock at each hospital.

If large number of hospitals are involved 2/3 hospitals may be given to one doctor. In that case, the doctor, in consultation with CMS/MS, should station himself at the hospital where maximum no. of patients are admitted.

Make an assessment about capabilities of the hospital to handle injured persons especially with reference to types of injuries they have suffered. Decide whether the patient needs to be shifted to other hospital with better facilities and then arrange to shift the patient.

In case any injured passenger succumbs to his injuries in the hospital, then the doctor in-charge of that hospital should up date this fact to the medical counter at CAC.

xi. Care for the Dead

20 nos of collapsible coffins which is available at each Divnl. Hospital will be transported to the site by ARME, road vehicles or train services as per need.

Air-conditioned mortuaries available with Divnl. Hospital to be utilized to store at least six bodies.

There is provision of Embalming Gun and Chemicals to ensure that bodies are preserved for reasonable time and if necessary the bodies can be transported to Divnl. Hospital till claimed by relatives. 20 nos of body bags which are available with Divnl. Hospital is to be utilized.

In case of a major disaster the usual complement of medical staff in any ARMV is grossly inadequate for undertaking work of this magnitude. This should be augmented from nearby divisions/zones depending on the requirement

Adequate number of Safaiwalas and other health workers who have come to the accident site should be mobilized for this purpose.

Dismembered bodies begin emitting foul odour after two days. Carrying out this task under such circumstances become a real problem. Therefore, target should be to extricate all dead bodies within 24 hrs.

Dead bodies should be dealt with coachwise, otherwise bodies taken out from different coaches get mixed up.

Bodies taken out from coaches should be stacked at quite some distance from the track in front of respective coaches, in separate lots, coach wise. While this may slow down the work initially, in the long run it is more systematic since bodies don't get mixed up.

Shift dead bodies from coaches to a nominated place at the accident site with the help of paramedical staff, SJAB, Scouts, Civil Defence personnel, other Railway staff and non-Railway volunteers available at site.

Ensure covering of dead bodies with shrouds.

Put label (white cloth of 12"x9" written by markerpen) on body bag on each dead body on the chest just below the neck as below

Date:_____	Dead Body S.N.:_____	
Coach No.:_____	Age:_____	Sex:_____ -
Name:_____		

In case of unidentified dead bodies, against the item name', it should be written as unidentified-1/ unidentified-2, etc. Approximate age should be estimated from the appearance, such as between 35-45 years.5 photographs preferably by digital camera should be taken of each dead body. Two should be close up of face from in front and sideways, third should be with the label visible as mentioned above and fourth and fifth should be of full length of the body.

Each body should also be video photographed.After photographs have been taken, each body should be placed inside a plastic bag with zip having proper labeling system where some information is also to be provided.

After this, bodies will be handed over to GRP or local police for safe custody.

Take necessary steps to handle unhygienic condition that may arise due to decomposed/mutilated bodies.

xii. Preservation of dead bodies

- a. Numbering and photography of bodies should be done even when relatives are on hand to claim the body.
- b. Arrangements have to be made for a more permanent location for them till such time as the next of kin arrive to claim these bodies.
- c. In all such accidents passengers are invariably separated from their belongings. As such in many cases there are no tickets or other identification papers on their possession.
- d. This problem is further compounded in unreserved coaches where no reservation charts are available.
- e. Identification problems come up in case of mutilated bodies also. In such cases, photographs are better means of identification.
- f. Arrange for hiring of a couple of big halls, for keeping bodies.
- g. Rooms should preferably be at a single location so that relatives do not have to go around from mortuary to mortuary.
- h. A large building having number of rooms would be ideal for storing them. Best option would be to take over a school building temporarily.
- i. Arrange to move dead bodies to nominated buildings being used as temporary mortuaries.
- j. Bodies should be neatly lined up with their numbers prominently displayed, and kept in different rooms, coach-wise.
- k. Notice Board outside the building should display the room nos where bodies extracted from a particular coach have been kept.
- l. These details should also be posted on a notice board outside each room.
- m. This will prevent unnecessary handling of bodies, which in any case would be in an advanced state of decomposition.
- n. For dead bodies whose relatives are not readily available and delay is expected, arrange for their preservation by dry ice etc.
- o. Procure following items from local market for dealing with dead bodies :
 1. Shrouds2. Polythene bags3. Coffins4. Dry ice

p. Commercial staff should be put on round the clock duty in the building housing the temporary mortuary for guiding relatives as and when they come.

13.2.7 Duties of Commercial Department

i. Main functions

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

Providing beverages and catering to injured and uninjured passengers through IRCTC or any nodal agency.

Initial round of hospitals and assessment of situation. Preparing list of injured passengers.

Assisting transportation of injured passengers to hospitals and getting them admitted. Payment of ex-gratia to injured and next of kin of dead.

Dealing with refund and claims compensation formalities. Taking charge of luggage and consignments. Assistance in post-admittance hospital care of the injured. Taking care of relatives.

ii. General

Before Sr. DCM proceeds to accident site he should arrange withdrawal of sufficient cash from station earnings.

At the accident site, handpicked commercial supervisors should be deputed for manning commercial counters in UCC and CAC.

Each commercial counter in CAC is to be manned by one group as detailed in Chapter 10, Sec-6(six). Co-ordination with other depts. during the process of salvage is must.

iii. Withdrawal of cash from station earnings

In order to meet accident related expenditure, Officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol. II Rule No.2425. Departmental expenditure necessitated for floods, accidents or earthquakes, etc.

Ex- gratia payments to persons involved in train accidents.

v. Hiring of Vehicles

- a. A large number of road vehicles are required at an accident site for following purposes:
Taking injured passengers, doctors and other important officials to hospitals. Clearance of uninjured passengers.

Taking dead bodies to mortuaries.

Bringing men and materials, etc. to accident site.

Taking unclaimed luggage for being kept in safe custody.

Taking relatives to hospitals and mortuary

Other miscellaneous work.

- b. For this purpose apart from whatever number of Railway vehicles may be available, extra road vehicles may be hired.
- c. Adequate number of road vehicles should be attached to CAC for taking relatives to hospitals, mortuaries etc.

- d. Nominated Railway staff to be attached to each hired vehicle round the clock (even group 'D' would suffice), so that optimum use can be made of the vehicle.
- e. Buses from State transport authorities should also be requisitioned along with extra Drivers for round the clock duty.
- f. One Railway staff should be put in charge of each bus on round the clock duty, who will accompany the bus wherever it goes and bring it back in time (even group 'D' would suffice).
- g. In case hospitals are in different towns, then road transport buses should be put on fixed time round trip schedule for movement of relatives from CAC to various locations and back.
- h. All hired vehicles and requisitioned buses should have stickers pasted on their front and rear windscreens indicating '**RAILWAY ACCIDENT DUTY**'.

v. Catering arrangements

Arrangements for supply of food and beverages to not only injured but also to other passengers of the accident-involved train should be swiftly organized.

Food and beverages should be supplied free of charge.

These may be arranged from Railway sources or outside sources as necessary, including IRCTC or their contractors.

To supplement Railway catering arrangements nearby dhabas and hotels should be contacted and arrangements made for opening up stalls at the site.

vi. Clearance of uninjured passengers

- a. First of all, arrangements for water and food for stranded passengers should be made.
- b. Clearance of accident-affected passengers from accident site should be planned along with Operating branch who will provide the empty coaching rake.
- c. Make announcement thorough PA system informing passengers regarding their clearance from site either by:
 - Front portion of the accident involved train.
 - Rear portion of the accident involved train,
 - Empty coaching rakes that have been brought to the accident site,
 - Road bridging that has been arranged.
- d. Arrange adequate coolies for carrying passengers luggage while they transfer to the new train.
- e. In case of road bridging, arrange road transport to clear stranded passengers, record details of passengers dispatched and relay particulars to Divisional Emergency Cell.
- f. Senior-most official at site shall have powers to arrange conveyance for affected passengers free of charge by any available mode of transport and also incur expenditure for carriage of passengers' luggage, etc.

vii. Preparing list of injured passengers

- a. Collect list of injured passengers prepared by TS/TTEs after confirmation by Doctors.
- b. Separate lists to be prepared coach wise by Medical department.

- c. This list should be fed into the Personal Computer available in the CAC.
- d. The list should also be e-mailed to the Divisional emergency Cell and Hq. Emergency Cell.
- e. The list of dead and injured that is initially fed into the PC will thereafter be updated periodically, as rescue and relief work continues.

viii. Amount of Ex-Gratia payable

- a. The amount of ex-gratia relief payable to injured passengers or to dependants of dead in train accidents including at Manned LC accidents due to Railway's prima facie liability are same as para 7.6.3,ii.a :

Death	-	Rs.50,000/-
Grievous injury	-	Rs.25,000/-
Simple injury	-	Rs. 5,000/-

- a. The amount of ex-gratia relief admissible for death / injury in "untoward incidents" as defined in Section 124A of IR Act 1989 will be as under :

Death-Rs.15,000/-

Grievous injury-Rs.5,000/-

Simple injury-Rs.500/-

- c. Payment of ex-gratia will be made on the basis of categorization of their injuries made out by doctors at site.
- d. No ex-gratia payment would be admissible to trespassers, persons electrocuted by OHE and road users at unmanned level crossings.
- e. Ex-gratia payment should also be made to Railway staff killed or injured by a moving train while performing their duty, for example, gangman working on track run-over accidentally by a moving train.
- f. Ex-gratia amount is to be paid in cash.
- g. In case of injured passengers, ex-gratia should be paid to the injured passenger himself or in case he is too ill, to his relative in his presence.
- h. In case of death cases where relatives identify and claim the body, following precautions are to be taken:

Photograph the face of the body from in front and from the side. Photograph the person taking the ex-gratia payment.

Record the relationship of the person claiming the body along with details of proof, if any. In case enhanced ex-gratia is announced by the Hon'ble MR, then the enhanced amount should be paid by cheque by Accounts department.

Ex-gratia paid is not to be adjusted against claims compensation payable as decreed by RCT subsequently.

- i. Payment should be arranged preferably on the spot by a senior scale officer nominated by GM after making such enquiries as can be reasonably made on the spot after immediate needs by way of medical attendance etc., to injured persons have been attended.

ix. Refund and Claims Compensation.

Refund of fares must be granted in the CAC for unfinished journey as per rules and to be done on priority basis. Injured passengers and next of kin of deceased passengers must be supplied with blank claims compensation forms along with Claims Booklet explaining complete procedure.

Photocopy of a filled up Claim Compensation form may also be given along with the blank form so as to help them in filling it up.

x. Luggage and consignments

As and when unclaimed luggage and personal belongings are taken out from coaches, a list should be made coach wise, and each item should be tagged with coach no.

A list of each item with distinguishing marks should be made.

If possible, the cabin number inside the coach should also be indicated. Luggage claimed should be handed over on satisfactory proof of ownership.

Unclaimed luggage and personal belongings of injured/dead passengers should be taken possession of for safe custody.

Unclaimed luggage should be stored in a safe place, preferably, part of the some building/enclosure which as being used for preserving dead bodies.

These should be stored in separate rooms coach wise so that it is easy for relatives to identify. A list should be displayed outside each room indicating the coach no. whose luggage is stored there.

It is the responsibility of Commercial department to take charge of all unclaimed luggage etc. These should be taken over from the charge of RPF. Booked luggage, parcels and consignments available in SLRs, VPUs etc. should be taken out and sent by road to nearest Jn. Station for safe custody. Booked perishables goods available in SLRs, VPUs should be taken out and either auctioned at site or sent by road to nearest Jn. Station for being auctioned. RMS consignments on the train should be shifted for safe custody till Postal Authorities come and take over.

xi. Withdrawal from station earnings – Procedure

In order to meet accident related expenditure, Officers can withdraw money from station earnings duly following the procedure incorporated in Commercial manual Vol.II rule No: 2425.

Departmental expenditure necessitated by floods, accidents or earthquakes, etc. Ex-gratia payments to persons involved in train accidents.

xii. Withdrawal from station earnings – Accountable

The withdrawal from station earnings will be against station pay order. The Officer withdrawing money from station earnings is personally accountable for its correct expenditure and submission of vouchers to the Sr. DFM through Sr. DCM of the concerned Division.

Branch Officer of the concerned department shall be responsible for submission of monthly statements of the amount of money withdrawn from station earnings to Sr. DCM, who shall consolidate such withdrawal and submit a report to CCM and FA&CAO(T) accompanied with relevant supporting paid vouchers on the 1st week of the subsequent month.

Executive officer concerned shall furnish full particulars of the amount withdrawn, details of payments made, reasons for the payment, the rate and period for which payment is made and the total amount paid with the acquaintance to Sr. DFM.

Sr DCM will compile a monthly statement of all withdrawals from station earnings of his division and send it to CCM and FA &CAO(T).

Branch Officer shall be responsible for submission of vouchers against expenditure incurred out of the station earnings withdrawn within 15 days to the Sr. DCM who shall consolidate such withdrawal and submit to Sr. DFM of the respective Division, failing which the amount so withdrawn shall be recovered from the concerned Officer's salary.

SITE MANAGEMENT PLAN – III

14.1 DUTIES OF MECHANICAL DEPARTMENT

- 14.1.1** For discharging the dual responsibility of extricating injured passengers & dead bodies from coaches and toppling those coaches whose search has been completed, 2 separate groups will be formed at each end for purposes of 'search and rescue' and 'off tracking of coaches'.
- 14.1.2** Once 4 ARMEs, 2 ARTs and 2 BD specials have arrived at the accident site from both ends, normally no more mechanical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently.
- 14.1.3** Different teams and groups will be formed for discharging the dual responsibilities of the Mechanical department. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.
- 14.1.4** One Sr. Supervisor should be in-charge of each team conducting search and rescue at the site. All such 'search and rescue' groups at each end of the accident site would function under directions of an ADME.
- 14.1.5** Similarly, one Sr. Supervisor should be in-charge of each team working on 'off tracking of coaches' at the site. All such 'off tracking of coaches' groups at each end of the accident site, would function under directions of another ADME. The second ADME concerned would also be in-charge of the crane at that end. (To read AME as ADME)
- 14.1.6** Take precautions in electrified section that power supply is switched off before commencing rescue/relief work.
- 14.1.7** Use necessary safety equipment like hand gloves, helmet etc.
- 14.1.8** If spillage of inflammable substances is suspected, then only cold cutting equipment should be used.
- 14.1.9** In case of suspected sabotage, ensure minimum interference to clues. Save lives and extricate passengers after video and digital photographs have been taken.
- 14.1.10** Be cautious in using rescue tools like gas cutters, cold cutters, spreaders, hydraulic jacks etc. so that passengers trapped inside or buried under the debris do not get hurt.
- 14.1.11** Ensure marshalling of ART according to site requirement before it is sent into the accident involved block section.'
- 14.1.12** For efficient extrication of entrapped passengers take assistance of Medical/Engineering departments.
- 14.1.13** Each team will join up with Medical teams who would also be involved in extracting dead and injured from coaches.
- 14.1.14** Maximum number of coaches should be tackled simultaneously, except those that

have climbed on top or have telescoped into one another.

14.1.15 Road cranes of sufficient capacity should be arranged by Engg dept. so that these cranes can start working from the centre while the 140T cranes could continue working from either end.

14.1.16 Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that number of coaches can be simultaneously tackled and more work centers can be opened up.

14.1.17 Examine unaffected or re-railed rolling stock and certify their fitness for further movement.

14.2 DUTIES OF SECURITY DEPARTMENT

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

- i. Co-ordination with GRP and Local Police.
- ii. Protection of luggage.
- iii. Crowd management.
- iv. Protection of Railway property.

14.2.1 Liaison with Civil Police

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

14.2.2 Crowd Management

- i. The first problem at an accident site is that of surging crowds. Carrying out any kind of rescue and relief operation becomes next to impossible due to crowd. Railway men who try to undertake any kind of rescue and relief work become victims of mob fury.
- ii. Cordon off the site and prevent unauthorized entry of outsiders.
- iii. Segregate the area of accident by putting up temporary barriers using nylon ropes or any other make-shift device available at the scene so that outsiders do not disturb the site or hamper rescue operations.
- iv. These barriers should be at quite some distance away from the track, so that UCC, CAC and LCCs are inside the cordoned off area.
- v. Provide barricade and ask for additional force to control crowd during VIP visit.

14.2.3 Protection of luggage

- i. Protection of unclaimed luggage of passengers till these are duly taken over by commercial department for safe custody.

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

14.2.4 Protection of Railway property

- i. Protect Railway consignments/goods/parcels till these are duly taken over by commercial department and dispatched to nearest station for proper disposal.
- ii. Guard perishables goods till they are auctioned off at site or till they are dispatched to nearest station or being auctioned.
- vii. RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities come and take over the custody.
- iv. Provide security for the cash withdrawn for payment of ex-gratia by the commercial department.
- vi. Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- vii. Ensure that no Railway staff tampers with any track fittings, or rolling stock parts.
- vii. Anybody found moving under suspicious circumstances should be questioned.
- viii. No Railway staff should be allowed to move about near the accident site with loose or piece meal equipment.

14.2.5 General

- i. RPF personnel should respond to any call for assistance to rescue victims and transport them to the nearest hospital.
- ii. Information updated by field personnel at the scene of incident to the RPF functionary in the UCC, giving the latest situation.

14.3 DUTIES OF ELECTRICAL DEPARTMENT

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

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

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

14.3.4 Site illumination One Sr. Supervisor/SSE should be in- charge of each group working at the site. All 'General Services' teams at each end of the accident site, would function under directions of one AEE(G).

- i. Senior most Electrical Officer at site would make a quick assessment of the electrical requirement of the site.
- ii. This would be done keeping in mind the geographical spread of the site, the size of UCC, LCCs, CAC and any other requirement as necessary.
- iii. Thereafter, he would assess the quantity of electrical fittings and generator sets available in ARMVs and ARTs.
- iv. In order to set up adequate illumination facilities, all generator sets and lighting fixtures available in ARMVs and ARTs would be used.
- v. First priority for lighting would be the accident site along the track where rescue, relief and restoration work is going on.
- vi. Next priority would be given to lighting up of UCC, CAC and LCCs.
- vii. Additional requirements of generators and lighting fixtures, if any, should be called for immediately from other Railway sources within the division, well in time.
- viii. In case divisional sources are inadequate, then sources from other divisions should be tapped.
- ix. Officer at site should hire additional generator sets, lighting fixtures and arrange fuel etc. as required, from non-Railway sources available nearby. List of such sources are given in Divisional DM Plans.
- xi. Once generators and lighting fixtures have been set up, efforts should be made to tap local power supply from some nearby sources, if available.
- xi. In case power supply is not available nearby and illumination has to continue on generator supply, then sufficient quantity of petrol and diesel should be procured and kept in stock.

14.4 DUTIES OF SIGNAL & TELECOMMUNICATION DEPARTMENT

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

14.4.1 Types of communication facilities

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

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

14.4.2Locations

These should be provided at following locations:

- i. Civ.Hospitals
- ii.Civ.Mortuary
- iii. Any other locations as decided.

14.4.3Numbers to be provided

- i. Satellite telephones –02 : as per list of item of ART.
- ii. BSNL telephones – 02
- iii. Mobiles –as many as can be arranged. In addition to above at least 02 in each hospital.
- iv. Walkie – Talkie sets – each functionary should be covered.
- v. One 25W VHF set shall also be provided in UCC.
- vi. One 25W VHF set shall be installed in a road vehicle so that mobile communication can be set up, upto a range of about 10 Km.
- vii. Railway telephones –each functionary in UCC, CAC and LCCs should be covered.
- viii. In RE area emergency sockets will be utilized for extending communication to the accident site and in non-RE area where 06 Quad cables are available the same will be utilized for providing communication.
- ix. PA system – at UCC, CAC and LCCs.

14.4.4 Public Address System

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

14.4.5 General

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

14.5 DUTIES OF ENGINEERING DEPARTMENT

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

14.5.1AEN/ SSE(P.Way/Works) shall collect men, rescue tools and arrive at site by fastest means possible.

14.5.2Set up UCC, CAC and LCCs at the accident site.

14.5.3Assist Medical/Mechanical Department in rescue work.

14.5.4If necessary contact Army/Navy/Air Base and collect required personnel like Divers for rescue operation.

14.5.5If necessary hire Private Road Cranes, bulldozers, Earth movers etc.

14.5.62 Engineering specials, one from each end, carrying engineering material and gangmen from the section.

14.5.7Additional requirements of track materials, if any, should be called for immediately from other Railway sources within the division, well in time.

14.5.8In case divisional sources are inadequate, then sources from other divisions should be tapped.

14.5.9500 additional workmen are required who are to be moved from adjoining Divisions/Zones.

14.5.10Each such Division sending assistance should move 250 men along with 5 artisans and 5 PWIs.

14.5.11One DEN and one AEN each should also move to the site of accident from each such division.

14.5.12Plan for coordinated working and movement of track machine for quick restoration in consultation with TRD and operating officials.

14.6 DUTIES OF PERSONAL DEPARTMENT

14.6.1Sr DPO shall proceed to accident site along with all Welfare Inspectors.

14.6.2Assist Doctors in collecting details of injured/dead and shifting them to hospitals.

14.6.3WIs shall be available round the clock in shift duty to look after the welfare of injured persons in each hospital.

14.6.4Issue complementary return journey passes to relatives for escorting injured and taking them back home.

14.6.5Manning of personnel branch counters in CAC and discharge duties listed out for those counters.

14.7 DUTIES OF ACCOUNTS DEPARTMENT

14.7.1Making available sufficient amount of cash for meeting emergent expenses.

14.7.2Opening of current account in a local bank and getting permission for over draft facilities so that large amount of cash is not required to be carried from far off stations.

14.7.3Issue of cheque for making of enhanced ex-gratia payments, if so announced at accident site by Hon'ble MR.

14.8 STAFF MATTERS

14.8.1First problem is of identifying Railway personnel.

14.8.2They should be supplied with coloured armbands to be kept in ARMVs/ARTs.

14.8.3Adequate number of armbands, gloves and facemasks should also be provided in the ARMVs/ ARTs.

14.8.4Second problem is of communicating with Railway personnel in the crowd.

14.8.5Microphones/loud hailers provided in ARMVs/ARTs should be used both for crowd control as also for giving instructions to Railway personnel working at accident site.

14.8.6 Once initial rescue operations have got underway, arrangements have to be made for water and food for Railway staff working at site. Contract arrangement should be made for supply of food.

14.8.7 Spare coaches should be stabled at nearby stations where watering and charging facilities are available for stay of staff.

PASSENGER MANAGEMENT

15.1 GENERAL

15.1.1 Assistance to passengers and their relatives is of utmost importance in relieving them some of their misery.

15.1.2 Injured passengers and their relatives are to be treated with utmost courtesy, concern and sympathy to alleviate their trauma and discomfort.

15.1.3 For dealing with relatives arriving from far long corners of the country, staff fluent in the local language of the place from where the train originated should be used as interpreters.

15.1.4 Commercial supervisors & WIs should be assigned to talk to injured passengers to ascertain from them whether they wish to call relatives.

15.1.5 Injured passengers should thereafter be provided with either mobile or BSNL STD phones in order to enable them to speak to their relatives.

15.2 HOSPITALIZATION OF THE INJURED

15.2.1 General policy in case of Railway accidents in which casualties occur is that of rapid evacuation to Railway hospital after rendering immediate and necessary first-aid treatment.

15.2.2 In case there are no Railway hospitals nearby, then they are to be admitted in the nearest Govt. hospitals.

15.2.3 In following cases, injured may be taken to a Private hospital.

- i. When there is no Railway or govt. hospital available within a radius of say 8 kms, of the site of accident or.
- ii. When the attending doctor certifies that the treatment in private hospital is necessary in the interest of the patient.
- iii. Except where Railway doctor certified, such injured passenger should normally be eligible to the lowest class of accommodation in private hospitals where different scales are available.
- iv. 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.

15.2.4 For this purpose, each division should make out a working arrangement with such private hospitals as may be necessary in areas served by them so that in an emergency injury cases can be referred to hospitals concerned without loss of time.

15.2.5 To facilitate matters and to avoid misunderstandings, CMD should draw up a list of such private hospitals bearing in mind Railway and non-Railway hospitals in the vicinity.

15.2.6 Power has been delegated to MS/ARMV-in-charge for settlement of charges to be paid for such cases for each class of accommodation.

15.2.7 Payments to private hospitals under this para can be arranged locally by the Railways and Ministry of Railways approval is not necessary.

15.2.8 When injured are admitted in non-Railway hospitals, Railway doctors should be deputed to these hospitals to render necessary assistance, including supply of medicines as required which may not be available in these hospitals.

15.2.9 They should also carefully monitor the condition of injured and maintain an updated list with all details.

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

15.3 FACILITIES TO BE MADE AVAILABLE IN HOSPITAL

15.3.1 There should be a separate reception counter manned by commercial supervisor or WI at the entry to the hospital for dealing with relatives of patients who arrive.

15.3.2 A chart should be displayed at this reception counter indicating ward nos. where accident patients are admitted along with their names, coach no wise.

15.3.3 At the entry to each such ward, a second list should display the name of the patient, coach no and the bed no inside the ward.

15.3.4 Commercial staff and WI on duty at that hospital should carry a list indicating the name, address and telephone no of relatives as given by the patient, and whether they have been informed or not.

15.3.5 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.

15.3.6 As each relative arrives his/her name should be marked in the list against the passenger's name.

15.3.7 Reception counter should be provided with BSNL telephone with STD facility.

15.3.8 There should be 02 mobile phones for being taking to patients inside wards for making outgoing calls.

13.3.9 Complete medical care of all passengers including payment of medical bills till their final discharge should be provided.

15.4 COMMUNICATION

15.4.1 STD Telephones/Mobile phones should be made available to passengers to communicate with their relatives.

15.4.2 Railway Telephones available at adjoining Stations/Cabins/Gates shall be extended to the accident site.

15.4.3 In case of passenger train accident mobile phones which will be kept at ART/ARME will be used by the stranded passenger free of charge.

15.5 ARRIVAL OF THE RELATIVES.

- i). After a few hours the relatives of the dead/injured will start arriving.
- ii). Adequate number of 'Display Board' should be available in the ARME/ART.
- iii). They should be placed at a suitable place to lead the relatives to the CAC.
- iv). Loud speaker should be used to direct the relatives to CAC.
- v) Different counter should be opened to assist them as per Para 13.7.

15.6 CARE FOR THE RELATIVES.

- i). Welfare inspector (WI)/Commercial Inspector(CI) should be available in the CAC to take the relatives to the hospital where the injured are admitted.

- ii). Name and address should be collected from the 'Reservation Chart' after arrival of the relatives.
- iii). If the injured passenger is required to be admitted in the hospital, WI/CI should accompany them.
- iv). Vehicles to be hired to shift the injured /unconscious/relatives to hospital/ mortuary.
- v). WI/CI must be present there till their relatives meet the injured /dead. vi). WI/CI should assist them to fill up all the formalities.
- vii). Shelters and readymade food should be arranged for the relatives of the dead/injured. viii) If required the passengers to be shifted to hotel/dharmasala on rent.

15.7 SINGLE WINDOW CLEARANCE

- 15.7.1** CAC should have provision of single window clearance for all legal formalities & multiplicity of paper work.
- 15.7.2** Reservation chart, for locating the name.
- 15.7.3** List of dead and injured along with name of hospital. The name of passengers involved should be checked up from the list of dead or injured, if available, and their current status informed.
- 15.7.4** Counter for providing commercial supervisor or WI as escort along with a vehicle, for accompanying the relative and going around to various hospitals or mortuary.
- 15.7.5** Railway doctor for issue of Medical Death Certificate.
- 15.7.6** Govt. doctor for issue of Post Mortem Clearance, in case the same is necessary.
- 15.7.7** Municipality official for issue of Official Death Certificate.
- 15.7.8** Local police for issue of authority for handing over of dead body.
- 15.7.9** Claims counter – Payment of ex-gratia and issue of Claims Compensation Form.
- 15.7.10** Counter for helping performance of last rites in case relatives decide to cremate the body there itself.
- 15.7.11** Pass counter for issue of return journey pass.

15.8 PERFORMANCE OF LAST RITES

- 15.8.1** In many cases relatives decide to perform last rites at the place of accident itself instead of taking the body back to their native place.
- 15.8.2** In such cases Railways should render appropriate assistance to relatives for performing last rites.
- 15.8.3** Information about performance of last rites of the deceased would be conveyed to the relatives & transport will be provided for carrying the body.
- 15.8.4** Assistance will be rendered by WI and Commercial supervisor.

(Chapter – 16)

MEDIA MANAGEMENT

16.1 OBJECTIVE

16.1.1 To post the public with factual information pertaining to the accident.

16.1.2 To convey certain information which is of use to passengers.

16.1.3 To convey specific information which is of use to relatives of dead and injured passengers.

16.1.4 To create a positive public opinion.

16.1.5 To create a healthy relationship with the press and electronic media.

16.2 DUTIES OF PUBLIC RELATION ORGANISATION (PRO)

16.2.1 CPRO and his team will collect whatsoever information is available from Divisional Control Office and first information would be released to the media within 60 minutes of intimation of the accident.

16.2.2 The information shall include telephone numbers of Help line Enquiry Booths.

16.2.3 CPRO, PRO and the entire PR organization should proceed to the accident site in the 1st Special train carrying GM and other HQ Officers.

16.2.4 Number of photographers with digital cameras and video photographers should also be taken along to the accident site.

16.2.5 Both CPRO and PRO will be available in the UCC during the day.

16.2.6 Responsible PR supervisors should be deputed during night shift for interacting with the media, if necessary.

16.2.7 CPRO will organize Press briefings at fixed timings as detailed in Section 6 below.

16.2.8 PR organization shall monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

16.3 SPOKES PERSON

16.3.1 Only GM, DRM, CPRO, Chief Emergency Officer in HQ Emergency Cell and Divisional Emergency Officer in Divisional Emergency Cell are competent to interact or give interview to press and electronic media.

16.3.2 Apart from the above, any other Officer authorized by GM is competent to interact or give interview to press and electronic media.

16.3.3 Railway's endeavor shall be to ensure that only factually correct and confirmed information is relayed to the media.

16.3.4 No inflated or exaggerated version of any fact should be relayed to the media.

16.3.5 Unconfirmed news having no authentic source shall not be relayed to media.

16.3.6 No Railway men shall express or voice any criticism, or express his personal opinion or views about the accident, at any point of time.

16.4 INFORMATION TO BE RELAYED TO PRESS AND ELECTRONIC MEDIA

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

16.4.1 Accident

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

16.4.2 Un-injured passengers

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

16.4.3 Dead and Injured passengers

- i. Steps taken by Railways to render immediate medical attention.
- ii. No. of injured passengers rescued.
- iii. Break-up of their injuries:
Grievous,
Simple,
Trivial
- iv. Names of hospitals where injured are being treated.
- vi. Approximately how many patients have been admitted in each of these hospitals.
- vii. Names of injured passengers.
- viii. Communication facilities like Cell phones, STD phones provided at these hospitals.
- ix. Payment of ex-gratia.
- ix. Facilities offered to relatives of victims, including free pass for journeys.
- x. Special trains being run for bringing relatives of dead and injured.
- xi. Number of dead bodies recovered and number of bodies identified.

16.4.4 Help line Enquiry Booths

- i. Setting up of Help line Enquiry Booths.

- ii. Details of Help line enquiry Booths as follows:
Stations where these have been opened.
Telephone Nos.
FAX Nos.
Interest address of NWR on the Rail net website.

16.4.5 Train Services

- i. Details of train operation with regard to diversion, cancellation etc.
- ii. Running of special trains for carrying relatives to the site of accident.
- iii. Expected departure time of relatives special from the originating stations.
- iv. Refund being granted in Help line Enquiry Booths for passengers whose journey have been interrupted.

16.5 CASUALTY FIGURES

16.5.1 In all accidents, as long as rescue and relief work continues, there is always a difference between casualty figures given by Railways and casualty figures quoted by the Media.

16.5.2 The reason for this difference is that Railways give casualty figures based on actual number of dead bodies recovered, whereas Media estimates casualty figures based on the damage visible and likely final tally.

16.5.3 During Press Briefings, this point should be clarified that at that point of time so many bodies have been recovered.

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

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

- i. Total number of coaches involved.
- ii. Number of coaches searched.
- iii. Number of coaches yet to be dealt with.

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

16.5.7 For example, the media can be informed that as of 13 hrs., 02 coaches have been dealt with and so many numbers of bodies have been recovered. 08 more coaches are still to be searched and casualties are likely to go up.

16.6 PRESS BRIEFINGS AT ACCIDENT SITE

16.6.1 CPRO on arrival at accident site shall collect factual information from the OIC site and relay the same to Media personnel at site and also to Divisional Emergency Officer in the Divisional Emergency Cell. Thus, an on line communication channel will be established to keep media informed of all important details.

16.6.2 The first Press briefing will be held within one hour of CPRO's arrival at site. Subsequent briefings will be held according to the schedule given below.

16.6.3 CPRO or PRO should be available in the UCC during Press Briefings.

- 16.6.4** There should be fixed time for Press Briefings so that there will be no confusion regarding different versions given to separate channels at various points of time.
- 16.6.5** Simultaneous Press Briefings should be held at accident site as also at Hq. Emergency Cell and Divisional Emergency Cell as per fixed timings given below so that the same version is given by all concerned.
- 14.6.6** Information to be given to the media will be of 30 minutes earlier. For example the media briefing held at 7:30 hrs. will convey all information as at 7:00 hrs on that date.
- 16.6.7** On the first two days, there should be 3 media briefings per day. These should be scheduled at the following timings :
- i. 7:30 hrs,
 - ii. 13.30 hrs,
 - iii. 19.30 hrs
- 16.6.8** Thereafter, as per condition of the site, media briefing to be done.
- 16.6.9** All media releases will be up loaded on the East Coast Railway website, and new page opened to give specific information with regard to the accident. The priority of information released to various media will be as under:
- i. TV Channels.
 - ii. Agencies UNI, PTI
 - iii. Print Media.
- 16.6.10** Convenience and conveyance of media shall be taken care of by PR personnel with assistance of Commercial representatives at site. Media persons should be conveyed to hospitals where injured are being treated.
- 16.6.11** Commercial department should ensure that list of passengers who travelled by the accident involved train along with list of dead and injured in the accident reach PR officials at the earliest.
- 16.6.12** (a) On the first two days, there should be 6 media briefing per day. These should be scheduled at the following timings:
- 7/30 Hrs.
 - 10/30 hrs.
 - 13/30 hrs.
 - 16/30 hrs.
 - 19/30 hrs.
 - 22/30 hrs.
- (b) Thereafter, for the remaining day,s there should be 3 media briefings per day. These should be scheduled at the following timings:
- 7/30 hrs.
 - 13/30 hrs.
 - 19/30 hrs.

FIRE AND OTHER ACCIDENTS MANAGEMENT

Fire on a running train is more catastrophic than on a stationary one, since fanning by wind helps spread the fire to other coaches. Moreover, passengers sometimes 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.

17.1 FOLLOWING SOURCES ARE MAIN CAUSES OF FIRE ON TRAINS

17.1.1 Carrying stoves, Stoves, gas cylinders, Kerosene oil, Petrol, Fireworks etc. in passenger compartments.

17.1.2 Making fire/using fire near paper, wood, petrol or such other inflammable articles.

17.1.3 Lighted match sticks, cigarette ends carelessly thrown.

17.1.4 Short circuit in electrical wirings.

17.1.5 Using naked light during authority taken for delivery to the Loco Pilot, shunting of inflammable loads, sealing of inflammable wagons.

17.1.6 Use of open fire, smoking near gas/petrol tank.

17.1.7 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.

17.2 ACTION TO BE TAKEN IN CASE OF FIRE ON TRAIN

17.2.1 First and foremost immediately summon the fire brigade.

17.2.2 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.

17.2.3 In case of fire in a passenger train

- i. In case of the 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.
- vi. Instruct passengers to go to the other end of the coach which is away from the fire and if possible cross over to the next coach through the vestibule.
- vii. Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
- viii. Make sure that no passenger lies down on the floor.
- ix. After train has stopped, passengers should come down from the coach immediately.
- x. Building up confidence of injured passengers by suitable advice is of great importance.
- xi. Advise them not to get panic.
- xii. Ascertain the type of fire (viz. dry, all gaseous & electric) and use the right type of extinguishers.
- xiii. Isolate the burning vehicle from other vehicle by uncoupling.

xiv.Train to be protected by Loco Pilot and guard at both ends according to the provision of G&SR 6.03.

xv.Report it to the nearest Station/Control/Fire station.

17.2.4 In the event of fire on an Electric engine/EMU

- i.Loco Pilot 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, Loco Pilot shall take necessary action to put out the fire.
- iii.If fire cannot be extinguished by the above means Loco Pilot shall advice TPC through emergency telephone to arrange for OHE of the affected section to be switched off.
- iv.The Guard and any other staff available shall render all possible assistance to the Loco Pilot in putting out the fire.
- v.Ordinary fire extinguishers or water from a hose pipe shall on no account be used to extinguish fire on live wire or electrical equipment.
- vi.If services of fire brigade are required, fire brigade shall not be allowed to commence operation until all electrical equipments in the vicinity of the fire have been made dead/switched off.

17.2.5 In the event of a fire on a Diesel Engine/DMU stock

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

17.2.6 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.
- ix. On no account he should be rush out in the open air which will result in more burning tendency.
- vi.Call for assistance.

17.2.7Fire 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, sand and not water or soda acid type fire extinguishers.
- iv.Do not bring naked lights near the site of fire.
- v.Warn 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 should be sprayed 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 discoloration of tank due to fire.
- ix. Inform the nearest Fire Stations intimating that the fire has been caused by Petrol or any other inflammable liquids, acids or gases.

17.2.8 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.
 - Move unheated cylinders to a safe place after ensuring closing of valves.
 - 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 consignor as required.
- iv. Inform the Chief Controller of Explosives by fax/telephone.
- v. Inform Officer in charge of nearest police station.
- vi. Inform departmental Officers concerned.
- vii. Pending the visit of the Chief Controller of Explosives/his representative, the wreckage and debris shall be left undisturbed except to save lives.
- viii. After getting information from the Chief Controller of Explosives that he does not wish to have any further investigation, the restoration work may be commenced.

17.3 FIRE FIGHTING

17.3.1 Dry chemical powder type fire extinguisher (DCP)

These types are suitable for tackling petroleum, gas, electrical fire and controlling fires of textile fibers.

Sodium based chemical powder is to be used on a fire which undergo chemical reaction.

17.3.2 How to Use

- i. Carry to the place of fire and keep it up right.
- ii. Remove the safety clip.
 - ii. Strike the knob located in the cap.
 - iii. Sealing disk of the cartridge gets broken and allows carbon dioxide gas to escape to the main shell and powder is pushed out.
- iv. Direct the stem of the powder at the base of the flame.
- v. For effective result stand at about 1.5 to 2.5 m. from the seat of the fire.

- vi. Move forward with moving the nozzle rapidly from side to side in sweeping motion.
- vii. When using on outdoor fires operate from the up wind side for effective spray.

17.3.3 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 of by authorities.

17.3.4 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.
- x. Take initiative for evacuation of all persons from premises.
- xi. Person noticing a bomb like object, should bring it to the notice of the nearest available Officer.
- xii. Inform GRP, RPF, Bomb detection squad.
- xiii. Ensure all persons are away from the spot and avoid unnecessary crowding near the area.
- xiv. Inform control to take further steps for regulating train services.
- xv. Wait for clearance from the police department to restore normal working.
- xi Utilize "Caller ID" facility if provided to trace the caller..

17.3.5 Radiation Emergency

Personal injury involving radioactive material contamination.

- i. Render first aid immediately for serious injuries, as trained.
- ii. Call bomb squad, fire station & police
- iii. If possible, without causing harm to the victim, monitor the injured, remove contaminated clothing and gross personal contamination.
- iv. Radioactive contamination of personnel.
- v. Remove and bag all contaminated clothing.
- vi. 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.

17.3.6 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.

17.3.7 If parcel is Open and/or threat is identified

For a Bomb :

- i. Evacuate immediately.
- ii. Call Bomb squad /Police/Fire service.

For Radiological :

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

For Biological or chemical :

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

17.4 OTHER ACCIDENTS

17.4.1 Tampering of Railway fittings causing accidents & Placing of foreign particles on track to cause disruption to traffic

- i. A strict 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.

17.5 GENERAL INFORMATION ABOUT FIRE DISASTER OTHER THAN TRAIN

In case of Fire

- Raise an alarm and inform the Fire Brigade on Telephone No. 101
- Attack the fire with available equipment, if you can do so without undue risk.

If you hear the Fire Alarm

- Leave the premises by the nearest available exit.
- Close all doors and windows behind you, if nobody are there behind you. o Report to the person in-charge at the assembly point.

In the interest of Your Own Safety

- You must know the escape routes, how to operate fire alarm and how to use first aid fire fighting equipments.
- Do not use lift as a means of escape.
- Do not shout or run. This tends to cause panic.
- Call the Fire Brigade.
- The services of the Fire Brigade are provided free of cost Dial 101 irrespective of the size of the fire.

Help the Firemen to Help You

- Give way to fire engines & engineers/volunteers to enable them to reach at the
- incident/site quickly.
- Allow them to use your telephone to communicate with the control room.
- Don't park your cars/trucks close to fire hydrants/underground static water tanks.
- Guide firemen to water sources i.e., Tube wells, ponds, static tanks etc. in case of fire.

You should know that

- a.About 600 liters of water flow through a nozzle in a minute.
- b.A water tender carries 4500 liters of water only.
- c.If two nozzles are used to throw water on to the fire. It takes only 4 minutes to empty a water tender.
- d.Hydraulic Platform/turn table ladders can reach to a height of 30m/45m under most favorable operating conditions.
- e.No objection certificate from Fire Service is not a guarantee against the out break of fire.
- f.Availability of fire fighting equipment in the premises do not prevent out break of fire. They help in minimizing the losses due to fire if maintained properly and operated immediately, effectively and efficiently.
- g.Non-informing to fire service about the fire incident is a cognizable offence.

17.5.1 Fire is fast

In less than 30 seconds a small flame can get completely out of control and turn into a major fire. It only takes minutes to fill a house by thick black smoke. In minutes, a house can be engulfed in flames. Then there might not be any time to escape.

17.5.2 Fire is hot

A fire's heat alone can kill. Room temperatures in a fire can be 100 degrees at floor level and 600 degrees at eye/head level. Inhaling this super hot air will scorch your lungs. This heat can melt clothes to your skin. In five minutes a room can get so hot that everything in it ignites at once with an explosion.

17.5.3 Fire is dark

Fire starts bright, but quickly produces black smoke and complete darkness.

17.5.4 Fire is deadly

Smoke and toxic gases kill more people than flames do. Fire consumes up the oxygen you need and produces more smoke and poisonous gases that kill human. Breathing even small amounts of smoke and toxic gases can make you drowsy, disoriented and short of breath. The odorless, colorless fume silences you into a deep sleep before the flames reach your door.

17.5.5 Fixed Fire Fighting Equipment:

The Fire Alarm system consists of smoke/heat detectors, hooters, manual call points, and a Fire Monitor Panel.

17.5.6Smoke/Heat Detectors: Smoke/Heat detectors are a sensitive instrument used in detecting the initial stages of a fire. It raises an alarm as soon as it comes into contact with smoke/ heat. These detectors should be installed in each room and corridor. They should be fitted in the false ceiling, facing downward.

17.5.7Hooters:

A hooter creates a loud warning sound to alert members of the staff in the premises as well as neighbors about a fire. Hooters should be installed at the main entrance to the premises and in each zone. They should be fitted at the top of the walls.

17.5.8 Manual Call Point :

A manual call point enables anyone who detects a fire to raise the alarm in case the smoke/heat detectors do not activate the hooter. Anyone who detects a fire should break the glass at the manual control point. This causes the alarm button to come outward and the hooter to turn on. Manual control points should be installed in each zone in the premises. They should be fitted on the wall close to the exit in each zone.

17.5.9Fire Monitor Panel:

The fire monitor panel shows the broad location of any fire in the premises. It also helps in testing the electronic fire equipment installed at the site. It should be installed close to the main Security Guard post or at a point where it can be seen by most of the members of the staff.

17.5.10Three ways to make your workplace a safer place to be:

a.Maintenance of Fire fighting equipments: The Fire Prevention & Life Safety Act has been introduced in some states like Maharashtra, from the year 2006. The Act defines the duties and responsibilities of the “Occupier/Owner”. The law also defines the penalties in case fire fighting system is not maintained properly.

b.Get Training: It makes business sense to improve fire safety in your workplace. It has always been emphasized on “Production is a must but Safety First” but we seldom practice the same. The basics of fire fighting can be given by our local fire stations.

c.Fire Risks: The fire risks may have serious implications and should be dealt with quickly and in confidence by trained people only. A “risk to life and property” could include a disregard to fire safety practices, for example, blocked or locked fire exits.

17.5.11Fire Safety Plan:

Multi storied/high rise office buildings should have siren/hooter for fire, which will be sounded after fire’s outbreak. The person who first sees the fire should call loudly for alerting & hinting others near fire to escape and close the door & windows behind them. All personnel should have been trained to operate/ switch on the fire alarm/hooter/siren. After hearing the siren of fire, volunteers / firefighters should search for where fire exists. Immediately identify the area of fire and then approach towards fire cautiously. While approaching the fire clear the exit path if found obstructed. Try to extinguish the fire by using available fire extinguisher as per Annexure – 37, as much as possible. Do not use lift during fire disaster. Other than fire fighters everybody should go to the “Assigned reporting place” by the “escape / exit path” only, as identified earlier. Electrical

connections should be switched off immediately. In-charge should take the attendance of the staff. Keep the approach road clear for fire brigade vehicles so that they could start combating the fire quickly on arrival before it spreads for massive destruction. During the process of combating fire few staff nominated/trained as surveyor should have been deployed to record the constraint/obstruction faced during the fire fighting operation. The HODs/In-charge should jointly organize a meeting to review the fire risk management plan and evacuation plan. Implement / execute recommendations of surveyor of Fire Department and /or building professional before reusing offices for utilization.

Remember to conduct the mock drills once in a year and escape plan half-yearly. All Electrical Installations/circuits should be certified once in a year in the month of February by inspection and testing as “free from fire danger”.

17.6 FIRE AWARENESS IN OFFICES.

17.6.1 BEFORE :

- 1.The office must have sufficient exit routes.
2. Identify the fire hazards and where fires might start.
3. Staff to have training in fire safety.
4. Staff to be made aware about the “Do’s & Don’ts”. Office should have an emergency exit plan.
5. Check the adequacy of fire fighting equipments and its maintenance.
6. Ensure fire escape routes and fire exit doors/ passageways are unobstructed and doors open freely.
7. Have first aid kits.
8. Keep electrical inspection and testing up to date and carry out repairs.
9. Kitchen has to be in secured and safe location only.
- 10.Impart elementary fire fighting training to Users.
- 11.Conduct fire drills once in a year and Escape path drill half-yearly.
- 12.Consult with and implement recommendations of the local fire brigade instructions.

17.6.2 DURING :

- 1.Exit from the office to an assigned open area.
- 2.Enclose the fire if possible. If not, get outdoors immediately.
- 3.Execute evacuation plan and practice fire drills procedures.
- 4.Call the Fire Brigade by dialing “ 101 “.
- 5.Nearest hospital/authority to be alerted.
- 6.Do not allow any body to create panic.
- 7.Do not let anyone hide. HODs/In-charges to ensure that nobody is trapped in toilet/indoors.
- 8.If the room is filled with smoke, ask staff to stay low to the ground during exit.
- 9.Feel on top of any closed door about fire (hot) before they are to be opened.
- 10.If the door is hot, use the nearest window or another exit.
- 11.Staff should go to pre – arranged locations (assigned open area), Dept. HODs / In-charges should take attendance of their staff.

12. Doctors should comfort distressed staff.
13. Do not allow injured staff to leave on their own.

17.6.3 AFTER :

1. DON'T re-enter or permit anyone to enter the office building, unless the fire officials have given permission to enter.
2. HOD/In-charges to confirm that all staff have reached the assigned open area safely.
3. Review the fire risk management plan and evacuation plan.
4. Implement / execute recommendations of surveyor of Fire Department and /or building professional before reusing offices for utilisation.

17.7.1 DOs

- 1 When you know the fire escape first then alert your nearby co-workers by calling loudly for help.
- 2 Switch on the fire hooter/siren to warn everybody if available. On train pull the chain.
- 3 Inform Electrical Break down Office & switch off the electrical circuits.
- 4 Inform Fire station, Ambulance using emergency calls (telephone numbers - Fire – 101, Ambulance –102, Police - 100)
- 5 Evacuate the place with all members by warning them.
- 6 Use staircase while evacuating the building.
- 7 Before opening door ensure the heat by touching top portion of the door.
- 8 If door is found to be cool then only open slightly and observe the escaping path.
- 9 If path is clear & being confirmed that there is no fire/smoke then proceed carefully on staircase.
- 10 Use fire extinguishers if available, untrained staff should act as per the instructions over The extinguisher.
- 11 If you are unable to come out side, keep patience & wait till rescue team approaches you.
- 12- Escape out by crawling mode if possible.
- 13 Escape towards the balcony if not on fire.
- 14 Approach towards window if no fire nearer the window & show any sign by waving handkerchief/ shirt etc to attract rescue team.
- 15 If possible shift the gas cylinders to unaffected / safe area. 16- Use ISI certified electrical appliances.

17.7.2 Don't

- 1 Don't use lift during fire accident.
- 2 Don't block the passages of escape / staircase.
- 3 Don't plug too many appliances in one socket.
- 4 Don't use damaged cord & avoid temporary connections.
- 5 Don't use non-ISI electrical appliances.

Note: About 50% fires are of electric origin on account of electric short circuit, overheating, overloading, use of non-standard appliances, illegal tapping of electrical wires, improper electrical wiring, carelessness and ignorance etc. 20% of fire are from the cooking elements like LPG gas, kerosene, grease, petroleum products etc. All these can lead to serious fire and fatal accidents, if proper instructions are not followed. Such incidents can be minimized to a great extent if adequate fire precautions are observed. Electrical fires spread rapidly especially in buildings and cause loss of lives and property. It is, therefore, necessary to act fast. Raise an alarm for help. Switch off power supply to de-energise the equipment. Use dry sand, CO2, dry powder extinguishers in both the cases.

PREPAREDNESS FOR DISASTER MANAGEMENT

18.0 Intensified Inspections and precise training keep the working force in alert condition, which will prevent any eventuality of Disaster in the system. However trained manpower is an essential ingredient of any DM system, mere provision of sophisticated equipment without trained manpower is futile. For handling an unforeseen situation like managing a Disaster, training of all Railway personnel concerned is an inevitable input. To acquire necessary knowledge and skill, all relevant officials should be given periodic training regarding their duties and that of their department.

18.1.INSPECTIONS:

Regular Night Footplate Inspection, Ambush checks, Trolley inspections, Tower wagon inspections, Inspection of Bridges, RATs and night patrolling of tracks in the accident prone, vulnerable sections should be intensified to ensure alertness of the concerned staff to eliminate the chances of Disaster. Constant evaluation of the reports should be done converting it to Safety concern at Division level with information to HQ about action taken report for the purpose.

18.2 TRAINING :

18.2.1 Training should be conducted at the following three levels

i. Individual Training

- a. For enhancing the skill of staff attached to ARMVs & ARTs, etc., supervisors and staff shall be given general training in Disaster Management.
 - b. Special training may be arranged in Extrication, Rescue, Medical relief Rolling stock restoration technique and Civil Defence by departments concerned.
 - c. Officers and supervisors should be trained to acquire special skill in collection of evidence and preservation of clues as Sr. DSOs are made responsible for collection of evidence, preservation of clues, joint reading and joint findings.
 - d. The on-board staffs should be provided DM training with fire fighting training for better management of fire on train incident.
- ii. Seminars/Workshops: Seminars should be periodically conducted on DM Plan and Disaster preparedness.
 - iii. Joint Exercises: Full scale Disaster Management Mock Drill to be conducted .

18.3.0 Civil Engineering department:

18.3.1 Identification and retro fitment to major structures of Risk Zones: 3.28. Million Kilometres land falls in moderate to high seismic risk Zones. Seismic retro fitment is the modification of existing structures to make them more resistant to seismic activity, ground motion, or soil failure due to earthquake. Seismic performance of structures can be greatly enhanced through proper initial design and subsequent modifications. A detailed inventory of major infrastructures such as

Bridges, high rise buildings & Telecom towers etc., which may be affected in disaster, shall be prepared for retro fitment. If not possible alternative arrangements shall be made and kept in readiness to establish communication facilities easily and quickly after the disaster.

18.3.2 Installation of Anemometers: These are the devices used for measuring wind speed at specified height from the ground level. The anemometers should be installed by the Engineering Dept. at strategic stations along the East-Coast route.

18.3.3 Monitoring Quality of constructions: Engineering department shall monitor the quality of new constructions and repairing works as per the technical guidelines of quality control for all vulnerable areas to natural disasters.

18.4 Mechanical Department: Mechanical department shall keep ARTs SPART, ARMEs/ARMVs/ SPART always ready for ordering out at any time. 18 over aged tank wagons suitable for carrying drinking water should be identified and made available of drinking water.

18.5 Safety Department: Disaster Management essentially necessitates a state of preparedness under all circumstances and the efficacy of arrangements therein can be assessed only by conducting periodical full-scale mock drills. Safety Department should ensure regular practice through mock drills and review the calibration of equipment.

18.5.3 Objective of the full scale mock drill would be to:

- i. Gauge the preparedness of DM system including detailed planning and keeping of all equipment in good fettle.
- ii. Integrate the operational response to measure overall performance and the exercise.
- iii. Measure performance with regard to accident restoration.
- iv. On a Division, the first mock drill should be conducted within 03 months of issue of the ZonalDM Plan.
- v. On a Division, the second mock drill should be conducted 03 months after the first one, in order to correct all shortcomings noticed during the first mock drill.
- vi. Each division will conduct mock drill once in a year.
- vii. A full scale joint exercise mock drill with nearest NDRF and ODRAF shall be conducted once in every 2 years after the new DRM takes over.
- viii. It should be conducted during the day and in a branch line section.
- ix. 06 hrs traffic block shall be taken and the ARME/ART run out to the accident site.
- x. UCC and CAC should be set up and each department will post their functionaries in the Control Office as also in UCC and CAC.
- xi. All facilities should be provided in UCC and CAC by departments concerned.

18.5.4 During these full scale mock drill, following aspects shall be closely watched

- i. Turning out of ARMV/ART within the prescribed time.
- ii. Speed of the specials.
- iii. Assembly of staff.
- iv. Handling of HRDs, HREs and other rescue equipment in ART & ARME.
- vi. Logging of events.

vi. Functioning of field telephones and communication network.

viii. Functioning of generator sets, lighting equipment.

ix. Preparedness of first-aiders and availability of medical equipment.

x. Preparedness of commercial department to mobilize adequate manpower. On completion of the drill, a detailed report shall be prepared. in detail Evaluation of the report should be done for deficiencies noticed, corrective measures initiated and improvements required. A copy of the drill is to be sent to GM and CSO.

CYCLONE MANAGEMENT

19.0 SCOPE

The coastal Divisions of Indian Railways come under the influence of South West monsoons and are situated along the Bay of Bengal. A number of sections along the East Coast are prone to storms, cyclones and heavy intensity of rainfall, which affect the safety of travelling public and also result in disruption to traffic and communication.

19.1 DEFINITION & CLASSIFICATION OF CYCLONES

The following are the definitions of the terms and meaning of abbreviations used in this manual –

19.1.1 India Meteorological Department (I.M.D): It is the department under Govt. of India responsible for, inter-alia, issue of weather warnings. Since pre monsoon cyclone season of 1999, IMD has introduced a 4-stage warning system to issue cyclone warnings.

(i).Pre-Cyclone Watch– Issued when a depression forms over the Bay of Bengal irrespective of distance from the coast and is likely to affect Indian coast in future. The pre-cyclone watch is issued in advance at least 72 hrs in advance of the commencement of adverse weather. It is issued at least once in a day.

(ii). Cyclone alert– Issued at least 48 hrs before commencement of the bad weather when the cyclone is located beyond 500 KM from the coast.

(iii).Cyclone warning – Issued at least 24 hrs before commencement of the bad weather when the cyclone is located within 500 KM from the coast.

(iv). Post landfall look out – Issued at least 12 hrs before the cyclone landfall, when the cyclone is located within 200 KM from the coast.

19.1.2.Regional Meteorological Centres (RMC): These are the centres under the administrative control of the India Meteorological Department, who directly issue the weather warning telegrams on the basis of forecasts. On NWR system, Regional Meteorological Centres are situated at Bhubaneswar and Visakhapatnam. 17.1.3.Cyclone Warning Centres (C.W.C):

It is a special establishment established in 1986 under the India Meteorological Department located at Visakhapatnam. It specializes in forecasting of development, movement and progress of cyclone on the Bay of Bengal. It is the main source to provide information related to cyclone not only to the Railway and such other organisations, but also to the Regional Meteorological Centres under the India Meteorological Department situated elsewhere.

19.1.4.First Stage Warning’ by CWC : It is the warning issued by CWC as soon as a cyclonic storm is located at such a distance from the coast that it is expected to cause bad weather’ over the coast during next 48 hours.

19.1.5Second Stage Warning’ by CWC: Following the first stage warning’, the second stage’ warning is issued as soon as there is “actual threat” of cyclone over the costal area.

19.1.6 Tropical cyclone Storm:

- i. Severe Cyclonic Storm : When the wind speed on the strike of cyclone on land is expected to be 120 Kmph.
- ii. Very Severe Cyclonic Storm : When the wind speeds in the strike of cyclone on land is expected to be 180 Kmph.
- iii. Super Cyclonic Storm: When the wind speeds on the strike of cyclone on land is expected to be 220 Kmph.

19.1.7. De- warning Message: A message issued by CWC/Visakhapatnam after the cyclonic storm has adequately weakened or passed fully.

19.2.0. INFORMATION DISSEMINATION & CYCLONE INTENSITY MONITORING SYSTEM

19.2.1. Arrangements exist with the Meteorological Dept., Govt. of India for issuing telegrams of warning whenever there is storms, gales and heavy rainfall. The conditions under which warnings are issued are detailed below –

- i. Amount of rainfall considered dangerous – 75 mm and above in 24 hours.
- ii. Wind velocity considered dangerous – 65 Kmph and above.
- iii. Period when warnings will be given – Throughout the year.

19.3PRE-CYCLONE SEASON PREPARATION

Pre-cyclone preparation essentially involves ensuring of adequate inventory of necessary stores and equipments as per the check list.

19.4 CHECK LIST OF STORES

Since the time available between initial warnings upto the actual occurrence of cyclone and its damages/disruptions is often very short, pre-emptive action is essential to ensure adequate preparedness in terms of stores and equipments necessary to deal with the disruptions/damages.

FLOOD MANAGEMENT

20.0 SCOPE

Flood is the most common and widespread of all natural disasters. India is one of the highly flood prone countries in the world. Around 40 million hectares of land in India is prone to flood as per National Flood Commission report.

20.1 EFFECT OF FLOOD-

- Damage to embankment including breaches / wash away of embankments thereby affecting Railway track.
- Rain due to sudden cloud burst resulting in flooding of the Railway track causing sinkage or washing away of track, damaging track components which effect the level and alignment of Railway line and consequently affect the safety of travelling public and disruption to traffic and communication.
- Washing-away or damage bridges, piers, abutment and other components of bridges. Inundate the Railway colony at low level.

20.2 INFORMATION AND FLOOD MONITORING SYSTEM:-

Regional Meteorological Centre, located at Bhubaneswar and Vishakhapatnam, under the administrative control of the Indian Meteorological Department, is responsible for issuing telegrams of warning whenever there is expectation of heavy rainfall. The condition under which warning for flood is issued when amount of rain fall is expected above 75 mm in 24 hours. In case of failure of DOT communication system during bad weather, Microwave network of Railway or police wireless systems or satellite phones are used for the purpose.

20.3 Action taken before flood :-

- Co –ordination with Meteorological Department for advance information.
- Data base for RAT/RAW/Vulnerable bridges on topo sheet and information on approach road to location.
- Identification, Inspection and Attention to RAT/RAW & bridges.
- Co-ordination with state Government officials over phone/hot line/satellite phones. Flood monitoring system in addition to patrolling.
- Adequate prevention by executing anti erosion works of tracks, formations, bridges etc.,improvement to water ways of bridges in track formation, and with Monsoon Reserve.
- Materials required for flood prevention /management like Empty Cement Bags, sands, boulderetc are stocked and also the sources from where they can be arranged at short notice in case of dire necessity is clearly identified with all details.
- Development of flood shelters for staffs and passengers at suitable locations in the area prone to repeated floods.
- Emergency response team on floods. Emergency equipments and relief logistics.

Medical preparedness plan.

PRE-FLOOD PREPARATION –

20.4 ENGINEERING DEPARTMENT:

- i) Safety Measures for track during heavy rain:- Gang Patrol during monsoon to detect damage to Track and bridges as per IRPWM Para 1014.
- ii) Night patrolling during monsoon to detect damage such as breaches, settlements, slips as well as scours and immediate action is to be taken to protect the track. Posting of stationary watchman may be considered.
- iii). If it is found that water level has a rising trend to danger level on a river bridge, immediate action to be taken to control /divert the passenger carrying train or impose speed restriction if the situation permits. Constant monitoring is to be done at Officers level.
- iv). Daily patrolling by Key man to inspect entire track daily on foot and take immediate action in cases of any unusual occurrences like heavy rain, flood and land slides.
- v). Deputing Watchman at vulnerable location like bridges, flood cause-way etc , to provide safety of Railway track.
- vi) Choked drains in the Railway colony to be cleaned before monsoon so that rain water can freely flow and the Railway colony is not submerged in water.
- vii) Materials required for flood management like empty cement bags, sand, boulder, cinder etc is stocked at strategic location and also the source from which it can be arranged at short notice in case of dire necessity clearly identified.
- viii) Standing arrangements on “whenever required” basis should exist for supply of adequate rake loads of steel plant slag with Vishakhapatnam and Public and Private sector steel plant and quarry dust with ballast from contractors.
- x) As restoration of traffic after flood often requires heavy handling of earth, availability of heavy earth moving machinery viz. Procleans, JCBs and Pay loaders etc., should be identified in the nearby coastal town with firm / Owners name, address and telephone no so as to hire and mobilize them as and when necessity arises.
- xi) Standing contract with 100% option clause may be entered into on annual basis from strategic quarry dust and boulder supply locations etc.

20.5 LIST OF STORES AND STORAGE LOCATIONS.

Since the time available between initial warning and up to the actual occurrence of flood and its damages/disruptions is often very short, pre-emptive action is essential to ensure adequate preparedness in terms of stores and equipments necessary to deal with the disruption/damages.

18.7 STORES DEPARTMENT. Stores Department will ensure stock of items with quantities given in Annexure-5. The locations for stocking of these materials shall be at stores in East Coast Railway which are accessible by rail as well as road.

20.6 ELECTRICAL DEPARTMENT.

The items, quantity and location of electrical materials to be kept ready as pre-flood measure at annexure 7. In addition to these materials, the location of additional generator cars should be identified in advance so that they can be requisitioned from other Division/Railway in case of necessity.

20.7 MECHANICAL DEPARTMENT.

Mechanical Department during pre- flood preparation need to identify about 18 over aged(fit to run) four wheeler tank wagons suitable for loading drinking water and made available at KUR, VSKP and SBP (@6 X 3) for loading and movement.

20.8 S&T DEPARTMENT.

During flood the communication link is cut off. In such cases VHF sets for short distance communication and satellite phones for long distance communication are the only means available for exchange of vital information. Following pre-flood arrangement should be made:-

- i) Availability of emergency generator for charging of VHF sets at all nominated stations with adequate fuel.
- ii) The satellite phones should be kept in working order.
- iii) Spare 5 & 25 W VHF sets complete with battery and antenna to the extent of 25% of total sets provided in division should be available with SE/T/Wireless in-charge as well as all other strategic locations .
- iv) One extra DG set along with 02 number of 20 liter capacity jarken full with fuel should be stored .

20.9 MEDICAL DEPARTMENT.

Railway Medical Department will be prepared for management of flood casualties. Intravenous (IV) fluid, oxygen, dressing materials, tetanus, toxoid, antibiotics, vaccines, anti snake venom and anti diarrhoea drugs will be the most commonly needed medical resources . These medicines should be stored in the divisional Railway hospitals and health units over NWR. Medical Department will keep the following items in stock at the location indicated against each as preparedness for flood even during pre-flood season.

20.10 ACTIVITIES DURING FLOOD.

Opening of Control Room at Zonal HQ and Division to be managed by Operating Department round the clock in shifts. First priority, during flood, is to protect the travelling passengers in the train passing through/ near the affected zone. Whenever incident of flood occurred in any Railway area the respective DRM of the division should immediately take the situation under control and pass order to the different department to take necessary relief and rescue measures for the passengers of the affected train. Local Law and order authorities may be kept in touch as in flood affected Zone, the local public some times take

shelter on embankment making movement of train difficult. Adequate patrolling staff with PA systems may be kept in readiness for the purpose. DRMs are empowered to requisition help from nearest NDRF and ODRAF battalion through HQ as per Act 2005 for relief and rescue of the passengers in the situation when a passenger train is washed away partly / fully by flood, where boats and divers are essential.

POST-FLOOD/EARTHQUAKE DISASTER PLAN – (PREPARATION) –

20.11 Post –

Flood/Earthquake Disaster Plan - After a major disaster, the first priority is to provide relief and medical aid to affected persons to minimize loss of lives. During the disaster like Gujarat earthquake, roofs of several quarters in Railway colony had collapsed. A number of families were rendered destitute. During earthquake others, whose dwellings were intact, preferred to live outside because of fear of continuing tremors. The water and electric power supply to Railway stations and colonies had been disrupted. Fortunately, there were no stranded passengers and no trains in mid- section. Rail infrastructure had been extensively damaged. Communication channels were down and organization was in disarray as most Officers and supervisors in the affected area were themselves victims of damage. Movement of men and material for rescue and relief in such circumstances becomes a challenging task. The Divisional Control office should function under the direct charge of ADRM. Assistance of headquarters office can be sought for mobilizing relief from outside the Division also.

20.11.1 ACTION BY OPERATING DEPARTMENT.

In the event of severe disaster like flood/earthquake situation when it is not feasible to continue the normal train operations due to damage at various locations in this Railway, it is necessary to have a central organization which can receive information, messages and reports etc., from the affected areas and issue necessary instructions as required. For this purpose a “Central Emergency Control Office” at HQ and Divisional level will be set up. These emergency control offices shall be opened in the Disaster Resistance Control Room. CPTM will be the chief emergency officer at HQ and Sr.DOM will be the Divisional emergency officer at Divisional Level. In addition to this, emergency offices shall be manned by emergency officers as nominated by GM and DRMs for the round the clock operation at HQ and Division respectively. The emergency offices will work in three shifts of 08 hourly basis as mentioned below

Shifts	Central Emergency Office	Divisional Emergency Office
1st shift	06:00 – 14:00	08:00 – 16:00 hrs
2nd shift	14:00 – 22:00 hrs	16:00 – 24:00 hrs
3rd shift	22:00 – 06:00 hrs	00:00 – 08:00 hrs

- i) An Emergency Control Order register shall be opened at HQ and Divisional Level and every message communicated between HQ, Division and other Officer/Organisations should be recorded bearing message nos serially. Making over and taking over charges should also be recorded in this register along with important remarks if any. Means of communication if disrupted will be immediately restored (by satellite phone, VHF & wireless) and made known to all concerned.
- ii) Chief Emergency Officer will decide and communicate to the DRMs about the cancellation, rescheduling and short termination of passenger trains.
- iii) Coaching trains should be controlled/diverted so that the trains do not enter the earthquake affected area, suitable publicity to be arranged. Controlling of trains should, as far as possible, be done where adequate water supply, lighting, catering and medical facilities are available.
- iv) When control communication is damaged, provision of VHF sets for station to station for train working on "paper line clear" should be made till more permanent arrangement is arranged.
- v) Cancellation/diversion of trains should be widely announced through News Papers, TV, News Channels, All India Radio and Public address system.
- vi) Movement should be done on top priority for restoration material, equipments, labours and other items for restoration work as demanded by site officials.

20.11.2 ACTION BY COMMERCIAL DEPARTMENT

- i). All commercial staff should guide the passengers and volunteers, whether they are on a running train or at station when train services is affected by earthquake, regarding taking adequate measures for ensuring their personal safety.
- ii). Food and water should be arranged for the entrapped passengers & victims.
- iii). Alternative arrangement should be made for the passengers for safe journey to their destination.
- iv). If a passenger train is stranded in the earthquake affected zone, the conductor/TTEs manning the train should take census of passengers, and try to pass information to the station at either end through walkie-talkie set, so that information can be passed on to the Divisional control office.
- v) If any passenger is found injured or sick, First Aid should be provided by the guard/TTEs of the train. vi). If a Railway colony is affected in earthquake, the victims and residents of the colony to be shifted to a safe place as quick as possible.

20.11.3 ACTION BY MEDICAL DEPARTMENT.

Doctors & Paramedical staffs should be rushed to the site with medical kits, where the victims and train passengers are entrapped in a train or at a station to provide medical help.

20.11.4 ACTION BY ENGINEERING DEPARTMENT

- i). The Officers and staff should proceed immediately to affected zone as soon as information received equipped with satellite phone and VHF set to give precise information to control office regarding;
- a). Nature of damage/obstruction to track & colonies with location.
- b). Possible method /system for restoration.
- c). Maximum resources required for taking out the victims,
- d). Whether or not a light vehicle can be used for the same.
- e). Likely time to clear the victims trapped under debris from location by repairing of the damaged/ removing the obstruction.
- ii). In circumstances when substantial portion of the track installations get blocked under debris, Vehicles/helicopters shall be hired locally to navigate across the affected area to assess the damage.
- iii). Based on the damage report and restoration strategy, priority and sequencing of movement of available materials on wheels (e.g. boulders, earth moving machinery, bridge girder and cranes etc) and labour should be quickly chalked out and conveyed to the Traffic personnel at Central Control and respective Divisional control.
- iv). Heavy Earth Equipment, road cranes etc., may be requisitioned as per requirement from the sources within the Division and out side.

20.11.5 ACTION BY ELECTRICAL DEPARTMENT.

- i). Damage caused to electrical installations is to be assessed location wise. For this purpose, competent officials shall be deputed to obtain detailed assessment of the damages. Supervisors and staff should be deputed with necessary materials and tools either by rail or by road for restoration work for supplying Power to affected area and lighting arrangement for rescue and restoration..
- ii). In case of power failure at station where trains are controlled, temporary lighting may be arranged with portable DG set.

20.11.6 ACTION BY MECHANICAL DEPARTMENT.

- i) The ART/ARME staff and crane with crane driver will be kept ready to rush to duties at minimum notice whenever required.
- ii) Drinking water, readymade food items shall be kept ready on ART/ARME. ARTs will be equipped with battery operated lamps and portable generator with adequate provision for 120 hours.

20.11.7 ACTION BY SIGNAL & TELECOMMUNICATION DEPARTMENT.

- i. S&T department will look after the communication system at affected zone. For this purpose they will do the following activities:-
- ii. Check the 25 W VHF set provided at each station functioning properly & battery is fully charged.
- iii. Check the emergency generator set is functioning properly with adequate fuel.

- iv. Check that fuel supply tanks of the generator set have been full filled and adequate fuel for 72 hrs has been checked.
- i. Check and align all Microwave equipment and battery of DG sets with adequate fuel.
- ii. Keep MAST riggers, Transport, Fuel ready to attend any disturbance to antenna and lower mounting.
- iii. vii. Telecom channel via alternative routes should be lined up and kept terminated for administrative trunks and control working.
- iv. viii. Satellite phones where ever available should be tested and accompanying staff identified along with battery charging arrangement.
- v. ix. Communication equipment in ART should be tested for proper working order.
- vi. x. Check all the Block Instruments and their batteries.
- vii. xi. Extend power supply from emergency generator set to Block Battery charger.

20.11.8 ACTION BY STORES DEPARTMENT

During restoration, Stores Department shall play a pro-active role in making emergency purchases preferably by standing Spot Purchase Committee & supplying the same to the user department at sites.

20.11.9 ACTION BY SECURITY DEPARTMENT.

Security personnel will be nominated by Sr.DSC/DSC at following positiona)

To accompany the relief material carrying train when ordered.

- b) To help commercial & station staff of major station to handle public enquiries.
- c). At each station where passenger train is regulated.
- d) On heavy vehicle carrying relief materials.
- e) At major restoration sites after earthquake work commences.

20.12. MOVEMENT OF RELIEF MATERIALS.

CPTM will order the special train for carrying the relief material. Wide publicity be given in Press and Media to attract voluntary organization, individuals, NGOs, Medical practitioners etc to avail the service. The composition and timings will be planned and published by CPRO.

20.13. PROCEDURE FOR ACCOUNTED, AUDIT & FINALIZATION OF ACCOUNTS.

- i). Special Returns by Stockholders after restoration.
- ii). All stock holders of all departments in-charge of custody of Railway stores shall submit a "Special Return" of the materials transaction that took place during restoration.

20.14. EMERGENCY PURCHASE OF MATERIALS

Emergency demands placed through HOD's notes shall be completed by the Stores Department through a Spot Purchase Committee.

20.15. WORK CONTRACTS- SINGLE TENDER AND HIRING OF MACHINERY.

For restoration of traffic single Tender may be awarded to the competent contractors who have the exceptional capacity to mobilize machinery and materials. Prior consent of the General Manager will be taken while processing of the case.

20.16. EXTERNAL ASSISTANCE :

Devastation in Earthquake does not get limited to Railway. As such Co- ordination with District Administration through NDMA, State DMAs is an absolute necessity for both availing and rendering help.

20.16. 1 All road transport available outside are generally requisitioned by Civil Administration for relief supply. Expeditious clearance and delivery of relief material should be planned with District Administration by Commercial Department. Similarly Engg. Dept. should coordinate with Dist. Administration for debris clearance and track restoration by earth moving machinery, road cranes, tippers etc., available locally as command of these are generally taken over by Dist. Administration.

20.16. 2 Once rail working is restored, movement of relief materials through train is to be coordinated with Dist. Administration by Operating Department.

20.16. 3 Specialised trained staff and equipments for rescue of passengers/ dwellers may be coordinated through State DMA(like ODRAF of Orissa).

20.16. 4 Provisions for affected families in Railway colonies may not be available for considerable period. Help of NGOs may be taken to open fair price shops.

20.16. 5A). Help of military/ para military forces, requirement of boats, divers, helicopters etc may be availed through NDMA and State DMAs.

B). Help of Local Hospitals to be co-ordinated through State DMAs and medical Department.

C). Railway may provide mobile Medical facility to staff and civilians by self propelled mobile medical units(ARME)

(Chapter – 21)

LAND / HILL SLIDE

When a huge land/rock mass suddenly gets displaced from its position and comes down with tremendous force, it can cause intensive damage to Rly. Track, Buildings and other Railway Installations, with blocking of traffic movement. It can also cause loss of human Lives. This can be caused due to prolonged torrential rain, blasting of rock nearby and Earthquake etc.

21.1 Actions to be taken in during Land/Hill Slide

21.1.1 After receiving the message from the concerning Station Master under whose jurisdiction the Section is situated, the Section Controller will inform concerning Operating Officer to stop the movement of trains in the adjacent sections and inform DRM/ADRM, Sr.DEN(Co-ord) (through Engg. Control), Sr.DME, Sr.DEE(OP), DSC and other Concerning Branch Officers.

21.1.2 DRM with Sr.DEN(Co-ord) and Sectional DEN will proceed to site. ART/MRT will be ordered, if required.

21.1.3 Sr.DEN(Co-ord) will requisition earth moving equipments including, Pay loader, JCB, Dozer, Proclains & Jack Hammer Dumper & Trucks from the nearest available Railways & Non-Railway sources.

21.1.4 Licensed Rock Blasting staff, with sufficient quantity of explosive & detonators, Rock drills, Rock drilling equipments and Air compressors available from the nearest sources also should be rushed to the site. Only trained experts having license to handle explosive should only be deployed for rock blasting.

21.1.5 DRM, after getting detailed information from site will seek the help of Army, Border Road Organization Units, as the case may be.

21.1.6 Sufficient quantity of explosive & detonators has to be sent to the site for replenishment.

21.1.7 The residents of the nearby houses/Staff quarters must be evacuated to safer places before starting the Blasting of Rocks.

21.1.8 Requisite quantity of P. Way material should be kept ready in the nearest station to move to the site in case the P. Way is damaged.

21.1.9 Similarly, Signalling, Elect., TRD staff also should be kept in readiness with men & materials for immediate repair of installation.

21.1.10 Sufficient number of labours to be requisitioned and deployed at site to help in clearing the landmass.

21.1.11 Casualty/injured persons/staff should be shifted to nearest Hospital for treatment.

21.1.12 The loose boulders to be dislodged and the need for flattening its slope by earthwork or protection of cutting by boulders nets or rock bolting or short creating to be explored.

TERRORISM DISASTER TERRORISM: -

Politically motivated and perpetrated in a clandestine manner against non-combatants. The act is committed in order to create a fearful state of mind in an audience different from the victims.

22.1 Loss of terrorist attack: - Terrorism is a manmade disaster and cost the most in terms of the followings;

- Loss of lives
- Loss of properties.
- Workers' compensation.
- Accident and health.
- Disability.
- Political and social instability in the region and between countries.
- Long term damage to a country's economy and production capacity

22.2 Types of Terrorism-Researchers in the United States began to distinguish different types of terrorism such as Hijacking, Bombing, Diplomatic kidnapping and assassination to assert their demands.

22.3 Some terrorist attack in India:- On Dec.13, 2001, in a suicide attack on Indian Parliament, nine police men and parliament staffer were killed. On June 22, 2000, two powerful car bomb explosion took place in south Mumbai killing at least 46 people. On 22 Jan.2002, militants attacked American cultural centre in Kolkata, killing four police and injured 21. On 1st Oct.2001, a car bomb exploded near the state Assembly J&K, killing 38 people. On July 2005, Jaunpure train explosion at least 10 people were killed and more than 50 were injured. On 29 Oct.2005,bomb blast in New Delhi , 70 people were killed and several injured. On March 2006, serial blast in Varanasi, at least 100 were injured. On 11 July 2006 , Mumbai train blast , at least 190 people were killed in the 1st class compartment. On 26th Nov.2008, terrorist attacked Taj hotel in Mumbai and killed at least 185 people and injured more than 300.

22.4 TERRORISM MANAGEMENT MEASURE:-

22.4.1 Before terrorist attack-

- Keep security alert and aware of the surrounding area.
- Take precaution when travelling. Be aware of conspicuous or unusual behaviour. Do not accept packages from strangers or leave luggage unattended.
- Leave where emergency exits are located. Think ahead about how to evacuate a train, subway, building or congested public area. Learn where stair case are located.

- Terrorist may damage the Railway track or Railway bridge, therefore patrolling to be intensified. In a terrorist attack there may be many injured, so medical department should store sufficient stock of life saving drugs and blood.
- The explosion can result in collapsed building and fire. People who live or work in a building review emergency evacuation procedure and know where fire exits are located.
- There may be general Power Supply (Electricity) failure during a terrorist attack. One Power Car of suitable capacity per Division at Divisional Head Quarter may be kept.
- If you receive a bomb threat, get as much information from the caller as possible. Keep the caller on line and record every thing that is said. Notify the police and building management.
- During terrorist attack train may be detained for a long period due to damage of traction installation. On receiving warning messages from authorized sources, Diesel power(engine) should be kept ready as stand by at suitable strategic locations.
- After you have been notified of a bomb threat, do not touch any suspicious packages. Clear the area around the suspicious packages and notify the police immediately. In evacuating a building, avoid standing in front of window or other potentially hazardous area.
- Install Video camera at busy Railway station to watch movement of suspicious person.
- Bomb detecting machine to be installed at every important Railway stations to examine the luggage of the passengers boarding a train.
- Random checking of the luggage of the passengers.
- Deploy sufficient number of RPF staff at stations and on trains. Tight security at all work places and residential colony.

22.4.2 During terrorist attack-

- In a building/train explosion, get out of the building/train as quickly and calmly as possible. If exits are blocked, get out through emergency exits or get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible. Cover nose and mouth with wet cloth.
- When approaching a closed door, use the palm of your hand and fore arm to feel the lower, middle and upper parts of the door. If it is not hot brace your self against the door and open it slowly. If it is hot, do not open the door and seek an alternate escape route.
- Heavy smoke and poisonous gases collect first along the ceiling, stay below the smoke at all times.

22.4.3 After a terrorist attackIf you are trapped in debris-

- Use a flash light.
- Stay in your area so that you don't kick up dust. Cover your mouth with a handkerchief or clothing.

- Tap on a pipe or wall so that rescuer can hear where you are. Use a whistle if available. Shout only as a last resort. Shouting can cause a person to inhale dangerous amount of dust and smoke.
- Assist victims, However, you should not attempt to rescue people who are trapped inside a collapsed building. Wait for emergency personnel to arrive.
- Where a chemical agent attack occurs, authorities would instruct citizens either to seek shelter where they are and seal the premises or to evacuate immediately. Explosion of chemical agent can be fatal.

22.5 Duties of Departments :

- After a terrorist attack at station/train , the DRM of affected Division should take the situation under control and immediately advise the RPF and other department to rush the spot immediately for relief and rescue work.
- The duties of RPF is vital in the terrorist attack. They should immediately inform state police and rush to the spot with full force to handle the situation.

22.5.1 Duties of RPF department :

- Evacuate the injured and un-conscious persons from the affected zone with the help of ODRAF, NDRF, GRP and Local Police etc. Permission has been accorded by Home Ministry (vide their letter no-VI -24022/11/2002-PM-I, dtd. 24-12-2002, addressed to Home Secretary of all states, that State Govt. or Police clearance is not required for launching rescue operation for the purpose of saving human lives.
- If there is fire or collapse of building, State's fire service to be informed immediately. They should be careful to stop panic.
- Affected area is to be cordoned.
- Attack of terrorist may be at any place, even religious places are not left, but Railway disaster is mainly concerned with Railway property such as Railway stations, trains, colony, offices, workshops. So they should be prepared in all respect.
- They should protect the belongings of the passengers. 2

22.5.2 Duties of medical department-

- Terrorist attack may cause loss of life, serious/minor injury to people. On receipt of the information of a terrorist attack on any Railway establishment, the ARME in-charge should rush to the spot immediately with sufficient nurse and doctors.
- They should have sufficient number of stretchers.
- Ambulance with life saving medicines, dressing materials, Tetanus toxoid and Intravenous fluids.
- First aid to be given to injured and seriously injured to be shifted to the nearest hospital.

22.5.3 Duties of Mechanical department:-

- During terrorist attack train may be seriously damaged/de -railed, in such situation senior most Officer should rush the site immediately by fastest means.
 - 140 T crane/ART/ARME may be ordered as per the requirement. Senior most officers should monitor the rescue operation at site.
- 21.5.4 Duties of Operating Department:**
- Movement of Advance Pilot:- In case there is a threat to Railway assets such as track, bridge tampering, threat of sabotage by terrorist, Chief Operations Manager shall decide to run an advance pilot ahead of important mail/express or other trains as occasions demand.
 - In this case, an advance pilot shall be an engine (preferably a Diesel engine) with composition as required as well as with necessary security arrangement to be run.
 - The speed of advance pilot should not exceed 80 Kmph and 60 Kmph during day and night respectively and 10 Kmph during bad weather impairing visibility.
 - The first train should follow the advance pilot after a time interval of 10 minutes.
 - The speed of the following train shall not exceed 60 Kmph and 40 Kmph during day and night respectively.
 - In case of any sabotage to the track or advance pilot, efforts may be made to protect the site.
 - The Loco Pilots of the following train must be most vigilant, cautious and be prepared to stop his train short of any obstruction.

22.5.5 Duties of Commercial Department:-

- Commercial staff should guide the affected passengers regarding their safety.
- Adequate food and drink to be arranged for the distressed passengers.
- Alternative arrangement may be made for the safe return of the distressed passengers.
- Payment for compensation to be made to the kin of the dead.

22.5.6 Duties of Personnel Department-

- Welfare Inspectors of Personnel Department should keep the record of the dead/ injured for the payment of compensation.
- They should assist the Commercial Department for the payment.

22.5.7 Duties of Engineering Department:-

- Terrorist attack may damage the Railway track/ bridges. Sufficient number of rails and bridge girders may be stocked at suitable places.
- Boulder and sand may be stocked at places to meet the situation.

22.5.8 Duties of S&T Department:-

- The attack may damage the communication and signalling system.
- Satellite phones and VHF sets are to be kept ready in ART/ARME

CHEMICAL DISASTER

23.0 Handling large quantity of HAZCHEM (Hazardous Chemical) in installation, isolated storages and transportation, poses the grave risk of sudden release of copious quantities of toxicants on the environment.

Indian Railway transport these HAZCHEM e.g. Petroleum products (petrol, HSD, naphtha etc.), caustic soda, alcohol, compressed gases (LPG), chemical manures, acids, matches etc. These goods are carried either in piece meal system in SLR or wagon or in bulk load in full rake of tank wagons. Indian Railway's Rule for carrying dangerous chemicals i.e. HAZCHEM by rail have been legislated in the Railway Red Tariff Rule 2000 as per which dangerous goods have been classified in the following 8 categories.

- i) Explosives,
 - ii) Gases, compressed, liquefied or dissolved under pressure,
 - iii) Petroleum and other inflammable liquids,
 - iv) Inflammable solids,
 - vi) Oxidizing substance,
 - vii) Poisonous /Toxic substance,
 - viii) Radioactive substance,
 - ix) Acid and corrosives. Improper or unsafe handling i.e. loading, unloading, leveling and transporting may cause chemical accident/disaster resulting in fire, explosion, toxic release poisoning the environment and combination of the above. The Bhopal gas disaster in December 1984 brought in to sharp focus the unprecedented potential of HAZCHEM like Methyl isocyanides in terms of loss of life, health, injury and long effect on population. Petroleum and other inflammable liquids considered dangerous as per Railway Act 1989 (24 of 1989) and have been classified in three classes i.e. class "A", class "B" & class "C".
- Class "A" – Petroleum & other inflammable liquids , the vapour of which having flash point below 230 C .
 - Class "B"- Petroleum & other inflammable liquids, the vapour of which having flash point above 230 C but below 650 C.
 - Class "C"- Petroleum & other inflammable liquids, the vapour of which having flash point 650 C and above.

A number of factors including human error could spark of chemical accident with the potential to become chemical disaster. These are:-

- i). Process and Safety system failure.
- ii). Technical error:- Design defect, Fatigue, metal failure, corrosion etc.
- iii) Human error:- Neglecting safety instructions while handling the HAZCHEM, deviation from specified process etc.

- iv). Lack of information/knowledge:- Absence of emergency warning procedure, non-disclosure of line of treatment etc.
- v). Transportation:- Transportation in unsafe manner i.e. in leaky container/tank wagons, loose shunting during attachment/ detachment of wagons, rough driving while transporting by rail.
- vi). Organizational error:- Poor emergency planning and coordination with public, non-compliance of mock drill/exercise.
- vii). Terrorist attack/sabotage:- Vulnerable chemical disaster is further compounded by likely terrorist and warfare activities which includes sabotage and attack on HAZCHEM installations/ storage and transportation vehicle. These can occur at any time and at any place.
- viii). Improper storage. Improper storing of HAZCHEM. ix). Packing : Packing and levelling in unsafe manner.

23.1 Pre-Disaster Measures:- General Rules regarding acceptance of the dangerous chemicals for carriage by rail are given in Rules 202, 203, 204, 205, 206 of Red Tariff No 20. Those are to be followed meticulously. There are various process of handling the dangerous chemicals. Those are:-

23.1.1 Packing:- Before the dangerous chemicals are transported by rail, it must be packed as per Rule 207.1 & 207.2 of Red Tariff No 20. Rule 207.2 i.e. rule for protection of cylinder valves during transportation shall not apply to cylinders containing oxygen or nitrous oxide for medical purposes having water capacity less than 5 litres. Acid and other corrosives is to be packed by consignor but more precautions need to be taken by concerned Railway Officials, that it is packed strictly in the manner laid down in Rule 807 of Red Tariff No. 20. The outer most package containing acid and other corrosives must be marked with word “Corrosive” and name of the acid or corrosive.

23.1.2 Marking and levelling of cylinders or containers:- Rule for marking and levelling of cylinders are given in Rule 208 & 209 of Red Tariff No 20. It must be ensured that the dates of the last hydraulic test are marked on every cylinder. In case of liquefied petroleum gas cylinder, the quarter of the year of test shall be given additionally in neck ring or on a shoulder plate. It is to be ensured that the words “Highly inflammable” and “Inflammable” as the case may be is marked on every package/container containing inflammable liquids. Every tank wagon used for transportation of petroleum must be marked on each side and rear thereof in letter at least 7cms high on a background of sharply contrasting colour the word “INFLAMMABLE” and the name of the liquid transported.

23.1.3 Storage (Refer Rule 211 of Red Tariff No 20). During storage, the following Points must be ensured. Thin walled cylinders such as LPG cylinders and dissolved gas cylinders shall not be stored in horizontal position. Cylinders containing inflammable gases, other toxic gases shall be kept away from cylinders containing other type of gases. Cylinders shall not be stored along with any combustible materials or explosives or other dangerous goods. Smoking and carrying any type of naked fire must not be allowed near these commodities. All operation of loading,

unloading and handling of petroleum and other inflammable liquids shall be conducted between sunrise and sun set. Loading and unloading can be done if adequate lighting arrangement is made. All loading and unloading points of petroleum products must have been provided with adequate fire fighting facilities with trained fire fighting staff. Smoking, taking fire or naked light matches or other article of inflammable nature is strictly prohibited near the storage or loading/unloading point of petroleum liquids. All due precautions should be taken at all times to prevent any escape of petroleum and other inflammable liquids. All the storage place of the dangerous goods like HSD, Petrol, Lubricants etc. must have road access so that fire tender can approach in the event of any major fire. Adequate security arrangements should be made at these locations to prevent any outside interference which may cause any untoward incident. The facility for storage of petroleum products by the Railways should conform the Petroleum Rules 2002 notified in Gazette of India. Where there is storage of petroleum product other than Railway but adjacent to Railway infrastructure, Railway should liaise with such private owners that adequate safety precaution are taken and locations are suitably guarded to avoid any untoward incident that might affect Railway system.

23.1.4Transportation:- Petroleum and other inflammable liquids class "A" shall be transported by goods train only. Petroleum and other inflammable liquids class "B" & "C" may be transported in wagons by all trains except passenger train. Petroleum and other inflammable liquids class "A" may be transported in wagons by mixed train or parcel train on any section on which goods trains are not running provided that immediately after entering any section on which goods train are running, the wagon containing petroleum and other inflammable liquids class "A" shall be detached. Petroleum and other inflammable liquids shall not be carried in brake van of passenger train. Whenever these commodities are permitted to be carried in brake van the following points must be ensured. The total quantity in the brake van at any one time shall not exceed 50 liters. Petroleum and other inflammable liquids shall not be conveyed in the same carriage with any matches or fuses or appliance producing ignition or explosive or dangerous goods. Package containing petroleum and other inflammable liquids shall be carried only in rear brake van with good ventilation. Packages containing petroleum and other inflammable liquids shall be placed as far away as possible from other packages in the brake van and from the tail light of the brake van. Acids and other corrosives in wagons may be transported by all trains including passenger trains, but not to be carried in the brake van of trains. Acids and other corrosives shall be carried in covered iron wagons and tank wagons. End opening carriages or wagons shall not be used.

23.2Precautions to be taken during loading/unloading tank wagons:- Tank wagons used for carrying petroleum and other inflammable liquids shall be of a design approved by Chief Controller of Explosives. Tank wagons used for conveyance of petroleum shall be in good condition and free from leakage. In filling the tank wagons, an air space of more than 5 % of the capacity of the tank shall be left. The air space may be reduced to a) 2.5% in case of some important items like HSD, Furnace oil, Kerosene, aviation turbine fuel. b) 4% for some

important items like Aviation Spirit, Petrol, Naphtha. All inlets and out lets shall be securely closed. Petroleum and other inflammable class “A” shall not be loaded or unloaded from tank wagons where tank wagons is exposed to spark within 30 meter from any fire, furnace or artificial light capable of igniting inflammable vapour. After unloading petroleum liquid from tank wagons the top cover shall be left open to discharge the vapour. Before filling petroleum liquids in tank wagons, they should be cleaned thoroughly and should be tested for leakage. Tank wagons containing petroleum should not be loose shunted during attachment or detachment Packages containing acids and other corrosives not to be thrown, dropped down or dragged along the ground of floor and care should be taken to avoid striking them against any hard object. When loading and unloading heavy drums or casks cushions of a suitable type, thick coir matting, felt, bags filled with saw dust or similar protection should be used to avoid damage to the drums or casks and to prevent leakage. Whenever practicable, packages containing acids and other corrosives shall be carried or conveyed on trolley or hand barrows. Acids and other corrosives not to be stored or handled with or near explosives or other dangerous goods of inflammable nature. Acids and other corrosives not to be stored or handled with or near foodstuffs or foodstuff empties. The floor of any place or wagon on which acids and other corrosives have been stored or carried shall swept and thoroughly cleaned after removal of the goods there from.

23.3 Rescue Relief and Restoration:- Railways expertise in dealing with the miss-happenings like spillage, explosion, catching fire, release of toxic etc. of the dangerous chemicals is very limited. Therefore help from agencies and organizations such as NDRF, ODRAF, IOC, BPCL who have expert in dealing with the hazardous goods is asked for relief and rescue operation during a chemical disaster. The agencies and their contact numbers are given in the Annexure. If any untoward incident related to dangerous chemicals happen in the Railway premises, without delay those agencies or organization can be called for relief and rescue operation. The staff of ARMVs, ARTs and a few of the staff maintaining rolling stock which is used for transportation of hazardous chemicals may be trained and equipped with the equipment used for dealing with such material in eventualities.

CHEMICAL TERRORISM DISASTERS (CTD)

A terrorist attack involving chemical agents differs from a normal terrorist attack as it results in specific effects on health and can cause fatal injuries, create panic, and affect the morale of the community. The targets of terrorists include market places, densely populated areas, public functions, important dignitaries, water and electricity supplies, restaurants/food plazas, malls, places of entertainment, busy railway stations in metros and critical and sensitive military, civil and economic institutions. Chemical terrorism is an act of violence to achieve professed aims using chemical agents. These chemical agents include poisonous gases, liquids or solids that have a deleterious effect on the biotic and non –biotic environment. Due to the relatively easy availability of hazardous chemicals in Major Accident Hazard units, storages and during transportation, terrorists can procure chemicals or even try to sabotage the facilities or transport vehicles as it offers them an easier and often more catastrophic method of antinational activity. The mode of dispersal used for chemical agents would range from dissemination of aerosolised material to contamination of food and water.

24.1 NDMA's Guidelines :- The possibility of a chemical terrorism attack can be minimised by spreading general awareness and building the capacity of the community, institutions, governmental and nongovernmental organisations. The approach followed in the NDMA's Guidelines lays emphasis on :

- i) Security and surveillance measures for installations manufacturing/ using/ storing chemical materials.
- ii) Strengthening intelligence regarding the movement of chemicals.
- iii) Preparedness for counter-terrorism measures:
 - (a) Issues regarding the safety of chemicals and risk reduction strategies etc.
 - (b) Strengthening of response through rescue and emergency medical resources.
 - (c) Preparedness of all emergency functionaries in terms of protection, detection, decontamination, de-corporation, capacity building and infrastructure development.
 - (d) Community-centric mechanism for the management of chemical terrorism disasters.

24. 2 CTD Preparedness Plan :- Implementation of the Guidelines at the national level has begun with the preparation of a detailed action plan (involving programmes and activities) by the nodal ministry (MHA) to promote coherence among different CTD management practices and strengthen mass casualty management capacities at various levels. The concerned ministries like MoD, MoEF, Ministry of Railways (MoR), MoL&E (through Employees' State Insurance Corporation (ESIC), MoA etc., have also prepared their respective CTD preparedness plan as a part of all hazard DM Plans. The Railways has an important role in the management of 124 mass casualties in the event of national calamities,

Railway should also cater for developing additional capacities besides meeting our own requirements in our preparedness plan.

24.3 Preparedness for Emergency Response: - Preparedness for an emergency response at the incident site requires protection, detection, and decontamination. SOPs are required for all the emergency responders working under the overall supervision of the incident commander. SOPs will be included for field decontamination. A well-organized medical response to CTD will be possible only by having a command and control function at the divisional level by the Medical Department. The CMO/CMS will be the main coordinator for the management of CTD.

24.4 Guidelines on Chemical Disasters: - Railway's guidelines/instructions relevant to the zonal railways have been issued for taking necessary action and incorporating suitable provisions in their respective DM Plans. These guidelines will add to the existing safeguards listed in the Red Tariff on handling, storage and transportation of hazardous material.

23.5 Training for the Responders (Preparedness):- The Medical Department of the Railways has little or no expertise in the effects of different chemicals. This needs to gradually develop initially in a skeleton number (one or two) of Doctors and Para-medics in each Divisional Railway Hospital through training.

NUCLEAR AND RADIOLOGICAL EMERGENCY DISASTER

Any radiation incident resulting in or having a potential to result in exposure and/or contamination of the workers or the public in excess of the respective permissible radiation limits can lead to a nuclear/ radiological emergency. In the incident of Fukushima, plant released a large-scale of radiation in the environment due to failure of cooling system of nuclear facility. The nuclear fuel cycle/ nuclear reactors using radioactive resources burst due to uncontrolled nuclear reaction, in 11th March 2011 earthquake and tsunami resulting triggering of fires, explosions and radiation leaks in the world's worst nuclear disaster since Chernobyl in 1986. The March disaster is believed to have killed more than 24,500 people. After due consideration of the nature and consequences of all possible scenarios, these radiological emergencies have been broadly classified into the following four categories:

- i. A 'criticality' accident in a nuclear fuel cycle facility where an uncontrolled nuclear chain reaction takes place inadvertently, leading to bursts of neutrons and gamma radiations.
- ii. An accident during the transportation of radioactive material.
- iii. The malevolent use of radioactive material as a Radiological Dispersal Device by terrorists for dispersing radioactive material in the environment.
- iv. A large-scale nuclear disaster, resulting from a nuclear weapon attack (as had happened at Hiroshima and Nagasaki), which would lead to mass casualties and destruction of large areas and property.

Normally, nuclear or radiological emergencies (referred to in points i to iv above) are within the coping capability of the plant/facility authorities. A nuclear emergency that can arise in nuclear fuel cycle facilities, including nuclear reactors, and the radiological emergency due to malevolent acts of using Radiological Dispersal Devices are the two scenarios that are of major concern. The impact of a nuclear disaster (scenario at (iv)) will be well beyond the coping capability of the local authorities and it calls for handling at the national level.

As regards the vulnerability of various nuclear fuel cycle facilities to terrorists attacks, these facilities have elaborate physical protection arrangements in place to ensure their security. The structural design of these facilities ensures that even in the event of a physical attack, the structural barriers prevent the release of any radioactivity outside the plant area itself and hence the public shall not be exposed to radiation.

While their radioactive strength is in itself a deterrent to pilferage, the radioactive sources can still be stolen and used in a Radiological Dispersal Device or Improvised Nuclear Device. Essentially, a Radiological Dispersal Device is a conventional explosive device in which the radioactive material has been so added that, on its being exploded, there would be dispersal of radioactivity in the environment.

A Radiological Dispersal Device is not a Weapon of Mass Destruction. Normally, the use of a Radiological Dispersal Device by itself would not result in fatalities due to radiation. The fatalities, if any, would primarily be due to the explosion. However, it may contaminate a reasonably large area, besides its main potential of causing panic and disruption.

There are well- established international treaties for the control of fissile materials, because of which the possibility of fissile material falling into the hands of terrorists is extremely low. However, if these treaties are violated through state-sponsored activities, access to fissile materials by terrorist group cannot be ruled out.

Accidents during the transportation of radioactive materials are of low probability due to the special design features of the containers in which they are transported and special safety and security measures (to take care of all possible threats/ eventualities, including the threat from misguided elements) which are laid down to be followed rigidly during actual transportation.

A network of 18 Emergency Response Centres has presently been established by the Bhabha Atomic Research Centre to cope with radiological emergencies in the public domain, like transport accidents, handling of orphan sources, explosion of Radiological Dispersal Devices etc. The task of these Emergency Response Centres is to monitor and detect radiation sources, train the stakeholders, maintain adequate inventory of monitoring instruments and protective gear, and provide technical advice to first responders and local authorities.

In this chapter a concise concept has been provided regarding, how a nuclear and radiological disaster could takes place and how to tackle the disaster.

BIOLOGICAL DISASTERS

26.1 Causes of Biological Disasters:-

Biological disasters might be caused by epidemics, accidental release of virulent microorganism(s) or Bioterrorism (BT) with the use of biological agents such as anthrax, smallpox, etc. The existence of infectious diseases have been known among human communities and civilisations since the dawn of history. The classical literature of nearly all civilisations record the ability of major infections to decimate populations, thwart military campaigns and unsettle nations. Social upheavals caused by epidemics have contributed in shaping history over the ages.

In recent times travelling has become easier. More and more people are travelling all over the world which exposes the whole world to epidemics. As our society is in a state of flux, novel pathogens emerge to pose challenges not only at the point of primary contact but also in far remote locations.

26.2 Biological Warfare (BW) and Bio-Terrorism (BT) :-

The historical association between military action and outbreaks of infections suggest a strategic role for biological agents. The advances in bacteriology, virology and immunology in the late 19th century and early 20th century enabled nations to develop biological weapons. The Biological and Toxin Weapons Convention, however, resolved to eliminate these weapons of mass destruction. Despite considerable enthusiasm, the convention has been a non-starter.

26.3 Mitigation :-

The essential protection against natural and artificial outbreaks of disease (bioterrorism) will include the development of mechanisms for prompt detection of incipient outbreaks, isolation of the infected persons and the people they have been in contact with and mobilisation of investigational and therapeutic countermeasures.

Therefore proper surveillance mechanism and response system should be developed in places where epidemics can be detected at the beginning stage of their outbreak can be controlled easily.

In the case of deliberately generated outbreaks (bio-terrorism) the spectrum of possible pathogens is narrow, while natural outbreaks can have a wide range of organisms. The mechanism required however, to face both can be similar if the service providers are adequately sensitised.

The Data base of medical care infrastructure with capability of casualty evacuation and treatment, have an important role to play in managing the Biological Disaster cases is available in Divisional DM Plan.

26.4 Support of other: -

To manage these challenges medical department coordinate with the nodal Ministry of Health and Family Welfare (MOH&FW) with inputs from the Ministry of Agriculture for agents affecting human, animals and crops.

26.5 Handling CBRN Disaster –

Training : With the help of trained Doctors Medical Department should be able to handle and provide adequate medical relief for all cases of CBRN disaster (Biological Disaster include a BW and BT affected Railway staff) by consultation with Local Civil Administration and Health Administration. A skeleton number of Medical Doctors in each Divisional Hospital to be trained to manage CBRN casualties. (CBRN- Chemical, Biology, Radiology & Nuclear)

PART – II

IMPORTANT TELEPHONE NUMBERS OF JU CONTROL

List of Tele Phone Nos - CONTROL OFFICE

Control Office - 0291-2931453, 9001198916, 0291-2431453

a)	CHC	-	9001198940, 44610
b)	CHC/Puncl.	-	9001198916, 44616
c)	CHC (Opt.)	-	9001032306, 44613,44612,0291-2431700
d)	CHC (Stock)	-	9001032428, 44620, 0291-2623594
e)	CPRC	-	9001198436, 44528, 44530, 0291-2431003
f)	CCR (C&W)	-	9001198413, 44506, 44617, 0291-2648062,
g)	MTS	-	9001198553, 44416, 0291-2647876,
h)	Elect.	-	9001198319, 44308,0291- 2610272,
i)	Test Room/ S&T CNL	-	9001198809/ 9001198807, 44840, 44826,0291-2648261,
j)	CommI-Control	-	9001198959, 44214, 2431646,

Emergency Control - 44622, 44614, 0291-2633080

ART/JU INMARSATNO - 00873764457881, 85

List of Telephone Numbers-Officers (Jodhpur Division)

Designation	Mobile No.	BSNL Office
DRM	9001198000	0291-2431187
ADRM/ Operation	9001198001	0291-2431722
ADRM/ Infra	9001198002	0291- 2430768
Sr. DOM	9001198900	0291-2431550
Sr. DSO	9001198903	0291-2431600
Sr. DEN/Cord.	9001198200	0291-2432067
Sr. DEN/Central	9001198201	0291-2431898
Sr. DEN/East	9001198202	0291-2626281
Sr. DEN/West	9001198203	0291-2438329
Sr. DEE	9001198300	0291-2431652
Sr. DSTE	9001198800	0291-2431201
Sr. DSTE/W	9001198801	0291-2620281
Sr. DME/ C & W	9001198400	0291-2430045
Sr. DME/ENHM	9001198401	0291-2431596
Sr. DME/DSL	9001198402	0291-2741173
Sr. DPO	9001198600	0291-2431098
Sr. DCM	9001198950	0291-2431696
CMS	9001198500	0291-2430250
Sr. DSC/RPF	9001198700	0291-2431801
Sr. DFM	9001198100	0291-2431698
Sr. DMM	9001198770	0291-2431602
DOM/G	9001198901	
Sr.DEE/Traction	9001198301	0291-2646512
DPO	9001198601	-
DCM	9001198951	0291-2625531
CDO	9001033268	-
ADME/MTD	9001198425	-
DSTE	9001198802	0291-2623579
AOM/C	9001198902	-
AOM/M	9001198904	0291-2616609
ADSTE/II	9001198803	
ADME/P	9001198411	-
ADME/C&W	9001198410	-
ACM/I	9001198952	0291-2431795
ACM/II	9001198953	0291-2431795

LIST OF TELEPHONE NUMBERS (HQ.)

S.No.	H.Q.	OFFICERS	BSNL-OFFICE
1	G.M.-	9001195000	0141-2725800
2	AGM	90011955001	0141-2725604
3	SDGM-	9001195002	0141-2725802
4	SecY. to GM-	9001195003	0141-2725801
5	Dy. GM/G-	9001195006	0141-2725803
6	Dy. Secy/G-	9001195007	0141-2725815
7	ADGM-	9001195011	0141-2725814
8	FAX. PA to Secy. to GM.	-	0141-2725819
9	PIO	9001195012	0141-2725848
10	CVO/SDGM-	9001195002	0141-2725802
11	CPRO-	9001195006	0141-2725803
12	CCM	9001195950	0141-2725820
13	CCM/G	9001195951	0141-2725904
14	CCM/PS	9001195952	0141-2725843
15	CEE	9001195300	0141-27258965
16	CESE	9001195301	0141-2725867
17	CEGE	9001195302	0141-2725868
18	PCE	9001195200	0141-2725871
19	CTE	9001195201	0141-2725872
20	CBE	9001195202	0141-2725873
21	CSE	9001195700	0141-2725808
22	FA & CAO	9001195100	0141-2725835
23	Sr. EDPM	9001195126	0141-2725831
24	CME	9001195400	0141-2725895
25	CWE	9001195401	0141-2725898
26	CRSE	9001195402	0141-2725897
27	CMPE	9001195411	0141-2725896
28	CMD	9001195500	0141-2725905
29	CHD	9001195501	0141-2725906
30	COM	9001195900	0141-2725900
31	CPTM	9001195901	0141-2725939
32	CFTM	9001195902	0141-2725812
33	CTPM	9001195999	0141-2725913
34	CSO	9001195910	0141-2725920
35	CPO	9001195600	0141-2725925
36	CPO (IR)	9001195602	0141-2725927
37	CPO (ADM)	9001195601	0141-2725926
38	CSTE	9001195800	0141-2725821
39	CSE	9001195802	0141-2725822
40	CCE	9001195801	0141-2725823
41	COS	9001195750	0141-2725951
42	CAO/C	9001195250	0141-2725978
43	Secy./CAO/C	9001195251	0141-2725981
44	CSTE/Project	9001195803	0141-2725824
45	CSTE/C	9001195850	0141-2725975
46	Emergency Control	-	0141-2725805
47	Central Control	-	0141-273889

LIST OF TELEPHONE NUMBER OF ADJOINING DIVISIONS

S.No.	DESIG	BKN (0151)	Jaipur (0141)	Ajmer (0145)	ADI (079)
1	DRM	9001197000 2521568	9001199000 2200322	9001196000 2421752	9724093000 22204588
2	ADRM/OP	9001197702 2200600	9001199001 2208202	9001196002 2421489	9724093001 22204590
3	ADRM/Infra	9001197701 2200883	90011990022201833	9001196001 2621181	9724093002
4	Sr DOM	9001197900 2520207	900119900 2201351	9001196900 2421188	9724093900 22204008
5	Sr DSO	9001197901 2520207	9001199901	9001196901	9724093730 22205005
6	SR DCM	9001197950	9001199950	9001196950	9724093950
7	Sr DME/C&W	9001197400	9001199400	9001196400	9724093400
8	Sr DME/P.	9001197401	9001199401	9001196402	-
9	SR. DEN/CO	9001197200	9001199200	9001196200	9724093200
10	Sr. DEE	9001197300	9001199300	9001196300	9724093300
11	CMS	9001197500	9001199500	9001196500	9724093900
12	Sr DSTE	9001197800	9001199800	9001196800	9724093800
13	Sr DSC (RPF)	900119700	9001199700	9001196700	9724093700
14	Sr. DPO	9001197600	9001199600	9001196600	9724093600
15	Sr DFM	9001197100	9001199100	9001196100	9724093100
16	Sr. DME/DSI	-	-	-	9724093401
17	CHC	2202369	2202369	2421048	9724093930

IMPORTANT TELEPHONE NUMBVERS OF ADJOINING RAILWAYS

Rly.	Officers		Rly.	DOT	Mobile
NR	GM	O	(030) 38110	011-23387227 011- 23384548	
		R	(030) 55001	011- 26873277	
	AGM	O	(030) 32416	011- 23388392 011- 23389320	
		R	(030) 25213	011- 23369817	
	PCOM	O	030-32311	011-23387976	
		R	030-55005	011-26117468	
	PCSO	O	030-32744	011-23388050	09717630904
		R		-	
WR	GM	O	090-22000	022-22005670	
		R	090-22588	022-23525086	
	AGM	O	090-22001	022-22037395	
		R	090-21264	022-22852685	
	PCOM	O	090-22200	022-22008207	
		R	090-21211	022-22043450	
	PCSO	O	090-22201	022-220505505	09004490730

IMPORTANT TELEPHONE NUMBERS OF AJMER DIVISION

Designation		Rly.(096)	DOT(0145)	Mobile
DRM	O	44000	2421752	9001196000
	R	44001	2421858	
ADRM	O	44002	2421489	9001196001
	R	44003	2423255	
Sr.DOM	O	44600	2421188	9001196900
	R	44601	2429389	

Sr.DSO	O	44602	2426838	9001196901
	R	44603	2429655	
Sr.DME	O	44500	2429087	9001196400
	R	44501	2422104	
Sr.DEE	O	44300	2429857	9001196300
	R	44301	2621497	
Sr.DCM	O	44200	2420893	9001196950
	R	44201	2429454	
Sr.DEN	O	44400	2487888	9001196200
	R	44401	2429256	
Sr.DSTE	O	44800	2429038	9001196800
	R	44801	2420011	
Sr.DSC	O	44980	2420658	9001196700
	R	44981	2431504	
CMS	O	46500	2461004	9001196500
	R	44501	2610353	
Sr.DPO	O	44700	2624294	9001196600
	R	44701	2630255	
Sr.DFM	O	44100	2421653	9001196100
	R	44101	2420965	
CWM	O	47000	2663731	9001196450
	R	44561	2422005	

IMPORTANT TELEPHONE NUMBERS OF BIKANER DIVISION.

Designation		Rly. (097)	DOT (0151)	Mobile
DRM	O	44000	2521568	9001197000
	R	44001	22523230	
ADRM	O	44002	2200883	9001197001
	R	44003	2523884	
Sr.DOM	O	44600	2200600	9001197900
	R	44601	200361	
Sr.DSO	O	44602	2520207	9001197901
	R	44603	2544791	
Sr.DME	O	44500	2543734	9001197400
	R	44501	2200287	
Sr.DEE	O	44300	2543732	9001197300
	R	44301	2544199	
Sr.DCM	O	44200	4401713	9001197950
	R	44201	2521821	
Sr.DEN	O	44400	2201849	9001197200
	R	44401	2520799	
Sr.DSTE	O	44800	2540689	9001197800
	R	44801	2522529	
DSC	O	44980	2202269	9001197700
	R	44981	2211092	
CMS	O	44950	2522839	9001197500
	R	44951	2522827	
Sr.DPO	O	44700	2201743	9001197600
	R	44701	2200361	
Sr.DFM	O	44100	2201408	9001197100
	R	44101	200956	
CWM	O	44250	2212989	9001197450
	R	44251	2211045	

IMPORTANT TELEPHONE NUMBERS OF JAIPUR DIVISION.

Designation		Rly.(095)	DOT(0141)	Mobile
DRM	O	44000	2200322	9001199000
	R	44001	2223232	
ADRM	O	44002	2201833	9001199001
	R	44003	2206748	
Sr.DOM	O	44600	2201351	9001199900
	R	44601	2223720	
Sr.DSO	O	44602	2207248	9001199901
	R	44603	2221267	
Sr.DME/C&W	O	44500	2202407	9001199400
	R	44501	2223510	
Sr.DEE	O	44300	2202332	9001199300
	R	44301	2201931	
Sr.DCM	O	44200	2201669	9001199950
	R	44201	2223720	
Sr.DEN	O	44400	2201621	9001199200
	R	44401	2223318	
Sr.DSTE	O	44800	2203105	9001199800
	R	44801	2221030	
Sr.DSC	O	44980	2202261	9001199700
	R	44981	2220646	
CMS	O	46500	2222763	9001199500
	R	44501	2229411	
Sr.DPO	O	44700	2202068	9001199600
	R	44701	2750505	
Sr.DFM	O	44100	2200729	9001199100
	R	44101	2399680	

DISTRICT WISE IMPORTANT TELEPHONE NUMBERS (JODHPUR DISTRICT)

S.N.	Designation	Mobile No.	STD Code	Office	Residence
1	Div. Commissioner	9414070990	0291	2650540	2650353
2	Collector & DM	9680337777	0291	2650322	2650344
3	Addl. Div. Comm	9828251345	0291	2650354	2650304
4	ADM-I	9829600059	0291	2650306	2650307
5	ADM -II	9166550509	0291	2650308	2650309
6	ADM -III		0291	2650519	
7	CEO ZilaParishad	8743080729	0291	2650313	2650352
8	ADPC EGS		0291	2556753	
9	ADDL. CEO ZilaParishad	7891833833	0291	2650314	2650315
10	ADM CITY - I	9828315378	0291	2650316	2650518

11	ADM CITY - II	9461247178	0291		
12	ADM Phalodi	9875138082	02925		
13	District Supply Officer I	9680935865	0291	2650317	2650555
14	District Supply Officer-Rural		0291		
15	AD (Additional Director) DOIT & C	9414134399	0291	2551792	
16	ACP (Dy. Director) DOIT & C	9950722554	0291	2551792	
17	ACEM (FAST TRACK)		0291		
18	DIO & STD NIC	9829795588	0291	2650335	
19	ADIO & PSA NIC	9414048027	0291	2650335	
20	Asstt. Settlement Officer	8963832056	0291	2544854	
21	Chief Planning Officer	9413257545	0291	2544002	2111250
22	Dy. Controller Civil Def	9549892335	0291	2650340	2650349-50
23	Fire Brigade		0291	2651401	101
24	Fire Brigade		0291	2650349	2650350
25	Manager Circuit House		0291	2510099	2511470
26	Dy. Dir Statistics	9784834563	0291	2556560	
27	Asstt. Comm.Devasthan	9413664373	0291	2650361	
28	Dy. Dir (Regional) Local Bodies	9460232858	0291	2651466	2651400
29	Soldiers Wel. Off.	9352355450	0291	2650372	
30	PrnPatwar Training School		0291	2781651	
31	Supdt. Archaeol. & Museum	9414826354	0291	2545353	2542056
32	Supdt. Govt. Press	9530180190	0291	2513547	
33	Lead District Manager	9829610417	0291	2633542	
34	R.A.A, JODHPUR	9414493111	0291	2541259	
35	ASSTT. DIRECTOR, PUBLIC SERVICES	7597800850	291	-	-
36	PRO (Public Relation Officer)	7597064204	291	2650342	

BARMER DISTRICT

S.N.	Designation	Mobile No.	STD Code	Office	Residence
1	D.M.		02982	220003	220004
2	ADM		02982	220007	220008
3	SDM Barmer	9414988118	02982	220009	224709
4	SDM Gudamalani	8005788550	02983	280052	280053
5	SDM Balotra	8769050000	02988	220005	220005
6	SDM Shiv	9460315738	02987	253301	253381

7	SDM Baitu	----	02982	241212	241211
8	SDM Chohtan	9461124227	02989	286205	286207
9	SDM Ramsar	6376982289	02985	270003	
10	SDM Siwana	9636145706	02901	230207	231207
11	SDM Gadraroad	9460315738			
12	SDM Serwa	9414355089			
13	SDM Dhorimanna	7742233167	02986	264004	
14	District Supply Officer	9414337759	02982	220164	
15	SDM Sindhari	9610686510			
16	District Statistical Officer	8385840529	02982	220682	
17	DIO, NIC	9928018289	02982	220973	221295
18	RAA	9829067097	02982	225050	
19	LAO ONGCL	9414701429	02982	225317	227152
20	LAO RSMML		02982	227035	
21	T.O.	9460584888	02982	220404	226648
22	PA.to DM	9414308175/ 9828844401	02982	222444	225425

PALI DISTRICT

DESIGNATION	OFFICE (Code 02932)	RES.	MOBILE
DISTRICT COLLECTOR	252801	252802	9414132812
A.D.M.PALI	252804	252805	9414493101
CEO ZP PALI	252806		9413167477
A.C.E.O. PALI	220380		7014235492, 8003425474
ADM (CEILING)	226804		8209648887
SEC. U.I.T. ADD.CHARG	223222		9460205745
DIG, REG. & STAMP	225091		9460205745
TREASURY OFFICER	250220	223430	9414741969
DIST.SUPPLY OFFICER	251007		9414267977
D.I.O	225560		9928030730
A.C.P. (DOIT)	226611		9986483120
S.P.PALI	251531	251532	

JAIPUR DISTRICT

DESIGNATION	OFFICE	RES.	MOBILE
DISTRICT COLLECTOR			9983934283
S.P. JAIPUR			9829240880
Dypt.SBR	01425 228203		8764514450
Tehsildar SBR			737488070
Fire Brigade			9799017261
Police Station SBR	01425 228229		
C.M.H.O.			7374004410
B.M.H.O.			9461700707

BANASKANTA DISTRICT

DESIGNATION	OFFICE	RES.	MOBILE
DISTRICT COLLECTOR			9978406204
Adn. COLLECTOR			9978405176
S.D.M.			7567008159
Tehsildar			8160455949
S.P.	0274 2252600		
Dypt. S.P.			9978408266
Police Station DQN	0274 8222222		
GSRTC Depot	0274 8222900		

NAGOUR DISTRICT

DESIGNATION	OFFICE	RES.	MOBILE
DISTRICT COLLECTOR	01582 241444		9982910228
S.P.	01582 242464		9414016456
Dypt. S.P.	01582 245106		8802914929
CMHO			9414065678
BMHO			7852038136
Fire Brigade			9414295475
Police Thana	01582 240833		9530413601

SIROHI DISTRICT

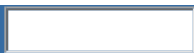
क्र.सं.	व्यक्ति का नाम	पता	STD	मोबा. नं.	होम नं.
1.	श्री. राजेश कुमार, श्रीमती	9530318111	02972	221187	221188
2.	श्री. राजेश कुमार, श्रीमती	9470996077	02972	220718	220719
3.	श्री. राजेश कुमार, श्रीमती	9828105713	02972	222277	222296
4.	श्री. राजेश कुमार, श्रीमती	9462020670	02972	220355	220356
5.	श्री. राजेश कुमार, श्रीमती	9414088029	02972	221058	222344
6.	श्री. राजेश कुमार, श्रीमती	9983339396	02972	222228	222279
7.	श्री. राजेश कुमार, श्रीमती	9414077444	02972	221208	221205
8.	श्री. राजेश कुमार, श्रीमती ACB	9414416903	02972	221776	
9.	श्री. राजेश कुमार, श्रीमती	8619730624	02972	238489	238490/409
10.	श्री. राजेश कुमार, श्रीमती	9587222253	02972	222220	222221
11.	श्री. राजेश कुमार, श्रीमती	9828699811	02972	270717	9079191732
12.	श्री. राजेश कुमार, श्रीमती	9001680393	02972	280300	
13.	श्री. राजेश कुमार, श्रीमती	8287028739	02972	282220	282221
14.	श्री. राजेश कुमार, श्रीमती		02972	221345	9785666067
15.	श्री. राजेश कुमार, श्रीमती	6375224143	02972	222411	
16.	श्री. राजेश कुमार, श्रीमती		02972	282048	
17.	श्री. राजेश कुमार, श्रीमती	7597454635	02972	222220	
18.	श्री. राजेश कुमार, श्रीमती	7340308177	02972	270649	
19.	श्री. राजेश कुमार, श्रीमती	9116941399	02972	282328	9828067416

JALORE DISTRICT

Sr.NO.	Designation	Mobile No	STD	Office	Residence
1	District Collector & District Megistrate		02973	222207 224247	222208
2	SP-Jalore		02973	222224	223500
3	ADM		02973	222255	223699
4	CEO-ZP		02973	222341	222348

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Depot Enquiry

S. No.	Name of Depot	STD Code	Chief Manager	Enquiry
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			Office	
1.	Abu Road	02974	222192	222323
2.	Ahmedabad		9427009890	7228883992
3.	Ajaymeru	0145	2426798	-
4.	Ajmer	0145	2431351	-
5.	Ajmer (CBS)	0145	2429302	2429398
6.	Alwar	0144	2700019	2334984
7.	Anoopgarh	01498	252171	252173
8.	Banswara	02962	240524	242825
9.	Baran	07453	230014	230220
10.	Barmer	02982	224698	220199
11.	Beawar	01462	257896	257560
12.	Bharatpur	05644	260289	260330
13.	Bhilwara	01482	220130	220111
14.	Bikaner	0151	2528143	2523800
15.	Bundi	0747	2443482	2445422
16.	Chittorgarh	01472	297099	241177

17.	Churu	01562	253386	250904
18.	Dausa	1427	223419	223764
19.	Delhi	011	23864417	23864470
20.	Deluxe	0141	2304057	2204445
21.	Dhaulpur	05642	241578	240859
22.	Deedwana	01580	293472	220018
23.	Dungarpur	02964	232432	232260
24.	Falna	02938	236278	236124
25.	Ganganagar	0154	2466523	2472220
26.	Hanumangarh	01552	260752	269075
27.	Hindaun City	07469	232167	232171
28.	Indore	0731	2447215	2447215
29.	Jaipur	0141	2373788	-
30.	Jaipur (CBS)	0141	2207902	2207906
31.	Jaisalmer	2992	251541	251541
32.	Jalore	02973	222311	222589
33.	Jhalawar	07432	231147	232386

34.	Jhunjhunu	01592	232597	232664
35.	Jodhpur	0291	2544223	2544686
36.	Jodhpur CBS	0291		(Volvo)2550898 2544989 2544686 2553582
37.	Karoli	07464	-	221041
38.	Khetri	01593	234450	234450
39.	Kota	0744	2327910	2451020
40.	Kotputli	01421	222089	222069
41.	Lohagarh	05644	260277	260330
42.	Matasya Nagar	0144	2701521	2338285
43.	Nagaur	01582	240782	240863
44.	Pali	02932	284522	284622
45.	Phalodi	02925	222127	223562
46.	Rajsamand	02952		222411
47.	Revdar	02975	223103	222411
48.	SardarShahar	01564	220014	220119
49.	SawaiMadhopur	07462	252005	252006

50.	Sikar	01572	270412	270339
51.	Sirohi	02972	222511	222511
52.	Sri Madhopur	01575	252005	252006
53.	Tijara	01469	262045	262045
54.	Tonk	01432	247609	247497
55.	Udaipur	0294	2481009	2484191
56.	Vaishali Nagar	0141	2373789	-
57.	Vidhyadhar Nagar	0141	2232231	-

S.No.	Bus Stand	STD Code	Enquiry
1	Abu Parbat	02974	235434
2	Balotra	02988	221241
3	Karoli	07464	231041
4	Kekri	01467	220909
5	Merta City	01590	220087
6	Nathdwara	02953	234266
7	Pilani	01596	242263
8	Pushkar	0145	2772008

9	Shahpura	01422	222065
10	SawaiMadhopur	07462	223700
11	Kankroli	02952	222411
12	Hanumangarh Town	01552	222009
13	Kuchaman City	01586	220299
14	Jhalarapatan	07432	241102
15	Revdar	02975	283103 , 282411

TELEPHONE LIST OF GRP RAJASTHAN

S No.	NAME & DESIGNATION	STD Code	Telephone No.		Mobile No.
1	IG/RAILWAYS, JAIPUR	0141	2601394	2707203	9414054366
2	S.P. (Rlys.)-Ajmer	0145	2627021		9829270077
3	S.P.(Rlys.)-Jodhpur	0291	2650741	2650742	9414020635
4	GRP Control Room, Jodhpur	0291	2650740		9530441121

GRP CIRCLE JODHPUR

S.No	Designation	STD	Telephone	Mobile No.
2	DYSP GRP/JU	0291	2650743 2650744	941452345
3	SHO/GRP/JU	0291	2650745	9829243664
4	IC/PPR	-	-	9530441071
5	IC/PLC	-	-	9530441066
6	IC/JSM	-	-	9530441059
7	IC/LN	02932	224003	9530441075
8	IC/PMY	02932	220032	9530441080
9	SSHO/GRP/BME	02981	279028	9530441084
10	IC/MBF	-	-	9530441107
11	IC/BLT	-	-	9530441112

12	IC/SMR	-	-	9530441119
13	IC/MTD	01591	276434	9530441128
14	IC/MKN	-	-	9530441163
15	IC/DNA	-	-	9530441151
16	IC/DIA	-	-	9530441155
17	IC/NGO	-	-	9530441159

RPF OUT POSTS OF JODHPUR DIVISION

S.N.	Name of Office	Address of the Office	Phone No.		
			Railway (With STD code)	P&T (with STD code)	Mobile No.
1	RPF Post JU	STN. Jodhpur	098-40096 098-44967	0291-2623641	9001198702
2	Out Post DSL Shed	DSL Sehnd	098-41196	-	-
3	Out Post Jaisalmer	Jaisalmer STN	47796	-	-
4	RPT C&TE-JU	STN. Jodhpur PF. No. 1	098-44972	0291-2623989	9001198703
5	SIB-Office Jodhpur	STN . Jodhpur PF.No.1	098-44962	0291-2620397	9001198706
6	RPF Post BGKT	STN. BGKT.	098-41196	0291-2722010	9001198712
7	RPF Post BGKT	Workshop Jodhpur Gate	098-41194	0291-2430295	9001198393
8	Out Post Store Depo	Store Depo JU. Gate	098-44964	-	-
9	RPF Post Samdri	STN. Pali Marwar	098-44978	029000-276130	9001198704
10	Out Post Pali Marwar	STN. Luni	49996	-	9004498711
11	Out Post Luni		-	-	-
12	RPF Post Barmer	STN. Badmer	-	02982-2223036	9001198709
13	Out Post Munabav	STN. Munabav	46696	0281-279003	-
14	RPF Post Merta Road	STN. Merta Road	-	01591-275322	9001198705
15	Out Post Degan	STN. Degana	48896	-	-
16	DSCR/Jodhpur	DRM Office Gate JU	45596	0291-2432651	9001198717
17	DQM/Jodhpur	Store Depot Gate JU	098-100	-	9001198713
18	Prosecution Wing Jodhpur	DRM Office Jodhpur	-	-	9001198716

IMPORTANT TELEPHONE NUMBERS.

FOR SEEKING AIR SUPPORT (IN CASE OF RAILWAY DISASTER)

Sr. No.	Designation	Office	Residence
1.	Director (Operational Logistics) /HQ Integraeted Defence Staff New Delhi	011-23017897 09312319011	011-25686071
2.	NAVAL HQ (WAR ROOM) Dir. Of Naval Operation.	011-23017616 23011253	-
3.	Duty Officer (Maritime Operation Center) HQ-WNC Mumbai	022-22053057	-

4.	Air Force Exchange	23714982/23714963	-
5.	Naval Exchange.	22663030/22664949/ 22751126	-
6.	Military Exchange Coast Guard /GOCNCM & G Area Army	22151701	-

OTHER AIRLINES

Sr. No.	Designation	Office	Residence
1.	Pawan Hans Helicopters Ltd. Juhu Aerodrome S.V. Road, Vileparele (W) Mumbai.	022-26151138 26151139 26151877	9869287850
2.	Deccan Chartered Ltd. Hanger No. Juhu Aerodrome Mumbai-49.	022-26611601 26611602	9820231665
3.	Executive Airways Pvt. Ltd. Malkani Chambers, Off Nehru Road Near Domestic Airport, Vileparle (E) Mumbai	022-26193000 26175624 26163430	-

HIRING OF HELICOPTER:

Secretary to GM is nominated officer for arranging helicopter site. His contact numbers are:

Designation	Rly Phone		DOT		Mobile
	Off	Res.	Off	Res.	
Secy to GM	25003		2725801		9001195003

COMMISSIONER OF RAILWAY SAFETY

Designation	Telephone No.			Mobile
		Rly.	DOT	
CCRS/LKO	O	23290	0522-2233108	-
	R	-	0522-2233095	-
CRS (W. Circle)	O	090-22694	022-22034351	-
	R	090-21214	022-22020304	-
CRS (C. Circle)	O	090-54950/22695	022-22045495	9821081597
	R	090-21313		-

Emergency Control Numbers of Defence

[Type text]

Telephone No. of AIR FORCE/NAVY/ASSISTANCE LIST

Telephone Numbers of HQ Integrated Defence Staff at New Delhi

Director (Operational Logistics), Ministry of Defence

Office -011- 23018128

Station HQ - Jaipur

0141-2386294, 095-44052

(Ministry of Home Affairs)

Name of officers / Designation and Location of Deployment	Tel. (Office) (011)	Tel. (011) (Residence)	Mobile No.
Home Secretary	23092989 23093031 23093003 (FAX)	24603683	09818745550
Secretary(Border Management)	23092440 23092717 (FAX)	26882943	09968294894
Joint Secretary (Disaster Management)	23092456	26254825	09868819595
Dir (NDM-I)	23092696	26266708	09871087616
Dir. NDM-II	23092670	24525239	-
Dir. DM-IV	23092096	24100688	09868248239
D/S (DM-III)	23094019	-	-
Consultant (DM)	23092696	25368827	09818488486
Tech. Officer	23094612	-	-
(DM Control Room)	23093563	-	09711558141
US (NDM_II)	23093461	-	-
US (NDM-III)	23092106		
US (NDM-IV)	23092664		
Control Room Disaster Management)	23093563 23093564, 23093566	23093750 (Fax)	-
Control Room (Internal security)	23093054, 23092763 23093885, 23092923	23093750 (Fax)	-
Toll free No. (MHA,C/R)	011- 1070	-	-
Toll free No. (Delhi Government, DM C/R)	011- 1077	-	-
Toll free No. (State Disaster Management control room)	State STD Code +1070	2227296 2227603	5110865

			(FAX)
Toll free No. (District Disaster Management Control Room.)	District STD code+1077	-	-

NATIONAL DISASTER MANAGEMENT AUTHORITY

(NEW DELHI)

Name of officers/ Designation and Location of Deployment	Tel. (Office) 011	Tel. (Residence) 011	Mobile No.
Vice Chairman	26701701/04	23793128	09899132200
Member	26701775	24629330	09871837999
Member	26701777	26193746, 26107095	09810111328
Member	26701743	23385175	09810203406
Member	26701736	23382031	09848046677 09810809456
Member	26701778	23792026, 23019244 23011244	09818092277
Member	26701738	23073890	09811660605
Member	26701740	24122310	09818384040
Member	26701780	23070145	09971147620
IAS. and Secy. NDMA	26701710 26161106(Telefax)	26876622	09868154034
Financial Advisor	26701709	26701715	-
JS (Mitigation)	26701816	-	-
JS (policy & Plans)	26701817	-	-
IAS, Joint Secy. (Admn.)	26701867	26492245	09868198853
Dir (Mitigation)	26701791	-	09868885305
Specialist, NDRF	26701745	26701745	09810429292
Commandant, NDRF	26701746	25655410	09858117484
Officer –in-charge	26180520 26701728	-	09891920146
Control Room.	26701700 (Enq.) 26701728	-	026701729-30

GEOLOGICAL SURVEY OF INDIA

Name of officers/Designation and Location of Deployment	Tel. (Office)	Tel. (Residence)	Mobile No.	Fax
Dir. General Kolkata	033-22861693/76	-	-	22861625
Dir. (LHIM & EPE) Delhi lhim epe @ rediffmail. com.	011-29053777	27017035	9958532037	99962671 29051328
Geologist Sr. (Delhi)	011-29053777	-	-	-
Dir. (LO (Delhi)	011-26051518	-	-	-
DMS Control Room (Delhi)	011-2996271	-	-	29962671

INDIAN METEOROLOGICAL DEPARTMENT (011)

Name of officers/Designation and Location of Deployment	Tel. (Office)	Tel. (Residence)	Mobile No.	Fax
AVM (Dr.) VSM DG (M) dgmnet @ gmail. com.	2411842	24633692	9313982396	24611792
ADG (M) Seismology	24697473	24654939	9891399114	24697473
Dir in charge Seismology	24611305	24622827	9868109671	24619943 24611305
Dr. (Consultant)	24616309	24634714	9868109672	24619943
Director	24611068	24644284	9899153923	-
Dir. (NHAC)	24629798	26166773	9911456889	-
Seismology Control Room	24619943 24624588	-	-	-
Flood control Room	24631913	-	-	-
Cyclone Warning	-	-	-	-

CENTRAL WATER COMMISSION (CWC)(011)

Name of officers/Designation and Location of Deployment	Tel. (Office)	Tel. (Residence)	Mobile No.	Fax
Dir (FMP)	26182836 26102935	-	9811054117	26106523 26102935
Dy. Dir (T)	26105274	-	9810467002	-

Dy. Dir.	26182836	-	9868715857	-
Asstt. Dir.	26106523	-	9868938489	-
Extra Asstt. Dir.	26106523	26191431	9968268652	-
Member (RM)	26103221	28051340	9811805299	26101749
Commissioner Ganga	24362780 (Telefax)	24368238	9818616963	-
Sr.Jt. Commissioner Ganga	24361393	-	9818252998	-
CWC, Control room	26106523	-	-	-

INTEGRATED DEFENCE STAFF (011)

Name of officers/Designation and Location of Deployment	Tel. (Office)	Tel. (Residence)	Mobile No.	Fax
DCIDS (Ops)	23013947 E-35886	23017339 E-35887	-	-
ACIDS (Jt.OPs)	23011442 E-35894	25683321	9968286707	-
DACIDS (OPs Lgs)	23005134	29230114	9810986642	23005137
Dir. (OPs Lgs)	23005126	23070942	9868462806	23005226
Jt. Dir (OPs Lgs)	23005133	25264220	9891422396	23005226
OPs Room (HQr IDS)	23005131 23005114	-	-	23005137 24605147

ARMY HQR (EXCHANGE NOS- 23010131/23018197)

Name of officers/Designation and Location of Deployment	Tel. (Office)	Tel. (Residence)	Mobile No.	FAX
DGMO	23011506 E-33170	23011506 E- 33172	-	23011506
ADGMO (A)	230116611 E-33174	24615208 E-33251	-	23011617
ADGMO (B)	23014891 E- 33176	26142269 E- 39124	-	23011617
Dir.MO-6	23018034 E- 33220	-	9818106439	23011617
GSO-I MO-6	23019739 E-33221	-	9810431696 E-39823	23011617
Dir OL - 2	23335218 23018530 E-35221	23339055	-	

AIR HQR (EXCHANGE NOS- 23010231)

Name of officers/Designation and Location of Deployment	Tel. (Office)	Tel. (Residence)	Mobile No.	FAX
ACAS (Ops)	23014424 23010231/7528	24672974	9871213393	23017627
PD Ops (Off) (T&H)	23110231/7559 23016354	24642195	9871097929	23016354
Dir. Ops (T)	23010231/7545 2305857	23098030	-	23016354
Dir. Ops (H)	23010231/7551	25674806	-	-
JD Ops (LS)	23010231/7546	-	9818220586	23016354
JD Ops (H)	23010231/7552	-	9868468583	23792973

NDRF Battalions

S.N.	Name/Desig. Of the Commandant	Office ☎	Mobile	FAX Nos.
1.	Commandant 128th BSF, Guwahati (Assam). (1st Bn NDRF)	0361-2840284 0361-2843555	09435545951 09435545949	0361-2840284
2.	Commandant 106th BSF, Kolkata (West Bengal). (2nd Bn NDRF)	033-25264302	09434742836 09434742966	033-25264394
3.	Commandant, DM-1, CISF, Mundali (Orissa).(3rd Bn NDRF)	0671-2879710	09437964571 09437964574	0671-2879710
4.	Sr. Commandant, DM-2, CISF, Arrakonam (Tamilnadu).(4th Bn NDRF)	04177-246269 04177-203050	09442105069 09442105169	04177-246594 /246633, /246644
5.	Commandant, 145 CRPF, Pune (Maharashtra).(5th Bn NDRF)	02114-231245	09423506765 09423578446	02114-231265 02114-231509
6.	Commandant, 146 CRPF, Ghandhi Nagar (Gujrat) (6th Bn NDRF)	079-23202540 079-23202539	09428826445	079-23201551
7.	Dy. Commandant, Kishan Garh, Ajmer (6th Bn NDRF)		09414005412	
8.	Commandant 27th ITBP, Bhatinda (Punjab) (7th Bn NDRF)	0164-2246030 0164-2246570	09417802031 09417802032	0164-2246570
9.	Commandant 6th ITBP, Gr Noida (UP) (8th Bn NDRF)	0120-2351101 0120-2351102	09968610011	0120-2351087 0120-2351105

LIST OF GOVT. AND PRIVATE HOSPITAL WITH NAME AND CONTRACT NOs.

S No	Name Of Station	Name Of Hospital	Govt.	No. of Beds available	Pvt.
1	NAC	Civil Hospital	01586262928	32	-
2	GA	Govt.hospital	01586272049	06	-
3	BOW &MKN	Civil Hospital	01588240800	32	-
		Lagansha Hospital	-	200	01588245166
		Aastha Hospital		25	01588241685 9414116108
		Suncity Hospital		120	01588241301 9414116303

		Chhotu Ram Hospital		30	
4	KMNC	Civil Hospital	01586220066	10	
		Marawr Hospital		05	01586223295
		Shiv Narsigh Home		10	01586220934
		S R K Govt. Hospital	01587220066	50	-
		Mardhar Hospital	9414059473	60	-
5	MTD & MEC	Civil Hospital	01590220044	70	-
		Shree Krishna Hospital		20	01590220223
		Rajat Hospital		18	9636648686
6	SBR	Civil Hospital	01425228243	10	
7	JAC & DNA	Civil hospital	01587222046 9414179590	10	-
8	GCH	Govt.hospital	01588267491	10	-
9	BSRL	Govt.hospital	01588287301	06	
10	SUJH	Civil Hospiatl	01568220009		
		Bharat Hospital			0156822340
11	DIA	Bangda Hospital			7580222796
		Guptal Hospital			9460918968
		Marwar Hospital			01580220814
		Seema Hospital			01580220165
12	LAU	Civil Hospital	01581226317		
		Raj Hospital	01581222803		
		Godawat Hospital			01581227730
		Aakash Hospital			01581222666
13	NGO	Civil Hospiatl	01582240985		
		Navjeevan Hospital	01582240697		
		Hariram Hospital	01582244795		
		Bhatiya Hospital	17582244795		
		Bhaskar Hospital			9414202053 9414118969
		Lifetime Hospital			0152241900
14	MDW	Civil Hospital	01584280304		
15	NOK	Civil Hospital	01531220474		
		Surana Hospital			9351766658
		National Hospital			9414147400
		Sanjeevani Hospital			9414147377
16	DSO	Govt. Hospital	01512825858		
17	RKB	Satelight Hospital	02912545302		
		MGH Hospital			02912639851
		Astha Hospital			02912553213
		Sanjeevani Hospital			0291255687
		Chander Bhushan Hospital			02912546911
		Sun city Hospital			02912545455
		Raj Dadi Hospital			02912625650
18	MDB	Satelight Hospital	02912629530	50	-

			9413041373		-
		Astha Hospital		30	02912553213
		Suncity Hospital		25	02912545455
		Sanik Hospital		490	0291265180
19	MMY	Civil Hospital	02926222067 9414135424	30	-
20	TIW	Gravis Hospital	9950067275	50	0292622851
		Govt. Hospital	9530155875	06	0292622809
21	OSN	Govt. Hospital	02922274547	50	9414373872
		Subham Hospital		08	9828453088
22	BKC	Adarsh Satelite Hospital	8769950708	05	-
23	MWT & STSN	Satelite Hospital	02923266104 9414072107	05	-
		Jambeshwar Hospital		10	9983583355
24	PLCJ	Satelite Hospital	02925244610	75	-
		Shiv Ganga Hospital	02925223161	10	02925223361
		Shyam Narsingh Home	-	25	9462288599
		Kalapurna Hospital	-	100	02925222257
		Lilawati Hospital	-	10	02925223061
25	RDRA	Govt. Hospital	02996235335	10	-
26	POK	Govt. Hospital	02994221370	10	-
		Military Hospital	02994222380	30	-
		Adarsh Hospital		05	8104258566
27	JCH	Govt. Hospital	9784579244	10	-
28	SBLT	Govt. Hospital	02996237405	10	-
29	JSM	Govt.Hospital	02992252343	25	-
		Maheshwani Hospital			02992250024 02992250423
30	DOR	Govt.Hospital	02931285372	10	-
31	AJIT	Adarsh PHC		06	9929260743
		Community Health Centre		30	02900276210
32	GDD	Govt.Hospital	02981278489	30	
33	BNO	Govt.Hospital	02912283232		
		Rajasthan Hospital			02912263880
		Shree ram Hospital			02912263996
		Millitary Hospital			02912510350
34	KXG	Govt.hospital,Kangta	02930256884	06	-
		Birla Health Unit	-	06	02920262698
35	PMY,BOM & KAI	Govt.Hospital	02932250330 02932223012	450	
		Govt.TB Hospital	02932223345	20	
		Bachara Hospital	--	30	02932222257
		Lodha Hospital	--	20	02932224585
		Nandini Hospital	--	10	02932223345
		Surana Hospital	--	15	02932226866

		Sharda Hospital	--	10	02932222429
36	MKSR & RHI	Govt. Hospital	02901232780 9414900876	05	-
		Mokalsar Hospital		06	9660163733
		Siwana Hospital	02901230677	30	-
37	MON	Govt. Hospital	02969261380	06	-
		Govt.hospital,Dhansa	02969263140	06	
		Govt. PHC, Tabaw	02963255110	06	
38	JOR,BAWA,JNX & BISH	Govt. Hospital	02973102 02225090	150	9414276021 9414588664
		Aayushi gujral hospital	022249541	14	9414152828
		Chanderlok hospital	02222033 02223300	10	9414588650
		Health Unit	02973256033	04	-
39	MBGA & BK	Govt.hospital	9772590300	06	-
		Govt.hospital	7997886550	10	-
40	GOTN	Govt. Hospital	01591231009	30	-
		J K Health Unit	-	10	0159230202
41	PPR	Govt. Hospital	02930233104	10	
42	BME	Govt. Hospital	02982230369	200	--
		SAGAR Hospital			02982231001
		MANAK Hospital			02982222964
43	UTL & KVA	MILITARY Hospital	02982200676	74	
		Air Force Hospital	02982242313	06	
44	BLT	Govt. Hospital	02988220910	150	
		City Lite Hospital		50	9783673221
		St Hari Das Hospital		40	02988222164
		Mahvir Dagar Hospital.		50	02988222717
		Hitkari Hospital		80	02988223100
		Nahta Hospital		150	02988220910
		Ramdev Hospital		80	02988226660
		Vishnoi Hospital		50	9414295001
45	BUT	Govt. Hospital	02982241400	07	
		TEJAJI Hospital.		25	02982241020
46	LUNI	Govt. Hospital	02931284102	05	-
47	SUT	Govt. Hospital	9461839599	06	-
48	SMR & BMSN	Govt. Hospital	02900276210	40	
		Amrit Hospital	-	20	9829697235
		Anand Hospital	-	20	02932273583
		Verdhman Hospital	-	08	02900275870
49	MBNL, BIPR,KOF & LDM	Govt. Hospital	02969222272	40	-
		S.D.NAHAR HOSP.		12	02969220224
		NAV KAR HOSP.		30	02969221556
		BHASKAR HOSP.		12	02969223204
		LIFE LINE HOSP.		20	9782949789

		SARVODHYA HOSP.		50	02969220363
		Ch. Bhupendra Hosp.		50	02969223020
50	RNV	Govt. Hospital	9829753455	40	-
		AMBIKA HOSP.		08	9461133657
		DAGA HOSP.		04	02990232037
51	JARI & DQN	Govt. Hospital	02748222114	27	-
		SARSWATI HOSP.		80	02748222011
		SHETHI HOSP.		20	02748222772
		KHANDEWAL HOSP.		20	07778866670
		SAWRAJ HOSP.		50	02748222022
		AROGIANIDHI HOSP.		08	02748222019
52	BANE	M.D.M.Hospital	02912438655	500	
53	SZ	Comunnity Health Unit	02912696632	04	
54	HWT	Comunnity Health Unit	02931284102	30	
55	Luni	Comunnity Health Unit	02931284102	30	
56	RT	Comunnity Health Unit	02936268373	115	
57	RKZ	Comunnity Health Unit	02935253115	30	
58	JU	UMMED HOSP.	02912435730	155	
		MG HOSP.	02912636901 02912636902	170	
		MDM HOSP.	02912438655	250	
		ESI HOSP.	02912750422	30	
		ASTHA HOSP.	02912553820 02912553213	50	
		ASHA HOSP.	02912721587	70	9314710585 9414213356

RAILWAY HOSPITALS & DISPENSARIES

Stations	Railway Hospital Dispensary	No. of BEDs	Whether X-RAY Facilities	CONTACT NO.
Jodhpur	Hospital	117	Yes	9001198555
Barmer	Dispensary	02	-	02982-220451
Degana	Dispensary	02	-	-
Jodhpur H/U	Dispensary	02	-	0291-2620600
Jodhpur Work Shop	Dispensary	02	-	-
Bhagat Ki Kothi	Dispensary	02	-	0291-2727516
Merta Road	Dispensary	02	-	0291-276713
Phalodi	Dispensary	02	-	-
Samdari	Dispensary	02	-	0294-276248

IMPORTANT TELEPHONE NUMBERS OF STATIONS

JU-MJ-SMR SECTION

1	JU	624.98	0291-2636745 SS-9001198910
2	BGKT	628.39	0291-2722503 SS-9001198909
3	BANE	631.48	0291-2721364
4	SZ	641.14	9413310236
5	HWT	649.78	9413310229
6	LUNI	656.51	02931-284294
7	RT	669.49	02936-268259
8	KAI	682.59	9460144967
9	PMY	697.65	02932-250324 SS-9001198907
10	BOM	708.38	9460144971
11	RKZ	717.58	9413300675
12	MJ	728.22	02935-252204
13	SUT	664.11	9413300614
14	DUK	670.39	9413300603
15	DOR	682.03	02931-285296
16	AJIT	694.7	02900-274264
17	SMR	705.04	02900-276223

SMR-MBF SECTION

1	SMR	705.04	0291-276223 SS-9001198905
2	PRU	719.59	02988-243010
3	JNE	729.05	02988-243008
4	BLT	738.10	02988-220023 SS-9001198949
5	TWL	753.33	9413310246
6	GOLE	764.75	9413310250
7	BMQ	776.62	9413310268
8	BUT	788.16	02982-241148
9	BSDA	801.04	9413310582
10	KVA	813.17	9413302625
11	UTL	823.58	02982-242188
12	BME	834.14	02982-220146 SS-9001198495
13	JSA	852.73	02982-244089
14	BBC	876.28	02985-217268
15	GDD	914.14	02981-278245
16	MBF	953.02	02981-279001

SMR-BLDI SECTION

1	SMR	00.00	02900-276223 SS-9001198905
2	BMSN	10.19	9413310560
3	RHI	18.69	9413310272
4	MKSR	26.15	02901-232236
5	BAWA	40.74	02973-245705
6	BISH	47.03	02973-246373
7	JOR	59.02	02973-222215

8	JNX	69.09	9413302632
9	MBGA	76.94	02973-254724
10	BK	87.96	02973-251007
11	MON	93.69	02969-261164
12	BIPR	103.38	9413310347
13	LDM	111.60	9413310535
14	MBNL	121.41	02969-220019
15	KOF	131.51	9413310546
16	MBW	144.62	9413300573
17	RNV	153.27	02990-232050
18	MSQ	163.92	9413300602
19	JARI	177.50	9429923176
20	DQN	188.22	02748-222015
21	RNX	198.13	9429923563
22	JNZ	207.80	9409301599
23	BLDI	223.44	02744-258558

JU-JSM Section

1	JU	624.98	0291-2636745 SS 9001198910 9001198911
2	RKB	622.55	0291-2544349 SS 900119812
3	MDB	7.14	9413310208
4	MMY	30.71	9413310129
5	TIW	40.85	02926-228599
6	OSN	62.08	02922-274064
7	BKC	76.95	9413310439
8	HRLI	86.65	02922-270046
9	MWT	105.78	02923-266398
10	STSN	120.42	9413310390
11	PLCC	134.29	9413310397
12	PLCJ	134.29	02925-223665 SS 9001032300
13	MBT	144.66	9413300159
14	MKHR	160.19	9413300173
15	RDRA	180.90	02996-235011
16	POK	191.74	02994-223339
17	AQG	188.33	9460145069
18	OCH	205.78	02994-219142
19	SBLT	227.39	02996-237431
20	JCH	248.64	02997-226210
21	THM	271.83	9413302602
22	JSM	290.46	02992-252301 SS 9001198906

JU-MTD-BKN SECTION

1	JU	624.98	0291-2636745 SS 9001198910 Dy.SS-900119891
2	RKB	622.55	0291-2544349 SS-9001198912
3	JUCT	616.70	9413310114
4	BNO	610.31	0291-2283281
5	JWL	602.17	9413310187
6	AAS	593.20	9413310165
7	KSW	584.16	9413300280
8	PPR	577.81	7597271151
9	SWF	569.21	9413302634
10	UMED	558.80	9413310139
11	KXG	547.84	02920-264201
12	GOTAN	541.15	01591-230980 SS-9001032340

13	JOM	531.59	94133-10137
14	MTD	520.85	01591-276647 SS-9001198922
15	MCPE	627.61	94133-00309
16	KJW	611.02	94133-00342
17	MDW	595.01	01584-283042
18	NGO	577.10	01582-240801 SS-9001198923
19	BWS	562.64	01582-254189
20	ALAI	554.36	01582-258429
21	CLO	539.34	9413300495
22	NOK	525.99	01531-222219
23	SPO	508.63	01531-288943
24	DSO	493.84	0151-2825437 SS-9001198924
25	PAE	483.92	94601-44816
26	UMS	473.11	9413310268
27	MEC	15.00	01590-230938

DNA-RTGH SECTION

1	DNA	476.61	01587-222131 SS-9001198926, 94601-44803
2	KRC	464.18	94133-10315
3	KHTU	451.80	01583-249200
4	CTKT	446.56	94601-44851
5	PW	433.11	-
6	KKNA	426.94	94601-45024
7	MBSK	416.40	-
8	DIA	410.86	01580-220042
9	SVO	397.79	-
10	BLSD	389.50	-
11	LAU	379.85	01581-226035
12	JSH	375.22	-
13	SUJH	370.16	01568-220131
14	TLC	356.77	9413300645
15	PIH	344.19	01567-240031
16	LOH	332.76	-
17	RTGH	324.33	01567-226779

MTD-FL SECTION

1	SBR	7.55	01425-224205 SS-9001198930
2	GA	15.39	01586-272089
3	GVMR	25.98	94133-10336
4	NAC	35.23	01586-262383 SS-9001198928
5	NYK	41.72	01586-273420
6	KMNC	50.87	01586-246081
7	MKN	64.81	01588-240660 SS-9001198927
8	BOW	82.00	01588-240743
9	BSRL	82.00	01588-287005
10	GCH	93.86	01588-267175
11	DNA	108.75 476.61	01587-222131 SS-9001198926
12	JAC	489.86	9413300523
13	REN	503.69	94133-10552
14	KQW	510.72	94133-10320
15	MTD	520.85	01591-276647 SS-9001198922

IMPORTANT TELEPHONE NUMBERS OF SAFETY DEPARTMENT

1	Sr.DSO	9001198903,0291-2431600,Rly-098-44650
2	TI/Safety	9001198186
3	DCWI	9001198192
4	SSE/Sig/Safety	9001198189
5	SSE/P.Way/Safety	9001198187
6	SSE/C&W/Safety	9001198188
7	CLI/Safety	9001198465
8	SSE/Safety/Electric	9001198193

TRAFFIC INSPECTORS – BEATS

S.No.	Designation	Mobile No.	Section	From – To
1	T1/I/JU	9001198935	JU-MJ	MJ (Excl)
2	T1/II/JU	9001198934	RKB-MTD	MTD (Excl)
3	TI/III/JU	9001198944	MDB- STSN	STSN (Incl)
4	T1/POK	9001198915	PLCJ- JSM	JSM(Incl)
5	T1/SMR	9001198936	SMR-MBGA	MBGA(Incl)
6	T1/MBNL	9001198942	BK-BLDI	BLDI (Excl)
7	T1/BME	9001198937	PRU-MBF	MBF (Incl)
8	T1/MTD	9001198938	MTD-MEC MTD-BKN	MEC (Incl) BKN (Excl)
9	T1/MKN	9001198946	GCH-FL	FL (Excl)
10	T1/DNA	9001198939	KQW-DNA DNA-RTGH	DNA (Incl) RTGH (Excl)

LIST OF TELEPHONE NUMBERS- CMI,

S.No.	DESIGNATION	MOBILE NO.	BEATS
1	DCMI/JU	9001198956	MJ-GOTAN
2	Sr CMI/DNA	9001198957	DNA-SBR-RTGH
3	Sr CMI/JSM	9001198958	MMC-JSM
4	RDI	9001198961	CMI/MKTG
5	CMI/PLg/JU	9001198962	CMI/PLg.
6	CMI/Pub./JU	9001198963	PCI/JU
7	CMI/MTD	9001198980	GOTAN-BKN
8	CMI/MTD	9001198983	CMI/ITB
9	CMI/BME	9001198993	LUNI-MBF
10	CMI/SMR	9001198994	SMR-BEDI

RUNNING ROOMS - JODHPUR DIVISION.

PLACE	RLY	P&T
JU	44558	--
MTD	48857	-
JSM	47757	-
BME	46657	-
MBF	43366	--

LOBBY

JU	44555-56	0291-2430852, 9001032117
MTD	48856	01591-276916, 9001032131

CLI (JU DIV.)

1	Sh. M D Charan/CLI/Safety	JU	9001198465
2	Sh.PunaramGehlot	JU	9001198467
3	Sh. Radheshyam Bissa	JU	9001198431
4	Sh. Jitendra Dhaka	JU	9001033045
5	Sh. Anup Kumar Trivedi	JU	9001198436
6	Sh.SanjivMorliya	JU	9001033111
7	Sh. Durga Ram Sain	JU	9001033030
8	Sh. Santosh Verma	JU	9001033113
9	Sh. Pradeep Kumar Yadav	JU	9001198446
10	Sh. Sunil Kumar Jain	JU	9001033117
11	Sh. Mukesh Bharadwaj	JU	9001033257
12	Sh. Ashish Choudhary	JU	9001033014
13	Sh. Suryakesh Singh	JU	9001033121
14	Sh. Hanuman Das Vaishnav	JU	9001032236
15	Sh. Yogesh Sisodiya	JU	9001033141
16	Sh. Mohd. Ali Mansoor	JU	9001033056
17	Sh. Ashok Kumar Rawal	JU	9001032511
18	Sh. Rishikesh Jha	JU	9001033099
19	Sh. Jodharam Prajapat	JU	9001032237
20	Sh. Ramkishan Bunkar	JU	9001198440
21	Sh. Rajesh Kumar Yadav	JU	9001198470
22	Sh. Prakash Chand Mena	JU	9001033079
23	Sh. Navratan San	JU	9001033222
24	Sh. Vinod Kumar Vaishnav	JU	9001033200
25	Sh.Akshaya Kumar Gupta	JU	9001032241
26	Sh. Ram Dayal Mali	JU	9001033095
27	Sh. Arvind Kumar Singh	JU	9001033204
28	Sh. Laxman Kumar Mena	JU	9001033051
29	Sh. YogeshKachhawa	JU	9001032235
30	Sh. Ramkesh Mena	JU	9001032527
31	Sh. GhanshyamBairwa	JU	9928700199
32	Sh. Vinod Kumar	MTD	9001033137
33	Sh. Prakash Tanwar	MTD	9001033197
34	Sh.Gopal Mena	MTD	9001032260
35	Sh. Dharmender Singh	MTD	7908904589
36	Sh. LokeshTak	MTD	9001032519
37	Sh. Rajender Kumar Swami	MTD	9001033088
38	Sh. K K Mena	BGKT	9001033256
39	Sh.Prem Singh	BGKT	9001198444
40	Sh. Babu Ram Choudhary	BGKT	9001198471
41	Sh. Vakta Ram Patel	BGKT	9001198491
42	Sh. Madan Singh Yadav	BGKT	9001198463
43	Sh. Jabbar Singh Rathore	BGKT	9001198435
44	Sh. Surya Gyan Mena	BGKT	9001198434
45	Sh. RadheshyamPrajapat	BGKT	9001033100
46	Sh. Avdhesh Mishra	BGKT	9001033118
47	Sh. Hans Raj Mena	BGKT	9001033225

48	Sh. Ram SukhChoudhary	BGKT	9001032239
49	Sh. Rajesh Kachhawa	BME	9001032249
50	Sh. Ajit Kumar	JSM	9001033013
51	Sh. Hanuman Prasad Mena	PLCJ	9001032243

ENGINEERING DEPARTMENT

S.N	Designation Officer	Mobile No.	Beats
1.	Sr. DEN/ Cord.	9001198200	In charge
2.	Sr. DEN/Central	9001198201	JU-MJ/ JU-JSM/ JU-SWF
3.	Sr. DEN/East	9001198202	SWF-FL/ MTD-BKN/ DNA-RTGH
4.	DEN/West	9001198203	DUK-MBF/SMR-BLDI
A	ADEN/ HQ	9001198204	RKB,JU,BGKT
a	SSE/WORK/B/JU	9001198242	JU
b	SSE/WORK/P/JU	0001198241	JU
c	SSE/WORK/D/BGKT	9001198022	JU
B	ADEN/ LINE	9001198205	SWF-MJ
a	SSE/PW/JU	90011985213	HWT-JUCT
b	SSE/PW/LUNI	90011985015	HWT-MJ, LN-SUT
C	SSE/PW/PPR	9001198299	BNO-SWF
d	SSE/WORK/Line/JU	9001198243	SWF-MJ Excluding RKB.JU.BGKY
C	ADEN/JSM	9001198206	RKB-JSM
a	SSE/PW/MMY	9001198277	RKB-SRK
b	SSE/PW/PLC	9001198563	SRK-AQG
C	SSE/PW/JSM	9001198028	AQG –JSM
	SSE/WORK/RKB	9001198242	RKB-JSM
D	ADEN/MTD	9001198208	SWF-MTD-MEC/MTD-BKN
a	SSE/PW/MTD	9001198217	SWF-MTD-MEC
b	SSE/PW/NGO	9001198270	MTD-ALAI
c	SSE/PW/NOK	9001198283	ALAI-BKN
d	SSE/WORK/MTD	9001198031	SWF-MTD-MEC/MTD-BKN
E	ADEN/DNA	9001198207	MTD-DNA-FL/DNA-RTGH
a	SSE/PW/DNA	9001198057	MTD-MKN
b	SSE/PW/MKN	9001198018	MKN-FL
c	SSE/PW/DIA	9001198276	DNA-DIA
d	SSE/PW/SUJH	9001198566	DIA-RTGH
e	SSE/WORK/DNA	9001198039	MTD-DNA-FL/DNA-RTGH
F	ADEN/SMR	9001198209	SUT-SMR-BLDI
a	SSE/PW/SMR	9001198018	SUT-SMR/SMR-BISH
b	SSE/PW/JOR	9001198568	BISH-KOF

c	SSE/PW/DQN	9001198567	KOF-BLDI
d	SSE/WORK/SMR	9001198045	SUT-SMR-BLDI
G	ADEN/BME	9001198210	SMR-MBF
a	SSE/PW/BLT	9001198559	SMR-BUT
b	SSE/PW/BME	9001198273	BUT-JSA
c	SSE/PW/GDD	9001198558	JSA-MBF
d	SSE/WORK/BME	9001198032	SMR-MBF

SIGNAL & COMMUNICATION DEPARTMENT

S.No.	Designation Officer	Mobile No.	Beats
1.	Sr.DSTE/Cord.	9001198800	Coordination
2.	DY. CSTE/Work	9001198801	--
3.	DSTE/JU	9001198802	JU –MJ-SMR
4.	ADSTE/JU	9001198803	JU-MTD,JU-JSM
5.	ADSTE/MTD	9001198804	MTD-FL,DNA-RTGH,MTD-BKN
6.	ADSTE/ SMR	9001198806	SMR-MBF-SMR-BLDI

Senior/Junior Supervisors (Signal)

1.	SSE/SIG/EAST/JU	9001198859	JU STATION
2.	SSE/SIG/JU	9001198820	JU STATION
3.	SSE/SIG/RKB	9001198846	TIW-STSN
4.	SSE/SIG/JU	9001198830	JUCT-JOM
5.	SSE/SIG/PLCJ	9001198865	PLCJ -JSM
6.	JE/SIG/PLCJ	9001198823	MWT-MBT
7.	JE/SIG/PPR	9116682953	KSW-UMD
8.	JE/SIG/GOTN	9116682969	KXG-JOM
9.	JE/SIG/RDRA	9001198813	MKHR-OCH
10.	SSE/SIG/JSM	9001198827	SBLT-JSM
11.	SSE/SIG/WEST/JU	9001198817	BGKT-LN
12.	SSE/SIG/BGKT	9001198845	BGKT STATION
13.	SSE/SIG/BANE	9001198834	BANE-HWT
14.	JE/SIG/LUNI	9116683019	LN-KAI
15.	JE/SIG/RKB	9001198816	RKB -TIW
16.	JE/SIG/JU	9116683020	JUCT - AAS
17.	SSE/SIG/ju	9001198856	LN –MJ-SMR
18.	SSE/SIG/MTD	9001198861	MTD-BKN
19.	SSE/SIG/ MTD	9001198824	MTD YARD
20.	SSE/SIG/NGO	9001198828	MCPE-ALAI
21.	SSE/SIG/NOK	9001198832	CLO-UMS
22.	SSE/SIG/DNA	9001198826	REN-FL
24.	SSE/SIG/SUJH	9001198858	LAU-RTGH
25.	JE/SIG/DIA	8824244411	KRC-DIA
26.	JE/SIG/SBR	9001198831	NAC - FL
27.	SSE/SIG/DNA	9001198833	DNA -RTGH
28.	JE/SIG/JOR	9116683039	JNX- BIPR
29.	SSE/SIG/BME	9001198855	BME MBF

30.	SSE/SIG/RNV	9001198835	LDM-JNZ
31.	SSE/SIG/MTD	9001198853	MTD -REN
32.	JE/SIG/LUNI	9001198857	SUT -AJIT
33.	JE/SIG/BLT	9116683034	PRU-GE
34.	SSE/SIG/JOR	9001198839	JOR –MKSR-JNX
35.	SSE/SIG/SMR	9116683033	SMR -RHI
36.	JE/SIG/MBNL	9116873005	LDM -MBW
37.	JE/SIG/DNA	9116682948	JAC - BSRL
38.	JE/SIG/MKN	9001198815	BOW- NYK
39	SSE/SIG/PMY	9001198849	PMY - RKZ
40	JE/SIG/JSM	9571025890	THM–SONU
41	JE/SIG/DQN	8829899741	RNV-JNZ
42	SSE/SIG/SMR	9001198860	--
43	JE/SIG/BUT	9610044838	BMQ- UTL

Senior/Junior Supervisors (Telecom)			
1.	SSE/TELE/JU	9001198847	JU DIVN.
2.	SSE/TELE/TEST ROOM/JU	9001198851	TEST ROOM/JU
3.	SSE/WIRELESS/JU	9001033267	JU DIVN.
4.	SSE/TELE/EXCHANGE/JU	9001198843	JU EXCHANGE
5.	SSE/TELE/TECH./JU	9001198840	DRM OFFICE
6.	SSE/TELE/JU	9001033260	RKB-PLCJ
7.	SSE/TELE/DNA	9001198844	DNA-FL, DNA-RTGH
8.	SSE/TELE/MTD	9001033266	MTD-BKN
9.	SSE/TELE/JU	9001198841	JU-MTD
10.	JE/TELE/EXCH./JU	9116682940	EXCHANGE
11.	JE/TELE/PMY	9116682938	LN –MJ-SMR
12.	JE/TELE/SMR	9001198837	SMR-JOR, SMR-BLT
13.	JE/TELE/RNV	9001198863	JOR-BLDI
14.	JE/TELE/BME	9116682939	BLT-MBF
15.	JE/TELE/JSM	9116682936	PLCJ-JSM
16.	JE/TELE/NGO	9116682937	KJW-BKN

DISASTER MANAGEMENT TEAM OF RPF

S.N	Name	Designation	Posted At	Mobile No.
1	Sh. Nanu Ram	IPF	Stn. Post/JU	9001198702/ 2623641
2	Sh. Bhima Ram	SI	C&TE/JU	9001198703/2623989
3	Sh. Jag mohan Lal	SI	Stn. Post/JU	9116016202/2623641
4	Sh. Pradeep Kr.	SI	Stn Post/JU	9116016201/2623641
5	Sh. Gajadhar	ASI	Store Depo	9116016219/2430295
6	Sh. Ganpat Singh	ASI	BGKT	9116016217/2722010
7	Sh. Bhagirath vishnoi	HC	Stn. Post/JU	9461269508/2623641
8	Sh. Ramdev Nain	HC	Post/WS	9413520923/ 2430295
9	Sh. PardeepFidoda	CT	Stn. Post/JU	9982614511/2623641
10	Sh. Ram Prasad	CT	Stn. Post/JU	9214511688/2623641
11	Sh. Inder Singh	CT	Disal Shed	9783039793
12	Sh. Bhanwar Lal	CT	Stn. Post/JU	7737820663/2623641
13	Sh. Hukam Singh	CT	Stn. Post/JU	9460279991/2623641
14	Sh. Dharam Singh	CT	BGKT	9929837872/ 2722010
15	Sh. Ram Sawroop	CT	C&TE/JU	9462092523/ 2623989

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dz-l-	Ukke	in	rSukrh LFky	eksckbZy u-
1	Jh t;iky ;kno	SI	DSL/JU	9116016203
2]] fy[kekjke	SI	BGKT	9001198712/ 2722010
3	^^ jktsUnzflag	ASI	Stn. Post/JU	9116016204/2623641
4	^^ Ekkuflag eh.kk	ASI	C&TE/JU	9116016215/2623989
5	^^ v''kksd dqekj J	ASI	Stn. Post/JU	9116016208/2623641
6	^^ lqjtkjke	HC	BGKT	9887408066/ 2722010

7	^^ Hkwjke	HC	BGKT	9460104410/ 2722010
8	^^ cyjke cksjk.kk	CT	C&TE/JU	9116016216/2623989
9	^^ Hkh[kk jke	CT	Stn. Post/JU	9460231249/ 2623641
10	^^ cnzhizlkn	CT	Stn. Post/JU	9413860282/ 2623641
11	^^ xc:yky	CT	Work shop	9785860728/2430295
12]] jk/kkfd”ku rkaMh	CT	Work shop	9784067805/2430295
13	^^ eksrh jke	CT	Stn. Post/JU	9460881956/2623641
14	^^ izse dqekj	CT	C&TE/JU	9414700796/ 2623989
15	^^ cRrqjke	CT	Stn. Post/JU	9413911829/ 2623641

Jurisdiction of Officials of Government Railway Police

JODHPUR DIVISION			
Station from	Station to	Railway Police Station	Officer in charge of the section
Jodhpur	Jaisalmer	Jodhpur	SP Railways Jodhpur
Jodhpur	Kharya Khangar	Jodhpur	SP Railways Jodhpur
Jodhpur	Rajkiawas	Jodhpur	SP Railways Jodhpur
Phalodi	Kanjikiseed	Jodhpur	SP Railways Jodhpur
Kharya Khangar	Kuchaman City	Merta Road	SP Railways Jodhpur
Kuchaman City	Phulera	Phulera	SP Railways Ajmer
Merta Road	Chilo	Merta Road	SP Railways Jodhpur
Merta Road	Merta City	Merta Road	SP Railways Jodhpur
Degana	Sujangarh (Excl.)	Merta Road	SP Railways Jodhpur
Luni (Excl.)	Munabao	Barmer	SP Railways Jodhpur
Samdari	Marwar Ratanpur	Barmer	SP Railways Jodhpur
Chilo	Bikaner	Bikaner	SP Railways Bikaner
Sujangarh	Ratangarh	Ratangarh	SP Railways Bikaner
Ratanpur	Jenal	Dhenera	SP Railways Vadodara

CONTROLLING STATIONS

Action by the Controlling Station Masters on Receipt of an Advice of the accident (Accident Manual Para - 303):

303. Action by the Controlling Station Master on receipt of an advice of the accident :

Controlling Station Master on receiving advice of the accident must proceed to the site of the accident by the quickest means unless he knows that a Transportation Inspector is already there. He must take with him trolleys, coolies, lamps, vendors and any other equipment that he considers necessary. Till relieved by a Transportation Inspector or Officer, he will be responsible for regulating the traffic, attending to the injured, making a note of all evidence which may prove useful in ascertaining the cause of the accident and taking general charge of the situation. He should also seize the relevant record and documents.

S. No.	Station	Phone Number		Beats
1	Jodhpur	9001198910	0291-2636745	(i) Jodhpur to Pipar Road (ii) Pipar Road to Bilara
2	Gotan	9001032340	01591-230980	Sathin Road (SWF) to Merta Road (Excl)
3	Merta Road	9001198922	01591-276647	(i) Merta Road To Marwar Mundawa (ii) Merta Road To Merta City
4	Nagaur	9001198923	01584-240801	MarwarMundwa To Nokha (Incl)
5	Deshnokh	9001198924	0151-2825437	Nokha (Excl) to Bikaner (Excl.)
6	Degana	9001198926	01587-222131	Merta Road (Excl.) To Degana (Incl)
7	Makrana	9001198927	01588-240660	Degana (Excl) To Makrana (Incl)
8	Nava City	9001198928	01586-262383	Makrana (Excl) To Fulera (Incl)
9	Didwana		018586-220042	Degana (Excl) To Didwana (incl)
10	Sujangarh		01568-220131	Didwana (Excl) To Ratangarh (Excl)
11	Rai-Ka-Bagh	9001198912	0291-2544349	RaiKaBagh (Incl) to Tiwari (Incl)
12	Osian	9001198912	0291-2544349	Tiwari (Excl) to Samrau (Incl)
13	Phalodi		02922-274064	Samrau (Excl) to Phalodi (Incl)
14	Ramdevra	9001032300	02925-223665	Phalodi (Excl) To Pokaran (Excl)
15	Pokaran		02994-223339	Pokaran (Incl) To Sri Bhadariya Lathi (Incl).
16	Jaisalmer	9001198906	02992-252301	Sri BhadariyaLathi (Excl) To Jaisalmer (Incl)
17	Bhagat Ki Kothi	9001198909	0291-2722503	Jodhpur (Excl) to Luni In (Excl)
18	Luni Jn.		02931-284294	i) Luni JN to Marwar JN (Excl) ii) Luni JN to Dundara (Excl)
19	Samadri	9001198905	02900-276223	i) Dundara (Incl) to Samadari (Incl) ii) Samadari to Parlu (Incl) iii) Samdari to Bishangarh (Incl)
20	Balotra	9001198949	02988-220023	Parlu (Excl) to Kavas (Incl)
21	Barmer	9001198495	029182-220146	Kawas (Excl) to Jasai (Incl)
22	Munabao		02981-279001	Jasai (Excl) To Munabao
23	Marwar Bhinmal		02969-220019	Bishangarh (Excl) To Raniwara (Excl)
24	Raniwara		02990-222050	Raniwara to Bhildi (Excl)

LIST OF NGOs IN JODHPUR DIVISION:

Name	Registration No.	Address
Society For Rational Development	247/Jodhpur/2002-03 (13-12-2002)	SFORD Campus Village Purana Peshawas, Birami Fanta, P.O. Mori Joshian (Banar), Tehsil Luni, District Jodhpur (Raj.) 342 027
Marwar Muslim Educational And Welfare Society	7158 (21-11-1929)	Pal Link Road, Kamla Nehru Nagar, Jodhpur-342003
Gyan Jyoti Sikhsan Sansthan	136/JODHPUR/03-04 (17-10-2003)	GYAN JYOTI SIKHSAN SANSTHAN VILL-BAP TEH- PHALODI DIST- JODHPUR
Jeewandhara Sansthan	17/ju/94-95 (15-07-1994)	Jeewandhara Sansthan Maheswari Bagechi campus Main Ratanada Road
Gram Vikas Seva Sansthan	206/JODHPUR/1997-98/15-12-1997 (15-12-1997)	ADRASH COLONY, SILARI ROAD, PIPARCITY-342601 DISTT.-JODHPUR(RAJ.)INDIA
Jyoti Vikas Shikshan Sansthan	182 (22-02-2000)	NEAR TELEPHONE EXCHANGE, PIPARCITY, DISTT.-JODHPUR(RAJ.)
Mahaveer Bal Shikshan Sansthan	67/Jodhpur/1997-98 (28-06-1997)	Krishna Nagar, Silari Road, PIPARCITY Jodhpur (Raj.) PIN Code-342601
Mother World Foundation Trust	2822 (03-07-2002)	138,Mother World House, Ajeet Colony, Ratanada, Jodhpur.pin- 342006
Indra Rehabilitation Vocation And Recreation Sansthan	138/JODHPUR/09-10 (11-09-2009)	40- B, OLD PUBLIC PARK, RAI KA BAGH, UMED CLUB ROAD, JODHPUR - 342 006
Gramin Vikas Vigyan Samiti	204/83-84 (15-09-1983)	3/437, Milkmen Colony, Pal Road
Vishakha Mehrangarh Foundation	06-2009-Jodhpur (30-04-2009)	A-2, Shantipriya Nagar, Near KN TB and chest hospital,Pal Link Road, Jodhpur, Rajasthan, 342001
Shri Marudhar Sikashan Sansthan	77/Jodhpur/1998-1999 (16-09-1998)	Gulab Singh Bhati C/O Marudhar Sikshan Sansthan Tekra, Tehsil Phalodi, Distt Jodhpur
Manav Kalyan Sansthan	181/JODHPUR/1994-95 (08-03-1995)	50,LAXMI NAGAR,PAWATA,JODHPUR 342010
Rukhali Vikas Sansthan	104/07-08 (26-07-2007)	RUKHALI VIKAS SANSTHAN BEHIND COURT CAMPUS PHALODI 342301
Thar Voluntary Health Society	75 / Jodhpur 1993 - 1994 (19-10-1993)	Thar Voluntary Health Society E. 2 Bhagwan Magavir Nagar, PalLink Road, Jodhpur
Navjeevan Sansthan	82/Jodhpur/1988-89 (15-03-1989)	Navjeevan Sansthan 16/558, Chopasani Housing Board,
Sangeet Kislaya Sansthan	18 (24-05-1995)	Plot No. 560, 16-sector chopasni housing board colony jodhpur with headquarter indra deo bhawan, kabootron ka chowk, jodhpur.342001(head quarter)
Ecology And Rural	317/Jodhpur/06-07 (22-	Regional Office at: Ecology and Rural

Development Society	03-2007)	Development Society 1-A-43, Kudi Housing Board Jodhpur-342005 Rajasthan
Sucheta Kripalani Gram Vikas Sansthan	152/Jodhpur/1996-97 (16-10-1996)	Matrachhaya, 3, Shiv Colony, Chainpur, Mandore PIN 342016
Human Empowerment And Life Protection Help	75 (22-06-2010)	HUMAN EMPOWERMENT AND LIFE PROTECTION (HELP) 315 LAXMINAGAR PAOTA B ROAD JODHPUR RAJASTHAN.

Balotra:

Name	Registration No.	Address
Muslim Teli Tirepan Got Navyuvak Mandal	52/1999 (16-12-1999)	Muslim Teli Tirepan Got Navyuvak Mandal C/o Moulana Tayyab Khan Teli Nehru Colony Balotra - 344022

Barmer:

Name	Registration No.	Address
Mayur Rural Development Society	81/bmr/08-09 (30-08-2008)	Mayur Rural Development Society Rai Colony Road Mahand Sarma Marg No.3 Niar Ramdev Electric & Refrigeration Barmer Rajasthan pin-344001
Dharasanst Han	35/BMR/89 (30-03-1989)	Dharasansthan,245,shrikrishnanagar,near vishwakarma circle,Raicolony, Barmer 344001
Samaj Vikas Sansthan	24 (23-12-2003)	ashok jangid{Sdi} adyaks-samaj vikas sansthan, sardarpura,near vishwakarma mandir, Barmer. pin code-344001 Rajasthan
Ex Soldeirs Pansioners Service Society	93/BARMER/1991-92 (10-03-1992)	NEAR SAINIK TENT HOUSE, OPP RAILWAY STATION PINCODE-344001
Society To Uplift Rural Economy	55/Barmer/1989-90 (22-02-1990)	Society to Uplift Rural Economy, SURE, P.O. Box no. 29, Malgodam Road
Seemagrame Enkalyanvi Kassamitib Armer	12 (12-08-1993)	V/P-RAMSAR, TEHSIL- RAMSAR
Nehru Nav Yuvak Mandal	15/BARMER/1998-89 (15-09-1988)	V/P.- KASMEER, TEH.- SHIV, DISTT.- BARMER (RAJ.)
Adarsh Gramin Vikas Sansthan	101/ Barmer/2004-05 (18-01-2005)	AGVS, vill-Girab, teh- Shiv, District- Barmer, Rajasthan 344001
Yuva Vikas Sanstha	94/Badmer/2007 (26-12-2007)	Yuva Vikas Sanstha, At: Tilwada, Ta: Paspadra
Dharohar Lok Kala And Gramin Vikas Sansthan	100/2007 (29-12-2007)	V/P TALLON KA GOAN KOTRA TEHSIL SHEO DISTT. BARMER (RAJASTHAN)-344701
Registhan Viklang Vikas Sangthan Barmer	00000022/2006 (08-08-2006)	Sh. Jagdish Chhajer, Chairman, Registan Viklang Vikas Sangthan Kanyapnpura Marg No. 1. Near Manak Hospital, Barmer
Sankalp Educational And Social Devlopment	92/2007-08 (26-12-2007)	purana jatavas chouhatan road barmer rajasthan 344001

Society		
Seema Gramin Kalyan Vikas Samiti Barmer	12/BARMER/1993-94 (21-08-1993)	V/P-RAMSAR NEAR DEVI KA MANDIR RAMSAR
Rural Integrated Culture and Human Academy	49/BARMER/1995-96 (24-02-1996)	GM-2, PATRKAR COLONY MAHAVEER NAGAR BARMER
Shree Malani Grameen Vikas Sansthan	161/Barmer/2005-06 (12-12-2005)	MALANI GRAMEEN VIKAS SANSTHAN BHOJARIYA CHOHTAN BARMER 344702

Bilara:

Name	Registration No.	Address
Gramodaya Shikshan Sansthan	27/Jodhpur/1992-93 (21-07-1992)	S.N. Gour Director Gramodaya Shikshan Sansthan Bilara Disst:- Jodhpur pincode:- 342602
Adarsh Shikshan Sansthan Ngo I	40/JODH/1989-90 (17-10-1989)	N ADARSH COLONY, KALPVIRKSHA MARG, SOJATI GATE, BILARA-JODHPUR 342602

Borawar:

Name	Registration No.	Address
Geetanjali Shikshan Sansthan	41 (03-11-1989)	GEETANJALI SHIKSHAN SANSTHAN DESHWALI MOHALLA, POST BORAWAR, TEHSIL MAKRAHA, DIST.- NAGPUR STATE RAJASTHAN PIN-341502

Jaisalmer:

Name	Registration No.	Address
Newtech Institute Of E Techno Education	60/jaisal/2008-2009 (02-01-2009)	NITE C/O RAJ INFOSYS Nr. JINDANI CHOWK I - FLOOR JAISALMER (RAJ.)
Nanak Vikas Sansthan	21/jaisal/04-05 (21-08-2004)	C/o Devki Nandan Kaila Near Rajsthan Bank Jaisalmer 345001
Swastik Sewa Sansthan	27/jaisal/05-06 (01-06-2005)	Talriya Para, Ward No. 3 Near Hotal Jaisal Palace, Jaisalmer 345001
Tabri Vikas Avem Sewa Sansthan	105 (29-09-2005)	KALYAN BHAWAN, ARYA NAGAR, GALI NO 2, MORAR-474006
Maroo Kshaitria Vikas Samiti	9/JAISAL/1996-97 (07-06-1996)	V/P Dabla Jaisalmer
Society For Urban Rural Youth Action	131/jaisal/2009-10 (12-11-2009)	v/p Chelak , Tahsil Fatehgarh, disst. Jaisalmer (Raj.) India
Thar Samekit Samajik Vikas Society	01/Jaisal/1994-95 (30-04-1994)	Thar Samekit Samajik Vikas Society , Silawata para , Shiv Road Jaisalmer - 345001

Jalore:

Name	Registration No.	Address
National Shikshan	69/JALORE/2001-02	NATIONAL SHIKSHAN SANSTHAN JOSHI

Sansthan	(21-11-2001)	BHAWAN, BRAHMANO KA VAS SANCHORE-343041(RAJ)
Research Institute Of Plenary Rural Development	05/jalore1991-92 (18-07-1991)	research institute of plenary rural development NARASANA, Via- Junjani, Dist. Jalore Raj. 343030
Sanskar Educational N Social Development Society	110/Jalore/2006-07 (28-03-2007)	Sanskar Educational & Social Development Society, Bokadiya Vas, Main Market, SANCHORE Dist. Jalore (Raj.) PIN- 343041
Navjeevan Seva Sansthan	05 (06-06-1992)	Navjeevan Seva Sansthan By Pass Road, Opp. RSEB GSS
Bhumi Putra Seva Sansthan	15/jalore/09-10 (31-08-2009)	Near jindutt Plaza ,Rajendra nagar, jalore - 343001
Rashtriya Jagruti Sanstha	14/jalore/1991-92 (21-02-1992)	Rashtriya Jagruti Sanstha, Bhinmal by-paas road, Jalore (Raj.) 343001

Nagaur:

Name	Registration No.	Address
Nagnecha Garamin Jan Kalyan Vikas Samiti Padhu Kal	70/nagaur/2007-2008 (17-07-2007)	nagnecha garamin jan kalyan vikas samiti padhu kal 341031
Manav Vikas Sansthan	158/nagaur/2003-04 (12-01-2004)	santosh kanwar c/o MANAV VIKAS SANSTHAN p.o - ARWAR, via - kuchera ,Teh - jayal Dist -nagaur ,RAJASHAN PIN -341024
Janhit Seva Sansthan Singar	5/Nagaur/1996-97 (09-04-1996)	Janhit Seva Sansthan, Village Post - Sngar Tehsil & Distt. - Nagaur Pincode - 341001
Gramin Vikas Seva Sansthan	68/Nagaur/2001-2002 (20-07-2001)	Ishwar Kunj, Gorav Path, Sanik Basti , Nagaur 341001
Swapnil Earth Revolution Organisation Sero	137/NAGAUR/2009-10 (09-10-2009)	SWAPNIL EARTH REVOLUTION ORGANISATION (SERO) SOCIATY, VILLAGE- RIYAN SHYAMDAS, TEH- MERTA CITY, VIA- MERTA ROAD, NAGAUR, RAJASTHAN 341511
Sectary Vivekananda Shiksha And Welfare Society	145/99-2000 (25-02-2000)	Vivekanand shikshn & welfare society 43 sharda puram Nagaur (Raj) 341001
Sri Pratap Memorial Vikas Seva Sansthan	114 (12-07-2000)	F149,Rail nagar, Nirman Nagar, Jaipur-302019. branch Office- VPO -Arwar, Teh. Jayal, Distt Nagaur, PIN-341024
Ambedkar Jan Jagriti And Vikas Sansthan	13/nagaur/1986 (29-01-1987)	Dr. Ambedkar Jan Jagriti & Vikas Sansthan Near Mana Laxmi Temple Brahmapuri, Nagaur 341001
Balapir Manav Sansadhan Vikas Samiti	57 (09-07-1997)	2/379 H.B.C,Nagaur/341001
Thakur Sawai Dan Charan Akhil Bharti Bhasha Sahitya Aur Sanskriti Shodh Sansthan Malasi	253/Nagaur/2006-07 (21-01-2007)	Thakur Sawai Dan Charan Akhil Bharti Bhasha Sahitya Aur Sanskriti Shodh Sansthan, Malasi, Post- Ladnun Distt.- Nagaur [Rajasthan] PIN 341306

Janhit Seva Sansthan	5/nagaur/96-97 (09-04-1996)	Janhit Seva Sansthan, Singa, Village Post, Singar, Tahsil and District Nagaur, 341001 Rajasthan
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Pali Marwar

Name	Registration No.	Address
Society For Apliftment Of People Through Edu Tra	47/09 (09-07-2009)	15, B MALVIYA HOSTEL, OPP ROTARY CLUB NEAR SURANA HOSPITAL PALI-MARWAR PIN CODE -306401
Bahuudeshiya Sewa Sansthan	Pali/4/1990-91 (14-05-1990)	6/ 185 SFS Agarwal Farm Mansarovar Jaipur - 302020
Social Service Society	22/1991-92 (12-03-1992)	Rajkamal Pareek Mahaveer Nagar Post- Bijowa Distt- Pali 306601

Pokaran:

Name	Registration No.	Address
Acata Sansthan	14/jaisal/2000 (13-10-2000)	acata sansthan sawami ji ki dhani pokaran jaisalmer raj. 345025

Sambhar Lake:

Name	Registration No.	Address
Sambhar Seva Samiti	810 (22-12-2009)	SHRI SAMBHAR PUSTKALYA, KATALA BAZAR, OPP. GOVT.SR. SEC. GIRLS SCHOOL

Sujangarh:

Name	Registration No.	Address
Shastri Shiksha Samiti Sujangarh Churu Raj	12/CHURU/1997-98 (02-05-1997)	SHASTRI SHIKSHA SAMITI RAMDEVRA DAGA MARG SUJANGARH 331507 SHURU RAJ.
Marudesh Sansthan	2/CHURU/2003-2004 (07-04-2003)	MARUDESH SANSTHAN INFRONT OF DIGAMBER JAIN MANDIR, MAIN MARKET, PO.SUJANGARH (CHURU) RAJASTHAN 331507

Bikaner:

Name	Registration No.	Address
Ahsaas Rehabilitation And Educational Society	61 (07-06-2010)	c/o Om Praksah rajpurohit gali no:- 1 hanuman hatha bikaner pin code:- 334001

BLOOD BANKS IN JU DIVISION

1. Jodhpur UMAID HOSPITAL BLOOD BANK, JODHPUR

- Ph. No. 0291-2435740 Govt.
2. Jodhpur M G HOSPITAL BLOOD BANK, Jodhpur
Ph. No. 0291-2636437 Govt.
 3. Jodhpur M.D.M. HOSPITAL BLOOD BANK, Jodhpur
Ph. No. 0291-2438655 Govt.
 4. Jodhpur Ambika Blood Bank, Ambika Hospital Campus, 22 Saraswati Nager , Jodhpur
Ph. No. 0291-2721316, 2720635 Private
 5. Jodhpur MILITARY HOSPITAL BLOOD BANK, MH Road, Jodhpur Central Govt.
 6. JodhpurKANUNDEVI PARASMAL MEHTA CHERITABLE TRUST, 733, 1st - C Road, Sardarpura, Jodhpur Ph. No. 0291-5106836 Private
 7. Jodhpur H.B.S. Trust Hospital & Medical Research Institute, Kalapurnam General Hospital, Khichan, Phalodi, Jodhpur Ph. No. 02925-222297, 222970 Private
 8. Nagaur GOVT. HOSPITAL BLOOD BANK, NAGAU Ph. No. 01582-242985 Govt.
 9. Pali GOVT. BANGUR HOSPITAL BLOOD BANK, PALI Ph. No. 02932-220330 Govt.
 10. Pali GOVERNMENT HOSPITALSojat city Ph. No. 02960-222030 Govt.
 11. Pali BHAGWAN MAHAVER HOSPITAL BLOOD BANK, Jawai Bandh Road, Sumerpur.
Ph.no.258632 [O] Private
 12. Jaisalmer S.J. HOSPITAL BLOOD BANK, Jaisalmer, Ph. No. 02992-251335 Govt.
 13. Jalore GENERAL HOSPITAL, Jalore Ph. No. 02973-225090 Govt.

ROAD TRANSPORT

a) Government.

Rajasthan State Road Transport Corporation,Jodhpur-0291- 2544686

b) Private

- 1) APEX TOURS AND TRAVELS – CHANDRA TRAVEL, PAOTA-0291 - 2547961
- 2) KALPANA TRVELS PVT LTD, JALORI GATE – 0291 – 2439058
- 3) LAXMI TRAVELS, KALPTRU, JODHPUR – 0291 - 2614013
- 4) SARSWATI TRAVELS, MGH ROAD, JODHPUR – 0291 – 2625688

TRANSPORT

- 1) AGARWAL GOODS TRANSPORT COMPANY,BASNI-0291-2747298
- 2) ANMOL ROADLINES, BASNI – 0291-2746312
- 3) ASSOCATED ROAD CARRIERS BASNI – 0291-2747920
- 4) EAST INDIA TRANSPORT AGENCY- BASNI-0291-2748529
- 5) HARI TRANSPORT COMPANY, JALORI GATE – 0291-2649536
- 6) JAIPUR GOLDEN TRANSPORT CO. BASNI – 0291-2748967

FIRE BRIGADE ORGANISATION

1. CIVIL DEFENCE, HIGH COURT ROAD, JODHPUR – 0291-2650349
2. NAGOURI GATE, JODHPUR – 0291-2651401
3. RIICO, IST PHASE, BASNI – 0291-2651402.

ELECTRONIC AND PRESS MEDIA.

SN	Name of correspondence	Organisation	Contact No.
1.	Shri Durga Singh	India TV/ News x	9928692444
2.	" Om Mali	Rajasthan Patrika	9928129036
3.	" Durgesh	Rajasthan Patrika	9414531528
4.	" Prem Dan	E TV Rajasthan	9929356501

5.	"	Bhera Ram	Z-News	9414105852
6.	"	Moola Ram Saran	Drishti TV	9460670135
7.	"	Lakha Ram Jakhad	Dainik Bhasakar	8084222255
8.	"	Prem Parihar	Dainik Nav Jyoti	9414767565
9.	"	Sawroop Mal	Dainik Bhasakar	9001512346
10.	"	Thakra Ram Meghwal	Dainik Bhasakar	9001480006

GOVT AND PVT HELICOPTER SERVICES AND HELIPADS.

HIRING OF HELICOPTER:

Secretary to GM is nominated officer for arranging helicopter at site. His contact numbers is:

Designation	Rly Phone		DOT		Mobile
	Off	Res.	Off	Res.	
Secy to GM	25003		2725801		9001195003

(a) No private Helicopter Hiring services available in Jodhpur Division.

(b) **HELIPADS**

- I. Jodhpur
- II. Pokran
- III. Phalodi
- IV. Jaisalmer
- V. Uttarlai

LIST OF BOATING SERVICES PROVIDER

No private Boats Hiring services available in Jodhpur Division.

LIST OF ROAD CRANES PROVIDERS

1. ANAD CRANE SERVICE, PRATAP NAGAR JODHPUR – 0291-2756526
2. PRADEEP CRANE, BASNI JODHPUR – 9414129680
3. Mahadev Crane Service Luni – 9829996706
4. Mahadev Crane Service Luni – 9829996706
5. Mahendra Crane Service Makrana 8003543857
6. Shiv Shakti Crane Jalore 9828961538
7. Balaji Crane Jalore 9829830601
8. Laxmi Crane 9413033853
9. Samela Ram Crane Marwar Bagra 9414151527
10. Shankar Crane Marwar Bagra 9413657389
11. Ganpat Crane Mokalsar 9414634419
12. Harish Crane Samadari 9549168630
13. Kamal Crane Samadari 9414107667
14. Maha Shakti Crane Dundara 9636223853

15. Babu Lal crane Dundara 9414702341
16. Bhala Ram JCB Satlana 9828506621
17. Gotan crane supplier Gotan 9929188806
18. Anand Crane Marwad Chapri 9828392490
19. Nurkhani Crane Khajwana 9414118318 (MDW,NGO,BWS and Alai)
20. Shiv Shakti Crane Nokha and Chilo 9414629708
21. Chodhary Crane Surpura 01452111521
22. Ramjan Crane (DSO To Bikaner) 9414452078
23. Chodhary Crane (DSO To Bikaner) 9414137421
24. Yakub Crane Pali Marwar 9414274158
25. Yakub Crane Pali Marwar 9414474158
26. Yakub Crane Pali Marwar 9680785516
27. K K Construction Sujangarh 9828702498
28. Liladhar Crane Sujangarh 9460026384
29. Sharda Crane Ladnun 9509623751
30. Inayat Crane Service (KKNA To KRC) 9413889811
31. Deepak Crane Jaisalmer 9414149287
32. Mahadev crane Mandore 9829926706
33. N.W.Lifter Mandore 9820008447
34. Jodhpur Crane service Tivari 02912550528.
35. Kana Ram Crane Service Osiyan 9783714413.
36. Mandore Fire Safety Centre Bhikamkor 9414132227, 9314704910.
37. Ramesh Rao Crane 9649262415.