



दक्षिण पूर्व मध्य रेलवे

South East Central Railway

कार्मिक विभाग, महाप्रबंधक कार्यालय, बिलासपुर (छ. ग.)

Personnel Department, Office of the General Manager, Bilaspur (C.G.)

No. P-HQ/NGC/502/ Policy/ 32

Date: 16-01-2024

PFA/SECR, PCSC (RPF)/SECR

Sr. DPO's Bilaspur, Raipur, Nagpur,

AWPO (WRS) Raipur, APO (GSD)/Raipur

AP0 (MIB) Nagpur, APO/HQ & Bills.

Subject: Accident Protocol of SECR

Reference: 1. PCSO/SECR letter No CSO/Safety/Misc dated 08.01.2024
2. No. P-HQ/RUL/125/3(e-112539) dated 09.01.2024

1. Accident Protocol of SECR has been circulated by Safety department vide letters at reference which highlight the duties and responsibilities of Railway Officials in case of train accidents. It is important that Accident Protocol of SECR is known to all employees and is readily available with all the employees.
 2. Accident Protocol of SECR should be suitably circulated among all employees of SECR through official website, social media, HRMS, etc. For circulating it through HRMS following action is needed:
 - a. Create a Miscellaneous office order which should have subject as "Accident Protocol of SECR". [HRMS Login- Office Order -> Misc. O.O. -> New O.O. -> Create O.O. Number or subject (Accident Protocol of SECR-Reg) -> Enter Employee ID -> O.O./ Instruction Letter upload -> Submit.]
 - b. This Misc. order is to be tagged to all employees. Each employee dealing with salary bills (role of DC) should be instructed to create this Misc. order tagging all the employees of a bill unit.
 - c. It should be then verified by Verification Authority (VA) and accepted by Accepting Authority (AA).
 3. Once Misc. order in HRMS is created and accepted it would be visible to all the employees on HRMS Dashboard and in Employee Self Service section of HRMS. In this way it will be readily available to all the employees in HRMS.
- It is therefore requested to ensure that Accident Protocol of SECR is circulated through HRMS.


Dy. Chief Personnel Officer (Gaz)
for Principal Chief Personnel Officer

Copy to: -

1. Secretary to GM for kind information of General Manager
2. AGM, All PHODs/CHODs, CAO (Con), DRMs, CWMs
3. GS -Officers' Association, SECRPOA, SECRMCMC, SCSTREA, SECROBCA

	संरक्षा विभाग / मुख्यालय SAFETY DEPARTMENT/HQ दक्षिण पूर्व मध्य रेलवे, बिलासपुर (छ.ग.) 495004 SOUTH EAST CENTRAL RAILWAY, BILASPUR (C.G.) 495004 email: cso@secr.railnet.gov.in	 एक सुरक्षा नमस्ते से ओं
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No.CSO/Safety/Misc.

Dated: 08.01.2024

DRMs
BSP,R & NAG
S.E.C.Railway

Sub: Accident Protocol of SECR.

Ref: Railway Board Letter No 2021/Safety/(A&S)/26/5 dated
21.05.2021.

In reference to the letter under reference, an Accident Protocol has been prepared and the instructions mentioned shall be strictly adhered to. The copy of the same is enclosed herewith for wide circulation to all relevant Railway Units for information of all the Railway officials.

(Enc: As Above in 12 Pages)

UG
08/01/2024
(Pradeep Kumar)

Principal Chief Safety Officer

Copy to:

- i) Secretary to GM for kind information of GM/SECR
- ii) AGM/SECR for kind information,
- iii) PCME,PCOM,PCEE,PCE,PCSTE,PFA,PCPO,PCCM,PCMM,PCSC, PCMD & SDGM for kind information please
- iv) Sr.DSOs /BSP,R &NAG for information and necessary action.

Accident Protocol

South East Central Railway

By-Safety/HQ

Accident Protocol

In the period, immediately after the accident where grievous injuries to passengers, loss of property etc. take place, action has to be taken on war footing by Railway Officials/officers on- board to render definite medical care which gives relief to affected persons and also helps them to overcome the trauma. This first one hour period is known as the **Golden Hour**.

Objectives of Golden Hour:

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

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

To render medical assistance to the injured passenger at the accident site and to ensure timely action to save lives INSTANT ACTION TEAM has been formed by SECR, which comprises staffs of all departments.

As per the guideline of the Railway Board vide letter No. 2021/Safety (A&S)/26/5 dated 21.05.2021 **Accident protocol** has been prepared.

Duties of Railway officials nearest to the site during Golden Hours after train accident

I. Objectives, While dealing with an accident, are :-

- 1) To save life and alleviate suffering;
- 2) To protect property and mail;
- 3) To provide assistance to passengers at the site of the accident;
- 4) To ascertain the cause of the accident and to prevent recurrence;
- 5) To remove the obstruction and resume normal working, within the minimum time possible.

(Refer to the Para 1.02 of Accident Manual (2014) of SECR)

II. Rendering of all possible assistance in the event of accident –

- 1) It is the duty of every Railway servant irrespective of department to render all assistance in his power to save life, to protect property and in clearing the line for restoration of normal traffic.
- 2) The resources of all Departments in men and materials should be promptly made available, when required for rendering assistance to passengers, in clearing the lines or for transshipment of traffic.

(Refer to the Para 1.03 of Accident Manual(2014), of SECR)

III. Duty for Securing Safety:

- 1) Every railway servant shall —
 - i. See that every exertion is made for ensuring the safety of the public.
 - ii. Promptly report to his superior any occurrence affecting the safe or proper working of the railway which may come to his notice; and
 - iii. Render on demand all possible assistance in case of an accident or obstruction.
- 2) Whenever any unusual condition arises due to an obstruction or a defect in train, signals, tracks, bridges, electric traction and overhead equipment or through any other cause, which may affect the movement of trains or the safety of public or property, every railway servant shall –

- i. Take immediate steps to stop any train, the movement of which is likely to endanger or which may endanger the safety of its passengers or the public;
- ii. Take immediate steps to remove the obstruction or remedy the defect if he is able and competent to do so; and
- iii. Make a report to the nearest station master/control by the quickest possible means and to his own superior.

(Refer Accident Manual Para 2.27)

IV. Duties of all Railway staff travelling in passenger carrying train whether on duty or not

Every Railway servant traveling by the affected train or available at the site, whether on duty or not, shall help in the disaster management by getting identified and rendering immediate assistance to the affected passengers at the site. Non-participation in accident relief operations will be considered as **‘DERELICTION OF DUTY’**.

- 1) Whenever a train is involved in a serious accident with casualties/injuries to passengers, all Railway staff traveling on the train either on duty or on leave is deemed to be on duty with immediate effect.
- 2) 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.
- 3) Railway staff on train/at site shall volunteer themselves to render assistance and report to TS/TTE/Guard of the Train.
- 4) The senior most officers traveling on the train will assume charge as Officer-inCharge Site (OC Site).

(Item no.8 of Annexure-III of Indian Railway Accident Protocol enclosed with the letter no. 2021/ Safety (A&Q)/26/5 dated:21.05.2021)

V. Duties of Guard

Immediately after occurrence of a serious accident, the Guard of the train must;

- 1) Note the exact time of the accident and kilometerage;
- 2) (i) protect the adjacent line(s) and the train as per Gr. 6.03, 9.10 and SRs thereto;
(ii) Secure the vehicles as per rules;

- (iii) Ascertain if adjacent line(s) is/are fouled;
- 3) Make a quick survey, for an immediate action, of the casualties, injuries and assistance required;
- 4) Send the first information of accident with details including the Time of Accident, Kilometer etc. to the control office and then to the nearest Station Master through mobile phone or portable telephone, or walkie-talkie or gate phone, etc., in addition, he should also relay the assistance required.
- 5) In case the communication system is not working or not provided, the said information must be sent on a memo through the Assistant Loco Pilot to the nearest station. On double or multiple line section, a train passing on the adjacent line should be stopped and the Loco Pilot or GUARD be given this information and also depute any Railway employee/willing person(s) available on train to nearest station/police station/ Hospital / Village seeking assistance for relief:
 - i. Render first aid to the injured person(s) taking assistance of all available Railway Staff, Doctors and volunteers on train or near the site of accident ;
 - ii. Get the particulars of damage to the rolling stock, permanent way.
 - iii. Arrange to shift the injured persons to the nearest hospital with the help of all available staff and other volunteers, also keep their particulars ;
 - iv. See that water, tea etc. Are supplied to the affected passengers as far as practicable ;
 - v. Arrange protection of Railway and public property with the help of available Police and Railway staff;
 - vi. Preserve all clues to possible cause of accident;
 - vii. At available post Railway employee on the field telephone to ensure regular flow of information.
 - viii. Check the unaffected portion of the train and arrange to clear the same safely to the adjacent station(s) as per rules and in consultation with the control/station Master(s) concerned ;

Note: In case of suspected sabotage, nothing should be disturbed except for rescuing any injured persons, till arrival of police officials and on orders from a Senior Railway official at the site.

- ix. Remain in overall charge till replaced by a senior Railway official and permitted by the Competent Authority.

Note: In the event of any disability of the Loco Pilot, the duties devolving on the Loco Pilot, for protection of the line/line(s) shall devolve on the Guard or on a Railway servant deputed by him.

(Refer to the Para 4.01 of Accident Manual (2014), of SECR)

VI. Duties of Loco pilot

Immediately after occurrence of a serious accident, the Loco Pilot and his crew must;

- 1) Note the time of the accident and kilometreage;
- 2) Protect the adjacent lines in front and the front portion of the train as prescribed in gr 6.03 and 9.10 and srs thereto, as the case may be;

Note : In the event of any disability of the GUARD, it will be the responsibility of the Loco Pilot to ensure protection of obstructed adjacent line(s) and the train in the rear as per GR 6.03, 9.10 and SRs thereto and to give quick information of the accident to the Control/ Station Master;

- 3) Take such precautions as may be necessary too as prescribed by special instructions render his locomotive safe,
- 4) Render all possible assistance to the GUARD in relief measures to the injured and particularly in the assessment of damage to rolling stock, permanent way, locomotive, OHE and nature of assistance required and in giving quick information to the control / Station Master regarding the accident ;

Notes: In case of suspected sabotage, nothing should be disturbed except for rescuing injured persons till the arrival of police officials and on orders from a senior official at the site of accident.

(Refer to the Para 4.02 of Accident Manual (2014), of SECR)

VII. Duties of Assistant Loco Pilot

Immediately after occurrence of a serious accident, the Assistant Loco Pilot of the train must –

- 1) Assist the Guard / Loco Pilot in conveying accident messages to all concerned.
- 2) Help the Loco Pilot in protection of site of accident.
- 3) Render all possible assistance to the Guard in relief measures to the injured person(s).
- 4) Carry out any other job assigned to him relating to accident by the driver of the train.
- 5) He should man the engine in absence of the Loco Pilot.

(Refer to the Para 4.03 of Accident Manual (2014),of SECR)

VIII. Duties of Train conductor/Train Superintendent/Travelling Ticket Examiners –

Immediately after occurrence of a serious accident, the train Conductor / Train Superintendent must : -

- 1) Assist the Guard in rendering first aid to the injured person(s) and shifting them to the Hospital.
- 2) Look after the comfort of the passengers, injured and un-injured alike.
- 3) Assist the passengers for protection of their luggage's.
- 4) Make out a list of injured/dead passengers.
- 5) Preserve reservation charts to know the particulars on injured/dead passengers.
- 6) Organize to transship/transfer passengers and their luggage's to the passenger special.
- 7) Assist Commercial Inspector for arranging the snacks, tea, Coffee & drinking water to the injured persons and other passengers also who are detained at the site of accident for any reason.
- 8) Collect the addresses of the relatives of the injured/dead passengers to send information regarding accident.
- 9) The Train Supdt./Train Conductor should look for the assistance of any Doctor or Para-Medical staff railway/other than railway traveling in the train.
- 10) The TTE should work under the guidance of the Train conductor / Train superintendent of the train.

(Refer to the Para 4.19 & 4.21 of Accident Manual (2014),of SECR)

IX. Duties of IRCTC staff in case train run by IRCTC.

- 1) Preserve reservation charts of each coach containing names of passengers who actually traveled and in which berth no.
- 2) Render First Aid to injured.
- 3) Take assistance of local people and other volunteers at site.
- 4) Transport injured passengers by road vehicles, if available, to the nearest hospital.
- 5) Inform stranded passengers about alternative transport arrangement.
- 6) Record evidences or statement volunteered by passengers/others at site.

X. Duties of AC Mechanic/Attendant & OBHS Staff.

- 1) Switch off the power supply to avoid short-circuiting.

- 2) Assist the TS/TTEs in their duties at the accident site.
- 3) Report to the guard of the train for assistance.
- 4) In case of fire, assist the operations by using fire extinguishers provided in the AC coaches.
- 5) Assist in providing lighting in affected coaches.
- 6) Blankets and linen of the AC coaches is to be made available for use by grievously, injured/dead. The record of the same should be kept.

XI. The Senior most RPF Officer available will assume Control and immediately start the following action.

- 1) Segregate the area of incidence by establishing temporary barriers by use of nylon ropes (if available) or any other make shift device available at the site to protect the area against the entry of spectators into the affected place.
- 2) Baggage of passengers should be isolated and protected and consigned goods are taken care of till they are handed over to claimants or taken over by the Railway.
- 3) RPF Personnel should respond to any call for assistance to rescue victims and transport them to nearest Hospital.
- 4) RPF Officers will maintain close liaison and harmony with the Officers of various departments of the Railways, GRP, Local Police and Officers of Civil Administrations.

(Refer to the Para 4.23 of Accident Manual (2014), of SECR)

XII. Duties of Engineering Staff:

- 1) All Engineering officials shall report to the senior most Officer at site or take charge if he happens to be the senior most. The staff who are not on duty or travelling by train shall assist in rescue and relief operations.
- 2) Render assistance to give medical relief / treatment to injured passengers. Make available all transport facilities to the injured passengers and assist in rescue of trapped passengers.
- 3) Arrange divers with diving equipment for under water rescue.
- 4) Safeguard and preserve clues till Police or RPF personnel arrive at site and take charge. Collect evidence in the form of track readings and rolling stock measurements.
- 5) Ensure water supply at adjoining stations and arrange for supply at accident site.
- 6) Cutting equipment available with the Section Engineers (P.Way) and Section Engineer (Bridges) and workshops to be moved to the site for supplementing the ones available in the B.D. special.
- 7) Assist other departments in establishing communications and power supply at site, including hiring of Diesel generator sets for augmenting the power supply arrangements.

- 8) Assist in transshipment of passengers and their luggage.
- 9) Provide tents and other temporary shelter at site for protection against elements of weather.
- 10) Ensure track is restored for traffic at the earliest.

XIII. Duties of Engineering Gang Staff

- 1) On double/multiple line section stop any other train approaching the accident area by showing hand danger signal.
- 2) Ensure that track alignments or lines are not disturbed.
- 3) Report to Officer In charge at site and assist in rescue and relief work.
- 4) Assist in extricating injured passengers from coaches.
- 5) Assist in transporting them to nearest hospitals.

(Item no.9 of Annexure-III of Indian Railway Accident Protocol enclosed with the letter no.2021/Safety(A&Q)/26/5 dated:21.05.2021)

XIV. Duties of Gateman

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

(Item no.10 of Indian Railway Accident Protocol enclosed with the letter no.2021/Safety(A&Q)/26/5 dated:21.05.2021)

XV. Duties of official-in-charge at the site

The senior most official present at the site when the accident occurred shall be in overall charge of the relief operation till he is relieved by another official deputed by the Administration to take over charge. However, the senior most official of the Mechanical Department shall be in-charge of the relief train. The senior most official present at the site of a serious accident, shall –

- 1) Take general charge of the situation and take action to provide all possible assistance;
- 2) Depute Officers/Senior subordinates and all other staff or specific duties in –
 - i. Assisting the rescue operation, if any;
 - ii. Assisting the preservation of clues;

- iii. Assisting the transshipment work, if any;
 - iv. Taking action to remove the obstruction as soon as possible;
 - v. Ensuring the protection of adjacent line(s) and the affected train as per rules;
- 3) See that the portable telephone is installed and manned constantly by a responsible staff, and ensure adequate lighting of the accident area at night;
 - 4) See that the injured persons if any are rendered first aid and shifted promptly for medical aid;
 - 5) Ensure to get clearance from police authorities in case of suspected sabotage;
 - 6) Make an immediate assessment of the following, with the help of the available doctors and /or others;
 - i. the number of persons killed, and of those sustaining grievous, simple and trivial injury;
 - ii. Extent of damage;
 - iii. The period of suspension of traffic;
 - iv. Assistance required;
 - v. Prima facie cause of accident;
 - 7) see that a dealing centre is opened at the site of accident and manned –
 - i. to keep the details of persons killed, injured, and action taken in each case;
 - ii. To relay the above information in details to the divisional headquarters;
 - iii. To attend to public enquiries and
 - iv. To relay the progress of relief work;
 - 8) Ensure recording of all information at the dealing centre concerning the accident and the relief operations in the form of an accident Log Book.
 - 9) See that immediate action is taken to protect and safeguard property;
 - 10) See that proper assistance is given to the injured, ladies, children and the aged;
 - 11) Arrange for transporting the stranded passengers, preferably to stations where drinking water, catering arrangements etc. Are available, unless they can be sent to their destinations :
 - 12) See that the arrangement is made for preservation and proper care of dead bodies, if any, till further disposal;
 - 13) See that obstruction is cleared in a minimum possible time, and every action taken for this purpose;
 - 14) Arrange, in case of the accident occurring at a station, for speedy ex-gratia payment as per extent rule.
- (Item no. B of (Annexure-V) of Indian Railway Accident Protocol enclosed with the letter no.2021/Safety(A&Q)/26/5 dated:21.05.2021

XVI. Duties of Railway Medical Officer/Medical Superintendent/Divisional Medical Officer

The nearest Railway Medical officer, on receipt of the report of a serious accident with injury to person, shall –

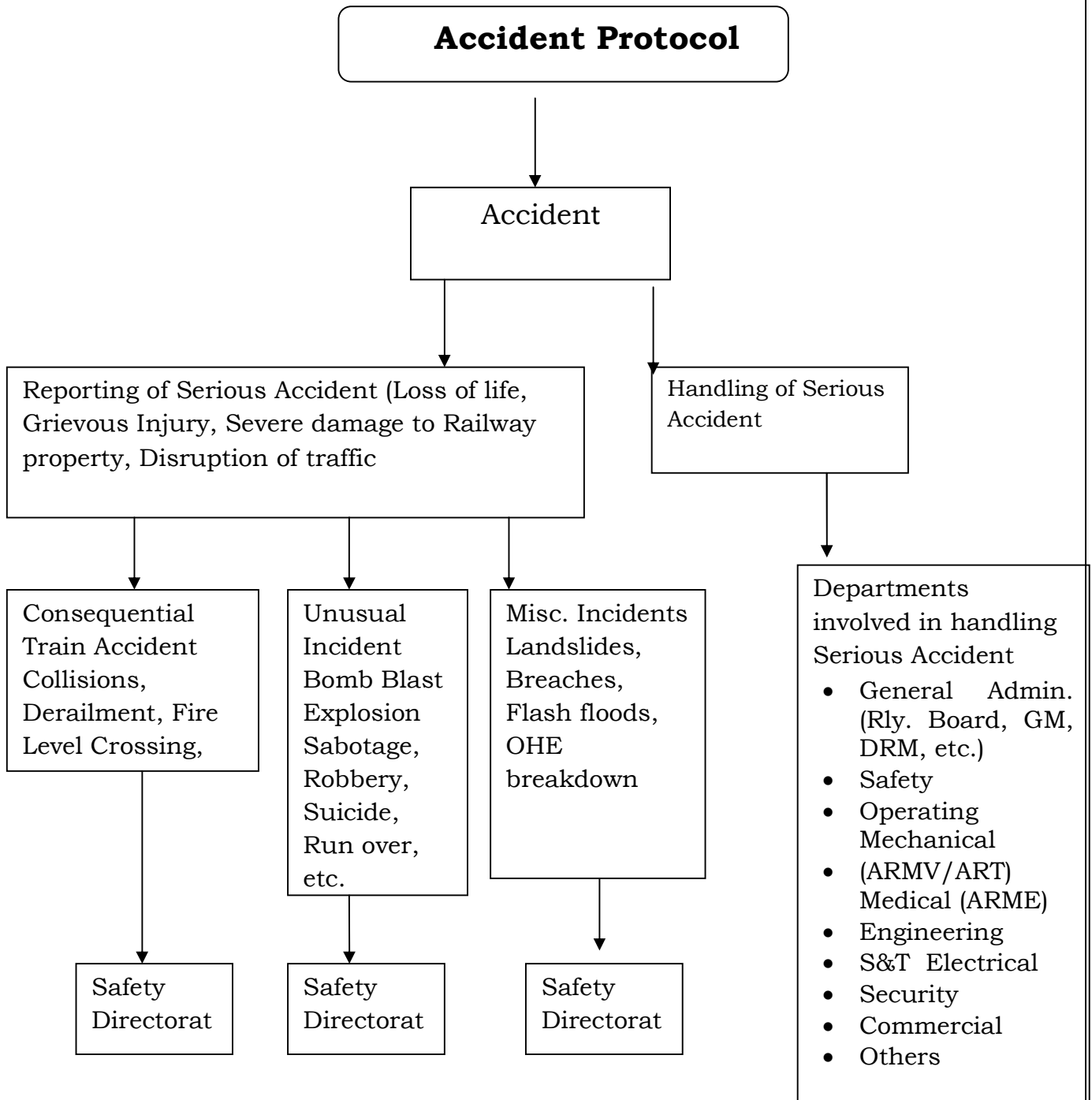
- 1) Reach the site of accident with the medical Relief Train or by the quickest available means, with all men and material commensurate with the seriousness of the accident, assess advise further medical assistance necessary ;
- 2) Obtaining and transmitting the details of persons involved in the accident to the Divisional Control Office and in case of an accident to a passenger-carrying train, reportedly attended with casualties and/or grievous injuries, unless otherwise advised by the Divisional Railway Manager,
- 3) Render medical aid to the injured carefully as far as possible at site;
- 4) Make timely and adequate arrangements for shifting the injured persons to suitable hospitals as considered necessary for further treatment ;
- 5) Keep detailed particulars of the dead and injured e.g. Their name, address etc. As far as available ;
(Refer to the Para 4.13 of Accident Manual (2014),of SECR)

XVII. Duties of Station Master

The Station Masters on either side of the block section if the accident occurred in the mid-section or the station master of the station where the accident has occurred.

- 1) On a double line, immediately stop the trains proceeding into the affected block section in the opposite direction. If any train has already entered such block section, inform the crew and guard to immediately stop their train and tell them to proceed cautiously so as to stop short of any obstruction.
- 2) Report the accident to the Section Controller and to the Station Master at the other end of the block section.
- 3) Control to be advised regarding –
 - i. Time and nature of accident.
 - ii. Brief description of accident.
 - iii. Medical Relief van required or not
 - iv. The need for ART with or without crane
 - v. Adjacent lines clear or not.
 - vi. Number of coaches/wagons derailed, canted, capsized, etc.,
 - vii. Availability of road approach to the accident site,
- 4) Station Masters of Stations where sirens are provided shall sound the sirens and arrange to move the Medical Relief Van / ART special trains as per the control orders.
- 5) Advise the section Traffic Inspector and the officials of other departments by quickest possible means.
- 6) Call for off-duty Station Masters and Pointsmen for assistance in

operations.



	दक्षिण पूर्व मध्य रेलवे South East Central Railway मुख्यालय, कार्मिक विभाग, प्रथम तल,महाप्रबंधक कार्यालय, बिलासपुर (छ. ग.) HEAD QUARTER, PERSONNEL DEPARTMENT, 1st FLOOR, GM's OFFICE, BILASPUR (C.G.) 495004
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No. P-HQ/RUL/125/3 (e-112539)

dtd 01.2024

All Concerned/SECR.

Sub: Duties and responsibilities of railway officials travelling by train either on duty or on leave in case of train accident.

Ref: SECR's Accident Manual (Second Edition, 2014).

1. Accidents which are attended with loss of human life in passenger trains require immediate assistance to save human life. Detail instructions regarding duties and responsibilities of railway officials in case of a train accident; have been laid down in SECR's Accident Manual.
2. In terms of instructions contained in para 2.6 of the manual ibid, every railway official, whether 'on' duty or 'off' duty, receiving advice of an accident shall do all that is within his power to render assistance. He should take the greatest care in carrying out his duties whether specially assigned or assumed by him automatically.
- 2.1 Instructions contained in para 4.05 of the manual further provide that in the event of an accident to a passengers carrying train, all other railway staff travelling on the train, whether on duty or not, shall present themselves to the senior most official at the site and in the absence of any such official, to the guard of the train and carry out the duties allotted to them.
3. It is therefore, all controlling officers and supervisors may be advised to make aware of these provisions, to the all officials working under their control to observe these instructions scrupulously.
4. In case, it is noticed that some railway officials have failed to observe these instructions deliberately, it shall be treated as violation of Railway Services (Conduct) Rules and disciplinary action may be taken against them under Railway Servants (Discipline & Appeal) Rules, 1968.
5. These instructions shall be given vide publicity among all railway servants.
6. This issues with the approval of PCPO.

Dy CPO/IR
Digitally Signed by A.V.S.
Nehru
Date: 09-01-2024 10:18:36
Reason: Approved