

S.E.C.Railway
Nagpur Division



आपदा प्रबंधन योजना – 2025
भाग-I
Disaster Management Plan-2025
Part-I

Issued by
Safety Department



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संदेश

नागपुर मंडल की आपदा प्रबंधन योजना - 2025 का उद्देश्य किसी भी दुर्भाग्यपूर्ण आपात स्थिति, दुर्घटना/आपदा आदि से निपटने के लिए उपलब्ध जनशक्ति और संसाधनों के प्रभावी प्रबंधन के लिए निर्देशों को एक पुस्तक में प्रदान करना है।

आपदा प्रबंधन योजना दो भागों में तैयार की गई है। भाग- I- में बचाव और राहत संचालन संसाधन शामिल हैं और भाग- II- में बचाव और राहत कार्यों में तेजी लाने के लिए विभिन्न संसाधनों की जानकारी और संपर्क विवरण शामिल हैं।

मैं नागपुर मंडल के सभी अधिकारियों और कर्मचारियों को आपदा प्रबंधन योजना -2025 को पढ़ने और इस पुस्तक में दिए गए निर्देशों और जानकारी से परिचित होने की सलाह देना चाहता हूं और यह भी सुनिश्चित करना चाहता हूं कि उनके सभी अधीनस्थ कर्मचारी इस पुस्तक की सामग्री से अवगत हों।

अंत में, मैं वरिष्ठ मंडल संरक्षा अधिकारी और उनकी टीम को आपदा प्रबंधन योजना-2025 समय रहते तैयार करने के लिए बधाई देना चाहता हूं।

(दीपक कुमार गुप्ता)
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संदेश

आपदा प्रबंधन निर्देशों का एक संग्रह है जिसका उद्देश्य सभी विभागों के लिए हमारे प्रयासों को एक व्यवस्थित दिशा में निर्देशित करना और चुनौती को प्रभावी ढंग से पूरा करने के लिए प्रत्येक विभाग के कार्यों को वितरित करना है। इस आपदा प्रबंधन योजना-2025 में संसाधनों, उनके स्थानों, संपर्क नंबरों और अन्य विवरणों की पहचान, संकलन और विवरण रखा गया है।

मैं संरक्षा टीम को इस पुस्तिका को सरल तरीके से, हर किसी की समझ में आने योग्य तरीके से लाने के लिए बधाई देता हूं। मुझे आशा है कि प्रत्येक रेलकर्मी न केवल इस पुस्तिका को पढ़ेंगे बल्कि इसका अक्षरशः पालन भी करेंगे।

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प्रस्तावना

आपदा प्रबंधन योजना का मुख्य उद्देश्य किसी भी आपदा के समय सभी उपलब्ध संसाधनों को त्वरित गति से सही दिशा में जुटाना है। इस संस्करण में लाए गए दिशानिर्देश रेलवे के प्रत्येक विभाग को संगठित और प्रभावी तरीके से चुनौतियों का सामना करने के लिए नागरिक अधिकारियों के साथ योजना बनाने और समन्वय करने में मदद करेंगे।

मुझे उम्मीद है कि द.पू.म. रेलवे के नागपुर मंडल का आपदा प्रबंधन योजना -2025 पेशेवर तरीके से किसी भी आपात स्थिति से निपटने के लिए व्यापक रूप से काम करेगी। आपदा प्रबंधन योजना को, जी एंड एसआर, दुर्घटना मैनुअल और समय-समय पर जारी अन्य निर्देशों के साथ पढ़ा जाना चाहिए।

गजभिए
01/01/25

(गजभिए किरण मोहन)

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Disaster Management Plan-2025

PART - I

Rescue and relief operations resources

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CHAPTER – 1

PRIME MINISTER'S TEN-POINT AGENDA FOR DISASTER RISK REDUCTION

Action Points based on PM Ten Point agenda, as addressed in the NDMP 2019 is as under:-

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. Utilise 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.

The suggested actions on agenda points of Prime Minister's 10 points agenda is given as under –

Sr. No.	Agenda Points of PM Ten Point Agenda	Suggested Actions
1	Agenda – 1: All development sectors must imbibe the principles of disaster risk management	Ministries /Departments of GOI and all States/Uts to act as per various national guidelines issued by NDMA and roles and responsibilities assigned to them in NDMP 2019 towards disaster risk reduction and management.
2	Agenda – 2: Risk coverage must include all, starting from poor households to SMEs to multi-national corporations to nation states	Disaster Management Plans of Ministries/ Departments and States to focus on all sectors of people and institutions and act as per roles and responsibilities assigned in NDMP for different disasters. Involvement of SMEs, Private sector, Public Private Partnership, involvement of Corporate sector in capacity building and resource development, knowledge management etc. should be focused on.
3	Agenda -3: Women's leadership and greater involvement should be central to disaster risk management	In order to promote greater involvement and leadership of women in disaster risk management, special emphasis to be laid by Ministries / Departments and States to make an inclusive Plan with special emphasis on issues concerning women. There is a need to promote women's leadership and active participation in disaster risk reduction as indicated in objectives of NDMP 2019. The Plan also emphasises that as the disaster impacts are not gender neutral, hence adequate attention must be paid to promote gender justice and equity in post disaster recovery programs. Role of women during reconstruction and recovery programmes after disasters are to be given due consideration. Owner Driven Reconstruction (ODR) is one way where women can take leadership role in monitoring implementation of safe housing technology. Women can also be empowered by creating their Self Help Groups for livelihood opportunities. It needs to go beyond traditional income generating activities and aim at enhancing skills as masons, carpenters. trading of local products, developing local shops for housing, sanitation and other materials, etc. In the NDMP, States have been given responsibility for empowering women, especially regarding their leadership in DRR.
4	Agenda – 4: Invest in risk mapping globally to improve global understanding of Nature and disaster risks	Understanding Risk is one in NDMP for all disasters, which includes risk mapping / zonation etc.

Sr. No.	Agenda Points of PM Ten Point Agenda	Suggested Actions
5	Agenda – 5: Leverage technology to enhance the efficiency of disaster risk management efforts	Effective use of science, technology and traditional knowledge in all aspects of DRR. Institutional arrangements and capacity development (institutional, human, community, technology, etc.) for DRR in mainstreaming DRR and creating the enabling environment for it emerging from the global practices. Deploying advanced technology and equipment to be included in the Capacity Building Themes for DRR. Use of ICT and advance technologies for EWS
6	Agenda – 6: Develop a network of universities to work on disaster related issues	Academic and technical institutions / Universities to be given the responsibilities of documentation, training, research etc. in the field of DRR concerning various disasters
7	Agenda – 7: Utilise the opportunities provided by social media and mobile technologies for disaster risk reduction	Extensive IEC campaigns to create awareness through print, electronic and social media
8	Agenda -8: Build on local capacity and initiative to enhance disaster risk reduction	NDMP Vision to be followed for this – Make India disaster resilient across all sectors, achieve substantial and inclusive disaster risk reduction by building local capacities starting with the poor and decreasing significantly the loss of lives, livelihoods, and assets in different forms including *economic, physical, social, cultural, and environmental while enhancing the ability to cope with disasters at all levels. ‘Strengthen disaster risk governance at all levels from local to centre’ and ‘Empower both local authorities and communities as partners to reduce and manage disaster risks. Emphasis on building and strengthening local capacities with a focus on local issues, resources and people.
9	Agenda-9: Make use of every opportunity to learn from disasters and, to achieve that, there must be studies on the lessons after every disaster	At the NDMP 2019, central and state agencies have been advised for Documentation of lessons learnt best practices, success stories’
10	Agenda -10: Bring about greater cohesion in international response to disasters	Participation in international efforts and fostering partnerships.

CHAPTER – 2

DISASTER AND TRAIN ACCIDENTS

Introduction:

Salient Feature of the Disaster Management Act 2005.

It is the central legislation on Disaster Management around which all the Disaster Management related activities revolve since its enactment. It legislates a holistic approach to Disaster Management; from mere responding to disasters to greater attention to prevention and mitigation, capacity building and preparedness. The Disaster Management Plan of the Railways has been prepared by taking relevant provision of this Act into consideration.

Focus of Disaster Management practice has been shifted from relief and rescue centric to prevention, mitigation, preparedness and capacity building. It has shifted from departmental to multi-cultural endeavors and has become synergy of national capacity and people's participation.

Definition of a Disaster on Railways:

Based on the definition of the Disaster management Act 2005, Ministry of Railways has adopted the following definition of Railway Disaster:

“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/Non-government and Private Organizations.”

Many serious train accidents are also disasters and hence, every Railway staff should be in a position to identify the characteristics of different disaster situations.

Hence, Board has approved to nominate GMs, AGMs or CSOs(When GM/AGM is not available) for declaring an untoward incident as a Railway Disaster in their Zonal levels.

‘Disaster Management’ means a continuous and integrated process of planning, organizing, coordinating and implementing measures which are necessary or expedient for –

- 1) Prevention of danger or threat of disaster.
- 2) Mitigation or reduction of risk of any disaster or its severity or consequences.
- 3) Capacity building.
- 4) Preparedness to deal with any disaster.

- 5) Prompt response to any threatening disaster situation or disaster.
- 6) Assessing the severity or magnitude of effects of any disaster.
- 7) Evacuation, rescue and relief.
- 8) Rehabilitation and reconstruction.

First four points have to be dealt with service department before any accident is taking place and last four points have to be dealt with jointly by all departments in control organization and all officers in the Division. Help from Government, non-Government and private organization may be taken.

Disaster Management Plan:

Disaster Management Plan is a comprehensive document and includes all line of actions to be initiated well in advance of disasters and during disasters and after disaster. This plan has to be actualized during course of time to achieve the goal of prevention, mitigation, preparedness, relief and rescue operation in efficient and effective manner to help the affected people of the area.

The plan of the division should contain detail for all types of disaster, and action to be taken for prevention, mitigation and preparedness measures by the railway and also the rescue, relief and restoration systems in place to meet with them. Organized and systematic plan will result in accurate and speedy response.

Types of Disasters

Railway Board have identified three types of Disasters, these are as follow:

10. Natural Disaster –

Earthquakes, floods, Cyclones, Landslides, Tsunami etc.

(b) Train Accident-related Disaster –

Collisions (with a huge number of casualties), Train marooned (flash floods), Derailments at a bridge over a river, and coaches falling down; train washed away in cyclone, derailment of a train carrying explosives or highly inflammable material, tunnel collapse on a train, fire or explosions in trains, and other miscellaneous cases etc.

I Manmade Disasters –

Acts of terrorism and sabotage i.e. causing deliberate loss of life and /or damage to property, which includes; setting fire to a train, railway installations etc, bomb blast at railway station/train, chemical (terrorism) disaster, biological and nuclear disaster.

(d) **Chemical Disaster –**

Indian Railway's Rules for carrying dangerous (hazardous goods) by rail have been legislated in the Railway Red Tariff Rule 2000 as per which dangerous goods have been classified into 8 classes:

Important Provisions in the DM Act, 2005 Concerning Railways:

Section 35:

The Central Government shall take all such measures as it deems necessary or expedient for the purpose of disaster management and it shall include: -

- (a) Coordination of actions of the Ministries or departments of the government of India, State Governments, National Authority, State Authorities, Governmental and Non-Governmental Organizations in relation to disaster management.
- (b) Ensure the integration of measures for prevention of disasters and mitigation by Ministries or departments of the Government of India into their development plans and projects.
- l Ensure appropriate allocation of funds for prevention of disaster, mitigation, capacity building and preparedness by the Ministries or Departments of the Government of India.
- (d) Ensure that the ministries or departments of the Government of India take necessary measures for preparedness to promptly and effectively respond to any threatening disaster situation or disaster.
- (e) Cooperation and assistance to the State Governments, as requested by them.
- (f) Deployment of Naval, Military, Air forces and other armed forces of the Union or any other civilian personnel as may be required for the purpose of this Act.

Section 36:

It shall be responsibility of every Ministry or Department of the Government of India to –

- (a) Take measures necessary for prevention of disasters, mitigation, preparedness and capacity building in accordance with the guidelines laid down by the National Authority.
- (b) Integrate into its development plans and projects, measures for prevention or mitigation of disasters in accordance with the guidelines laid down by the National Authority.
- l Respond effectively and promptly to any threatening disaster situation or disaster in accordance with the guidelines of the National Authority or the directions of the National Executive Committee in this behalf.
- (d) Review the enactments administered by it, its policies, rules and regulations and incorporate provisions for prevention of disasters, mitigation or preparedness.
- (e) Allocate funds for measures for prevention of disaster, mitigation, capacity building and preparedness.
- (f) Provide assistance to the National Authority and State Government for: -

- (i) Drawing up mitigation, preparedness and response plans, capacity building, data collection, identification and training of personnel in relation to disaster management.
 - (ii) Carrying out rescue and relief operation in the affected area.
 - (iii) Assessing the damage from any disaster.
 - (iv) Carrying out rehabilitation and reconstruction.
- (g) Make available its resources to the National Executive Committee or State Executive Committee for the purposes of responding promptly and effectively to any threatening disaster situation or disaster, including measures for: -
- (i) Providing emergency communication in a vulnerable or affected area.
 - (ii) Transporting personnel and relief goods to and from the affected area.
 - (iii) Providing evacuation, rescue, temporary shelter or other immediate relief.
 - (iv) Setting up temporary bridges, jetties and landing places.
 - (v) Providing drinking water, essential provisions, healthcare and services in an affected area.
 - (vi) Take such other actions as it may consider necessary for disaster management.

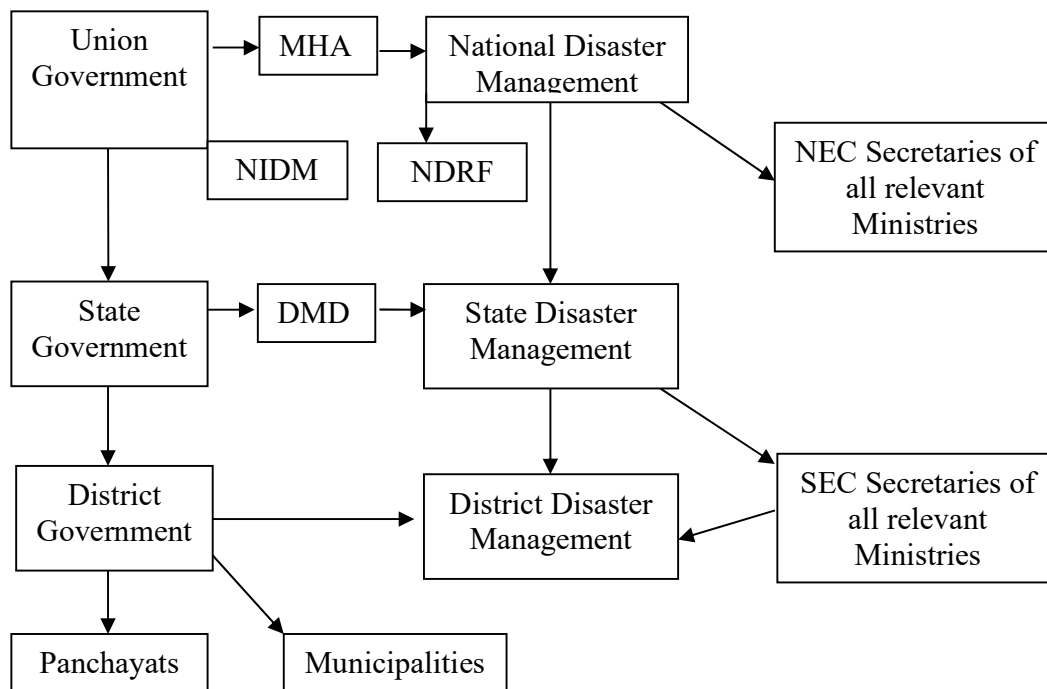
Section 37:

Every Ministry or Department of the Government of India shall –

- (a) Prepare a Disaster Management Plan specifying the following particulars, namely;
- (i) The measures to be taken by it for prevention and mitigation of disasters in accordance with the National Plan;
 - (ii) The specification regarding integration of mitigation measures in the development plans in accordance with the guidelines of the National Authority and the National Executive Committee.
 - (iii) Its roles and responsibilities in relation to preparedness and capacity building to deal with any threatening disaster situation or disaster;
 - (iv) Its roles and responsibilities in regard to promptly and effectively responding to any threatening disaster situation or disaster;
 - (v) The present status of its preparedness to perform the roles and responsibilities specified in sub-clauses (iii) and (iv);
 - (vi) The measures required to be taken in order to enable it to perform its responsibilities specified in sub-clauses (iii) to (iv).
- (b) Review and update annually the plan referred to in clauses (a);
- I Forward a copy of the plan referred to in clauses (a) or clauses (b), as the case may be, to the Central Government which Government shall forward a copy thereof to the National Authority for its approval

2. Every Ministry or Department of the Government of India shall –
- Make, while preparing Disaster Management Plan under clauses (a) of sub-section (1), provisions for financing the activities specified therein;
 - Furnish a status report regarding the implementation of the plan referred to in clauses (a) of sub-section (1) to the National Authority, as and when required by it.

**INSTITUTIONAL FRAMEWORK
UNDER THE DISASTER MANAGEMENT ACT, 2005**



(**MHA** – Ministry of Home Affairs, **NIDM** – National Institute of Disaster Management, **NDRF** – National Disaster Response Force, **DMD** – Disaster Management Department, **NEC** – National Executive Committee, **SEC** – State Executive Committee)

No Railway official is nominated either in National Executive Committee (NEC) or State Executive Committee (SEC) though they can be co-opted as per need

CHAPTER – 3

PREPAREDNESS FOR DISASTER

DISASTER PREPAREDNESS – AVAILABILITY OF RESOURCES

Disaster preparedness includes all of the activities those are carried out prior to the advance notice of a catastrophe in order to facilitate the use of available resources, relief and rehabilitation in the best possible fashion. It starts at local level, its resources are insufficient and it would branch out at National level and if needed the International level. Government, non-Government and private cooperation is organized to save lives and properties of affected people.

The following resources are available for preparedness to promptly and effectively respond to any threatening Disaster in Nagpur division of SEC Railway.

1. (a) **On trains carrying passengers, following resources are available:**
 - First Aid Box available with the Guard.
 - First Aid Box available with Train Superintendent and in the Pantry Car.
 - Portable Telephones, Fire Extinguishers in Brake van & AC Coaches.
 - Portable Telephone with Guard and Driver.
 - Walkie-talkie with Guard and Driver.
 - Cell Phones/Mobile communication with passengers.
 - Information collected by Train Superintendent/Traveling Ticket Examiner about Medical Practiceners traveling on the train.
 - Information collected by TS/TTE about Railway Officers traveling on the train.
 - Railway staff traveling on the train either on duty or on leave as passengers.
 - Passengers traveling on the train who volunteer their help for rescue and relief work.
- (b) **Non-Railway resources available nearby:**
 - Volunteers from nearby villages and town.
 - Transport facilities available at site or passing through nearby LC gates.
 - Tractors with trolleys from nearby villages both for transport purposes and for lighting up the accident site.
 - Station staff and local administration should requisition help from non-railway sources before railway own rescue team arrives.

- Such local networks are most effective in rushing assistance immediately, especially with regard to:
 - Medical succor,
 - Additional manpower,
 - Rescue equipment,
 - Lighting arrangements,
 - Transport services,
 - Fire fighting tools etc.

I Railway resources available nearby:

- Engineering gangs.
- OHE staff and Signal staff available.
- Other resources such as medical facilities, communication facilities

(d) At adjoining stations:

- Staff available at adjoining or nearby stations.
- Railway resources and Non-railway resources as given in respective DM Plan.
- Resources should be mobilized to send medical team at short notice as given in DM Plan.

2. Accident Relief Trains (ARTs) –

- a. ART is stabled on separate sidings having double exit for faster movement in both directions
- b. Rescue / Restoration equipments are kept as per Railway Board's instructions.
- c. Breakdown equipments are available in respective Tool van under custody of the following officials:
 - Mechanical Tool van – SSE/JE (C&W)
 - Electrical (G) tool van – SSE/JE(TL)
 - Engineering tool vans – SSE/JE(P. Way)
 - Overhead equipments tool vans – SSE/JE(OHE/TRD)
 - Signal & Telecom equipment tool van – SSE/JE(S&T)
- d. Crane Supervisor will ensure availability of adequate fuel in the crane.
- e. On getting emergency call, the Crane Supervisor must check and ensure correct marshalling of crane according to site requirement.

The crane has kept at utmost Nagpur end with its boom at BSP end in crane composition and with this arrangement 140 T crane worked directly for accident towards NGP & CAF directions without marshalling. Marshalling of the crane required according to site condition towards DUG end and BTC end to be ensure nearby station of accident site.

3. Turning out of ARTs/ ARMVs/SPARMEs –

Immediately after the accident alarm siren/hooter is sounded, all staff earmarked for accident relief train shall report at the nominated place and others at the station. All officials concerned shall report at the Medical Van if ordered, and proceed with the medical van or to undertake any other duty that may be assigned to them. The Controllers/SSE(C&W)/Lobby In-charge/CDPC/TPC/TLC on duty shall immediately take action to:

- a. Arrange for locomotive – Any locomotive available should be utilized, preferably Diesel Loco, in OHE Territory.
- b. Call the loco crew and accident train relief staff.
- c. Turn out the accident relief train quickly to the site of the accident.
- i. Target time for turning out ARME/SPARME:
 - In case of double exit siding – 15 minutes
 - In case of single exit siding – 25 Minutes.
- ii. Target time for turning out the ART trains:-
 - During Day – 30 Minutes
 - During Night – 45 Minutes

Target time for ART/ARME/SPARME is reckoned from time of last hooter blasted to the time of dispatch.

- iii. An accident relief train when proceeding to the site of accident will have precedence over all other trains. A breakdown train/ Tower wagon must not be detained for Guard and must leave with CSM/SM/CLM of station. A Guard must be quickly arranged later.
- iv. ARMV, SPARME & ART would be given priorities in the return journey also as they may be required at other locations too.

4. Locations of ART/ARMVs/SPARMEs and Breakdown Cranes of Nagpur Division, SECR-

Item	Location
ART A- Class	Gondia
SPARME (3 coach)	Gondia
140 T BD Crane)	Gondia
ART B-Class	NSCB Itwari
SPARME (3 coach)	NSCB Itwari
SPARME (3 coach)	Nainpur
B.D.Truck	Motibagh
Tool Van	Dongargarh, Chhindwara, Nainpur
Railway Phone Number of CDPC /Nagpur. – 52670, TLC - 52643/52644, Dy. CHC – 52666	

5. Mobile Numbers and Satellite Phone numbers of ART / SPARME/ARME of Nagpur Division.

Place	Mobile Numbers of different service provider	Satellite phone number
ART/Itwari Class 'B'	i)9421767408 - BSNL	8991112842
	ii)7823026750 - JIO	
	iii)9890645096 – AIRTEL	
	iv)9011670864 - IDEA	
	v)7030638349- VODAPHONE	
SPARME/Itwari	i)9422443036- BSNL	
	ii)9763198666 - IDEA	
ART/Gondia Class 'A'	i)9421278948 - BSNL	8991112841
	ii)7823026749 - JIO	
	iii)9561036652 - AIRTEL	
	iv)9657883573 – IDEA/ Voda	
SPARME/Gondia	i)9405124686 - BSNL	
	ii)9561019666 - AIRTEL	
SPARME/NIR	i)9096078588 - JIO	8991112843
	ii)9630809534- AIRTEL	

6. Breakdown Equipment of adjoining Division / Railways –

	Railway	Division	Station
ART	SECR	R	Bhilai (A' class ART including 140 T Crane)
	WCR	JBP	Jabalpur (B' class ART)
	CR	NGP	Ajni (A' class ART including 140 T Crane)
	SCR	SC	Kazipet (A' class ART including 140T crane)
ARME	SECR	R	Bhilai (3 Coach - SPARME)
	WCR	JBP	Jabalpur
	CR	NGP	Nagpur
	SCR	SC	Kazipet (3 Coach- SPARME)
140 T Crane	SECR	R	Bhilai
	WCR	JBP	New Katni Jn.
	CR	NGP	Ajni
	SCR	SC	Kazipet.
Road mobile ART (BD Truck)	CR	NGP	Ballarsha (BPQ)
	CR	NGP	Ajni (AQ)

7. Availability of other resources –

- Tool van is available at Dongargrah (DGG), Chhindwara (CWA) and Nainpur (NIR) stations. This tool van is provided with HRE and is useful for small derailments and to be worked out in case of exigency with normal system of sounding hooters.
- Camera will be provided with the break down in-charge (including that of the break down truck) for taking still photographs of the accident-related evidences. The break down in-charge shall be responsible for the photographs.
- All the hooters provided at ITR, MIB, Gondia DGG, NIR & CWA in the division shall be sounded at 07.00 Hrs. every day. The performance of the hooter will be repeated to the control for necessary action. Sr.DEE (G)/DEE(G) is responsible to ensure stand-by power supply and ensure proper working of hooters.
- Road maps shall be kept in the control and in the break down truck for taking prompt decision on deputing break down truck to the site. This will also help in reaching to various level crossing gates quickly. These maps should also be available with all area nodal officers. Engineering department should provide road maps indicating LC gates to all locations including break down truck.
- Up-to-date telephone directory containing important telephone numbers (BSNL & Railways) including important civil units such as Police station, Fire station Medical services should be available in control and also with area nodal officer.

8. Sounding Of Hooters (Accident Manual 7.02)- Sounding of hooters for turning out of Relief Train/ARME Van will be as follows:

Composition	Total No. of blasts	Duration of each blast	Gap bet. two consecutive blasts
Accident Relief Train with ARME	5	60 sec	10 sec.
Accident Relief Train	3	60 sec	10 sec.
For Tool van of DGG, CWA & NIR	3	60 sec	10 sec.

- The nominated official in-charge for the blowing hooter is responsible for keeping a trained staff ready, round the clock, for sounding the hooter at once on receipt of orders from the train ordering officials. Dy.Chief Controller shall ensure the Accident Alarm siren is sounded in time.
- Target time for the turnout of ARME/SPARME & ART –
 - The Accident Relief Medical Van (ARME/SPARME) must be dispatched to the site of accident within 15 minutes from the base station after sounding the hooter where there is double exit siding and within 25 minutes in case of single exit siding with the first available engine.
 - The Accident Relief Train (ART) must be turned out / dispatched from the base station to the site of accident within 30 minutes by day / 45 minutes by night after sounding the hooter.

- (iii) Tool van of DGG, CWA & NIR must be turned out / dispatched from the base station to the site of accident within 30 minutes by day / 45 minutes by night after sounding the hooter.

9. Procedure of Sounding Hooter for Nagpur Division –

Station	In- charge official for blasting hooter	Maintained by	Input information for sounding the hooter
Itwari	On- duty Dy.SS/ITR	Electrical Dept.	Section Controller
Gondia	On-duty Loco booking/ Gondia	Electrical Dept.	Section Controller
Dongargarh	On- duty TFR/DGG	Electrical Dept.	Section Controller
Motibagh	On-duty D/Shed staff	Mech (Dsl) Dept	Section Controller
Nainpur	On duty Dy.SS/NIR	Electrical Dept.	Section Controller
Chhindwara	On duty booking clerk (Lobby)	Electrical Dept.	Section Controller

The hooters are to be tested every day at 7.00AM by the In-charge official. For testing one blast of 60 seconds duration is to be made every day at 07.00AM.

10. Medical Facilities –

Hospital	Location
Railway Hospital/CR	Nagpur
Poly Clinic/SECR	Motibagh
Sub-Divisional Hospital/SECR	Nainpur with 10 bed facility.
Dispensaries and Health Units/SECR	Ajni, Tumsar Road, Dongargarh, Gondia, Itwari, Chhindwara, Nagbhir.

11. Positioning of ART/ARME/Medical Van at Central Railway, Nagpur –

1	Nagpur Station	Scale-I, ARME having Medical Van & Auxiliary Mechanical Van
2	Ajni Loco Shed Nagpur siding with Double Exit.	'A' class ART with 140 T Break Down crane & road mobile ART (BD Truck)
3	Amla Station	3-Coach SPARME B' class ART.
4	Wardha Station	3-Coach SPARME B' Class ART
5	Ballarsha	Road mobile ART (BD Truck)

12. Adjacent Break Down trains in SC Railway–

1	Belampalli(BPA)	'B' Class ART
2	Kazipeth (KZJ)	3 Coach HS-SPARME 'A' Class ART with 140 T Crane.

13. Adjacent Break Down trains in WC Railway–

1	Jabalpur (JBP)	B' class ART
		Scale –I ARME
2	New Katani Jn. (NKJ)	A' class ART with 140 T crane
		3 coach HS- SPARME

14. Steps to be taken in the Control –

- On receipt of information regarding an accident, the Section Controller shall stop train movement into the affected section. OHE supply shall also be stopped. After ascertaining that the adjacent line is not fouled, train will be allowed into the section.
- The Chief Controller or the shift in-charge Chief Controller shall immediately take control of the situation. After obtaining the basic information regarding the accident, he shall order ART immediately without delay. Ordering of ART/SPARME/ARME/140T Crane/Tool van shall normally be done as per the following instructions-

Station	To be ordered for the following sections
Itwari (B' Class ART)	NGP-TMR, TMR-TRDI-GBRI-KGE(Excl.), NITR-KAV-KRPH-KPKD, KNHN-RTK, NITR-CWA-SEY (Incl.)
Itwari (3 coach SPARME)	NGP-TMR, TMR-TRDI-GBRI-KGE(Excl.), NITR-KAV-KRPH-KPKD, KNHN-RTK, NITR-CWA (Incl.)
Gondia (A' Class ART)	G-DGG, G (Excl.)-TMR, G-CAF, G-BTC-KGE, G-BTC-NIR-KEQ, NIR-MFR, NIR-SEY (Excl.)
Gondia (SPARME)	G-DGG, G(Excl.)-TMR, G-CAF, G-BTC-KGE, G-SMC(Excl.)
Gondia (140 T Crane)	G-NGP, G-DGG(incl.), G-CAF, G-BTC-KGE, G-BTC-NIR-KEQ, NIR-MFR TMR-GBRI-TRDI-KGE, NITR-KAV-KRPH-KPKD, KNHN-RTK, NITR-CWA(Incl.) & NIR-CWA (Incl.).
Nainpur (SPARME)	NIR-KEQ, NIR-MFR, NIR-SMC(incl.), NIR-CWA(Excl.)
Break Down Truck	-To attend minor derailments approachable by road. - Sidings & branch lines of NGP-BRD. - Any other stations as per requirement.
Tool Van at Dongargarh	To attend minor derailment at DURG - SKS section
Tool Van at Chhindwara	To attend minor derailment at CWA station area, CWA-BMC & CWA-SEY (Incl.) Section.
Tool Van at Nainpur	To attend minor derailment at NIR station area, NIR-MFR, NIR-SEY (Excl.), NIR-SMce & NIR-KEQ section.

- Similarly, the shift in-charge Chief Controller shall order ARME/SPARME in case of accident involving coaching trains and/or road vehicles, on receipt of first information. Road maps shall be available in the Control and to the in-charge of break down truck for necessary guidance.
- In case of capsizing of any rolling stock or in case of major derailment involving extensive damage, the ARTs at NITR, G & BMY (SECR) and BSL & Ajni(CR) shall be ordered, if necessary, along with the cranes of 140 T at G, BMY, BSP (SECR) and BSL & AJNI (CR).

- The Chief Controller, on ascertaining the site conditions of the derailed coach/wagon, shall instruct the concerned official to carry the Hydraulic jack and the necessary staff to the site by first available means. Giving Relief to affected passengers and restoration of site is the first priority. This objective should not be lost on account of any technicalities and formalities.
- All the subordinate in-charges and workers with tools/ equipments required shall report to the site, where ART is stationed well within time.
- The Chief Controller in-charge shall also sound the alarm bell connected with each control indicating the occurrence of accident. Cancellation of the ART/SPARME/ARME shall only be done with the explicit permission of DRM/ADRM/Sr.DOM/Sr.DSO.
- After ordering of ART/SPARME/ARME, the shift in-charge Chief Controller shall personally inform Sr.DSO, CMS, DRM, ADRM, Sr.DOM, the other departmental Controls and Area nodal officer. All other Section Controllers shall report to the CHC who shall furnish the details of the accident to them, who in turn shall inform the respective BO's and other concerned officials for necessary action. Also, if the accident involves suspected causalities or sabotage, the civil authorities as well as nearby Hospitals shall be informed. A list of important telephone numbers shall be kept with the Chief Controller. In case of requirement of SPARME/ARME, CMS, Sr.DMO/IC and Ambulance Room shall be informed by CHC immediately.
- All concerned Officers shall gather in the control. Sr.DSO, in consultation with DRM/ADRM, shall decide as to which officer(s) shall proceed to the site. The nominated officer(s) shall proceed to site at the earliest.
- Sr.DOM shall man the control and in consultation with the Head quarter shall decide about control/cancellation/diversion of coaching trains. He shall also ensure speedy movement of ART/SPARME/ARME and other relief requirements.
- Based on the information received from the site, transportation of the stranded passengers to nearby stations having catering arrangements etc. shall be arranged by Sr.DCM.
- In case of serious accident, emergency information booths shall be opened at the N/Itwari, Bhandara Road, Gondia, Rajnandgaon, Chanda-Fort, Chhindwara, Balaghat, Nainpur, Nagbhir & Wadsa stations. Also, Central Railway Commercial Control as well as Nagpur station shall be informed of the accident and periodic progress. A log of events and important details shall be available with the in-charge manning the emergency BSNL phone. Any information passed to Head quarter as well as to outside like press etc, shall have the clearance of DRM/ADRM.
- In case of serious accidents involving Passenger Trains, DRM along with following Divisional Head Quarter Officers will attend the accident site: Sr.DSO/DSO, Sr. DME, Sr.DEE (OP) (in case of derailment/collision involving Electric Loco), Sectional Sr. DEN, Sr.DEE (G), Sr. DEE (TRD) (For electrified territory), DSC, Sr.DCM, Sr. DSTE, CMS (in case of reported causalities/injuries). Civil Defense personnel capable of undertaking rescue operations, fire fighting and first aid shall be accompanied in the ARME.

- In case of accidents involving blockage of any one of the main line, ADRM along with the following officers will attend the accident site: Sr.DSO/DSO, Sectional Sr.DEN, Sr.DME, Sr.DEE (TRD) (on electrified territory), Sr.DSTE (in case accident occurred in yard). Any other officer shall be ordered by DRM.
- In case of accident on branch lines Sr.DEN/DEN In-charge, Sr.DME, Sr. DSO and other concerned official will attend the accident site.
- In case of Yard accidents, AOM, ADME, ADEN In-charge and ADSTE of the Section, Safety Counselors will attend the accident site, if commercial angle is involved in the accident, ACM will also attend.
- Till such time the team of officers from the Divisional headquarters reaches the site of accident, area Nodal Officers shall be In-charge of the site who shall reach the site of accident by first available means.
- Officers to be present in Control Office: In case of any accident / occurrence disrupting the traffic on main line, DRM/ADRM shall come to the Control Office along with the following Officers: Sr. DOM, Sr. DEN (Co.), Sr. DME/ADME, Sr. DEE (TRD)/ADEE (TRD) (For Electrified Territory), Sr. DSTE/DSTE, DSC/ASC, Sr.DEE (OP)/ADEE (OP) (In case of Electrified Territory), Sr.DCM/DCM/ACM (In case of involvement of Passenger Train), CMS/Sr.DMO (In case of reported casualties/injuries).

15. Steps to be taken at the Site -

- On occurrence of accident, the Driver shall immediately switch on the flasher light; the Guard shall assume the role of the immediate In-charge of the site. He, with the help of Driver and Asstt. Driver, shall ensure the protection of the affected and adjacent line(s). After this, he shall establish communication with the control through portable telephone, CUG phone & VHF set with the adjacent station. He shall also try to contact the adjacent station(s) with the help of walkie-talkie set. Apart from this, with the help of the railway staff available at the site, he shall render first aid to the injured passengers and try to minimize the suffering of the passengers.
- At the site, the site in-charge shall make a quick assessment of the number of casualties and injured passengers, extent of damage, assistance required and time required for restoration of traffic.
- Site In-charge shall ensure that the 'Communication Point' – CUG phone or portable telephone or any other means, as provided at the site - is manned and regularly updated with information. Communication point shall be constantly in touch with the control or the adjacent station(s).
- The site in-charge shall ensure that all steps are taken to alleviate the suffering of the injured and stranded passengers in co-ordination with the control in-charge. He shall arrange to shift the injured and stranded passengers from the site.
- The site in-charge shall arrange to provide for the preservation of clues. He, in consultation with other officers at the site, shall give forecast of likely resumption of traffic. In case of suspected sabotage, police clearance shall be obtained by the site in-charge before starting restoration work.

CHAPTER – 4

PREVENTION AND MITIGATION PLAN FOR ACCIDENT

Prevention is to ensure that human action/natural phenomena do not result in disaster/emergency. Primary prevention is to reduce-avert-avoid the risk of event occurring by getting rid of hazard/vulnerability. Secondary prevention means reorganize properly the event and to reduce its effects. Prevention is concerned with policies and programmes to prevent recurrence of disaster and covers long term aspect of such disaster.

Mitigation means to reduce severity of human and material damage caused by Disaster.

1. Objects of mitigation are:

- a) Save lives
- b) Reduce economic disruption
- c) Decrease vulnerability/increase capacity.
- d) Decrease chance/level of conflict,
- e) Matching increase in maintenance support system (both manpower and equipments).

2. Vision -2020:

Vision – 2020 stipulates target Zero accident and target to achieve Zero failure in equipments and a leapfrogging in technology and to generate committed work force to meet future challenges. Railway Board has prepared Corporate Safety Action Plan and on that basis Nagpur division has prepared Corporate Safety Action Plan (2003-2013). For each year Safety Action Plan was prepared to implement the object of Corporate Safety Action Plan to prevent any unusual incidents and to mitigate human sufferings.

3. Safety Action Plan initiated to prevent and mitigate Disaster:

Replacement of over-aged and redundant assets is being taken care of by Railway. Rehabilitation/rebuilding of bridges on the basis of technical obsolescence will be taken up in phased manner. Over-aged rails, turn-outs, ballasts, wooden sleepers, ST & CST by PSC sleepers, through weld renewals, CTR, TRR, TSR etc. are done on regular basis. Maintenance of track and its monitoring are done intensively. Vulnerable areas are inspected frequently and their patrolling is done in seasonal basis and as and when required. Sabotage prone areas are patrolled in emergency and anti-sabotage measures are taken for protection of tracks.

Over-aged locos, coaches and wagons are replaced by Railway in time phased manner. Four-wheeler wagons are phased out from system. Zero defects and Zero missing safety fittings are ensured at the time of turning out of rolling stock from workshop, loco shed and sick line. 100% Brake powers are ensured on air brake trains from originating station/yard. Guide line on overdue maintenance of rolling stocks are strictly followed.

Overdue lever frames, signal gears are replaced by panel interlocking. Track circuiting, provision of BPAC, Data-logger, LED based signal light and interlocking of L/C gates are being provided through Safety Action Plan.

Elimination of level crossings by construction of ROB/RUB and limited height subways are planned with coordination with State Government. Basic infrastructures are provided at manned level crossing gates.

Technological inputs are given priority in maintenance of tracks, rolling stocks, signals and telecommunications and IT. Instruments/Devices like USFD, GPS, VCD, Thermit welding, twin beam head light for locomotives, fire retardant materials, provision of emergency exit, auto flasher light and provision of micro processor-based speed recorder and electronic brake system etc. are guarantying safety in system. Addition of technical inputs will be carried in the system of assets maintenance. Equipments like TAWD, ACD and TPWS are to be planned to plug the human failure and to ensure safety in due course of time.

Long-hours duty, on- board sobriety tests and filling up the vacancies in safety cadres are monitored on regular basis. Ten hours rule will be implemented with all sincerity.

Human resource development is managed through 1) formal training in training schools. 2) on-job training in workshops, loco sheds and maintenance depots. 3) Safety seminars are organized to instill safety awareness on different topics. Front line staff and supervisors are imparted on-job training on newer technology and equipments. Training on Disaster Management is given to Officers and Supervisors in different institutions to meet any emergency. Focus on development of man power through major improvements in working environment and training will be given priority.

Inspections and counseling are being conducted in regular basis by all the departmental Officers and Supervisors and follow up action on field inspections are also monitored properly. Safety Audit inspections are done on inter-railway and intra-railway basis of critical Railway establishment.

Alert advices are issued from time to time and safety drives conducted against the weaknesses of the system for rectification.

Accidents are taken seriously and all accidents are enquired into and remedial measures are taken to avert the recurrence. D&AR actions are initiated against the culprit. GM & AGM/DRM are accepting the findings and review of all accidents enquiry reports.

Coordination with other government agencies for promoting safety at level crossing is maintained. Media campaigns are launched from time to time.

In case of any Disaster, Government, Non-government organization and private agencies are mobilized to meet the emergency jointly to save life and property of people involved. Civil and Private Hospitals are also tied up with railway Medical Department to get medical assistance as per SOP on Disaster Management. Ultimate motto to reduce the humans suffering and material damage is always given paramount importance before and after the accidents. To reduce the vulnerability and to enhance the capacity are always kept in mind while dealing with prevention and mitigation of Disasters.

CHAPTER – 5

PHASES OF DISASTER MANAGEMENT

1. Phase – I (Golden Hour):

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

During this **Golden hour** period, following efforts should be made by the First Railway Responders:

- I. **Duties of the train Guard:** Immediately after occurrence of a serious accident, the Guard of the train must –
 - a) Note the exact time of the accident and location.
 - b) Switch 'ON' the Amber light, if provided, in Flashing Tail Lamp in the rear of brake van.
 - c) Inform Loco Pilot on walkie-talkie set.
 - d) Inform Station Master on walkie-talkie set, if possible.
 - e) Protect the adjacent line(s) if required and the lines on which the accident has taken place as per GR 6.03.
 - f) Secure the train and prevent escaping of vehicles.
 - g) Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
 - h) Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose –
 - (i) CUG mobiles/walkie-talkie communication provided with stations should immediately be used.
 - (ii) Otherwise, field telephone should be used.
 - (iii) If a train comes on the other line, which is not blocked, the same should be stopped and information sent through the driver.
 - (iv) Assistant driver may be sent to the next station to convey information of the accident.
 - (v) 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.
 - i) Utilize Emergency Train Lighting box to facilitate medical aid.
 - j) Save lives and render First Aid.

- k) Call for doctors and seek their assistance.
 - l) Seek assistance of Railway staff and other volunteers from train to rescue injured or entrapped passengers.
 - m) Direct Railway Staff and other volunteers from train for attending to injured.
 - n) Ensure that Railway Staff constantly man field telephone.
 - o) Arrange protection of passenger's belongings and Railway property with the help of Railway staff, volunteers on train, RPF and GRP.
 - p) Stop running trains on adjacent line and utilize resources on that train.
 - q) In electrified section if OHE is affected, take steps to switch 'OFF' OHE supply.
 - r) Arrange for transportation of injured to hospital.
 - s) Record evidence or statements, if any, given by passengers.
 - t) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
 - u) Log your activities. Do not leave the spot unless & until a competent authority relieves you.
- II. **Duties of the Loco Pilot:** Immediately after occurrence of a serious accident, the Loco Pilot and his crew must –
- a) Note the exact time of the accident and location.
 - b) Switch 'ON' flasher light of the locomotive and give 4 short whistles.
 - c) Inform Guard on walkie-talkie set or CUG phone.
 - d) Inform Station Master on CUG mobile phone/walkie-talkie set, if possible.
 - e) Protect adjacent line, if required, and the train in front as per GR 6.03.
 - f) Take necessary action to keep the loco safe.
 - g) Take necessary action to prevent loco/vehicles/wagons from rolling down.
 - h) Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
 - i) Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose –
 - (i) Walkie-talkie communication provided with stations should immediately be used.
 - (ii) Otherwise, field telephone should be used.
 - (iii) If a train comes on the other line, which is not blocked, the same should be stopped and information sent through the driver.
 - (iv) Assistant driver may be sent to the next station to convey information of the accident.
 - (v) If all of the above fails, one of the Railway Staff on duty on the train should be sent on foot to the nearest station.

- j) Render all possible assistance to guard.
- k) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- l) Log your activities. Do not leave the spot unless & until a competent authority relieves you.
- m) If necessary, detach loco and take it to inform SM.

III. **Duties of Assistant Loco Pilot:** Immediately after occurrence of a serious accident, the Assistant Loco Pilot of the train must –

- a) Assistant loco pilot should work under the control of the loco pilot with the same duty list of loco pilot. Loco pilot and Assistant loco pilot should divide the work so that the duties are carried out within the shortest possible time.
- b) The Assistant loco pilot will follow instructions given to him by Loco pilot.
- c) To provide First Aid to injured, First Aid box is available with Guard.
- d) If necessary, use fire extinguishers, which are available in pantry car.
- e) In case if the loco pilot is dead or injured, Assistant loco pilot will perform all the duties of Loco pilot.

IV. **Duties of Station Master/Dy. Station Master/ Assistant Station Master:** Immediately after an accident or on receiving the report of an accident, the Station Master/Dy. Station Master/ Assistant Station Master must –

- a) Ensure that no other train enters into the affected line/section from either direction/lock the commutator handle of the Block Instrument controlling the affected section in “Train on Line” position wherever possible, ensure the signals giving entry to the line are kept at the “ON” position, ensure putting of “Line Blocked” lever/slide/button collars on the concerned lever and/ or slide/ route button (in case of VDU, option for blocking the line to be clicked), ensure that the points are set against the entry to the affected line and clamped wherever practicable;
- b) Take action to protect the traffic and safeguard the property.
- c) Collect detailed information of the accident such as time of accident, nature and location of accident, casualties/injuries, obstruction, damages and assistance required and ensure that the adjacent line(s) is/are clear before allowing any movement on it/them;
- d) Inform, giving details of the accident and assistance required to the Control through the Control Phone or by any other available means of communications;
- e) Render first aid to the injured persons taking the assistance of all railway staff, doctors and volunteers available on train or near the site of accident, if the accident takes place within the station limits.

- f) Arrange to send all available nearest medical assistance to the site of accident, in case the accident takes place in section and is attended with injury to any persons;
- g) Take all possible action to inform all concerned officials including civil and police;
- h) See that the injured persons are shifted to hospital with the help of all available assistance, also see that the detailed particulars of the dead and injured are recorded.
- i) Arrange to remove the unaffected vehicle of the train, observing all relevant rules, to facilitate relief operation;
- j) Take all measures for the quick movement of ARME and / or ART to the site of accident and ensure that the caution order etc. are correctly issued to the loco Pilot and Guard of all trains while allowing movement to the site of accident clearly indicating the site of accident, the locations where the train must come to stop and other restrictions to be observed;
- k) See that water, tea and other requirements are supplied to the injured and stranded passengers within his resources;
- l) Ensure that all trains for transshipment of passengers are worked to the site of accident with the engine leading unless there are special reasons or specifically permitted otherwise by the officer-in-charge at the site of accident;
- m) Warn all passengers in advance in case of their transshipment at the site of accident;
- n) Ensure preservation of documents of damaged parcels, mail and goods etc.

V. **Duties of a Train Conductor/Train Superintendent:** Immediately after occurrence of a serious accident, the Train Conductor/Train Superintendent –

- a) Preserve reservation charts of each coach containing names of passengers who actually travelled with berth number.
- b) Avail services of Doctors traveling by the train and render Medical Aid.
- c) Render First Aid to the injured.
- d) 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.
- e) Prepare a separate list of dead passengers with address and ticket particulars, if available.
- f) Taken assistance of local people and other volunteers at site.
- g) Transport injured passengers by road vehicle, if available, to the nearest hospital.
- h) Inform standard passengers about alternative transport arrangement.
- i) Record evidences or statement given by passengers/other at site.

VI. **Duties of a Coach Attendant:** Immediately after occurrence of a serious accident, the coach attendant should work under the guidance of Train Conductor/Train Superintendent.

VII. **Duties of a Travelling Ticket Examiner (TTE):**

- a) The TTE should work under the guidance of the Train Conductor/Train Superintendent;
- b) Assist the Guard in rendering First Aid to the injured person(s) and shifting them to the hospital;
- c) Look after the comfort of the passengers, injured and un-injured alike;
- d) Assist the passengers for protection of their luggages;
- e) Make out a list of injure/dead passengers;
- f) Preserve reservation charts to know the particulars on injured/dead passengers;
- g) Organize to transship/transfer passengers and their luggages to the passenger special;
- h) 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;
- i) Collect the addresses of the relatives of the injured/dead passengers to send information regarding accident;
- j) He should look for the assistance of any Doctor or Para-Medical staff railway/other than railway traveling in the train.

VIII. **Duties of A.C. Mechanic:**

- a) Switch 'OFF' the power supply to avoid short-circuiting.
- b) Assist the TS/TTEs in their duties at the accident site.
- c) Report to the Guard of the train for assistance.
- d) In case of fire, assist the operations by using fire extinguishers provided in the AC coaches.
- e) Assist in providing lighting in affected coaches.

IX. **Duties of A.C. Coach Attendant:**

- f) 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.

X. **Duties of the RPF Officials:**

- a) 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.
- b) 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.
- c) RPF personnel should respond to any call for assistance to rescue victims and transport them to nearest hospital.
- d) They will maintain close liaison and harmony with various departments of the railways, GRP, Local police and the Civil Administration.

XI. **Duties of the railway staff travelling in passenger carrying trains whether on duty or not:**

In the event of an accident to a passenger carrying train, all the 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.

2. **Phase – II (Arrival of Relief Train):**

Phase – II begins with the arrival of relief train. The senior most officer who reach the site first become the Officer-In-charge at Site. All staff and officers should work as per the directions of the Officer-In-Charge at site.

Action to be taken at divisional level -

- Opening up of special enquiry booths at originating, terminating and major stations en-route by the Commercial department.
- Furnishing updated position of dead, injured and evacuated Passengers to all concerned by the Commercial and Medical department.
- Help line phone Number should be relayed through TV, Radio and press by the Commercial department.
- Arrangement for issue of free Railway passes for relatives/dependents of dead & injured by the Commercial department.
- Make arrangement for transportation of evacuated passengers to be sent to destinations, Transport vehicles can be hired by the Commercial department.
- In case of major disaster, DRM can requisition helicopter.
- Press should be briefed properly and quickly.
- HQ/Board should be advised quickly.

3. Phase – III (Handling injured and dead Passengers) -

Phase – III mainly refers to dealing with injured and dead passengers. Following action must be planned:

- Relief trains clearing injured/dead or stranded passengers must get overriding priority.
- Road vehicles can also be arranged for stranded passengers.
- List of injured, hospital-wise, should be conveyed to all concerned and displayed at prominent locations.
- Ex-gratia payment should be arranged.

4. Phase –IV (Restoration of Traffic) -

Restoration operation should be planned and acted upon without affecting the relief operations. Restoration of passenger services gives a sense of normalcy, besides providing means to relatives/ dependents of victims to visit them and attend to them.

CHAPTER – 6**FUNCTIONING OF DISASTER MANAGEMENT CELL AT DIVISION****Functioning of Disaster Management Cell -**

The Disaster Management Cell will operate at Division and shall be attended by nominated officers.

Safety department-

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

Medical department -

The officer representing Medical Department shall obtain all details regarding casualties/injuries to passengers involved in the accident and shall maintain liaison with the Accident Site/Referral hospitals and Dispensaries, and shall consolidate the list of injured/casualties in minimum time so that the same can be faxed to concerned station/division for display in Emergency Control and Emergency Information Booths.

Commercial department-

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

Operating department-

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

Mechanical department-

The officer representing Mechanical Department shall assess the requirement of additional Medical Vans/Breakdown Trains and shall liaison with adjoining Railway/Division for ordering the same. He shall also monitor the movement of Breakdown trains. He shall obtain the details of rolling stock involved in the accident and its PRO particulars. He shall obtain the restoration details regarding re-railment/toppling of wagons/coaches done by each individual Breakdown Train.

Engineering department-

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

Electrical department-

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

S&T department-

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

Security department –

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. 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. RPF personnel should respond to any call for assistance to rescue victims and transport them to nearest hospital. They will maintain close liaison and harmony with various departments of the railways, GRP, Local police and the Civil Administration.

Personnel department –

Attend injured passengers to ascertain if they wish to call their relatives/dependents. Guide the relatives/dependents at the site of accident. Accompany the relatives/dependent to the hospital. Stay with the relative until they have either found the injured passenger or identified the dead body. Opening of pass counters for issue of return journey passes to the relatives and next of kin of deceased passenger.

Accounts department –

Liaise with respective departments in arranging of payment to injured/relatives or kin of dead passengers at site.

Liaison with Zonal Head Quarter-

Disaster management Cell will maintain constant liaison with the Emergency Cell of Zonal Headquarter for the following activities:

- Movement of Accident Relief Trains / Accident Relief Medical Vans
- Diversion, regulation, cancellation, rescheduling etc. of Mail/Express trains
- Movement of men and material from adjoining Zones/Divisions
- Opening of helpline enquiry booths on other Zonal railways:
 - Originating and destination stations of the train involved in accident
 - All Major/Junction stations falling on the route of the train
 - Divisional headquarter of originating and terminating divisions.
- Movement programme for visit of Minister of Railway /Minister of State for Railway, Chairman/Railway board and other Railway Board Member and other Railway Board officers to the accident site.
- Assistance required from Armed Forces, Para-military forces, state Government should be conveyed to Railway Board.
- Progress of rescue and restoration operation
- Prima-facie cause of the accident

CHAPTER – 7

DEALING WITH NATURAL CALAMITIES - CYCLONE & EARTHQUAKE ETC.

Weather warning messages

Metrological department, Government of India, issues messages of warning whenever a storm/gale or heavy rainfall is expected. Following conditions are considered dangerous:

- Dangerous rainfall – when expected amount of rain fall is 5cm or above in 24 hours.
- Dangerous wind velocity – when wind velocity is 65 KMPH or above (Cyclone Warning Centre is located at Nagpur. Local Weather information Centre is located at Jabalpur)

Action to be taken on receipt of weather/cyclone warning message-

CHC/Dy.CHC:

He should repeat the message to the SMs/ASMs of the stations, which are likely to be affected. He shall also advice DRM, ADRM, Sr.DSO and controllers of various branches, who are working in the Divisional Control Office. They shall, in turn, advise their Branch Officer who will take action accordingly.

A register shall be maintained in the Control office, showing full particulars of the warning received.

SMs/ASMs, Loco Pilots, Guards:

- Intimation to Officers and Sr. Supervisors - The SM on duty, on receipt of the message, shall immediately advise the Officers and Sr. Supervisors concerned, at his station.
- Precautions to be taken by SM, Loco Pilots and Guards - In case of strong winds, the trains should be detained till it is considered safe to proceed further. In the section, the Loco Pilot and Guard of the train wait till, in their opinion, the intensity of wind has come down to the level that the movement of train is not endangered.
- The train should not be stopped at places like sharp curves, high embankment, cuttings and bridges, including approaches.
- The Guard and Loco Pilot of the train, in co-operation with the railway staff and passengers travelling in the train, shall try to ensure that the doors and windows of the coaches are kept open by the passengers to allow free passage of the wind through the coaches.

Anemometer indications:

In case, Anemometer is installed at the station and if it is indicating wind velocity higher than the danger level as prescribed by the special instructions, the SM shall take the following action:

- He shall inform the controller and the SM on the other side immediately about the need to control the movement of the trains.
- He shall not start or allow the movement of the trains through his station and also not grant line clear to the trains waiting at the adjacent station for movement towards his station.
- He shall resume normal running of trains in consultation with the controller and the SM at the adjacent station after the wind velocity has gone below the danger level prescribed by the special instructions.

Action to be taken by engineering staff

- Introduce monsoon patrolling. Advise monsoon Patrolman / Watchman and Gang Mates to be extra vigilant. Continue monsoon patrolling beyond 48 hours of warning.
- Deploy Watchmen of vulnerable locations and bridges round the clock.

Earthquake -

Impact of earthquake on Railway system may be as under:

Damage to track - Track may to be damaged in form of:

- Misalignment
- Deformation
- Sinking of track
- Collapse of / Damage to Bridges / Girders / Piers
- Falling of Trees / Fixed structures obstructing the track

Damage to service building like:

- Control Office building.
- ASM office, relay room, cabin and gate lodge, etc.
- Office buildings.
- Residential buildings.

Damage to signal & Telecommunication installations like:

- Signal posts
- Microwave tower
- Telephone post and wires
- Cables

Damage to OHE installation like:

- OHE Masts
- Portals
- TSS/SP/SSP
- Tower shed

Damage to C&W sick line & Loco shed

- Pit lines
- Sick lines / Shed structure

Action to be taken when information is received about earthquake-**Action by operating staff:**

- Stop all trains.
- Inform P.Way, S&T, TRD Supervisors for checking track bridges, points, signal & OHE by light engine / push trolley /motor trolley in each block section of affected area.
- Inform Civil Authorities regarding any unusual occurrence.
- Arrange stock and power for moving relief/restoration material.
- Arrange additional Operating staff i.e. ASMs, Points men, Guards and Cabin men from unaffected areas.

Action to be taken by Engineering staff:

- All P. Way supervisors, including PWIs, IOW, BRIs, Gang men, Keymen, and other staff, should report to the nearest Station Master, who in turn will advise Control about the availability of P.Way staff and supervisors.
- A team of Gangmen, Keymen and PWI/BRI should be sent on either side of each block section for checking the track, structure and bridges.
- The checking team should be suitably instructed to protect any undamaged track structure or bridge in the section.
- After checking the whole section, a report detailing the nature of damage, location, and requirement of men and material should be submitted to SM, who in turn will advise the control.

Action by S&T staff:

- Overhead and cable communication may be affected due to Earthquake. Immediate efforts should be made to provide alternative means of communications through VHF, Microwave, RE cable, Optic fibre etc. between the control and stations.
- SE (Sig/Tele) and ESM/MSM must be available at the stations. After checking all the S&T installations, details of the damage and additional requirement of men & material should be given to S&T Control.

Action to be taken by Electrical (TRD) staff:

- On receipt of information about the earthquake, OHE supply on the affected section should be shut down immediately. All the section in UP & DN directions should be checked thoroughly by tower wagon. Tower wagon should be run at the restricted speed so that it can be stopped before any obstruction.
- After checking each section, feedback should be given to TPC who, in turn, will advise the position to Dy. Chief Controller.

Action to be taken by Electrical (Genl.) staff

- In case of failure of powers supply, DG sets or any other standby source should be arranged at important installations like control, station etc.

Action to be taken by Commercial staff

- Regular Announcements should be made at the Station explaining the Calamity and effect on train running.
- Emergency enquiry counter should be opened at Major Stations and at the affected stations. They should be provided with DOT phone / Cell Phone facility.
- Basic amenities like drinking water, food etc., should be provided to the Stranded passengers.
- Additional windows should be opened for refund of tickets.

Action to be taken by Mechanical staff

- Relief coaching stock and relief goods stock available in the system must be made ready.
- In case of electrified territories, DSL power should be made available.

Action to be taken by Personnel staff

- Set up a relief cell consisting of CWI/WI and other staff, to assess losses and damages at stations and in colonies.
- For providing speedy relief, co-ordinate with trade unions, Mahila Samitis, NGO, etc.

Actions to be taken by RPF staff

- Help Railway officials/employees in relief work at stations and in colonies.
- Protect Railway stations, yards and all vital installations and restrict the entry of outsiders.
- Render necessary assistance to the affected persons.
- Maintain close co-ordination with civil authorities.

CHAPTER – 8

PASSENGER CARE

General -

- Providing assistance to passengers and their relatives/dependents is of utmost importance in helping them relieve their misery.
- Injured passengers and their relative/dependents are to be treated with utmost courtesy and sympathy so as to alleviate their trauma and discomfort.
- For dealing with relatives / dependents arriving from far-flung corners of the country, staff fluent in local language of the place from where the train originated, should be used as interpreters.
- Commercial Supervisors and Welfare inspectors should talk to injured passengers and ascertain if they wish to call their relatives/dependents.
- Injured passengers should thereafter be provided with either mobile or STD phones to enable them to speak to their relatives/dependents.
- Transshipment of unaffected passengers and their clearance from the accident site would be arranged quickly. The officer available in the control shall arrange the transshipment on priority.
- Even in case of worst possible accident with adverse and extreme circumstances, all injured passengers would be rescued on priority. Site manager as well as officer in-charge in the control shall monitor the situation to do so.
- In rescue operations, top priority will be given to all passengers in critical condition for immediate medical attention.
- Even in case of worst possible accident, dead bodies would be extricated at the fastest possible speed. The ARME in-charge and officials available at the site of accident should act accordingly.

Hospitalization of the injured -

- General policy, in case of railway accidents involving passengers, is that of rapid evacuation of the victims to railway hospital after rendering immediate and necessary first-aid treatment.
- In case there are no railway hospitals nearby, they are to be admitted in the nearest Government hospitals.
- In the following cases, the injured may be taken to a private hospital:
 - When there is no railway or Government hospital available within a radius of say 8 kms. from the site of accident, or
 - When the attending doctor certifies in writing that the treatment in private hospitals necessary in the interest of the patient.

- Except where railway doctor certifies, such injured passenger should normally be eligible to the class of accommodation in the private hospitals where different scales are available.
- Where the family of the injured person desires to be provided with a higher class accommodation, the family should give in writing to pay the extra cost involved directly to hospital authorities.
- For this purpose, CMS should chalk out a working arrangement with such private hospitals as may be necessary in areas served by them, so that in an emergency, injury cases can be referred to hospitals concerned without loss of time.
- To facilitate matters and to avoid misunderstanding, CMS should draw a list of such private hospitals bearing in mind the railway and other Government hospitals in the vicinity.
- CMS should also fix the charges to be paid in such cases for each class of accommodation. Complete medical care will be taken of all injured passengers, including payment of medical bills till their final discharge from hospitals. Claims compensation booklets containing forms and other instructions will be distributed to all injured passengers and next of kin of all deceased passengers by commercial department.
- Bills by such private hospitals should be submitted through CMS, who will certify the correctness of charges payable, before forwarding for payment to Accounts.
- Under this Para, payment to private hospitals can be arranged locally by the railway, and Ministry of Railway's approval is not necessary.
- If the injured are admitted in non-railway hospitals, railway doctors should be deputed to these hospitals to render necessary assistance, including supplying the medicines that are not available in these hospitals.
- They should carefully monitor the medicines that are not available in these hospitals.
- If more than one hospital is involved, apart from deputing doctors to individual hospitals, a railway doctor should also be deputed to co-ordinate and to maintain the centralized updated position.

Facilities to be made available in the hospital –

- There should be a separate reception counter at all hospital manned by a commercial Supervisor or by a welfare Inspector at the entry to the hospital, to deal with relatives/ dependents of patients.
- A chart should be displayed at this reception counter indicating ward numbers where the patients are admitted, along with their names, coach number wise.
- At the entry to every such ward, a second list should display the name of the patient, coach number and the bed number inside the ward.
- Commercial staff and Welfare inspectors on duty at that hospital should carry a list indicating the name, address and telephone numbers of relatives/dependents as given by the patient, and whether they have been informed or not.

- Arrangement should be made to inform the next of kin or a relative or friend of the deceased, in case identity of the person involved in accident becomes known.
- As each relative arrives, his name should be marked in the list against the passenger's name.
- Reception counter should be provided telephone with STD facility.
- There should be two mobile telephones readily available to be taken to patients inside the wards for making outgoing calls.
- Complete medical care of all passengers, including payment of medical bills till their final discharge, should be provided.

Communication -

- Telephone with STD facility should be made available to passengers to communicate with their relatives/dependents.
- BSNL/Railway telephone available at adjoining stations/cabins/towns shall be extended to the accident site.
- PCO telephones and other BSNL phones in nearby localities/villages/towns shall be extended to the accident site by persuading owners of such phones.
- Payments for such telephone connections will be made from station earnings.
- Sr.DSTE should hire some mobile phones to meet the needs of stranded passengers.
- Wherever cellular phone connectivity is available, stranded passengers should be permitted to use these phones free of charge.
- Commercial Control Room/Nagpur is equipped with 3(three) BSNL No.2546581, 2546562 & 2546566 for collecting information in disaster or any other major train accidents.

Arrival of relatives / dependents -

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

Taking care of relatives/dependents -

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

Single window clearance -

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

Station earnings can be utilized for -

- Departmental expenditure necessitated by floods, accidents and earthquakes etc.
- Handling charges for transshipments due to accidents.
- Cost of transportation of sick and wounded persons to hospitals, when at small stations ambulances are not available.

- Payment of expenses of special catering, when the imprest is exhausted in emergency cases only, duly authorized by an officer.
- Refund of fares on un-used and partially used tickets.
- Payment not exceeding ₹ 5000/- (Rupees five thousand) only in cash for shrouds for covering and removal of dead bodies from Railway premises. The voucher required to be submitted along with the cash may be countersigned by GRP officials in token of his having taken over the dead bodies duly covered with shrouds. (Authority Rly/Bd. L/No.2002/Sec(CA)/50/4 dtd: 15.06.2018).
- Payment to licensed porters for carrying injured/dead bodies.
- Providing free meal, water, tea snacks to affected passengers, injured, un-injured or stranded passengers.
- Payment of expenditure towards establishing telecommunication.
- Money can be withdrawn from station earning with personal sanction of a senior scale officer.
- Station Pay Order (withdrawn from station earnings) should be duly signed with official designation, indicating his name.
- Proof that the payment has been made and the reason for payment should be kept with revenue stamp.
- The account should be submitted to account officer within 15 days from the date of withdrawal. (Para 2425 of India Railway Commercial Manual).
- Available Supervisor such as CI, CS, CBS, CTI will arrange cash from station earning to meet the expenditure at accident site.

Stay of relatives/dependents of dead and injured -

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

Performance of last rites -

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

- Commercial supervisor or WI should help the relatives/dependents in this endeavor.

Departure of relatives/dependents of dead and injured -

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

Cremation/disposing off unidentified/unclaimed dead bodies -

- Before cremation/disposing off all unidentified and unclaimed dead bodies, it should be ensured that the record of belongings found with dead bodies i.e. ticket, purse, clothes etc. be taken separately of each dead bodies and their colour photograph also be taken by the railway authorities and this should be kept in safe custody so that at an point of time in future body's identification can be done by their relatives/friends.

Guidelines for commercial department at the site of accident to deal with affected passengers -

1. Ex-gratia payment:

- i. The amount of ex-gratia relief payment to be paid to the dependents of dead or injured passengers involved in Train Accidents as defined under sections 124 and 124-A of the Railway Act, 1989.

S/N.	Type of accident	Amount of ex-gratia for death	Amount of ex-gratia for Grievous Injury	Amount of ex-gratia for Simple Injury.
1	Train accident (as defined under section 124 of RA 189)	₹5,00,000/- (Five lakh only)	₹2,50,000/- (Two lakh fifty thousand only)	₹50,000/- (Fifty thousand only)

- ii. The amount of ex-gratia for death/injured in untoward incidents, as defined under section 124-A of the Railway Act, 1989.

S/N.	Type of accident	Amount of ex-gratia for death	Amount of ex-gratia for Grievous Injury	Amount of ex-gratia for Simple Injury.
1	Untoward incidents (as defined under section 124-A of RA 189)	₹1,50,000/- (One lakh fifty thousand only)	₹50,000/- (Fifty thousand only)	₹50,000/- (Fifty thousand only)

- iii. The amount of ex-gratia relief payment to be paid to the road users who meet with an accident at Manned Level Crossing Gate due to Railway's prima facie liability.

S/N.	Type of accident	Amount of ex-gratia for death	Amount of ex-gratia for Grievous Injury	Amount of ex-gratia for Simple Injury.
1	Accident at Manned level crossing (due to railway's prima facie liability)	₹5,00,000/- (Five lakh only)	₹2,50,000/- (Two lakh fifty thousand only)	₹50,000/- (Fifty thousand only)

2. Additional Ex-gratia relief in case of Hospitalization of Grievously Injured Passengers beyond 30 days.

In case of Train Accident	In case of Untoward Incident
₹3000/- per day to be released at the end of every 10 day period or date of discharge, whichever is earlier.	₹1,500/- per day to be released at the end of every 10-day period or date of discharge, whichever is earlier upto further six months of hospitalization.
	Thereafter, ₹750/- per day to be released at the end of every 10-day period or date of discharge, whichever is earlier upto further Five months of hospitalization.
(a) Lump sum amount of ex-gratia for hospitalization of grievously injured passenger upto first 30 days is as mentioned in table at para (1) above.	
(b) The maximum period for which ex-gratia is payable to the grievously injured passenger will be 12 months.	

- 2.1 This ex-gratia relief will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defined under Section 123, read with Section 124/124-A, of the Railways Act, 1989.
- 2.2 The period for treatment as indoor patient for more than 30 days would need to be certified by a Railway Doctor for the purpose of further ex-gratia payment upto the period of remaining 11 months. In case where the injured is taking treatment in other than Railway hospital, the treatment has to be certified by Railway Doctor.
- 2.3 Sr. Divisional Medical Officers shall also keep track of such injured person taking treatment in other than Railway hospitals. Sr. DCM/DCM shall keep coordination with Sr. DMO for the purpose and arrange payment of ex-gratia as per the prescribed schedule mentioned in the table in Para-2 above at the doorstep of injured person. Every care shall be taken by Sr. DCM/DCM to avoid any inconvenience to injured person in such cases.

3. Mode of Payment of ex-gratia/enhanced ex-gratia

- 3.1 Maximum amount of upto Rs. 50,000/- to be paid in cash as an immediate relief for taking care of initial expenses.
- 3.2 Remaining amount to be paid by Account Payee Cheque/RTGS/NEFT/Any other online payment mode.
- 3.3 Notwithstanding anything contained in Para 3.1 and 3.2 above, Railways may disburse the entire amount of ex-gratia/enhanced ex-gratia by Account Payee Cheque/RTGS/NEFT/Any other online payment mode, if deemed appropriate.

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

- 4.1 No Ex-gratia payment would be admissible to the road user in case of accident at unmanned Level crossing, trespassers, persons electrocuted by OHE (Over Head Equipment).
- 4.2 Ex.-gratia payment in case of train accident and untoward incidents are not to be taken into account at the time of final claim of compensation.
- 4.3 The amount of ex-gratia relief admissible to road users, who meet with an accident due to Railway's prima facie liability at Manned Level Crossing Gate Accident, will be counted towards the amount of compensation payable, if action is tenable against the Railways under the Law of Torts and an award is actually granted by a Court of Law.
- 4.4 Ex-gratia payments should also be made to railway servants killed or injured by a moving train while performing their duty, for example, gangman working on track run over accidentally by a moving train.
- 4.5 Payment should be sanctioned/ arranged preferably on the spot by Senior Scale Officer nominated by the General Manager after making such enquiries as can be reasonably made on the spot after the immediate need by way of medical attendance etc. to injured persons are attended to.

CHAPTER – 9

MEDIA MANAGEMENT

Objectives -

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

Duties of Public Relations Organization -

- PRO and his team will collect whatever information is available and released it to the media within 60 minutes of intimation of accident.
- The information shall include telephone numbers of help line enquiry booths.
- Photographers with digital and video cameras should also be taken to the accident site.
- Responsible PR supervisors should be deputed during nightshift for interacting with the media, if necessary.
- PRO will organize press briefings at fixed timings.
- PR organization shall monitor various important media channels to keep track of media reporting. Suitable corrections/clarification may also be issued, if required.

Spokesperson -

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

Information to be relayed to Press and Electronic Media - Information to be given to media can be broadly segregated in to following categories:

Accident:

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

Uninjured passengers:

- Steps taken to provide beverages, refreshments to uninjured passengers.
- Steps taken by railway for clearance of uninjured passengers.
- Expected time of departure of front portion of the affected train.
- Expected time of arrival at the destination.
- Expected time of departure of rear portion of accident involved train.
- Its diverted route and expected arrival at the destination.
- In case empty coaching rakes have been arranged then details of the same.

Dead and injured passengers

- Steps taken by railway to render immediate medical attention
- Number of passengers rescued.
- Breakup of the injured passengers, both grievous and simple.
- Name of the hospitals where injured are being treated.
- Approximately how many patients have been admitted in each of these hospitals
- Names of injured passengers.
- Communication facilities like cell phones, STD phones provided at these hospitals.
- Payment of ex-gratia.
- Facilities offered to relatives/dependents of victims including free pass for journeys.
- Special trains being run for bringing relatives /dependents of dead and injured.
- Number of dead bodies recovered and number of bodies identified.
- Identification of dead bodies takes much longer since either:

- They were traveling alone or;
- Their companions are injured and are not in a position to identify them, or:
- Their companions are also injured/dead.
- Under such circumstances it is possible to identify dead bodies only when relatives/dependents arrive.
- This aspect of identification dead bodies and reasons for delay should be explained to the media.

Helpline Enquiry Booths:

- Setting up of Helpline Enquiry Booths.
- Details of Helpline Enquire Booths:
 - Station where these have been opened.
 - Telephone Nos.
 - Fax Nos.
 - Internet address of SECR on the Railnet website (www.secr.railnet.gov.in)

Train services:

- Details of train operation with regard to:
 - Diversion
 - Regulation
 - Rescheduling
 - Short termination
 - Cancellation
- Running of passenger specials for carrying relatives/dependents to the site of accident.
- These trains will be started from the originating and destination stations of the affected train and will be given few stoppages en-route for picking up relatives/dependents.
- Expected departure time of relatives/dependents special from their originating station.
- Refunds being granted in Helpline Enquiry Booths for passengers whose journey have been interrupted.

Casualty figures:

- In all accidents, as long as Rescue & Relief work continues, there is always a difference between casualty figures given by the railway and casualty figures quoted by the media.
- The reason for this difference is that railway gives figures based on actual number of dead bodies recovered, whereas media estimates casualty figures based on the damage visible.
- During Press briefings, this point should be clarified that till the present time, so many bodies have been recovered.
- However, it should also be made clear that casualty figures are likely to go up since rescue work is still continuing.
- Assessment regarding likely number of deaths and injuries may also be made if considered necessary. Such an assessment should be based on:
 - Total number of coaches involved.
 - Number of coaches searched.
 - Number of coaches yet to be dealt with.
- Particular reference should also be made to coaches that are crushed or that have climbed on top, and have not yet been searched.

Press Briefings at accident site:

- DRM or his authorized representative shall collect factual information from the site manager and relay the same to the media and HQ. Thus an on-line communication channel will be established to keep media informed of all the important details.
- CPRO or PRO should be available during press briefings in HQ.
- There should be a fixed time for press briefings so that there is no confusion regarding different versions given to separate channels at various points of time.
- Simultaneous press briefings should be held at accident site, at HQ and at division, as per the time intimated, so that the same version is given to all concerned.
- All media releases will be uploaded on the South East Central Railway Website, and a separate web page will be opened to give specific information with regard to the accident by Commercial department in liaison with IT department. The priority of information release to various media will be as under:
 - TV channels.
 - News Agencies like UNI, PTI.
 - Print Media
- Convenience of media shall be taken care of by PR personnel with assistance of Commercial representatives at site. Tour of media persons should be conducted to hospitals where injured are being treated.
- Commercial department should ensure that list of passengers who traveled by the accident involved train along with the list of dead and injured reaches the PR officials at the earliest.

CHAPTER – 10

CROWD MANAGEMENT PLAN

National Disaster Management Authority (NDMA) has prepared 'Suggestive Framework for Preparation of Crowd Management Plan for Events/Venues for Mass Gathering and a working paper for Preparation of Crowd Management Plan, titled "Managing Crowds – A Guide for Administrators and Organizers of Events and Venues". These documents would enable State Governments/local agencies and the administrators/organizers of events and venues of mass gathering to prepare appropriate guidelines and plan for effective and efficient crowd management.

For better effectiveness, RPF, GRP and District Police have to act in a synchronized manner in consultation with Magisterial Authorities.

One of the intelligence video analytics to be incorporated in the integrated Security System is related to signal for crowd density within station premises when it exceeds the prescribed limit. This will enable RPF personnel and railway authorities to get timely information when heavy crowd builds up within station premises and plan follow-up action. Pictures stored on CCTV system will be of immense help in identifying miscreants and in ensuring effective legal action.

Planning provides a methodical way to engage all stakeholders in thinking through the life cycle of a potential crisis, determining required capabilities and establishing a framework for roads and responsibilities, taking end objectives into consideration, as a supplement to the national guide on "Managing Crowd at events/Venues of Mass Gathering" issued by NSMA, this document provided a quick reference and outline on preparation risk-informed planning process.

The concise framework navigates the planning process through a mix of instructions describing the content that each section might have as defined in national guide document.

This document suggested that the State Government may formulate guidelines for management of "events/venues of mass gathering" with a cross reference into SDMP/DDMPs along with description on support mechanism with roles and responsibilities defined. State having guidelines on mass gathering events/venues may review their existing guidelines/plan keeping national guide into consideration.

During festival of events attracting mass gathering-railways, road ways and airways etc, may experience unexpected temporary surge in number of people at such locations. Agencies responsible for operation and management such places would need to include 'Crowd' as one of the hazard while formulating strategic plan for public safety and implement special arrangement necessary for managing surge in number of people at railway stations, bus terminals and airports. Framework suggested in this document paves way in formulating public safety plan by agencies like railways, road transport and airways. These plans are to be developed in consultation with local authorities and even administrator/organizer.

Different event/venues may have different hazard profile and hence resources requirements will not be uniform. Hence this may be used as a framework and not as a template. Suitable changes, as required, may be made in the contents.

The events are approved as per local bylaws. In current scenario informations/data collected by the licensing authority (police at this point) through the application form is inadequate and does not cover key components like hazards/vulnerabilities/risk – an event/venue may be susceptible to. Capacity building measures can only be identified if hazards and vulnerabilities are known. Plan for event/venue of mass gathering will response and recovery) and will also provide procedures and methodology for putting those capabilities into action during any severe incident.

Authorities responsible for granting license/registration/permission for events/venues of mass gathering will need to reconcile their exiting format of “application” by suitably integrating requirement of a plan on management of mass gathering into it.

Guidelines for Establishment of Emergency Operations Centre:

1. This centre will by far possible, be near to the vicinity of the subject it is going to control.
2. The centre should be in a safe area where it is not affected by any type of disasters, both man-made and natural, so that it can exercise control over its task under any condition.
3. A Grid Map of the entire area under jurisdiction will be prepared to facilitate accuracy in pinpointing the troubled area and activate appropriate response.
4. This map will contain all relevant data like position of volunteers/police, ambulance, fire services, medical emergency room, ticket location etc.
5. All the staff involved in this activity will have a particular call sign and the grid map. This will give them leverage in pre-empting a particular activity that ensures safety of the crowd or if they are nearest to the spot. It will aid them in initiating corrective action and feedback to the control centre.
6. This centre will exercise positive control over the crowd movement to and from the event venue.
7. This centre will not act under pressure of any sort from any individual or agency requesting speedy access to event/venue. At the time, it will exercise total discretion in allowing the same only if doing so may lead to safety and security concerns.
8. The centre will be the hub for information flow about the crowd movement other up and down.
9. All emergency support services will be coordinated from this centre.
10. This centre will exercise direct control over the already parked ambulances, fire services and regulating their movement, in and out of the disaster prone area.
11. This centre will pre-validate and decide the level and distance of accessibility of emergency services in the disaster area to avoid congestion and quick turnaround, there by speeding up the movement of cases and vehicles.
12. The centre is also responsible for validating the main routes for crowd movement and alternative routes (marked as standby for ingress and egress).

13. The centre will exercise/regulate the positioning of food stalls, public facilities, watering points, rest areas and display systems for easing the flow of crowd and their anxiety level.
14. The entire communication network i.e. the public address system, wireless setup, display system etc. will be controlled by a dedicated team under the supervision of one competent person, who in turn report to the Chief of Emergency Operations Centre.

CHAPTER – 11

DISASTER INFORMATION FLOWS AND ALERTS OF DISASTER

Categorization of Alerts –

Specific hazards have different categories of Alerts. Accordingly, a uniform system has been devised by categorizing each type of alert in stages – Yellow, Orange and Red.

Action plan for communication of alert messages –

Whenever a crisis is about to be faced, Government of India has laid down systems for warning its respective departments through an 'Alert'. It should be understood that mere issue of an 'Alert' (Yellow or Orange) is not an indication of the occurrence of a disaster. This only signified the existence of a crisis for which provisions of the Crisis Management Plan would come into operation.

The Action Plan for Alert Message lays down as under for Railway-

Category	Description	Stage
Minor	50 or less casualties (inclusive of death and injuries)	Yellow
Medium	51-99 deaths	Orange
Major	100 or more deaths or where additional assistance is sought by the Ministry of Railways.	Red

Monitoring/Reporting of Effects of Disaster –

The Safety Directorate in the Board would be given information regarding Orange/Red Alerts. On the declaration of an incident as a Disaster by a State government or District Administrator or even by the GM/AGM of the Zonal railway, the CSO would give time to time updates to the Safety Control in Railway Board of the situation. Assistance of other departments would be made available by the GM to the Safety department on the Zonal Railways.

Action on Division on Orange/Red Alert:

On the issue of an Orange Alert (or of a higher level), the responders have to be activated as required for relief etc. as under –

- Mobilization of Gang Men.
- Hospitals to mobilize Doctors and Para-medical staff.
- Civil Defence units.
- RPF and RPSF deployment
- Scouts and Guides.
- Operating and manning of the Disaster Control Room.
- Coordination amongst various stake holders through advance warnings.
- Communication system to be ensured and backups to be in readiness for immediate use when required.
- In case existing railway staff may not be able to maintain train services to be operational, the TA units have to be mobilized. It takes 2-3 days for the deployment of the TA unit after issue of their mobilization order; hence an advance warning is of essence.

CHAPTER – 12

HOSPITAL DISASTER MANAGEMENT PLAN

Aim of Hospital Disaster Management Plan –

The aim of a Hospital Disaster Plan is to provide prompt and effective medical care to the maximum possible, in order to minimize morbidity and mortality resulting from any MCE (Mass Casualty Emergency).

Hospital DM Plan:

There shall be on each Zonal Railways a Hospital Disaster Management Plan which will be based on the Indian Railways Hospital DM Plan issued by Railway board.

The Hospital DM Plan shall incorporate relevant items given in the DM Plan of the Railways. It should be clarified that:

“The Hospital DM Plan comes into effect only if the competent authority so authorized declares on the Zonal railways an incident as a disaster. It can also come into effect if any Central/State government agency declares a major incident as Disaster, and where the medical facility of the Railways shall be required assistance”.

Each Hospital has to evolve its own plan and it has to be revised from time to time as each experience will bring new perspectives.

Objective and Goals of a Hospital Disaster Plan –

The Hospital Disaster Plan should address not only mass casualties that has occurred away from the hospital, but should also address a situation where the hospital itself has been affected by a disaster such as fire, explosion, flooding or earthquake.

Categorization of Emergencies –

In order to find out what constitutes a disaster or unmanageable incident for the hospital, the hospital needs to calculate its normal capacity, beyond which it has to act according to the Disaster Plan. The mass casualty emergencies can be categorized based on the number and/ or type of casualties.

The categorization is based on the number of casualties coming to a hospital in a given time and the ability of the hospital to cope with those casualties. Categorization will differ from hospital to hospital and depend on several factors, such as the number of doctors and nurses available and the availability of supplies and support services. Assessment of the capacity of a hospital to respond to a given emergency situation should be done.

The Disaster Manual –

The plan should also be written down as a document in the form of a 'Disaster Manual'. The reporting, recording, coordinating and evaluating activities associated with DM should be specified in this Disaster Manual. The Disaster Manual should be prepared by the CMS or CMD of the Zonal Railway.

Hospital preparedness and Emergency Health Management –

Hospital preparedness is crucial to any Disaster Response System. Each hospital needs to have an emergency preparedness plan to deal with mass casualty incidents and the hospital administration/doctors trained for this emergency. The curriculum for medical doctors does not at present include hospital preparedness for emergencies. Therefore, capacity building through in-service training of the current health managers and medical personnel in hospital preparedness for emergencies or mass casualty incident management is essential.

Hospital preparedness should aim at planning the use of hospital resources in a well coordinated and simple way with defined roles for all medical personnel. Such activities will be drafted in the Hospital DM Plan which will be a part of the Zonal/Divisional DM Plan.

Medical First Responder (MFR) –

Railway is not be expected to be a main stake holder in the DM Plan of Disaster like CBRN, it can only be assisting agency. This may be specifically clarified in the Zonal and Divisional DM Plans as to who is considered as MFR. Presently Railway is first medical responder in case of train accident involving casualty, level crossing accident involving casualty, stamped at platform, foot over bridge and Railway premises and any non-railway accident occurring in Railway premises and adjacent to Railway premises. During such disastrous situation Medical, Civil Defence, St. John's Ambulance and Scout and Guides should be summoned by DRM/Sr.DSO as per requirement.

Capacity Development –

Capacity development will include training of all stakeholders including doctors, nurses, paramedics and other resource persons in triage and Basic Life Support (BLS), and deployment of specialists. Training for Post Trauma Psycho counselling is to be imparted to Civil Defence, Scout and Guides in the respective hospitals of the divisions.

Memorandum of understanding –

The HLC recommended (recommendation No.33) entering into a memorandum of understanding (MoU) with the State Government so that the Railway administration could join hands for mutual assistance in case of railway or non-railway disasters. The HLC also suggested entering into MoUs with the civil and private hospitals to improve the response time, with the Armed forces and private air operators for Air support to

access the disaster sites. Presently there is only verbal consent from Government Hospitals as it is open to general public. Coordination among Railway, Government and Private hospitals is a must to any medical team to reach a disaster site in a reasonable time in the vast network of railway route kilometres.

Duties of the Doctors/paramedics involved in rescue operations –

- Keep stretcher and ambulance ready to transport the sick persons.
- Give details of injured persons to the doctor who is preparing the list of injured persons.
- Make detailed search and inspection of all the train compartments including lavatories to find out any trapped.

Points to be considered while dealing with the affected people –

- Incident command system,
- Communication and information system,
- Telephone desk,
- Patient flow, Triage and category of incidents,
- Drugs and equipments,
- Consumable stock,
- Bed space,
- Temporary morgue,
- Mortuary (AC),
- Linen stores,
- Staff-medicals, nursing and paramedics their well defined duties at the time of MCE,
- Volunteers,
- Food service,
- Information service,
- Engineering service (for water and electricity supply),
- Security and other matters,
- Discharge procedure.

Duties of the doctors/paramedics visiting hospitals where the injured persons are getting treatment –

- There should be one paramedical for one hospital.
- Before leaving accident spot they must collect telephone number of the site and senior medical officer.
- He should be constantly available at the hospital and he should be in constant touch with the spot giving the full details of the injured passenger duly updating.
- He should be prepared well in advance to take round the VIPs with all information.
- He should assess the nature of injuries and the capabilities of the hospital to treat them efficiently. As per assessment if there is a need to shift to higher medical centre, he will arrange for the shift keeping the senior medical officer in the spot informed.
- He will do regular daily follow-up of the cases and the progress of the recovery and communicate.

CHAPTER – 13

ROLE OF SECURITY DEPARTMENT IN DISASTER MANAGEMENT

The security of Indian Railways is being managed by 3 agencies, the Railway Protection Force, Government Railway Police and the State Police. State police and Government Railway Police function under the administrative control of respective State Governments and their role is prevention and detection of crime (except those covered by Railway Act and the Railway Property Unlawful Possession Act) and tackling law and order problems. Due to this coordination amongst the different agencies is very essential to handle Disaster situation effectively.

Railway Protection Force is an Armed Force of the union constituted by an act of Parliament (the Railway Protection Force Act 1947), for the protection and security of railway property, passenger area and passengers and for matters connected therewith.

Role of RPF in Disasters –

In case of any disaster especially serious train accidents, fire incidents, explosion in trains or on railway premises, terrorist acts, hijacking of train etc. RPF has to play lead role on coordination with other department of Indian Railways and various agencies of State and Central Government.

In case of CBRN Disasters, or a natural calamity, RPF has to provide support services in rescue, rehabilitation and mitigation efforts.

RPF has a major role in crowd control and arranging fire fighting infrastructure by coordinating with the State Governments/District Administration. The deployment of the RPF may be done on need basis to provide relief, rescue and rehabilitation consequent to a Terrorism Disaster. Dog Squads may need to be deployed even for preventive checks against terrorist activities.

Integrated Security Scheme –

An integrated security has been sanctioned for installation at 195 stations of Indian Railways. The system envisages multi-layered surveillance of vehicles, luggage and passengers in station premises. The system comprises of following broad categories:

- Internet protocol based CCTV surveillance system with intelligence video analytics,
- Access control,
- Personal and baggage screening system,
- Bomb Detection and Disposal system,

Crowd Control and Management –

For better effectiveness RPF, GRP and District Police have to act in a synchronized manner in consultation with Magisterial Authorities.

One of the intelligence video analytics to be incorporated in the Integrated Security System is related to signal for crowd density within station premises when it exceeds the prescribed limit. This will enable RPF personnel and railway authorities to get timely information when heavy crowd builds up within station premises and plan follow-up action. Picture stored on CCTV system will be of immense help in identifying miscreants and in ensuring effective legal action.

Explosion in trains and railway premises –

One of the key components of the Integrated Security System is Explosive Detection and Disposal. It provides for effective detection and disposal capability with RPF. Explosive detection and disposal, being a highly skilled and challenging job, requires Bomb Detection and Disposal Squad comprising of personnel. Such RPF personnel have been identified on Railways and they are being trained in phased manner by National Security Guard (NSG). Preventive measures to be taken in such situation, have been separately circulated vide Security Directorate Secret letter No. 2003/Sec(Spl.)200/14 dated 16/01/2008.

Terrorist Acts and Hijacking of Trains –

Procedures have been outlined in the Crisis Management Plans of the Government of India, of the Ministry of Home Affairs and of the Ministry of Railway to tackle such situations. Above mentioned secret documents are available with concerned Authorities and action has to be ensured in accordance with the provisions mentioned in the above mentioned plans.

Ministry of Home Affairs is the Central Nodal Ministry to tackle hostage to terrorist situations requiring specialized handling. National Security Guard (NSG) has to be requisitioned in such situations. Crisis Management Plan of the Ministry of Railway envisages management of such crisis by the National Crisis Management Committee (NCMC) and Crisis Management Group (CMG) at the Railway Board level and by the Zonal Management at the Zonal level.

Coordinated efforts have to be ensured by all security agencies present at the spot. Senior most officials available at the spot shall handle situations in accordance with conditions of the crisis at local level and instruction received from concerned Crisis Management Group at Zonal and National levels. Quick Reaction Teams (QRTs) of RPF personnel should be available round the clock at major stations which will be of immense help to tackle such situations during initial phases especially in cases of terrorist attacks.

CHAPTER 14

GUIDELINES DURING CHEMICAL DISASTERS

National Disaster Management Authority (NDMA) has issued guidelines on the management of chemical disasters. These guidelines are directed more towards their prevention and mitigation of their effects, if these happen then on rescue and relief operations afterwards.

Indian Railways have also been transporting chemical and hazardous materials e.g. petroleum products (petrol, naphtha, HSD etc.), Caustic soda, alcohol, compressed gases (LPG gas etc.), chemical manures, Acids, Matches etc. These goods are carried either in the SRs or in the Parcel Vans or in the goods wagons. Quantum and type of transportation of such hazardous materials varies from railways to railway and different zonal railways need to prepare themselves based on the type and extent of hazardous material being handled and transported by them.

Indian Railway's Rules for carrying dangerous (hazardous goods) by rail has been legislated in the Railway Red Tariff Rule 2000 as per which dangerous goods have been classified into following 8 classes:

- I. Explosives
- II. Gases, compressed, liquefied or dissolved under pressure.
- III. Petroleum and other inflammable liquids.
- IV. Inflammable solids.
- V. Oxidising substance.
- VI. Poisonous (Toxic substances)
- VII. Radio-active substances.
- VIII. Acids and other corrosive.

Chapter I to VIII respectively deal with the above classes of dangerous goods which include General rules governing acceptance, handling, carriage, storage, delivery and the list of commodities included in that class. Carriage of Goods of a hazardous nature other than those specified in these chapters shall not be accepted for transport by rail unless especially authorized by the railway administration as provided under these Rules.

Out of the above 8 classes of dangerous goods, class II (gases, compressed, liquefied or dissolved under pressed, III (Petroleum and other inflammable liquids) and VIII (Acids and other corrosive) are dealt in bulk on railways whereas other classes of dangerous goods are dealt in piecemeal/small quantities in parcel vans/SLRs. Division may refer to the specific Paras pertaining to all these classes of dangerous goods. However, important relevant details of the popular classes (II, III and VIII) of dangerous goods are detailed as under: -

1.0 CLASS –II (Gases, compressed, liquefied or dissolved under pressure)

Gases compressed, liquefied or dissolved under pressure, which have been permitted for their carriage by rail, as per Red Tariff No.20 are given below:

1. Dissolved Gases:

- Acetylene (compressed into porous substances).

2. Compressed Gases:

- Air compressed.
- Argon
- Coal Gas
- Hydrogen
- Methane
- Neon
- Nitrogen
- Oxygen
- Sulphur Hexafluoride

3. Liquefied Gases:

- Ammonia (anhydrous)
- Chlorine
- Liquefied petroleum Gas (Commercial Butane or Propane)
- Carbon dioxide (Carbonic Acid Gas)
- Cyclopropane Gas
- Ethyl Chloride.
- Freon, Arcton or Genetron
- Hydro-cyanic Acid
- Medical Mixtures (oxygen and carbon dioxide & oxygen and helium mixture)
- Methyl Bromide.
- Methyl Chlorine(Chloromethane)
- Nitrous oxide
- Sulphur dioxide Toxic (sulphurous acid gas)
- Liquid Air
- Liquid oxygen
- Liquid Nitrogen
- Liquid Helium

General rules regarding acceptance of above commodities for carriage by rail are given in Rules 202, 203, 204, 205, & 206 of Red Tariff No. 20.

1.1 Packing:

Before the above commodities are transported by rail, it must be packed as per rules 207.1 & 207.2 of Red Tariff No.20.

However, Rule 207.2 i.e. rule for protection of cylinder valves during transport shall not apply to cylinders containing oxygen or nitrous oxide for medical purposes having water capacity less than 5 litres.

1.2 Marking & labelling of Cylinders or containers:

Rules for marking and labelling of cylinders are given in rules 208 & 209 of Red Tariff NO.20. It must be ensured that the date of the last hydrostatic test or hydrostatic stretch test with the code mark of recognized testing station is marked on every cylinder. In the case of liquefied petroleum gas cylinders, the quarter and the year of test shall be given additionally in a neck ring or on a shoulder plate.

1.3 Storage (Refer Rule No.211 of Red Tariff No.20):

Following points must be ensured –

- Thin wall cylinders such as liquefied petroleum gas cylinders and dissolved gas cylinders shall not be stacked in a horizontal position.
- Cylinders containing flammable gases, other toxic gases shall be kept away from cylinders containing other type of gases.
- Cylinders shall not be stored along with any combustible material.

Precautions in handling and storing gas cylinders or containers (Refer Rule No.212 of Red Tariff No. 20)

Commodities mentioned in this chapter, shall not be stored or handled with or near explosives or other dangerous goods. Smoking and carrying any type of fire must not be allowed near these commodities.

1.4 Modes of Transportation

Regarding modes of transportation refer rules 213, 214, 215, 216, 217, 218 of Red Tariff No. 20.

1.5 Stowage and carriage

Stowage and carriage rules of gases, compressed, liquefied or dissolved under pressure are discussed in rules 219, 220, 221, 226, 227 and 228 of Red Tariff No.20.

1.6 Additional Rules

Exceptional or additional rules regarding packing, marking and labelling, carriage by Goods/Mixed/Parcel train and stowage and carriage rules have been specified in Table-II, Chapter-II of Red Tariff No. 20. Characteristic property of gas and pictorial level indicating main characteristics of the gas is also indicated in column 2 & column 3 of table II.

2.0 CLASS – III (Petroleum and other inflammable liquids)

Petroleum and other inflammable liquids i.e mixture of liquids and liquids containing solids in solution which give off inflammable vapours and is capable of ignition in suitable concentration of air when exposed to a source of ignition. Petroleum and other inflammable liquids are considered dangerous as per Railways Act 1989 (24 of 1989) and have been classified in three classes i.e. Class 'A', Class 'B' and Class 'C'.

- (i). Class 'A' – Petroleum and other inflammable liquids, the vapour of which having flash point below 23°C.
- (ii). Class 'B' - Petroleum and other inflammable liquids, the vapour of which having flash point above 23°C but below 65°C.
- (iii). Class 'C' - Petroleum and other inflammable liquids, the vapour of which having flash point at 65°C and above.

A list of items included under above three classes is given in Table III, Chapter III of Red Tariff No.20.

Rules regarding general restrictions on conveyance and acceptance of petroleum and other inflammable liquids have been detailed in rules 302, 303, 304, 305 & 306 of Red Tariff No. 20.

2.1 Packing, Marking and Labelling

It is to be ensured that the words "Highly Inflammable" and "Inflammable" as the case may be, is marked on every package containing petroleum and other inflammable liquids. Every tank vehicle used for transportation of petroleum must be marked on each side, and rear thereof in letters at least 7 cms high on a background of sharply contrasting colour the word "FLAMMABLE" and the common name of the liquid being transported e.g. "MOTOR SPIRIT", "KEROSENE" etc. For method of packing, marking and labelling of petroleum and other inflammable liquids, Rules 308, 309 & 310 of Red Tariff No.20 may be referred.

2.2 Storage

Time of Loading and Unloading: All operations of loading, unloading and handling of petroleum and other inflammable liquids shall be conducted between sunrise and sunset. Provided that consignments to be sent in brake-vans of passenger, mixed or parcel trains and by trans-ship or Road van trains may be handled at any hour, after due precautions have been taken to prevent accidents. Loading and unloading of

petroleum products shall be allowed at any hour if, adequate electrical lighting and fire fighting facilities as determined by Chief Controller of Explosives have been made available at the place of loading and unloading.

Prohibition of smoking, fires etc: Petroleum and other inflammable liquids must not be stored or handled near explosives and other dangerous goods. Smoking, taking fire, naked light matches or other articles of inflammable nature is strictly prohibited near petroleum and other inflammable liquids. All due precautions should be taken at all times to prevent any escape of petroleum and other inflammable liquids. Rules 312 and 313 of Red Tariff No.20 may be referred for detail.

2.3 Transportation

Subject to the provisions of Rules (i) and (ii);

- a. Petroleum and other inflammable liquids, Class 'A', shall be transported by goods trains only.
- b. Petroleum and other inflammable liquids, Class 'B' and 'C' may be transported in wagons by all trains except passenger trains.

Rule (i) petroleum and other inflammable liquids, class 'A' may be transported in wagons by a mixed or parcel train on any line or section on which goods trains are not running provided that immediately on entering any section on which goods trains are running, the wagons containing petroleum and other inflammable liquids class 'A' shall be detached from the mixed or parcel train.

Rule (ii) Carriage in brake-van of passenger, mixed or parcel trains – Except as otherwise provided in column 5 of table III of Red Tariff No.20, petroleum and other inflammable liquids shall not be carried in brake-van of passenger, mixed or parcel train. Whenever these commodities are permitted to be carried in the brake van, the following points must be ensured.

- (a) The total quantity in the brake-van of any one train at any one time shall not exceed 50 litres.
- (b) Petroleum and other inflammable liquids shall not be conveyed in the same carriage with any matches or fuses or appliances producing ignition, or any explosives or other dangerous goods.
- (c) Packages containing petroleum and other inflammable liquids shall be carried only in the rear brake-van which shall be well ventilated.
- (d) Packages containing petroleum and other inflammable liquids shall be placed as far as possible from other packages in the brake-van and from the tail light of the train.

Conveyance in tank wagons

Tank wagons used for the conveyance of petroleum and other inflammable liquids shall be of a design approved by the Chief Controller of Explosives.

Precautions to be observed while loading and unloading tank wagons:

- (i) Tank wagons used for the conveyance of petroleum and other inflammable liquids shall be in good condition and free from leakage.
- (ii) In filling tank wagons, an air space of more than 5% of the capacity of the tank wagon shall be left, provided that the prescribed air space may be reduced to –
 - (a) 2.5% in the case of some important items like:
 - High speed diesel oil
 - Furnace oil
 - Kerosene oil
 - Aviation Turbine fuel
 - (b) 4% in the case of some important items like –
 - Aviation spirit
 - Petrol
 - Naptha
- (iii) All inlets and outlets shall be securely closed.
- (iv) Petroleum and other inflammable liquids, class 'A' shall not be filled in or discharged from tank wagons:
 - (a) At any place where tank wagon is exposed to sparks.
 - (b) Within a distance of 30m from any fire, furnace or artificial light capable of igniting inflammable vapour. Distance may be reduced to 9m when the liquid is filled or discharged under seal and closed vapour return pipe lines are provided.

Empty Tank Wagons: All empty tank wagons which have contained petroleum and other inflammable liquids shall, except when they are opened for the purpose of cleaning them & rendering them free from vapour, be kept securely closed unless they have already been thoroughly cleaned and rendered free from vapour.

2.4 Stowing in wagons, labelling, sealing and locking:

Guidelines regarding stowing, labelling, sealing and locking of wagons have been discussed in Rules 322 & 323 of Red Tariff No.20. A "DANGEROUS" label as shown in Rule No.323 of Red Tariff No.20 must be affixed to both sides of every wagon in which petroleum and other inflammable liquids are stored for dispatch or delivery or while in transit.

The rules for shunting, marshalling and delivery of consignments have been discussed in Chapter III of Red Tariff No.20.

2.5 Additional Rules.

Any additional or exceptional rules applicable for any specific item regarding packing, marking and labelling carriage by Goods Train, Carriage in brake-van of passenger,

mixed or parcel train and stowage & carriage rules have been discussed in details in Table-III, Chapter III of Red Tariff No.20.

3.0 CLASS –VIII (Acids and other corrosives)

A list of Acids and other corrosives which have been considered dangerous goods are given in Chapter VIII, Table VIII of Red Tariff No. 20. Only these acids and other corrosives shall be accepted for conveyance by rail. Regarding general restrictions on conveyance of acids and other corrosives by rail and notice of despatch to be given by sender, rules 802, 803, 804, 805 & 806 of Red Tariff No.20 may be referred.

3.1 Packing, Marking and Labelling

Although, acids 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 column 2 of table VIII and as per rules 807 of Red Tariff No.20.

The outermost Package containing acids and other corrosives must be marked with the word “Corrosive” and name of the acid or corrosive Labelling of package must be done as per rule 808, 809 & 810 of Red Tariff No.20.

3.2 Handling and Storage

(a) Time of loading and unloading:

All operations of loading, unloading and handling of acids and other corrosives shall be conducted between sunrise & sunset. Consignments sent in sectional vans may be handled at any hour by taking all due precautions to prevent accidents, including provision of adequate lighting.

(b) Handling of Packages:

- (i) Packages containing acids and other corrosives not be thrown, dropped down or dragged along the ground of floor and care should be taken to avoid striking them against any hard object.
- (ii) 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.
- (iii) Whenever practicable, packages containing acids and other corrosives shall be carried or conveyed on trolley or hand barrows.
- (c) Acids and other corrosives not to be stored or handled with or near explosives or other dangerous goods or articles of inflammable nature.
- (d) Acids and other corrosives not to be stored or handled with or near foodstuffs or foodstuffs empties.
- (e) The floor of any place or wagon on which acids and other corrosives have been stored or the wagon or trolley or hand barrow in which they have been carried shall swept and thoroughly cleaned after removal of the goods therefrom.

3.3 Transportation

- (i) Acids and other corrosives in wagons may be transported by all trains including passenger trains, but not to be transported in the brake van of trains.
- (ii) Acids and other corrosives shall be carried in covered iron wagon and tank wagons. End opening carriages or wagons shall not be used.

Conveyance in tank wagons

Tank wagons used for the conveyance of acids and other corrosives shall be of a design approved by the Chief Controller of Explosives.

Precautions to be taken while loading tank wagons

- (i) Tank wagons used for the conveyance of acids and other corrosives shall be in good condition and free from leakage.
- (ii) In filling tank wagons, an air space of not less than 5% of the capacity of the tank shall be left.
- (iii) All inlets and outlets shall be securely closed subject to provision of vents where required.

3.4 Storing in wagons

- (i) Packages containing acids and other corrosives should be compactly loaded so that they do not shift during transit.
- (ii) Different kinds of acids and other corrosives when loaded together in the same wagon shall be kept as far apart from the another as may be practicable.
- (iii) Drums containing acids and other corrosives shall as far as possible, be loaded on end.
- (iv) Bottles, jars and carboys should not be loaded on top of other goods, and the other goods should not be loaded on the top of bottles, jars and carboys.

3.5 Labelling, sealing and locking of wagons

A 'DANGEROUS' label shall be affixed on both sides of every wagon in which acids and other corrosives are stored for dispatch or delivery or while in transit.

3.6 Precautions to be taken during shunting

Shunting of wagons containing acids and other corrosives shall not be carried out, except under the superintendence of a duly authorized officer who shall ensure that during shunting operations.

- a. The speed of all movements does not exceed 8 Kmph.
- b. No rough hump, fly or loose shunting takes place.

3.7 Additional Rules

Any additional or exceptional rules applicable for any specific items regarding Packing, Marking and Labelling, Carriage etc. have been discussed in details in table VIII, Chapter VIII of Red tariff No.20.

4.0 Stationary storage of dangerous goods

Some of the dangerous goods like HSD Oil, lubricants etc. are also stored by the railways for their own consumption in diesel loco sheds, RDIs at stations, store depots etc. These places of storage of dangerous goods must have sufficient fire fighting equipments and trained man power to deal with initial phases of fire. All such locations of storage must also have the road access so that fire tenders 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 facilities for storage of petroleum products by the Railways should conform to the Petroleum Rules 2002 notified in the Gazette of India.

In addition to the railways own storage, there are major storage points of dangerous goods adjacent to the railway infrastructure under the private ownership. Railways should liaise with such private owners to ensure that adequate safety precautions are taken and locations are suitably guarded by them to obviate any untoward incident that might affect railway system.

5.0 Rescue Relief and Restoration Operations

Railway's expertise in dealing with the mis-happenings like spillage, catching fire etc. Of these dangerous goods is very limited. It is, therefore, imperative that the respective zonal railways will develop and nurture coordination with those agencies and organizations of their system that have expertise in dealing with the hazardous material being handled and transported on the respective zonal railways. Contact details e.g.Name, designation, telephone Nos; Mobile Nos; etc. Of such agencies should be available in the divisional and zonal railway Disaster Management Plan so that these agencies can be called for without any delay during any untoward incident. However, not to mention the least nominated staff of ARMVs, ARTs and few of the staff maintaining the rolling stock which is used for transportation of hazardous material may be trained and equipped with the equipment used for dealing with such material in the eventualities.

Phone numbers for emergency services to deal the petroleum hazards

Division	Designation	Mobile No.
Nagpur	Area Manager (IOCL)/Gondia	9422804623 9422804639

CHAPTER – 15

FIRE AND OTHER ACCIDENTS

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

A. following sources are main causes of fire in trains:

- i) Carrying stoves, sigries, gas cylinders, kerosene oil, petrol, fireworks etc in passenger compartments.
- ii) Making fire/using fire near papers, wood, petrol or such other inflammable articles.
- iii) Lighted match sticks, cigarette ends carelessly thrown.
- iv) Short circuit in electrical wirings.
- v) Using naked light during authority token delivery to the driver, shunting of inflammable loads, sealing of inflammable wagons.
- vi) Use of open fire, smoking near gas/petrol tank.

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

B. Action to be taken in case of fire in train:

- i) First and foremost immediately summon the fire brigade.
- ii) Secondly, if you smell gas or vapour, or even in case of excessive smoke, hold a wet cloth loosely over your nose and mouth and breath through it in as normal a manner as possible.

1. In case of fire in a passenger train:

- i) In case of fire pull the Alarm Chain and stop the train immediately
- ii) Try and put out the fire before it becomes a big blaze by using either water or blankets etc.
- iii) More people expire due to suffocation for smoke rather than due to actual burning
- iv) Advise passengers to take a cloth, wet it in their drinking water and cover their nostrils.
- v) Instruct Passenger to go to the other end of the coach, which is away from the fire and if possible cross over to the next coach through the vestibule.
- vi) Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
- vii) Make sure that no passenger lies down on the floor.
- viii) After train has stopped, passengers should come down from the coach immediately.
- ix) Building up confidence of injured passengers by suitable advice is of great importance.

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

- i) Stop the train immediately
- ii) Don't panic
- iii) Evacuate passengers from burning coaches
- iv) Protect property, valuables & mails.
- v) Locate fire extinguishing substances viz, water bucket with water/sand, fire extinguishers etc.
- vi) Use fire extinguisher if any and put out the fire.
- vii) Use water from the coaches and extinguish the fire.
- viii) Throw earth or sand, if available, on the fire.
- ix) Ascertain the type of fire viz; dry, oil, gaseous, electric and use the right type of extinguishers.
- x) Isolate the burning vehicle from other vehicle by uncoupling.
- xi) Train to be protected by Driver and Guard at both ends according to the provisions of G&SR 6.03.
- xii) Report it to the nearest station/control/fire station.
- xiii) Every effort shall be made to extinguish the fire and to save the wagon labels, seals and contents of the vehicle.

- xiv) Fire is discovered when the train is near a tank or watering station, the Guard and Driver shall use their discretion to proceed there but no such attempt shall be made until the portion of the train in rear of burning vehicle has been detached.
- xv) Inform all concerned to assist in extinguishing the fire.
- xvi) In case of fire from electrical short circuit, switch off the source.

3. In the event of fire on Electric Engine:

- i) Driver shall immediately switch off the circuit and lower the pantograph. The train shall then be brought to stop at once.
- ii) After disconnecting the electric supply to affected circuits, driver shall take necessary action to put out the fire.
- iii) If fire cannot be extinguished by the above means driver shall advise TPC through emergency telephone to arrange for OHE of the affected section to be switched off.
- iv) The guard and any other staff available shall render all possible assistance to the driver in putting out the fire.
- v) Ordinary fire extinguishers or water from a hosepipe shall on no account be used to extinguish fire on live wire or electrical equipment.
- vi) If services of fire brigade are required, fire brigade shall not be allowed to commence operation until all electrical equipment in the vicinity of the fire has been made dead.

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

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

5. When a person is on fire:

- i) Approach him holding the nearest available wrap in front of you.
- ii) Wrap it round him
- iii) Lay him flat and smother the flames.
- iv) He may roll on the floor, smothering the flames.
- v) On no account should he rush out in the open air.
- vi) Call for assistance.

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

- i) Segregate the affected wagon, coach or area involved.
- ii) On opening a wagon do not enter it immediately. You would thus, avoid fumes, which may be dangerous.
- iii) Use foam type fire extinguishers and sand and not water or soda acid type fire extinguishers.
- iv) Do not bring naked lights near the site of fire.
- v) Warn the people living in the surrounding area within one Km Radius.
- vi) Stay away from ends of tanks, as tanks normally burst from the ends.
- vii) Cool tanks that are exposed to flames with water from the sides only after the fire is put out.
- viii) Withdraw immediately in case of rising sound from venting safety drive or any discolouration of tank due to fire.
- ix) Inform the nearest fire station intimating that Petrol or any other inflammable liquids, acids or gases, have caused the fire.

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

- i) Extinguish by closing the valve or isolating LPG fed to fire by other suitable controls.
- ii) Following steps may be taken if no undue risk is involve:
 - a) Move unheated cylinders to a safe place after ensuring closing of valves.
 - b) Cool the hot cylinders by spraying water from a safe position. The person directing the spray should take up a position where he would be protected from possible explosion.
- iii) If cylinder containing inflammable/toxic gas develops leak during transportation, remove it to an isolated open place away from any source of ignition and advise the filler or consigner as required.
- iv) Inform the Chief Controller of Explosives by fax/telephone.
- v) Inform officer in charge of nearest police station.
- vi) Inform department officers concerned.
- vii) Pending the visit of the Chief Controller of explosives/his representative, the wreckage and debris shall be left undisturbed except to save lives.
- viii) After getting information from the Chief Controller of Explosives that he does not wish any further investigation, the restoration work may be commenced.

C. Fire Fighting:**1. Dry chemical power type fire extinguisher (DCP):**

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

2. How to use:

- i) Carry to the place of fire and keep it up right.
- ii) Remove the safety clip
- iii) Strike the knob located in the cap.
- iv) Sealing disk of the cartridge gets broken and allows carbon dioxide gas to escape to the main shell and power is pushed out.
- v) Direct the stream of the powder at the base of the flame.
- vi) For effective result stand at about 1.5 to 2.5 meter near the seat of the fire.
- vii) Move forward with moving the nozzle rapidly from side to side in sweeping motion.
- viii) When using on outdoor fires operate from the up wind side for effective spray.

**3. Building Evacuation:
When the building fire alarm sounds:**

- i) Immediately evacuate using building emergency plan procedures.
- ii) Walk to nearest exit/stairwell (close doors behind you)
- iii) Don't use elevators.
- iv) Proceed to the designated gathering area outside the building.
- v) Do not re-enter building until cleared by authority personnel.
- vi) Assist with evacuation of individuals with special needs.

4. Suspicious substance in Railway premises:

- i) Clear and isolate the contaminated area. Do not touch or disturb anything.
- ii) Call police/fire service/bomb squad.
- iii) Wash your hand with soap and water.
- iv) Identify individuals who may have been exposed to the material.
- v) Do not leave premise until disposed by authority.

5. Bomb threat/Blast:**Person receiving call regarding bomb threat should**

- i) Attempt to gain as much information as possible from the caller like type of device, time set, location, reason/purpose of the act, dialect mannerism and identity of the caller.
- ii) Inform and alert the disaster management team (Bomb detection squad)
- iii) Alert police, fire brigade and explosive department.
- iv) Pass on the information to all departments concerned.
- v) Take initiative for evacuation of all persons from premises.
- vi) Persons noticing a bomb like object, should bring it to the notice of the nearest available officers.
- vii) Inform GRP, RPF, and bomb detection squad.
- viii) Ensure all persons are away from the spot and avoid unnecessary crowding near the areas.
- ix) Inform control to take further steps for regulating train services.
- x) Wait for clearance from the police department to restore normal working.
- xi) Utilize "Caller ID" facility if provided to trace the caller.

6. Radiation Emergency:**a) Personal injury involving radioactive material contamination:**

- i) Render first aid immediately for serious injuries, as trained.
- ii) Call bomb squad, fire station.
- iii) If possible, without causing harm to the victim, monitor the injured; remove contaminated clothing and gross personal contamination.

b) Radioactive contamination of personnel:

- i) Remove contaminated clothing
- ii) Call fire station, bomb squad and police.
- iii) Skin contamination should be cleaned using mild soap and tepid water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, re-wash and re-survey.

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

- i) Handle with care.
- ii) Don't shake or bump.
- iii) Isolate and look for indicators.

- iv) Don't open, smell or taste.
- v) Treat it as suspect.
- vi) Call Police/Fire service/Bomb squad.

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

a) For a Bomb:

- i) Evacuate immediately,
- ii) Call Police/Fire Service/Bomb squad.

b) For Radiological:

- i) Limit exposure-don't handle,
- ii) Evacuate area,
- iii) Shield yourself from the object.
- iv) Call Police/Fire service/Bomb squad

c) For Biological or Chemical:

- i) Isolate – don't handle,
- ii) Call Police/Fire service/Bomb squad.
- iii) Wash your hand with soap and water.

D. Other Accidents:

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

- i) A staunch vigil should be kept by introduction of special patrolling over the area as and when warranted.
- ii) Some person to be trained specially and to be drafted for duty over the area if required.

2. Earthquake:

- i) When first tremor is sensed during Earthquake, all personnel should evacuate buildings and assemble at safe places away from structures, walls and falling objects.
- ii) Emergency shutdown should be declared.
- iii) Emergency response plan to be activated.
- iv) After status is restored, personnel should inspect all facilities for damage assessment, cleanup, restoration and recovery.

3. Landslide/Boulder falling:

- i) Whenever landslide/boulder falling is expected/ experienced due to heavy down pour or otherwise all train services should be regulated.
- ii) Rescue team to be rushed for restoration work.

4. Flood:

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

- i) Bridge watchman to be provided at vulnerable points to inform water flow.
- ii) Shifting all personnel and movable equipment around the bank.
- iii) If time permits sandbag dykes can be constructed to ensure safe passage of trains.
- iv) Regulate train service till flood recedes.
- v) Evacuate people on train /at station and move them to a safer place.
- vi) Contact fire brigade, Navy, Army Air force, local boat man and arrange diverse and boats.
- vii) With co-operation of local authority the Engineering officer/ supervisor or other supervisors at that station shall arrange temporary shelter in nearby schools, marriage hall, community centre etc.
- viii) If necessary, arrange coaches to accommodate the affected temporarily.
- ix) Seek assistance from voluntary organization and arrange drinking water, food, medicines etc.
- x) RPF and GRP in coordination with local police shall arrange protection.
- xi) Keep communication with Divisional Control Office.
- xii) When people are marooned by flood, arrange air dropping of food packets, clothes etc. with the assistance of civil administration.
- xiii) Contact St. John, local doctors and provide medical care to the affected.
- xiv) Take all necessary action to provide shelter and other assistance those affected by floods.

5. Cyclone/Storm:

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

- i) Stop the train clear of cutting, bridges and embankments.
- ii) Guard, Driver and other Railway staff on train shall open all doors and windows of all coaches.
- iii) Station master shall not start trains when the wind velocity exceeds the permitted level.
- iv) Make announcement frequently to warn the public about the storm/cyclone.
- v) Take all necessary action to provide shelter and other assistance to those affected by cyclone and storm.

6. Riots/Strikes: When a train is caught in a riot/Strike mid section/station:

- i) Stop the train.
- ii) Sr.DSC/DSC will coordinate with Local civic authorities to ensure protection of passengers/railway property.
- iii) Sr.DSC/DSC will rush immediate reinforcements to site.
- iv) Necessary arrangements viz Barricades etc may be used.

CHAPTER – 16**ADVISORY ON MANUFACTURING, STORAGE, TRANSPORTATION AND HANDLING OF HAZARDOUS CHEMICALS**

1. Storage area of hazardous chemicals must be fully provided with all safety equipment, security systems and advanced fire-fighting systems. Mock drill should be held regularly to check the preparedness. It has further been advised that materials remained stored for long time be given special attention and all the necessary approval/efforts be taken for their disposal.
2. Complete mapping of all hazardous and explosive materials lying in the storage area at Ports/Railway Yards/Airports/premises of industries etc. may be undertaken and a safety audit of all the locations be conducted immediately.
3. Vigilance may be stepped up and all preparedness measures taken for safe storage, transportation and handling of hazardous chemicals.
4. Officers in organizations dealing with hazardous chemicals be sensitised on the need to take expeditious action in inventorying stocks of such chemicals in their jurisdiction and ensuring their safe transport and immediate disposal.
5. Officers of all relevant Departments/Agencies should be made accountable/responsible for ensuring safety of hazardous chemicals in their jurisdiction and taking timely decision in this regard.

STANDARD OPERATING PROCEDURE (SOP) ON COVID-19

PANDEMIC

SOP on Preventive Measures to contain spread of COVID-19 in Offices:
Salient features of the Standard Operating Procedure (SOP), issued by Ministry of Health & Family Welfare, to contain spread of COVID-19 in offices is as under:

1.1 Background:

Offices and other workplaces are relatively close settings, with shared spaces like work stations, corridors, elevators & stairs, parking places, cafeteria, meeting rooms and conference halls etc. and COVID-19 infection can spread relatively fast among officials, staffs and visitors. There is a need to prevent spread of infection and to respond in a timely and effective manner in case suspect case of COVID-19 is detected in these settings, so as to limit the spread of infection.

1.2 Basic Infection Control Measures Five (5) Rules to Fight COVID-19

1. Wear Masks Wash Hands Frequently
 2. Wash Hands Frequently
 3. Observe Respiratory Etiquette
 4. Maintain Social Distance
 5. Clean and Sanitize Workplace Frequently
- Basic infection control measures for COVID-19 include:
- a. As the disease spreads mainly when a patient coughs, sneezes, talks or laughs, it is important for everyone to cover their mouth and nose with a mask in public. The mask has to be consistently worn and should be worn and taken off correctly.
 - b. For the same reason respiratory etiquette should be practiced. It includes covering coughs and sneezes with the arm or elbow or with tissue that should be disposed of in a closed bin.
 - c. Frequent and thorough hand washing with soap and water for at least 40 seconds or with a sanitizer containing at least 60% ethyl alcohol or 70% isopropyl alcohol decreases the risk of getting the disease from contaminated surfaces. Hand washing with soap and water for at least 40 seconds is much better than using sanitizers.
 - d. Social distancing of at least 2 meters between people is a potential game changer in limiting the spread of COVID-19. A distance of 2 meters between people minimizes the risk of spread of COVID-19. WHO recommends at least 10 square meters of space around each worker.
 - e. The virus may also be present on frequently used surfaces that have been contaminated by a person with COVID-19. A worker may touch an infected surface and get infected. 1% freshly prepared Sodium Hypochlorite solution or a solution of more than 60% ethyl alcohol kills the virus.
 - f. A single measure alone is not sufficient to keep people safe. Wearing masks, maintaining social distance, washing hands frequently and proper and frequent sanitization, when practiced together, keep people safe.

1.3 Specific Preventive Measures for Offices:

- a. Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- b. Any officer and staff residing in containment zone should inform the same to supervisory officer and asymptomatic staff/visitors shall not attend the office till containment zone is denitrified. Such staff should be permitted to work from home and it will not be counted as leave period.
- c. Drivers shall maintain social distancing and shall follow required dos and don'ts related to covid 19. It shall be ensured by the service providers/ officers/ staff that drivers residing in containment zones shall not be allowed to drive vehicles.
- d. There shall be provision for disinfection of the interior of the vehicle using 1% sodium hypochlorite solution\spray. A proper disinfection of steering, door handles, keys, etc. should be taken up. For disinfection advise all employees who are at higher risk i.e. older employees, pregnant employees and solution/spray.
- e. Employees who have underlying medical conditions, to take extra precautions. They should not be exposed to any front-line work requiring direct contact with the public.
- f. All officers and staff/ visitors to be allowed entry only if using face cover/mask has to be worn at all times inside the office premises.
- g. Proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces must be ensured.
- h. Ensure regular supply of hand sanitizers, soap and running water in the washrooms.
- i. Required precautions while handling supplies, inventories and goods in the office shall be ensured. Seating arrangement to be made in such a way that adequate social distancing is maintained.
- j. Number of people in the elevators shall be restricted, duly maintaining social distancing norms.

STANDARD OPERATING PROCEDURE (SOP) BEING FOLLOWED IN RAILWAYS (SECR) IN CONNECTION WITH MEDICAL/SECURITY ASSISTANCE.

(In compliance to Writ Petition (PIL) No.88/2017 before Hon'ble High Court of Chhattisgarh, Bilaspur)

S/ No	Subject	Situations	Procedure to be followed by passenger	Department/ officials responsible	Procedure being followed by Railways (SECR)
1	Individual Medical Emergency of any Passenger	(a) At Station	The passenger in trouble can inform the Station Master or any other authority (RPF) in the station about his problem.	Station Master, Any other Railway authority	Every Station Master of all Railway stations is provided with a "First Aid Box", wheel chair & stretcher. List containing nearest hospital and its distance from station, doctor's name and contact numbers is displayed prominently at the stations. In case of any eventuality, Station Master will help the passenger with the help of first aid box. However, if needed he will contact the nearest hospital and also arrange for movement of passengers to the nearest hospital with the help of universal toll free No.108 for medical assistance.
			Alternatively, the passenger can also call on the railway help line toll free No.138.	Commercial Controller	On receipt of the call by Commercial Control, concerned Station Master will coordinate with medical deptt. For providing medical assistance to the patient.
		(b) while in train	Passenger needing emergency medical aid can inform the Guard or TTE for medical assistance.	Guard, TTE, any other railway authority	The Guard is provided with "First Aid Box", wheel chair and stretcher for medical emergency. Guard/TTE tries to give medicine from the First Aid Box. If the problem is solvable with the medicine available in the First Aid Box, then it will be given otherwise, they will contact Commercial control, who will arrange medical assistance with the help of railway hospital and Station Master at the next station where doctor is available. In case of any failure on the part of mobile connection, Guard will inform to the nearest Station Master over walkie-talkie sets who will in turn inform to the section controller and then Commercial control comes into action for informing to Medical deptt. and Station Manager where medical facility is going to be extended.

S/ No	Subject	Situations	Procedure to be followed by passenger	Department/ officials responsible	Procedure being followed by Railways (SECR)
			Alternatively, the passenger can also call on the railway help line toll free No.138.	Commercial Controller	As soon as the call is received on 138, Commercial control responds to the caller and takes note of all details and informs to the nearest railway medical authority. It also informs to the Station Manager for necessary coordination with the patient and Medical authority. Thus, the patient is attended. In case required medical facility is not available with railway or State Government, the patient is taken to nearest private hospital for immediate relief.
2	In case of collective emergency	(a) Passenger Train Accident	(a) Guard/Loco Pilot/security personnel will intimate the Control office. Guard/Loco pilot also have walkie-talkie and a portable telephone kit which can be connected at the emergency socket available enroute at a specified distance. (b) passenger can also directly ring 138 for rescue and relief.	Commercial Controller, Operating Control, Security Control.	(a) To take care of medical emergencies during any accident there exist ARMV (Accident Relief Medical Van Scale-I, ARME Scale-II & Medical Disaster Team 'A', 'B' and 'C'. Immediately on receipt of information regarding accident involving passenger trains and also in case of major goods train accident, a hooter is sounded from Divisional Control Office. The team 'A' moves with ARME Scale-I whenever there is hooter sounds. This team moves out of the station within stipulated time. Team 'B' moves by road on vehicle with ARMV Scale-II. Team 'C' will remain in hospital for attending to the patients and further treatment.
		(b) At stations due to any other reason	Station Manager, any other railway authority	Operating control, Control Officers	Action is being taken as per Disaster Management Plan of SECR.

S/ No	Subject	Situations	Procedure to be followed by passenger	Department/ officials responsible	Procedure being followed by Railways (SECR)
3	Disaster Management Plan	-	-	Safety deptt. Is overall responsible for Disaster Management Plan and to coordinate with respective departments who will assist them in accident/ relief operations	(a) SECR Administration has issued a detailed "Zonal Disaster Management Plan for whole SECR as per the guidelines of National Disaster Management Authority (NDMA) and Railway Board. This booklet is updated every year. (b) The travelling passenger, in case of any Disaster may contact TTE/Train Superintendent, AC Conductor, AC Mechanic, AC Attendant, Coach Mitra, Pantry Car staff etc. for help. The staff will help them getting medical assistance by sending a message to the Control/next station. Passenger can ring up Help Line No.138 also for rescue and relief. (c) As per Zonal Disaster Management Plan of SECR, all Station Manager of stations maintains the Contact numbers of local administration like Collector/ Magistrate, Superintendent of Police etc. along with contact numbers of Doctors available nearby the station is also maintained in a display board of Disaster Management at all stations of SECR.
4	Awareness to the passengers for medical aid.	Posters/ printing	Passenger help line, toll free No.138	Commercial	(a) This help line No. is printed in Reservation and unreserved tickets also for information of passengers. (b) Toll free help line No.138 stickers containing information will be pasted at all the stations over SECR. (c) This help line No. is also printed in Zonal Public Time Table. (d) Time to time, news is published in the newspapers to inform the general public about availability of toll free No.138. (e) Efforts are being made to give wide publicity by displaying posters at stations.
5	Awareness to te passengers for security aid.	On line	Security Assistance No.182	Security Controller (RPF staff)	182 is widely published toll free contact number. On dialing, it connects to the train passing division of respective zonal railways directly and it is responded by the on duty Security Controller (manned by RPF staff) of the division. On receipt of message from passengers, the details of the passengers were collected and instantly provide the assistance. This toll free No.182 is also published in the Zonal Public Time Table.

S/ No	Subject	Situations	Procedure to be followed by passenger	Department/ officials responsible	Procedure being followed by Railways (SECR)
6	Awareness to the passengers for Safety instructions	Posters/ Labels	-	Mechanical Deptt. Security Deptt.	Safety instructions messages are printed in all the coaches for awareness of the passengers in multilingual modes. (1) Alarm Chain Pulling (ACP) – ACP is provided in each bay of coaches for emergency use of passengers. (2) Do's and Don'ts – Safety instructions for passengers in the mode "Do's and Don'ts" were written in every coach for awareness of passengers. (3) Electrical instructions – How to use electrical equipments during journey also exhibited for proper use of electricity. (4) Use of Fire Extinguishers – in case of emergency, fire extinguishers were provided in all Air Condition Coaches and the instruction with its availability location was displayed for passenger's convenience.

SCHEDULE OF POWER (SOP) IN DISASTER MANAGEMENT - 2018

S/ No	Nature of powers	PHOD/ HOD	DRM/ADRM, SAG officers in Field Units	Divisional Officers, Extra Divisional Officers & Officers in Headquarters	Remarks
97	(A) Procurement of additional lifesaving drugs from the market by Medical Officers at the site.	Full Powers	Full Powers	Full Powers	1. Full powers if he is the only Medical Officer available on site. 2. Medical Officers to draw money from station collection. Authority: Recommendation of High-Level Committee on Disaster Management Item No.31.
	(B) On the spot payment to Private Hospital for treatment of injured	Full Powers	Full Powers	Full Powers	1. Full powers if he is the only Medical Officer available on site. 2. Medical Officers to draw money from station collection. 3. Finance concurrence not required. Authority: Recommendation of High-Level Committee on Disaster Management Item No.32.
	(C) Cash imprest for ARMV in-charges – for expeditious procurement of small items like fuel, food materials etc at accident site.	Full Powers	Full Powers	Full Powers	1. Full powers if he is the only Medical Officer available on site. 2. This power to be implemented when the ARMV has to remain at the accident site for a longer period during exigencies. 3. Up to ₹.5,000/- for food material, fuel etc. Authority: Recommendation of High-Level Committee on Disaster Management Item No.41.
	(D) Purchase of items for ARME including First Aid Articles.	Full Powers	Full Powers	Full Powers	1. Only for emergency purchases and not for normal day to day requirement. Authority: Recommendation of High-Level Committee on Disaster Management Item No.36.

S/ No	Nature of powers	PHOD/ HOD	DRM/ADRM, SAG officers in Field Units	Divisional Officers, Extra Divisional Officers & Officers in Headquarters	Remarks
	(E) ART Equipment (HRE, HRD & 140T Crane and other related equipment). Authority: Recommendation of High-Level Committee on Disaster Management Item No.36.				
	(i) For planned procurement of the spares, consumables and small tools.	PCME/PHOD/CHOD Above Rs.25 Lakhs and up to Rs. 2.5 Crores. CMPE Above Rs.8 Lakhs and up to Rs.25 Lakhs.	Nil	SG/JAG Above Rs.1.5 Lakhs and up to ₹8 Lakhs. Sr. Scale Up to ₹1.5 Lakhs.	1. Finance concurrence is necessary. 2. Constitution of Tender committee and acceptance as per Stores/Works powers as applicable.
	(ii) for emergency repairs and purchase of spares incidental of such repairs.	PCME/CMPE Up to ₹.1 Lakh per break down	Up to ₹1 Lakh per break down	Sr.DME/ in-charge of ARTs. Up to ₹20,000/- per break down without finance concurrence	1. Finance concurrence is not necessary upto ₹. 50,000/- 2. Single quotation can be resorted to in case of Repair/Spare from OEM/authorized dealer. 3. Sr.DME/In charge of ART shall certify the emergency. 4. A register showing the details of expenditure incurred on each break down should be maintained. The overall ceiling limit for emergency repairs/purchase of spares should not exceed ₹. 20 lakhs per annum.

S/ No	Nature of powers	PHOD/ HOD	DRM/ADRM, SAG officers in Field Units	Divisional Officers, Extra Divisional Officers & Officers in Headquarters	Remarks
	(iii) Scheduled overhauling/ reconditioning repairs to machines (schedules not covered under Annual Maintenance contract) and for purchase of spare parts for this equipment.	PCME Full powers CMPE Up to ₹50,000/- at a time.	Nil	Sr.DMEs/ In-charge/ART Up to ₹30,000/- as a time. DME/In-charge of ART Up to ₹10,000/- as a time.	1. Finance concurrence is necessary. 2. Subject to usual procedure of calling of Tender/Quotations etc; being followed as per extant orders.
	(F) Hiring of vehicle for rescue and relief operations	Nil	DRM/ADRM Full powers during accidents	Branch Officers of Medical, Mechanical, Operating Safety and Commercial departments Full powers	1. The expenditure can be met from cash imprest/station earnings without any limitation. 2. Efforts may be made to pool this utilization whenever possible. 3. Finance concurrence not required. Authority: Recommendation of High-Level Committee on Disaster Management Item No.30.
	(G) Sanction of expenditure incurred during relief and rescue operations.	All Mechanical, Medical, Commercial , Operating Safety, Officers at the site of accident Full powers	Full powers	All Mechanical, Medical, Commercial, Safety, Operating Safety and Electrical Officers at the site of accident Full powers	1. Vouchers/Bills should be submitted within a Week's time. 2. Finance concurrence required at the time of post facto sanction. Authority: Recommendation of High-Level Committee on Disaster Management Item No.35.

S/ No	Nature of powers	PHOD/ HOD	DRM/ADRM, SAG officers in Field Units	Divisional Officers, Extra Divisional Officers & Officers in Headquarters	Remarks
	(H) Procurement of ART/ARMV equipments	PCME Full powers	-	-	1. No item/equipment shall be banned while being purchased for ART/ARMV/Breakdown Crane. No circulars/orders restricting the purchase procedures/powers for ART/ARMV/Crane equipment shall be applicable unless issued by Railway Board (MM&FC). Authority: Recommendation of High-Level Committee on Disaster Management Item No.37.
	(I) Sanction of cash imprest for maintaining ART/ARMVs/Cranes	PCME Full powers	Nil	Nil	1. Finance concurrence is necessary. Authority: Recommendation of High-Level Committee on Disaster Management Item No.39.
	(J) Purchase of ART/ ARMV/Crane material through imprest cash.	-	-	JAG/Sr.Scale/ Jr.scale Officers in division. Full powers to ART in- charges officer up to ₹10,000/- per item.	1. Finance concurrence not required.

S/ No	Nature of powers	PHOD/ HOD	DRM/ADRM, SAG officers in Field Units	Divisional Officers, Extra Divisional Officers & Officers in Headquarters	Remarks
	(K) (i) Requisition of Helicopter/ Airplane to reach the site of serious accident or to evacuate injured and dead in the event of serious accident. (ii) Requisition of Air support to dispatch the rescue teams to the site of accident.	-	-	-	1. There powers are left to the discretion of GM. The circumstances under which GM exercise these powers, broadly cover the following types of cases: i. Where more than 10 casualties (death-cum-serious injuries) are feared and it is difficult for these officers to reach the site within reasonable time. ii. Where heavy damage is caused to Railway installations in sensitive and tension filled areas (e.g. wreckage of track, bridges etc. through bomb blast, other means of sabotage etc.) iii. Where public reaction in case of late arrival of Senior Officers at site is likely to be highly adverse. iv. Normally, in case of an accident, only one helicopter should be requisitioned by a Zonal Railway, except when there is a serious passenger train accident involving several casualties when it is essential for both the GM and the DRM to reach the site at once to satisfy the Public and the Press. However, for dispatching the rescue teams to the site of the accident, separate helicopter/ airplane may be requisitioned, if so needed. Authority: Railway Board's Letter No. 2002/Safety-I/6/6 dtd: 13.06.2004.

DISASTER MANAGEMENT MAP OF NAGPUR DIVISION -SECR

NAGPUR DIVISION-

N1: Nagpur-1.Choudhary-NGP-JCB,7620094549, 2.Baig- NGP-Poclain, JCB,9689314980,9637218496, 9284069788 3. Bhasin- NGP- Poclain ,JCB,9373100005, 9960633911, 4.Ingle- NGP-Poclain,9890303195, 5.Mohit-NGP-JCB,9890494648, 6.Sahu- NGP-Hydra,9975057966, 7796034359, 7.Imam- NGP-Poclain, 9657767367, 8.Patle- NGP-Poclain, JCB, Hydra,9511881798, 9922923101, 8888334460, 9. Tuli Crane Pvt. Ltd- NGP- Crane,9420622222, 10. R.D.Cranes- NGP-Cranes, Hydra,9860860666, 9890304036

N2:Tumsar Road-1. Vijay Moharkar-JCB, Hydra9767320497 2. Banasure Traders - Mahesh Banasure-Hydra9373958211

N3:Bhandara Road-1. Abhishek Kumbhalkar-JCB,Poclain,
Hydra,7447550900,2.Umesh Ghatbandhe-Hydra,9370320799,

N4:Goberwahi-Manager, MOIL Sitasaongi-JCB,Poclain,Hydra 7410084449

CHATTISGARH STATE

DURG DIST

ANDGAON DIST.

BALAGHAT DIST.

MANDLA DIST.

JABALPUR DIST.

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CHPURA

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W.

N5:Dongri Buzurg-1.Manager, MOIL DGBZ-
JCB.Poclain.Hydra 8999615719

N6:Tirodi-1. Manager, MOIL Tirodi (JP and South Siding) -JCB,Poclain,Hydra 8275809102

N7:Tirola-1. Dinesh Pardhi-JCB,Poclain,Hydra 9423605790 **N8:Gondia**-1. Mr. Surendra Shendre-JCB,Poclain,Hydra 9511844995, 2. Mr. Sandesh Sandiya-JCB,Poclain,Hvdra 8087640225.

N9:Bhilai-1.M/s SPS Construction & Engg. Works-Crane Poclain.-JCB 9926139539, **N10:RJN**-1.Shri Jitendra Kumar HUF 19-20-JCB, Poclain 9424110863, **N11:DGG**-1.M/s Shri Balaji Construction Patel-JCB, Dumper 9826610101.

N12:Nagbhir-I. Shri Mangesh
Bawankar Pvt.Ltd Nagbhir-JCB,Dump
Truck,8830091383, **N13: Chandrapur**-I. Shri
Kishore R.Joshi Pvt.Ltd Chandrapur-JCB,
Hydra,Poclain,9860134585, O. Shri Iqbal Khan
Pvt.Ltd Chandrapur-JCB,7709148375, O. Kapoor
Crane Services, Chandrapur-Hydra , 9823456666.
N14:Mulmarora-I. Shri Sachin Bordawar Pvt Ltd
Mool-JCB, Hydra,Poclain,9767247734,

S P
CHANDRIKAPURE

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Sr.DEN(Co)/NAG/SECR

ADRM (O)/NAG/SECR

INDEX

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DC DOUBLE LINE (ELECTRIFIED)

⊕- ART/ARME/SPART/140T BD Crane/Tool Van

1.G-ART, SPARME & 140T BD Crane

2 ITR-ART SPARME & BD Truck

3 DCC Tool Ver.

3.DGG-Tool Van

4.CWA-Tool Van

N15:Rajoli-1.Shri Kiran Pvt.Ltd,Rajoli-JCB,Tractor,Trolley,
9325195962, **N16:Sindewahi**-1.Shri N.G.Pvt.Ltd Sindewahi
JCB,Poclain, **9308880887** **N17:Talodi**-1. Shri Rohit Amrutkar Pvt Ltd
Talodi-JCB,Hydra,Poclain,9673785773,7261935773,
N18:Brahampuri-1.Shrilakhe Pvt.Ltd Brahampuri-
Hydra, ,9075108084, **N19:Wadsa**-1.Shri Kukreja Traders Wadsa-
JCB, Tractor with Trolley,9595956391, 9404818449
N20:Chhindwara-1. Khalsa, Jaspal Singh-Hydra, Poclain,
9425146966, 9424996666
N21:Deawalgaon-1. Shri Omraj Kashiwar.Pvt.Ltd Dewalgaon-
JCB,Tractor with Trolley,7447878273 **N22:Arjuni**-1. Naresh
Chandewar, Pvt.Ltd Arjuni-JCB,Tractor,8007099934
N23:Saundad-1.Shri Deepak GahanePvt.Ltd Saundad-JCB,Tractor
Trolley,7020299553 **N24:Gonglee**-1. Shri Ujwane Pvt.LtdGonglee-
JCB,Poclain, 9371751998 **N25:Hirdamali**-1. Shri Turkar
Pvt.LtdHirdamali-JCB,Poclain8788473011 **N26:Jabalpur**-1. S.R.L
Crane Services, Jabalpur -Hydra, 9301011313, 9827013580,
9300123600,9893501177 **N27:Nainpur**-1. Dinesh Thakur-
JCB,Poclain, 9340701188 **N28:Pindrai**-1. Nilesh Jain-Poclain, JCB,
9425856090

