

Note No. #1नोटः

विषयः— आपदा प्रबंधन योजना 2026 के अनुमोदन हेतु।

<><><><>

बढ़ते रेल यातायात के कारण आपदा प्रबंधन वर्तमान समय की एक बड़ी आवश्यकता बन गई है। प्रभावी आपदा प्रबंधन योजना बनाकर अप्रत्याशित आपदाओं के प्रभाव को काफी हद तक कम किया जा सकता है। इसी के तहत “आपदा प्रबंधन योजना 2026” तैयार की गई है, जो कि 63 पेज की फोलियो साईड में संलग्न है।

वरि. मंडल संरक्षा अधिकारी/रायपुर से आग्रह है कि उक्त प्रपोजल को मंडल रेल प्रबंधक/रायपुर महोदय का अनुमोदन हेतु अग्रेषित करने की कृपा करें।

मंडल रेल प्रबंधक/रायपुर महोदय से आग्रह है कि उक्त आपदा प्रबंधन योजना-2026 को अनुमोदित करने की कृपा करें।



21/05/2026 6:48 PM

**SHAIENDRA PRASAD
(OS/ESTBL/R/SECR)****Note No. #2**

मंडल रेल प्रबंधक/रायपुर महोदय से आग्रह है कि उक्त आपदा प्रबंधन योजना-2026 को अनुमोदित करने की कृपा करें।



21/05/2026 6:52 PM

**SURESH CHANDRA
(SR DSO /R/SECR)****Note No. #3**

Approved.



21/05/2026 6:55 PM

DAYANAND
(DRM/R/SECR)**Note No. #4**

बढ़ते रेल यातायात के कारण आपदा प्रबंधन वर्तमान समय की एक बड़ी आवश्यकता बन गई है। प्रभावी आपदा प्रबंधन योजना बनाकर अप्रत्याशित आपदाओं के प्रभाव को काफी हद तक कम किया जा सकता है। इसी के तहत "आपदा प्रबंधन योजना 2026" तैयार की गई है, जो कि नोट क्रमांक 3 में मंडल रेल प्रबंधक रायपुर द्वारा अनुमोदित है अतः "आपदा प्रबंधन योजना 2026" प्रधान मुख्य संरक्षा अधिकारी महोदय के सदर अवलोकनार्थ एवं अग्रिम कार्यवाही हेतु प्रस्तुत है।



21/05/2026 7:19 PM

SURESH CHANDRA
(SR DSO /R/SECR)**Note No. #5**

21/05/2026 8:03 PM

RAMKISHOR DEWANGAN
(DYCSO/MECH/SECR)

दक्षिण पूर्व मध्य रेलवे
SOUTH EAST CENTRAL RAILWAY
रायपुर मंडल
RAIPUR DIVISION



आपदा प्रबंधन योजना – 2026
DISASTER MANAGEMENT PLAN-2026



दक्षिण पूर्व मध्य रेलवे

मंडल रेल प्रबंधक

रायपुर मंडल

प्रस्तावना

मुझे यह जानकर अत्यंत प्रसन्नता हो रही कि दक्षिण पूर्व मध्य रेलवे, संरक्षा संगठन रायपुर मंडल द्वारा "आपदा प्रबंधन योजना 2026-27" का नवीन संस्करण प्रकाशित किया जा रहा है।

भारतीय रेलवे बड़ी दुर्घटनाओं से निपटने के लिए अच्छी तरह से सुसज्जित है। वर्तमान में तेज गति से चलने वाली यात्री गाड़ियों तथा मालगाड़ियों से जुड़ी किसी आपदा की स्थिति में दुर्घटनास्थल पर बचाव एवं राहत कार्य के शुरुआती महत्वपूर्ण घंटों के दौरान प्राथमिक चिकित्सा तथा यातायात को सामान्य करने में रेलवे की तत्परता में सकारात्मक सुधार हुआ है। इसी उद्देश्य को सुदृढ़ करने हेतु रेलवे बोर्ड द्वारा आपदा प्रबंधन पर एक उच्च स्तरीय समिति का गठन किया है। इस समिति ने गहन विचार-विमर्श के बाद निम्नलिखित निष्कर्ष निकाले हैं :-

- उपलब्ध स्थानीय संसाधनों, पड़ोसी मंडलों के संसाधनों, नागरिक अधिकारियों, सेना आदि को ध्यान में रखते हुए मंडलीय आपदा प्रबंधन योजनाएँ तैयार करना।
- दुर्घटना के बाद पहले घंटे में, जिसे 'गोल्डन आवर' भी कहा जाता है, आहत व्यक्तियों या माल के देखभाल का प्रभावी संगठन।
- निर्बाध सेवा प्रदान करने के लिए ए.आर.टी. और एस.पी.ए.आर.एम.ई. का उचित रखरखाव।
- बचाव एवं राहत कार्यों के प्रबंधन में शामिल विभिन्न कर्मचारियों/विभागों के कर्तव्यों का स्पष्ट सीमांकन।

रायपुर मंडल की "आपदा प्रबंधन योजना" स्थिति को सुधारने की दिशा में महत्वपूर्ण कदम है। मुझे पूर्ण विश्वास है कि उपर्युक्त पुस्तिका आपदाओं से निपटने एवं उनसे होने वाली क्षति को कम करने में सहायक एवं उपयोगी सिद्ध होगी।

शुभकामनाओं सहित।

(दयानंद)

मंडल रेल प्रबंधक



प्रस्तावना

रायपुर मंडल की आपदा प्रबंधन योजना 2026-27 के इस संशोधित और अद्यतन संस्करण को प्रस्तुत करते हुए मुझे अत्यंत प्रसन्नता हो रही है। पिछले संस्करण के बाद से कुछ टेलीफोन नंबरों में बदलाव हुआ है और रेलवे बोर्ड तथा मुख्यालय से कई नए निर्देश प्राप्त हुए हैं, इसलिए सभी नई जानकारियों को इस पुस्तक में विधिवत शामिल किया गया है। आपदा के दौरान संदर्भ के लिए विभिन्न परिशिष्टों को एकीकृत करने से यह संकलन और भी समृद्ध हो गया है।

किसी संगठन की वास्तविक क्षमता का परीक्षण संकट के समय उसकी प्रतिक्रिया की गुणवत्ता से होता है। रेल दुर्घटनाओं के मामले में बचाव कार्यों की सफलता विभिन्न बिन्दुओं पर निर्भर करती है, जैसे दुर्घटना के समय ट्रेन में मौजूद लोगों की सहज प्रतिक्रिया, दुर्घटना स्थल के आसपास स्थानीय रूप से उपलब्ध लोगों और सामग्री द्वारा बचाव और राहत कार्य में किए गए योगदान, आपदा प्रबंधन टीम के पास पर्याप्त संसाधनों की उपलब्धता, चाहे वह लोग हों या सामग्री एवं यह विभिन्न विभागों के व्यापक टीम वर्क और समन्वित प्रयासों पर निर्भर करती है। इन विभिन्न एजेंसियों के बीच संवाद, सहयोग और समन्वय का स्तर ही अंततः ऐसे सभी मामलों में सफलता का स्तर निर्धारित करता है।

दस्तावेजों में उल्लिखित 'आपदा प्रबंधन योजना' का उद्देश्य है :-

- सभी अनावश्यक जान-माल के नुकसान को रोकना।
- बचाव, राहत और पुनर्वास कार्यों में तेजी लाना।
- दुर्घटना के कारण होने वाली मानवीय पीड़ा को कम करना।
- रेलवे और उसके उपयोगकर्ताओं की संपत्ति की रक्षा करना।
- सुराग और साक्ष्यों को सुरक्षित रखना।
- यातायात की बहाली में तेजी लाना।
- दुर्घटना के बाद घायल यात्रियों और उनके परिजनों की देखभाल सुनिश्चित करना।
- मीडिया सहित विभिन्न माध्यमों से यात्रियों के बारे में जानकारी प्रदान करना।

उपरोक्त संस्करण में यदि कोई त्रुटि सुधार की आवश्यकता हो तो ऐसे सकारात्मक सुझावों का सदैव स्वागत है।

सुरेश चन्द्र

(सुरेश चन्द्र)

वरिष्ठ मंडल संरक्षा अधिकारी

रायपुर मंडल, द.पू.म.रेलवे

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CHAPTER - 1

STANDARD LIST OF NODAL MINISTRIES

CHAPTER – 1

STANDARD LIST OF NODAL MINISTRIES

NODAL MINISTRY FOR MANAGEMENT/MITIGATION OF DIFFERENT DISASTERS

SN	Disaster	Nodal Ministry/Department
1.	Accident–Air (Civil Aviation)	Min. of Civil Aviation(MOCA)
2.	Accidents–Rail	Min. of Railways (MOR)
3.	Accidents–Road	Min. of Road Transport and Highways (MRTH)
4.	Avalanche	Min. of Defense (MOD)–Border Road Organization(BRO)
5.	Biological emergencies	Min. of Health and Family Welfare (MHFW)
6.	Cold-Wave	Min. of Agriculture and Farmers Welfare (MAFW)
7.	Cyclone/Tornado	Min. of Earth Sciences (MOES)
8.	Drought	Min. of Agriculture and Farmers Welfare (MAFW)
9.	Earthquake	Min. of Earth Sciences (MOES)
10.	Flood	Min. of Jal Shakti (MOJS)
11.	Floods–Urban	Min. of Housing and Urban Affairs (MHUA)
12.	Forest Fire	Min. of Environment, Forests, and Climate Change(MEFCC)
13.	Frost	Min. of Agriculture and Farmers Welfare (MAFW)
14.	Hailstorm	Min. of Agriculture and Farmers Welfare (MAFW)
15.	Industrial and Chemical	Industrial and Chemical Min. of Environment, Forests and Climate Change (MEFCC)
16.	Landslides	Min. of Mines (MOM)
17.	Nuclear and Radiological	Dept. of Atomic Energy (DAE)
18.	Oil Spills	Min. of Defense(MOD)– Indian Coast Guard (ICG)
19.	Pest Attack	Min. of Agriculture and Farmers Welfare (MAFW)
20.	Tsunami	Min. of Earth Sciences(MOES)

CHAPTER – 2

REPORTING OF ACCIDENTS

CHAPTER - 2

REPORTING OF ACCIDENTS

Reportable Train Accidents:

All accidents falling under the purview of section 113 of the Railway Act of 1989 are termed as reportable train accidents and include the following:

- (a) Any accident attended with loss of any human life or with grievous hurt.
- (b) Any collision between trains of which one is a train carrying passengers.
- (c) The derailment of any train carrying passengers.
- (d) Accidents which are attended with loss of human life in passenger carrying trains due to train wrecking or attempted train wrecking; cases of trains running over obstructions placed on the line; or passengers falling out of train; fire on train; grievous hurt as defined in the Indian Penal Code; serious damage to Railway property of the value exceeding Rs. 2 crores. Cases of landslides, breaches by rain/flood which cause interruption of through running on any important route for at least 24 hours, should also be reported.

1.1	Reportable Train Accident:
All accidents falling under the purview of section 113 of the Railway Act of 1989 are termed as Reportable train accidents and include the following:	
i.	Any accident attended with loss of any human life or with grievous hurt.
ii.	Any collision between trains of which one is a train carrying passengers.
iii.	The derailment of any train carrying passengers
As per Accident Manual, Accidents which are attended with loss of human life in passenger carrying trains due to train wrecking or attempted train wrecking; cases of trains running over obstructions placed on the line; or passengers falling out of train; fire on train; grievous hurt) as defined in the Bharatiya Nyaya Sanhita) and serious damage to railway property of the value exceeding Rs.2 Crores, cases of landslides, breaches by rain/flood which cause interruption of through running on any important route for at least 24 hours, should also be reported.	
1.2	Reporting of Accident by Chief Controller/Coaching Controller:
	Chief Controller/Coaching shall arrange to inform the Divisional Officers in the following order: a. Sr.DSO b. CMS/Sr.MS/MS (in case of passenger carrying train) c. DRM d. ADRM e. Sr.DOM Other departmental controls in Control Office. The respective departmental controls will in turn inform their Branch Officers and other Officials/supervisors.

1.3	Reporting of accident to Zonal Railway:																
	A telephonic advice should be relayed by Divisional Control to Central Control of Zonal Railway Headquarters immediately after the accident in case of following categories of accidents: a. All train accidents, b. Any yard accident having serious repercussions on movement of traffic on through line resulting in dislocation of traffic, for more than the threshold value as per Para 2.11 of Accident Manual. Landslides, breaches, OHE break down etc., which result in dislocation of traffic, for more than the threshold value as per para 2.11 of Accident Manual.																
1.4	Reporting of Indicative Accident:																
	The following ‘Indicative Train Accidents” shall be reported by telephone to Zonal Railway by Division: • Averted Collisions. • Loco Pilots passing Signal at Danger.																
1.5	Threshold value:																
	For the purpose of reporting of accident, threshold value is a minimum value beyond which the accident will be treated as having serious repercussion on the basis of loss to railway property or interruption to through traffic. It shall constitute two portions – a. Threshold value of loss of railway property is fixed at one lakh rupees or; b. Threshold value of interruption to through traffic either partial or total is where duration of interruption is equal to or more than the number or hours Specified against each column below: <table><tr><th>Interruption</th><th>BG-A, B, C or D Spl</th><th>BG - D, E Spl</th><th>BG - E, or NG</th></tr><tr><td>Total</td><td>3 Hrs</td><td>4 Hrs</td><td>6 Hrs</td></tr><tr><td>Or</td><td>Or</td><td>Or</td><td>Or</td></tr><tr><td>Total + Partial</td><td>6 Hrs</td><td>8 Hrs</td><td>12 Hrs</td></tr></table>	Interruption	BG-A, B, C or D Spl	BG - D, E Spl	BG - E, or NG	Total	3 Hrs	4 Hrs	6 Hrs	Or	Or	Or	Or	Total + Partial	6 Hrs	8 Hrs	12 Hrs
Interruption	BG-A, B, C or D Spl	BG - D, E Spl	BG - E, or NG														
Total	3 Hrs	4 Hrs	6 Hrs														
Or	Or	Or	Or														
Total + Partial	6 Hrs	8 Hrs	12 Hrs														

Duration of interruption is defined as the period between the time of accident and starting of the first train on line clear from adjacent station for movement over the affected line in that section.

CHAPTER-3

DISASTER RESPONSE – OFFICERS AT DIVISION

CHAPTER-3
DISASTER RESPONSE – OFFICERS AT DIVISION

Immediate action by Divisional Control Office:

Intimation of Accident – Divisional Officers:

- I. In the Divisional Control Office, information regarding a disaster is generally received by the Section Controller.
- II. In most cases, the First information Report also intimates the approximate number of coaches/wagons involved and a rough estimate of the likely number of casualties (such as 'heavy casualties expected').
- III. Accident involving a passenger carrying train where the first information says that heavy casualties (around 75) are expected, should prima-facie be treated as a disaster.
- IV. The moment information regarding an accident involving a passenger carrying train is received in the divisional control office; the accident bell in the control room should be sounded for alerting all on-duty functionaries.
- V. After all on duty functionaries gather around the section control board they will be briefly informed about the accident.
- VI. Each functionary will there after resume his position and take steps to set in motion activities required of him.
- VII. Each departmental functionary will inform divisional officers and supervisors of his department about the accident as detailed below.

Functionary	Officers and Supervisors
Dy. Chief Controller (Coaching)	Sr.DSO, CMS/Sr.MS/MS (In case of Passenger Carrying Trains), DRM, ADRM, Sr.DOM.
Electrical Control	Electrical
Power Controller	Mechanical
Engineering Control	Engineering, Personnel, Account
Test Room/S&T Control	S&T Stores
Commercial Control	Commercial, Public Relations
Security Control	RPF

- VIII. For this purpose, all functionaries working in the divisional control office will have a ready list of telephone numbers (Railway, BSNL and Mobile) of all officers and supervisors of their departments.
- IX. After Dy. Chief Controller (Coaching) has informed Hospital Casualty, DRM, ADRM and Medical Doctors, he will then inform Dy. Chief Controller (Coaching) in Central Control regarding the accident.

Intimation of Accident – Railway Doctor:

Dy. Chief Controller (Coaching) will inform the Hospital Emergency of Railway Hospital regarding details of the accident. Railway doctor on emergency duty shall undertake the following:

- i. Note down time of receiving message.
- ii. Inform CSS, CMS, MD, MS other Doctors & para medical staff and instruct them to reach the ARMV immediately.
- iii. Collect necessary Medical team in the hospital.
- iv. Inform CMD about movement of ARMV.
- v. Bare minimum medical team should remain in the hospital; rest of the doctors should rush to the accident site by ARME first and then by other fastest mode of transport.
- vi. Arrange to move Emergency boxes from ARME Scale-II locations to the accident.

Informing Non-Railway Officials:

- i. DM, SP and CMO of the district within which the accident site falls should be informed regarding the accident by the Chief Controller for immediate assistance.
- ii. ADRM willing form the following regarding the accident:
 - a. IG/GRP
 - b. ADG/GRP
 - c. Divisional Commissioner,
 - d. Home Secretary.
- iii. In case POL rake is involved, then IOC/BPC/HPC officials should also be informed.
- iv. In case Mail bags of RMS are involved, then Postal officials should also be informed.
- v. Telephone numbers of all DMs, SPs, CMOs and Divisional Commissioners are available in Divisional DM Plans

Divisional officers required to go to site:

- i. All Divisional officers required to go to the accident site should proceed by the ARMV, they should not proceed by road.
- ii. Road vehicles should be sent to accident site separately. Maximum number of road vehicles should be sent to accident site from Divisional Headquarters.
- iii. DRM will proceed to the accident site. ADRM shall stay back at divisional head quarter for co-ordination work.
- iv. All branch officers except Sr.DOM should proceed to the accident site. For this purpose, officers heading different branches within the same department are referred to as branch officers.
- v. The second senior most officer of each branch should stay back at divisional head quarters.

- vi. Of the remaining officers from each branch, a majority of both Senior and junior scale officers should also proceed to the accident site.
- vii. The complement of officers available in each department varies from division to division. Hence, division DM plans should specially spell out, department wise, designations of officers who will be required to go to site and who will be required to stay back in headquarters.
- viii. Divisional DM plans should also spell out the same thing for Supervisors of each department.
- ix. Arrangement of road vehicles to proceed to accident site, including spare drivers shall also be notified.

Supervisors required to go to Accident site

- i. At the divisional level supervisors as nominated by the division shall proceed to the accident site.
- ii. All other supervisors available in the field at other stations should also proceed to the accident site.
- iii. Divisional Control Office should issue a recorded control message from DRM to all Supervisors for proceeding to the accident site immediately by fastest possible means.

Setting up emergency Cells in Divisions

- i. Divisional Emergency Cell shall be opened immediately after receipt of information of the accident at Divisional Control Office.
- ii. This unit will exercise control, co-ordinate and arrange supplementary assistance to the accident site.
- iii. It shall function in a separate cubicle at Divisional Control Office provided with centralized communication networks, hot line to the site and headquarters.
- iv. Sr. DOM will be over all in charge of the Divisional Emergency Cell and will function as the Divisional Emergency Officer for the purpose of managing relief restoration operations from divisional level.
- v. In case Sr.DOM is not available, DOM/AOM (movement) will be the Divisional Emergency Officer.
- vi. In case both officers are not available, any other officer nominated by DRM will take over charge.
- vii. Requirements of all departments for movement of men and materials to the accident site shall be conveyed to the Divisional Emergency Officer, who shall arrange their movement.
- viii. Timings of 2nd and 3rd special trains to be moved from each end to the accident site, carrying backup logistic support will be conveyed to all concerned before hand.

- ix. Divisional Emergency cell will maintain:
- Telephone and FAX numbers of the accident site. These should be maintained functionary wise for each functionary available in the UCC.(Unified command centre)
 - Similarly telephone and FAX nos. of functionaries available in CAC (Combined assistance Centre) should also be available with the divisional emergency cell.
 - Telephone and FAX numbers of Helpline enquiry Booths that would have been set up at various stations on the division.
 - E-Mail addresses of UCC, CAC, Helpline Enquiry Booths and Headquarters Emergency Cell.
 - Names and phones number of hospitals where injured have been admitted/shifted, along with number of patients.
- x. Divisional Emergency Cell will collect updated information regarding all aspect of the accident and pass on the same either telephonically or by E-Mail to:
- All Helpline Enquiry Booths within the division.
 - Head quarters Emergency Cell.
- xi. Divisional Emergency Officer on duty shall chronologically record all information and instructions received or given in a log book.
- xii. In addition to the division where accident has taken place similar emergency cells will be opened in other divisional control offices of SECR that are involved in restoration and relief operations. Chief Emergency Officer will decide divisions where Emergency cells are to be opened.
- xiii. Helpline enquiry booths outside the accident affected division, but within SECR jurisdiction should keep in touch with Divisional Emergency Cell of their respective division.
- xiv. If necessary, similar Emergency cells will be opened at other major terminals as decide by Chief Emergency Officer.
- xv. After relief, rescue and restoration work is completed, winding up of Divisional Emergency Cells shall be decided by DRM.

CHAPTER 4

PREPAREDNESS FOR DISASTER AND TRAIN ACCIDENTS

CHAPTER 4

PREPAREDNESS FOR DISASTER AND TRAIN ACCIDENTS

ACCIDENT RELIEF TRAINS (ARTs)

- ART is stabled on separate sidings having double entry for faster movement in both directions.
- Rescue/Restoration equipments are kept as per Railway Board's instructions.
- Breakdown specials are kept with the following officials:
 - ❖ Mechanical & Electrical (G) tool vans – SSE (Mech.)
 - ❖ Engineering tool vans - SSE(P.Way)
 - ❖ Overhead equipments tool vans - SSE/JE(OHE/TRD)
- Crane Supervisor will ensure availability of adequate fuel and water in the crane.
- On getting emergency call, the Crane Supervisor must check and ensure correct marshalling of crane according to site requirement.

TURNING OUT OF ARTs/ARMVs

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/Crew controller/Lobby In-Charge/TPC/TLC/DPC 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 the Medical Van:-

In case of double exit siding	-	15 Minute
In case of single exit siding	-	25 Minutes.

The time is reckoned from the time of ordering to the time of dispatch.

- (ii) Target time for turning out the Break down trains:-

During Day - 30 Minutes

During Night - 45 minutes

The time is reckoned from the time of ordering to the time of leaving the shed.

- (iii) An accident relief train when proceeding to the site of accident will have precedence over all other trains. A break down train/Tower wagon must not be detained for Guard, and must leave with the In-charge of Breakdown train. A Guard must be quickly arranged later.
- (iv) ARMV would also be given priorities in the return journey also as they may be required at other locations too.

Locations of ARTs, ARMVs and Breakdown Cranes at Raipur

Bhilai	ART		Mobile Nos	Rly No
		Mech SSE/C&W/BIA	9752877493	
			9752877450	
			9752877494	
		Telecom SSE/Tele/BIA	9752877836	
		Engg. SSE/Pway/BIA	97528-77245	
		TRD SSE/TRD/BIA	97528-77314	
		RPF OC/RPF/BIA	9752877731	
		Electrical SSE/Elect G	975244-4540	
	ARME		9752877507	
	Relief equipment with truck		9752877418	76374

SOUNDING OF HOOTERS

- (a) Sounding of hooters for turning out of Relief Train/ARME Van will be as follows:

	Total No. of blasts	Duration of each blasts	Gap between two consecutive blasts
(1) Relief Train with ARME	5	60 Seconds	10 Seconds
(2) Relief Train without ARME	3	60 Seconds	10 Seconds

- (b) The loco Foremen/Shed Foremen or any other official in charge of the hooter is responsible for proper maintenance of it and to keep a trained staff ready round the clock for sounding the hooters at once on receipt of orders from the trains ordering officials.
- (c) Target time for the turn out of ARME & ART.
- (i) The Accident Relief Medical Van 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.
 - (ii) The Accident Relief Train must be turned out/ dispatched from the case station to the site of accident within 30 minutes by day/45 minutes by night after sounding the hooter.

ACCIDENT RELIEF MEDICAL VANS

- ARMV is stabled in separate sidings with double exit to move in both directions.
- One key of the Van is available with Loco Foreman/Station Master and the other key is available with the Doctor In-charge of ARMV.
- The medicines and equipments are provided as per the Railway Board's norms.

AUTHORITY TO ORDER MOVEMENT OF ART/ARMV AT SITE

- On receipt of information about serious accidents having casualties, ARMVs & ARTs shall be ordered immediately by Dy. CHC incharge.
- The ARTs and ARMVs should move within the stipulated time after sounding of siren.

MOVEMENT OF ARME:-

- ARMEs would be given priorities in the return journey also as they may be required at other locations too.
- ARME will not wait for any officer. It must start when it is ready to start. For late start of ARME what so ever be the reasons, operating department will be responsible.
- In case of a passenger train involved in an accident or incident of goods train at Manned/Unmanned level crossing, ARMV must invariably move without ART within the prescribed time. No officer/staff is authorized to order for Amalgamation of ART with ARME.
- If only one engine is available at station where ARME is stabled then ARME should move first. After arrangement of another Engine ART will move.
- The nominated staff of ARME must reach in ARME within 15 minutes of sounding of hooter.

CHAPTER – 5

MANAGEMENT OF DISASTER

CHAPTER – 5

MANAGEMENT OF DISASTER

Various phases of Disaster management

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 (Train Guard, Loco Pilot, Conductors, TTEs and Officers/Staff traveling by Train) to render definite medical care which gives relief to affected persons and also helps them to overcome the trauma. This first one hour period is known as the **Golden Hour**. During this **Golden Hour** period, following efforts should be made:

- i) Guard, Loco Pilot, Conductor and TTEs etc. must pass on the information quickly to the nearest station or to control, about the accident. Being trained in first-aid, they should simultaneously tender every possible medical aid to the injured.
- ii) Senior-most officer traveling by the affected train, whether on duty or on leave, shall take charge as **Officer Incharge at Site**.
- iii) All Railway officers and staff available on train must report to the Guard and work as per the directions of the **Officer Incharge at Site**.
- iv) SMs of the adjoining stations must inform Control about the happenings and the nature of assistance required.

Phase-II (Arrival of Crack Team)

- A) **Crack Teams at Each Zonal Railway HQ with containerization equipment:**
- B)
 - (i) Zone's professionally trained crack team of rail rescue experts and containerized equipment, to be rushed to any major accident site by air or land route.
 - (ii) Division's crack team consisting of representatives of Mech., Elect., S&T and RPF departments to be rushed to any accident site by road/rail or by air route.
- C) **Functioning of crack team** - As soon as alarm hooters are sounded, the nominated team shall proceed to the site of accident by first available train or by road. The crack team will carry prescribed tool kits consisting of –
 - i) S&T kit,
 - ii) Lighting kit,
 - iii) First Aid kit,
 - iv) Rescue kit etc.

On reaching at accident site, the crack team shall perform following activities:-

1. Extrication/removal of injured passengers from the coach.
2. First Aid to the injured.
3. Provide succor and help to the passengers at site.
4. Relieve panic and create re-assurance among passengers.

Special Disaster management team of RPF:

Special disaster management team of RPF has to be set up at Raipur for proceeding support to relief and restoration at the site of accident. They shall also reach to accident site by first available means.

Phase-III (Arrival of Relief Train)

Phase - II begins with the arrival of relief train. The senior-most officer who reaches the site first becomes the **Officer Incharge at Site**. All staff and officers should work as per the directions of the Officer Incharge at Site.

Site organization:

- ❖ Medical relief camp
- ❖ Security of luggage
- ❖ Clue preservation
- ❖ Relief rescue and restoration
- ❖ Coordination with civil and press
- ❖ Liaison with control
- ❖ Communication- STD phones, Walkie-talkies, mobiles, PA System etc.
- ❖ Lighting arrangements
- ❖ Commercial-information booth, Arrangement of Tea, Food and Water.
- ❖ Evacuation of passengers, payment of ex-gratia etc.

The medical team reaching the spot must comprise adequate number of doctors and staff. The senior-most doctor and Officer Incharge at Site should have all details about dead/injured and hospitals where they have been sent.

Special Task Teams of different departments

- | | | |
|-------|----------------|---|
| (i) | Medical | - Relief and transportation of injured to hospitals. |
| (ii) | Commercial | - Catering- food, tea and drinking water, Payment of ex-gratia, Information Booth, liaison with Civil administration and Press. |
| (iii) | Commercial/RPF | - Security of luggage, parcels and Railway Property |
| (iv) | Operating | - Liaison with control and arranging logistics including shunting. |
| (v) | S&T | - Establishment of communication and free telephone\booths. |

- | | | |
|--------|-------------|---|
| (vi) | Mechanical | - Rescue and Relief operations including re-railment and preservation of clues. |
| (vii) | Electrical | - Lighting arrangement |
| (viii) | Civil Engg. | - Provision of tents, accommodation etc. |
| (ix) | Safety | - Preservation of clues, measurement of track, wagon, Photography, videography, statement of witnesses. Breath analyzer test of staff involved in accident. |
| (x) | Personnel | - Passenger Care |

ARMS BANDS

Rescue team members must wear armbands and jackets. Armbands for doctors should bear a red cross.

COLD CUTTING

Extreme care must be exercised while tackling damaged coaches. Cold cutting equipments should be used on coaches containing passengers so as to avoid burns to passengers by use of flame cutting.

HANDLING OF DEAD/INJURED

- Dead bodies should be handled with care and respect.
- Cover dead bodies with white shrouds, which should be available in ARME.
- Expeditious issue of death certificates.
- List of dead and injured must be passed on to control and disaster management cell at HQs from time to time.
- A photographer should take colored photographs of the dead and injured.

FREE FOOD, DRINKING WATER, TEA, etc.

Food and clean drinking water must be rushed from the nearest source. Free food and beverages must be supplied.

CORRECT PICTURE TO MEDIA

Press and other media should be given correct picture timely.

ACTION TO BE TAKEN AT DIVISIONAL LEVEL

- i) Opening up of special enquiry booths at originating, terminating and major stations en-route.
- ii) Furnishing updated position of dead, injured and evacuated passengers to all concerned.
- iii) Help line Phone Number should be relayed through TV, Radio and press.
- iv) Arrangement for issue of free Railway passes for relatives/dependents of dead & injured.
- v) Make arrangement for transportation of evacuated passengers to be sent to destinations. Transport vehicles can be hired.
- vi) In case of major disaster, DRM can requisition helicopter/Aero plane.
- vii) Press should be briefed properly and quickly.
- viii) HQ/Board should be advised quickly.

PHASE-IV (HANDLING INJURED PASSENGERS)

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

- ❖ Relief trains clearing injured 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.

PHASE-V (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.

CONCEPT OF CONTROLLING STATION

The Station Master of nominated Controlling Station should immediately, on receiving information of an accident, reach the site with sufficient staff drawn from all departments at his station, and take all the necessary steps for Rescue & Relief. It should be made clear to everybody that staff of all departments must follow the directions of the Station Master of the controlling station and render all help and assistance necessary for tackling the disaster.

Controlling stations of Raipur division

SECTION	CONTROLLING STATION	PHONE NO
BILASPUR-BHATAPARA	BHATAPARA	97520 - 92928
BHATAPARA-TILDA	TILDA	97520-92924
TILDA-RAIPUR	MANDHAR	97520-92492
RAIPUR-DURG	RAIPUR	97520-92491
DURG-GUNDARDEHI	DURG	97520-92706
GUNDARDEHI- ANTAGARH	DRZ	97520-93476
RAIPUR-ABHANPUR-RAJIM	AVP	97520-93531
RAJIM-DHAMTARI	AVP	97520-93531
RAIPUR-LAKHOLI	RAIPUR	97520-92491

CHAPTER – 6

DUTIES OF RAILWAY OFFICIALS

CHAPTER – 6

DUTIES OF RAILWAY OFFICIALS

DUTIES OF ON BOARD STAFF DURING GOLDEN HOUR

DUTIES OF LOCO PILOT/ASSTT. LOCO PILOT

- ❖ To check that flasher light is on.
- ❖ Arrange to protect the train in accordance with G&SR 6.03 and inform the SM on either side on walkie-talkie or by other means of communication available.
- ❖ If adjacent line is obstructed by any vehicle, inform TPC to switch-off power on adjacent line to avoid movement on that line.
- ❖ Convey information by quickest available means to control.
- ❖ Ensure that the portions of the track, rails, fish plates, bolt and other fittings which appear to have been tampered with are not touched or moved by any person and closely watch them till the arrival of ART.
- ❖ To take such technical precautions as may be necessary or prescribed to render his locomotive and train safe.
- ❖ Not to give any statement to the press, unless authorized to do so.

DUTIES OF TRAIN MANAGER (GUARD)

- ❖ Ensure securing of vehicle by application of hand brake etc. as per rules.
- ❖ Arrange protection of adjacent line(s) and same line, as per G&SR 6.03 and inform the SM on either side on walkie-talkie or by other means of communication available.
- ❖ Assess and inform the control about the damage and nature of assistance required.
- ❖ Take action to save lives and render first-aid, call for doctors if any on the train, and seek their assistance.
- ❖ In case OHE has been damaged, prompt steps should be taken to get the same de-energized and traction wires secured.
- ❖ Install Portable Control Phone/Emergency Control Phone or send information through train engine after taking all precautions or stop train trolley, tower wagon in either direction or send information through other means available.
- ❖ Ask for arrangements for transportation of dead/injured/stranded passengers.
- ❖ Attend to injured, arrange for their transportation by front non-derailed vehicles if possible or by road or other means.
- ❖ Post an available railway employee on the field telephone.
- ❖ Send railway servant(s) or willing volunteers available on the train to the nearest station/police station/hospital/village for seeking assistance.
- ❖ Organize groups of railway men or volunteers to assist in relief operations before regular medical aid is available.

- ❖ Asstt. Guard/RPF/GRP/Staff traveling on the train if any, be utilized for rendering all possible assistance to the affected passengers. This includes carrying of injured to safe place for first-aid, arrangements for drinking water and securing the luggage and articles of the passengers.
- ❖ Preserve all clues of the possible cause of accident.
- ❖ Render help to conductors/TTEs in identification of the injured and dead.
- ❖ In consultation with control, check if front and rear portion of the train, not affected by accident, can be safely drawn to the adjacent station so that medical van and relief train can be received nearest to the accident site.
- ❖ Do not leave the site of accident till permitted by competent authority.

DUTIES OF TTE/TRAIN SUPDT./ PANTRY CAR STAFF

TTEs/ Train Suptd./Pantry car staff should immediately report to the Guard and work under his directions. They shall:

- ❖ Ascertain if any doctor is traveling, either by scrutinizing the reservation chart or by making verbal enquiries, and arrange for first-aid to the passengers.
- ❖ Prepare a list of dead and injured. If doctor is available, the list should be classified as under :
 - Dead
 - Grievous injury
 - Simple injury
- ❖ Make out details of the dead and injured from the reservation chart, tickets held, (to and from) or co passengers. Assistance of Police traveling in the train may also be sought for identification.
- ❖ Collect the following details:
 - Ticket of the passengers traveling (to and from)
 - Ticket numbers-Class.
 - Coach no and its position from the engine.
 - Address of the passengers.
 - Nature of injury (simple, grievous)
- ❖ Take custody of luggage and other belongings. In the case of injured, this should be kept by the TTE and in case of dead, it should be handed over to GRP with full details and acknowledgement obtained.
- ❖ Record evidence of willing passengers with full particulars. If some passengers are willing to give evidence later on, their names and address should be recorded.
- ❖ Record the numbers of dead and injured (simple or grievous), if they are already transported by the local people to the nearest hospital before the Railway doctor arrives.

DUTIES OF AC ATTENDANT/AC MECHANIC

They shall come out of the coach and contact the Senior Conductor. They shall be available for help and:

- ❖ Work in the nominated team to assist the passengers as per the directions of the Sr. Conductor.
- ❖ Take the following items while working with the assisting team:
 - One blanket with two bed sheets.
 - First aid box.
 - Stretcher, if available will be taken along with.
- ❖ In case of fire in coach, get the fire extinguishers and help in extinguishing the fire.
- ❖ Help in taking out the injured and dead passengers.

DUTIES OF R.P.F STAFF

1. Extricate the passenger from damaged coach and shall provide first aid to them. He shall assess the affected passengers also at accident site.
2. He shall ensure safety and security of the relative/dependents of injured passengers as well as security of Railway property.
3. He shall collect and protect clues of accident i.e. security of P.Way material, fish plates & nut bolts etc. and other related material caused derailment. He shall keep close watch on the clues for dislocation by the persons.
4. He shall cover the site of accident by Barrier taps to avoid theft in the accidental coaches by outsiders.
5. He shall keep away the outsiders from accidental coaches with the help of loud hailer.
6. He shall ensure continuous monitoring of the suspected items and clues, caused accident, to understand fact of incident for conclusion during investigation.
7. He shall be responsible for extinguishing the fire, in case of fire in the coaches.
8. He shall assist civil police/GRP in the enquiry proceedings of accident case.
9. He shall ensure security of luggage and parcel of passengers in the damaged / capsized coaches.
10. Railway Protection Force and Commercial at the sight of the accident should coordinate their activities regarding safe custody and appropriate disposal of the luggage of the dead and injured passengers. Commercial staff should appropriately label and stack luggage of the dead and injured passengers. This luggage should be guarded by RPF personnel and thereafter can be handed over to the rightful claimants.

DUTIES OF CONTROL STAFF

SECTION CONTROLLER

On getting information of an accident, he shall immediately:

- Advise the Dy. CHC/CHC and note important details in diary and chart.
- Advise the Divisional Transportation Inspector, SSE (Eng.), SSE(Sig.), SE(Tele), Commercial Inspector, ADEN, Railway doctor, etc. of the section immediately.
- Keep loop lines clear of nearby stations.

Dy. CHC/CHC

On getting information of an accident, he shall immediately:

- Advise all concerned officers, supervisors, inspectors and CMS/Railway doctor incharge.
- Order ARME/ART.
- Inform police officials and collector concerned where ever required.
- Inform HQ Emergency Control.
- Maintain accident log register in chronological order of information received on right page and information/instruction passed on/out on the left page.
- Ensure that the Railway Rescue Volunteers have been called and suitable arrangements have been made for their transportation.
- Ensure manning of Railway Disaster help line Telephone No. 1072 by competent staff.

DUTIES OF OFFICIALS OF SAFETY ORGANIZATION

Sr. DSO/DSO

In case of major accident Sr.DSO will accompany ART/ARME or any other faster mode of transport to reach the site and he shall:

- Inspect the site and preserve the clues for accident enquiry and arrange for photography /video grapy of the site.
- Keep liaison with the control to ensure early clearance of front and rear portions of the affected train.
- Ensure manning of telephone.
- Arrange for logging the events in the diary, besides advising the control about the progress at site.
- Arrange for measurements in the prescribed format.
- Assist the Site Manager regarding the movement of ARME and ART at site etc.

AOM (CONTROL)/ADSO

On receiving information of an accident he shall reach the control immediately and:

- Ensure that proper log diaries are maintained in control.
- Keep liaison with the site with regards to the progress of restoration work and inform the HQ Control accordingly.
- Arrange for any assistance required at site.

SAFETY COUNSELLOR (TRAFFIC)

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Noting each event at site and maintaining the diary chronologically.
- Assist in clearing the unaffected portion of the affected train both in rear and front.
- Assist in keeping liaison with control office and any other duties assigned by Sr.DSO/DSO.
- Take the statement of guard/operating staff and passengers, if any in connection with the accident in absence of TI.
- Arrange for Breathalyzer Test of the Guard of the train involved and note down his bio-data.

SAFETY COUNSELLOR (LOCO)

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Note down the bio-data, statement of Loco Pilot and Asstt. Loco Pilot of the affected train.
- Seize speedometer graph and engine repair book of the engine of the affected train jointly with other supervisors.
- Arrange Breathalyzer Test of the Loco Pilot and Asstt. Loco Pilot.
- Any other duties assigned by Sr.DSO/DSO.

SAFETY COUNSELLOR (C&W)

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Thorough inspection of the affected coaches/ wagons and assist Sr.DSO in finding out the probable cause of the accident.
- Ensure that the joint measurements of wagons/coaches are taken in the prescribed format.
- Take down the PRO particulars of the derailed wagon/coaches.
- Check the brake power certificate and its validity and seize the same jointly with other supervisors.
- Any other duties assigned by Sr.DSO/AOM(G).

SAFETY COUNSELLOR (P.WAY)

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Inspect the site and ensure that the joint observations/measurements of the track are taken in the prescribed format.
- Ensure that proper sketch of the accident site is prepared and jointly signed.
- Assist Sr.DSO/DSO in ascertaining the probable cause of the accident.
- Seize the gang diaries and gang charts, curve register and other related documents from the concerned SSE(P.Way).

- Note down on-the-spot statement of the P.Way staff working at the site, if any.

SAFETY COUNSELLOR (S&T)

On getting information of the accident, he shall immediately proceed to site and assist Sr. DSO/DSO in the following activities:

- Inspect the accident site, particularly if points & crossings and signal gears are involved, and assist Sr.DSO/DSO in ascertaining the probable cause of accident.
- Ensure that joint observations of cabin/panel are taken.
- In case of accident in station yard and on points, note down the gauge position of the points and all levers/push buttons in the ASM rooms along with traffic inspector/SS of the station.
- Ensure that the communication between the site and the control is arranged at the earliest.
- Ensure that responsible S&T staff mans the site telephone.

TRANSPORTATION INSPECTOR AT SITE

On getting information of the accident, he shall immediately proceed to site and

- Ensure that the joint measurements of the track, wagons/coaches, cabin panel are taken and recorded.
- Ensure that speedometer graph of loco is taken out jointly and seized.
- Seize all train passing records of station if warranted.
- Take the statement of the ASM on duty of the station, cabin man and any other operating staff related with the accident.
- Keep liaison with control and ensure reception of ARME and ART at site and also ensure that all necessary shunting is done at site or at station smoothly and in minimum time.
- Any other duties allotted by Sr.DSO/DSO and operating officers at site.

DUTIES OF OPERATING DEPARTMENT

Sr. DOM/DOM

On getting information of the disaster, he shall immediately proceed to site and:

- Supervise and co-ordinate the duties given to other operating officers and supervisors.
- Give information about accident to CSO, CPTM/COM on telephone.
- Ensure timely departure of ARME/ART and their proper running till they reach the site.
- Ensure clearance of passengers from the site by the earliest mode of transport, in case of passenger train accident.
- Ensure clearance of front and rear portion of the affected trains.
- Arrange for regulation and cancellation of Passenger/Mail/Express trains.
- Arrange for providing by rail all the assistance at site in the form of men and materials required by the different departments at site.

DUTIES OF COMMERCIAL DEPARTMENT

Sr. DCM/DCM

On getting information of the accident, he shall immediately proceed to site and arrange for:

- Drinking water, catering etc.
- Issue of free telegrams/ fax.
- Arrange Ex-gratia payment on the spot to the injured and next of kin of dead.
- Open Assistance post at site.
- Issue of complimentary passes.
- Information regarding alternative means of transport to the destination.
- Assistance in protection of luggage and valuables of the passengers.
- Assistance to ladies, children and the injured.
- Display list of injured and dead at a prominent places at the station/stations and pass on such information to the control.
- Announcements through public address system regarding arrangements for diversion of trains, regulation, probable time of arrival of the relief train for stranded passengers, etc.
- Open information booth even if the accident has occurred elsewhere on important stations en-route.
- Arrange stacking, protection of Parcel, Mail, Goods etc
- Preserve documents, cash etc.
- Arrange tarpaulins if necessary.

DUTIES OF ENGINEERING DEPARTMENT

SECTIONAL SR.DEN/DEN

On getting information of the accident, he shall immediately proceed to site and:

- Assess the damage to P.Way assets involved in the accidents and arrange for men and material required.
- Inform the Engineering Control of the assistance required, if necessary.
- Arrange divers with proper equipment for underwater rescue, if necessary.
- Guard and preserve clues till police or RPF personnel arrive at site and take charge, in case of suspected sabotage.
- Assist in transshipment of passengers and their luggage.
- Provide tents and other temporary shelters at the site.

DUTIES OF MECHANICAL DEPARTMENT

Sr. DME

On getting information of the accident, he shall immediately proceed to site and: Ensure the ART/ARME starts for site within the stipulated time.

- Supervise Rescue & Relief operations.
- Co-ordinate with other departments and help the passengers.

DUTIES OF ARME INCHARGE –

- On getting ordering of ARME for accident site, he shall reach on ARME immediately.
- After getting attendance of ARME staff, he shall ensure timely dispatch of ARME from base station.
- He will ensure provision of BPC to the ARME Loco Pilot.
- He shall counsel ARME staff regarding nature of relief to be provided, in the running train.
- He will ensure proper nomination of staff for making team for each activity before reaching ARME to accident site.
- He shall keep VHF set in “ON” position for communication between ARME and Control Office.
- ARME incharge will collect information regarding nature of accident and involvement of number of coaches in the accident.
- Operation of cold cutting equipments like Hydraulic Rescue Device, Power Cold Cutter and Portable Electrically operated cutting and boring tools should be checked in the running train.
- He shall give instructions for preparation of coffee and tea for injured passengers.
- He will check functioning of portable DG sets for operation of electrical machines and lighting equipments.
- On reaching at accident site, he shall contact guard and Loco Pilot of accidental train on walkie-talkie / VHF set for collection of information regarding accident and nature of assistance required.
- He shall give instructions to the nominated team leaders of ARME to unload relief materials immediately. Incharge will carry video/digital camera and proceed for observation of accident site.
- Incharge will decide extrication of injured passengers on priority manner.
- He will ensure proper utilization of cold cutting equipments so that passengers will not get injuries due to wrong operation of such equipments.
- He will relieve panic and create reassurance among injured passengers.
- Injured and dead passengers will be removed and kept at specified/ nominated spots in the presence of ARME incharge.
- He will maintain liaison with other departments like, Commercial, RPF and Medical departments for smooth and efficient relief measures.
- He shall communicate progress of relief, time-to-time to control office staff on ECP/PCP sets with the consultation of site incharge.

ART STAFF

On getting information of the accident, they shall immediately report to ART Incharge and:

- Proceed to the site of accident in ART.
- Assist in Rescue & Relief operations.

- Check the fitness of the stock which is moved from the accident site.
- Plan for efficient movement of ART equipment to the site.
- Ensure safe and efficient working of cranes, hydraulic re-railing equipment and other rescue devices.
- Ensure that the log/diary regarding restoration at the accident site is maintained properly.

DUTIES OF S&T DEPARTMENT

Sr. DSTE/DSTE

On getting information of the accident, he shall immediately proceed to site by quickest means available and:

- Arrange for communication facilities at site with Divisional and HQ Control and ensure their constant manning.
- Provide Walkie -Talkie sets, wireless sets, mobile phones, satellite phone, fax, laptop and internet connectivity, etc.
- Arrange for BSNL telephone with STD facility at inquiry booths at site.
- Seal the block instruments, relay rooms and note positions of levers, knobs, slides, indication etc. as the case may be.
- Arrange for early restoration of signaling and telecom equipment.

DUTIES OF ELECTRICAL BRANCH

Sr. DEE (G)

On getting information of the accident, he shall immediately proceed to site and arrange for:

- Adequate lighting at the site.
- Preservation of clues in case of fire in coaches. Any statement from passengers should also be recorded with their names and addresses.

Sr. DEE (TRD)

On getting information of the accident, he shall immediately proceed to site and arrange for:

- Adequate number of breakdown staff/tower wagons.
- De-energizing and slewing the OHE, as required for ground/crane operations.
- Restoration of OHE expeditiously.

Sr. DEE (TRS)

On getting information of the accident, he shall immediately proceed to site and

- Supervise restoration operation.
- Ensure joint observation and measurement of the electric loco involved in the accident, in the prescribed format.

DUTIES OF PERSONNEL DEPARTMENT

Sr. DPO/DPO

On getting information of the accident, he shall immediately proceed to site and:

- Depute Welfare Inspector round-the-clock in shift duty to look after the welfare of the injured persons in the hospital.
- Ensure that passes are issued to the relatives/dependents and escorts of the injured for visiting their dear ones in the hospital and taking them back home.
- Depute welfare inspectors to assist the ADMO in taking down the name and addresses of the dead and injured and in shifting them to the hospital.

Duties of Security Department

DSC/RPF

On getting information of the accident, he shall immediately proceed to site and:

- Liaison with local police at site.
- Ensure security of passengers' belongings, parcels and Railway property. Baggage of passengers should be isolated and protected and consigned goods should be taken care of, till they are handed over to the claimants or taken over by railway authorities.
- Segregate the area of accident by establishing temporary barriers using nylon ropes or any other makeshift device available at the site. It should be ensured that the on-lookers and spectators do not enter the affected area to disturb the scene or hamper the rescue operations.
- Arrange for assistance to victims and transport them to the nearest hospital. A record of casualties sent to hospitals should be maintained.
- Send hourly status of the site to Divisional/Zonal Control Room.
- Open RPF ASSISTANCE POST with proper Board at a conspicuous place so that people needing help can easily approach the RPF.
- Open a log book and record the action chronologically.
- Ensure documentation about the number of persons injured or dead, giving their identity and addresses, if available.
- Guide the friends or relatives/dependents of the injured/deceased.

RPF Control Room

Officer on duty at the Divisional Security Control Room, on getting the message of an accident, shall:

- Inform the DSC/ASC concerned & receive further instructions.
- Inform the RPF post in whose jurisdiction the accident has taken place.
- Inform the nearest IPF/SI to attend the site along with the maximum staff by the quickest means available.
- Inform the Civil police control room, GRP control room, concerning DM/SP/GRP/Fire brigade /Bomb disposal squad.

DUTIES OF MEDICAL DEPARTMENT

CMS/MS/Sr. DMO

On getting information of the accident, they shall immediately proceed to site with the ARMV or by other fastest mode of transport available, and:

- Alert blood donors clubs, Saint John Ambulance Brigade and Local Hospitals about the arrival of injured.
- Arrange for transport of the emergency box from health unit to the site.
- Get operation theatre ready.
- Make out a list of the injured and the dead in prescribed format.

* * *

CHAPTER – 7

FUNCTIONING OF DISASTER MANAGEMENT CELL

Chapter – 7

FUNCTIONING OF DISASTER MANAGEMENT CELL

DISASTER MANAGEMENT CELL

The disaster management cell shall be operated through a nominated Disaster Management Room, which shall be provided with such communication and media facilities as required for its operation. The cell will be attended by nominated officers of various departments as below:-

SAFETY DEPARTMENT

The Officer representing Safety Department shall coordinate the functioning of Disaster Management Cell. He shall report the accident to Railway Board/CRS/GM and update the restoration details from time to time. He shall also 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 refreshments for the passengers of involved train, payment of ex-gratia to the injured and to the next-of-kin of the dead passengers, arrange for transshipment of goods and passengers luggage, and hire private buses for transport of passengers from site of accident to the nearest Rail Head. He shall also ensure transmission of detailed information regarding injured/casualties to originating/destination stations, to Railway Board, and to 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 headquarters level. He shall record all events related to the accident chronologically. He shall ensure regulation and diversions of trains keeping in view the likely time of restoration at accident site. He shall ensure that the

passenger carrying trains are regulated at such stations where water and catering facilities are available. He shall also monitor the ARTs/ARMVs/Labour Special trains ordered from the adjoining divisions and zones.

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. He shall obtain the bio-data of the crew involved in the accident.

ENGINEERING DEPARTMENT

The Officer representing Engineering Department shall obtain the information regarding damage to track and shall ensure ordering of material train if required. The details of track structure and other relevant details such as USFD particulars, last 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-Spl. 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 site of accident/divisional control to Disaster Management Cell at HQ. 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.

CHAPTER – 8

PASSENGER CARE

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 relatives/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 hospital is 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, each division should chalk out a working arrangement with such private hospitals as may be necessary in areas served by them, so that in an emergency, injury cases can be referred to hospitals concerned without loss of time.
- To facilitate matters and to avoid misunderstanding, CMD should draw a list of such private hospitals bearing in mind the Railway and other Government hospitals in the vicinity.
- CMD 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.
- Bills by such private hospitals should be submitted through CMD, who will certify the correctness of charges payable, before forwarding for payment to FA&CAO.
- 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 condition of injured and maintain an updated list with all details.
- 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 maintains the centralized updated position.

Facilities to be made available in the hospital

- There should be a separate reception counter 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.
- Arrangements should be made to inform the next of kin or a relative or friend of the deceased, in case identity of the person involved in accident becomes known.
- As each relative arrives, his name should be marked in the list against the passenger's name.
- Reception counter should be provided with BSNL 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 telephones 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 also 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
- Passenger help lines are provided for enquiry service No. 1072 in all Divisions of SEC Railway in commercial control rooms 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.
- These 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 Centre 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 WI 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 WI 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.

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.
 - ❖ 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 of 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.
 - ❖ Return journey facilitation counter to make arrangements for return journey.

Withdrawal from station earning

- I) Money can be withdrawn from station earning with personal sanction of a senior scale officer.
- II) Station pay order (withdrawn from station earnings) should be duly signed with official designation, indicating his name.
- III) Proof that the payment has been made and the reason for payment should be kept payee with revenue stamp.
- IV) The account should be submitted to account officer within 15 days from the date of withdrawal. (Para 2425 of Indian Railway Commercial Manual)

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 carry dead bodies in coffins, etc. in case they so desire.

CHAPTER-9

IMPORTANT NUMBERS TO DEAL THE DISASTER/ACCIDENT

CHAPTER-9

IMPORTANT NUMBERS TO DEAL THE DISASTER/ACCIDENT

1. IMPORTANT TELEPHONE NOS. OF RAIPUR DIVISIONAL OFFICERS

OFFICERS	RLY Phone No.		DOT Phone No.		Mobile No.
	Office	Residence	Office	Residence	
DRM	72200	72110 72111	2252200	2252870	9752877000
ADRM	72202	72203	2252202	2254243	9752877002
Sr.DOM	72260	72261	2252260	2252177	9752877900
Sr.DSO	72266	72505	--	--	9752877550
Sr.DEN/Co	72220	72221	2252220	--	9752877200
Sr.DEN-I	72224	72208	2252224	--	97528-77256
Sr.DEE (OP)	72242	72248	2252242	--	9752877375
Sr.DEE (TRD)	72277	72609	2252240	--	9752877300
Sr.DEE (RS&G)	72440	72441	2252244	--	9752877340
Sr.DME/Co	72270	72271	2252267	---	9752877400
Sr.DSTE	72280	73800	--	--	9752877800
Sr.DCM	72230	71074	2252230	--	9752877950
Sr.DPO	72430	72601	2252290	--	9752877600
Sr.DFM	72210	72613	2252210	--	9752877100
Sr.DME (DLS)	73312	72631	2886351	--	9752440900
Sr.DEE (TRS)	76399	---	--	--	9752440950
CMS	72500	73805	--	--	9752877500
DSC	72250	73825	2252250	--	9752877700
Dy. CE/GSU	72228	72273	2252222	--	9752877201
Dy. CSTE/GSU	72274	73801	--	--	9752440806

2. LIST OF PHONE NOS OF CONTROL ORGANIZATION OF R DIVN.

SL	DESIGNATION	RAILWAY	DOT	MOBILE
1	CHIEF CONTROLLER	72550	2252266	97528-77916
2	DY. CONTROLLER	72551		9752444000
3	CHG CONTROL	72164, 72167	-	88273-95699
4	SLH-DUG Board	72553	2252269	-
5	SLH-BSP Board	72552	2252268	-
6	DRZ Board	72554	2252021	-
7	TLC	72350, 72845	2252243	97528-77890
8	DPC	72730, 72844, 72733	-	97524-43578
9	TPC	72846, 72340	-	97524-45199, 97524-45299
10	SIGNAL CONTROL	72580, 72579	2252284	97528-77889, 77778-14114
11	TELECOM CONTROL	72700	2252285	80859-56700
12	SECURITY CONTROL	72848, 72150	2252252	97524-44099
13	COMMERCIAL CONTROL	72165, 72842	2252236 2252500	97528-77998
14	ENGG CONTROL	72470, 72847	2252226	97528-77888, 97528-77255
15	C & W CONTROL	72843, 72590	2252274	97524-43445 97524-43578
16	ELECT. GEN CONTROL	72360	2252247	97524-45100
17	FOIS CONTROL	72558, 72849, 72548	-	80859-56699
18	Disaster Control Cell	At commercial control- 0771-2252001, 02, 03, 1072 At conference Hall- 075-72562 (Rly), 9109112666		

3. LIST OF PHONE NOS OF DIVISIONAL SAFETY OFFICIALS

SAFETY			
Shri. Suresh Chandra	Sr.DSO	Raipur	97528-77550
Shri. Praveen Kumar	ADSO	Raipur	97520-81244
Shri. T. Mohanty	SC/Elect/ART	Raipur	97528-77556
Shri. Umakant Dhakate	SC/OPTG	Raipur	80859-56628
Shri. Sanjeev Kumar Singh	SC/Engg	Raipur	97524-45023
Shri. Sunil Kumar Sahu	SC/S&T	Raipur	97528-77445
Shri Bhupesh Sahu	SC/Mech	Raipur	97525-42661
Shri Harish Chandra Kar	SC/Elec	Raipur	97524-44566
Shri E Gopi Krishna	CLI/Safety	Raipur	80859-55417

4. CONTACT NUMBERS OF ACCIDENT RELIEF TRAIN , ACCIDENT RELIEF MEDICAL VAN AND TOOL VAN IN SEC RAILWAY

Location		Department	Name of in charge with Designation Sri.	Contact no.
BMY	ART/ SPARMV	Mechanical	S P Dewangan SSE/C&W	97528-77450
		Engineering	Sunil Kumar SSE/Pway/BMY	97528-77245
		Telecom	Shishir Kumar Banchhor SSE/Tele	97528-77836
		SSE/Elect	Mukesh kr. Dewangan SSE/G	975244-4540
		Medical	Dr.Durgesh Kumar Sinha DMO/BMY	97528-77502
		RPF	Purnima Rai Banjare IPF /BMY	97528-77731
		TRD	H K Banjare SSE/OHE/BMY	97528-77314

5. LIST OF BSNL/RLY TELEPHONE NUMBERS OF STATIONS OF RAIPUR DIVISION

SL	STATION	RLY NO.	CUG Nos.
1.	DPH	77281	9752093449
2.	BYL	77291	9752093448
3.	DGS	77271	9752093447
4.	NPI	77277	9752093446
5.	BYT/East	77235	
6.	BYT/Centre	77234	9752092928
7.	BYT/West	77242	9752093533
8.	HN	72275	97520-92925
9.	HN/E Outer	-	97520-92926
10.	SM-4	-	97520-92927
11.	TLD	77272	97520-92924
12.	BKTH/W	-	97520-92899
13.	BKTH/E	-	97520-92900
14.	SLH	71403	97520-92898
15.	MDH	73006	97520-92492
16.	URK	72894	97520-92796
17.	RSD	72563,72567	97520-92797

SL	STATION	RLY NO.	CUG Nos.
18.	RVH	72989	97520-92498
19.	MNDH	72594	97520-92798
20.	NRMH	72455	97524-43596
21.	LAE	72595,74007	97520-92799
22.	R/EI	72833,72832	9752096302
23.	R/Centre	72572	97520-92491
24.	SZB	72831	97520-92795
25.	KMI	76217	97520-92794
26.	A-Cabin	76359	97520-92622
27.	C-Cabin	76491	97520-92496
28.	D-Cabin	76228	97520-92499
29.	G-Cabin	76240	97520-92497
30.	H-Cabin	76357	97520-92709
31.	E-Cabin	76370	97520-92494
32.	BMV Central Cabin	76411	97520-92698
33.	P-Cabin	76609	97520-92623
34.	BIA Exchange Yard RRI	76693	97520-92625
35.	AVP	74010	97520-92624
36.	RIM	72577	97525-96075

SL	STATION	RLY NO.	CUG Nos.
37.	C/L/W, C/L/E	76765, 76764	97520-92493
38.	C/E/E	76658, 76795	97520-93543
39.	Ore/Yd/W	76767	97520-92699
40.	JCW	76666	97520-93450
41.	Exch. Yard	76787	9752092625
42.	BIA	76789	97520-92708
43.	BPHB	75405	97520-92700
44.	BQR	75410	97520-92707
45.	DLBS	75254	--
46.	Durg/RRI	75264	70241-49159
47.	Durg/Centre	75262	97520-92706
48.	MXA	75352	97520-93452
49.	RSA	75353	97520-93472
50.	GDZ	78034	97520-93738
51.	LBO	78006	97520-93473
52.	BXA	78045	97520-93474
53.	KYS	78005	97520-93475
54.	DRZ	78029	97520-93476
55.	GDM	78038	7777809697

SL	STATION	RLY NO.	CUG Nos.
56.	BPTP	78016	9752443654
57.	KETI	78095	9752443744
58.	AAGH	78088	9752877930
59.	TADOKI	78085	9752094070

**6. PHONE NUMBERS OF SENIOR OFFICIALS OF STATE ADMINISTRATION
CHATTISGARH/RAIPUR**

Designation	State	Division	Phone numbers
Chief Secretary	Chhattisgarh	Raipur (STD Code -0771)	2221207 (O), 2221208 (O) , Fax-2221206(O) Mob: 98997 – 38728, 98261-46416
Principal Secretary/ Relief Commissioner (DM)			251259(O), 2510160, 2510209(O), 9407916111, 9425260432, Mob: 91111 92008, 94252 54003
Commissioner/SDMA			2510209 (O) Fax- 2221259 Mob: 94079-16111, 94242-16667
DG of Police			2221100 (O), Fax. 2211201 Mob: 94791 90000, 94791 90444, 94255-35559
DM Cell			2223471, 2223472, 2510209,fax-2426024 Mob: 94077 27077, 9425260432

7. TELEPHONE NUMBERS OF CIVIL AUTHORITIES OF RAIPUR DIVISION
LIST OF TELEPHONE NO. OF COMMISSIONERS

SN	Name	Division	Tele no		fax	Mob
			Office	residence		
1	Shri. Mahadev Kavre	Raipur	2536660	-	244030	73899-02999
2	Shri. Satyanarayan Rathore	Durg	0788-2321800	--	0788-2321800	73899-02999
3	Shri. Sunil kumar jain	Bilaspur	07752-220564	250561	07752--220563	942530-7888

LIST OF TELEPHONE NO. OF COLLECTOR, SP , CMO & District Magistrate

Designation	Office	Residence	fax	Mobile
District - RAIPUR (STD Code - 0771)				
Collector	2426024	2262450,2882450	2428824	91795-30000 94252-91097
Suptd. of Police	2285004,054247104	2285003	4287100	94791-91001, 94791-91001
Chief Medical Officer	2535315, 2271565	-	-	-
District Magistrate				07712426024
District - DURG (STD Code - 0788)				
Collector	2322655	2322005	2210007	94077-48808
Suptd. of Police	2322071	2322003	2211999	94791-92002
Chief Medical Officer	2322808,232280	-	-	-
District Magistrate				788232265
District - DHAMTARI (STD Code - 07722)				
Collector	237592	237593	237114	84598-56694, 94252-10044
Suptd. of Police	238265 237144	232601	238265	94791-92200 9826182162
Chief Medical Officer	232810	232805	-	-
District Magistrate				07722-237592
District - BILASPUR (STD Code - 07752)				
Collector	223444	223322	227060	94253-07888, 94252-56606
Suptd. Of Police	2426212	223331	225961	94791-93001

Chief Medical Officer		220981	-	-94252-19353
District - MAHASAMUND (STD Code – 07723)				
Collector	222540	222063	-	76971-61979, 94255-32380
Suptd. of Police	223500	223200	-	94791-92300
Chief Medical officer	222232	-	-	-
District - BALODABAZAR (STD Code – 07727)				
Collector	223444	223400	223444	94255-44715,
Suptd. of Police	223339	223335	223640	94791-90086
Chief Medical officer	222550, 222349	-	-	-
District Magistrate	-	-	-	7727-223445
District - BALOD (STD Code – 07749)				
Collector	223999, 223970	223998	223966	94252-16522, 07749-22399
Suptd. of Police	223800	223801	223802 223807	94791-90087, 07749223800
Chief Medical officer	223919, 223920	-	-	-
District Magistrate				07749-22399
District - KANKER (STD Code – 07868)				
Collector	241222	2222888	241801	94252-44097, 07868241222
Suptd. of Police	241559, 241490	223801	241490	94791-94100 07868-241559
Chief Medical officer	222108	-	-	94060-27066
District Magistrate	-	-	-	94791-994100, 07868-241559

8. EMERGENCY INFORMATION BOOTHS SHALL BE OPENED AT THE FOLLOWING LOCATIONS

Sr No	STATION	Rly Phone	CUG NO Of INCHARGE
1.	DALLIRAJHRA	78029	97520-93476
2.	GUNDERDEHI	75401	97520-93738
3.	DURG	75262	97520-92706
4.	BHILAI	76789	97520-92708
5.	RAIPUR	72572	97520-92491
6.	MANDHAR	73006	97520-92492
7.	TILDA	77274	97520-92924
8.	BHATAPARA	77234	97520-92928

9. MEDICAL FACILITIES IN RAIPUR DIVISION

SN	Station	Name of Hospital	Distance	Contact
1.	Dadhapara	Rly Hospital BSP	8 KM	Rly -62678,62258, 9179055156, 6267562499
		Primary Health Centre Chakarbhata	5 KM	Mob.9179946272
		CIMS,Bilaspur	10 Km	07752-222301
2.	Belha	Rly Hospital BSP	19 KM	Rly -62678,62258, 9179055156, 6267562499
		CIMS,Bilaspur	18 Km	07752-222301
		Mission Hospital ,BSP	18 Km	07752-279632
3.	Dagori	Rly Hospital BSP	25 KM	Rly -62678,62258, 9179055156, 6267562499
		CIMS,Bilaspur	25 Km	07752-222301
4.	Nipania	Rly Hospital ,BSP	32 Km	Rly -62678, 62258, 9179055156, 6267562499
		Civil Hospital ,BYT	15 Km	9329133151
5.	Bhataara	Rly Hospital, BSP	47 KM	Rly -62678, 62258, 9179055156, 6267562499
		Rly Hospital ,Raipur	67 KM	0771-2252344
		Bhrigu Hospital ,BYT	0.6 Km	9098981977
		Dr. Adil Hospital	0.5 KM	9907575085
		Civil Hospital ,BYT	0.5 Km	9329133151
6.	Hathbandh	Rly Hospital, BSP	60 KM	Rly -62678, 62258, 9179055156, 6267562499
		Civil Hospital ,BYT	15 Km	9329133151
		Rly Hospital ,Raipur	55 KM	0771-2252344

7.	Tilda Neora	Mission Hospital, Tilda	1 KM	9617118222,7354989038
		Rly Hospital ,Raipur	43 KM	0771-2252344
		Khushi Hospital ,TLD	1 KM	7089064367,7693064367
		Suna Hospital ,TLD	0.5 Km	9827191293,8269624171
8.	Baikunth	Mission Hospital, Tilda	10 KM	9617118222,7354989038
		Century Hospital ,BKTH	1.5 Km	95842-94125
		Rly Hospital ,Raipur	45 KM	0771-2252344
9.	Silyari	Dr.B R Ambedkar Hos. Raipur	33 KM	0771-2890199(Inquiry) 0771-2890101(casualty)
		Rly Hospital ,Raipur	30 KM	0771-2252344
10.	Mandhar	Rly Hospital ,Raipur	17 KM	0771-2252344
		Ramkrishana Care Hospital	25 Km	0771-3103300
11.	Urkura	Rly Hospital ,Raipur	5 KM	0771-2252344
		Dr.B R Ambedkar Hos. Raipur	7 KM	0771-2890199(Inquiry) 0771-2890101(casualty)
12.	Mandir Hasaud	Rly Hospital ,Raipur	16 KM	0771-2252344
		Primary Health centre ,MNDH	2 KM	0771-2472922
13.	Lakholi	Govt Hos, Arang	6 KM	94076-41343
		Govt Hos, Riva	1.5 KM	91656-49562
		Govt Hos, MNDH	7 KM	0771-2472922
14.	Naya Raipur	Govt Hos, Arang	7 KM	94076-41343
		Rly Hospital ,Raipur	35 KM	0771-2252344
		Govt Hos, Riva	5 KM	91656-49562
15.	Raipur	Railway Hospital	3 Km	Rly. Phone : 72525 0771-22252344
		AIIMS,GE Road ,Opposite Gurudwara Raipur	6 Km	0771-2572240 0771-2577293
		Ramkrishana Care Hospital, Raipur	10 Km	0771-6759898,
		Shri Narayana Hospital ,Raipur	3 Km	9300373737
		Balaji Institute of Medical Sience ,Raipur	7 Km	0771-4241000,01,02
		V.Y. Hospital, Raipur	15 KM	0771-4622222
		Kalda Hospital, Raipur	10 KM	0771-2254040
		Petals hospital Raipur	8 KM	0771-4917721
		We Care Super Speciality Hospital, Raipu	12 KM	9977066444
		Heritage Hospital, Raipur	5 KM	8717870920
		SMC Heart Institute, Raipur	8 KM	9827159053

16.	Sarona	AIIMS,GE Road ,Opposite Gurudwara Raipur	2 KM	0771-2572240 0771-2577293
17.	Kumhari	Rly Hospital ,Raipur	8 KM	0771-2252344
		Dr.B R Ambedkar Hos.	9 KM	0771-2890199(Inquiry) 0771-2890101(casualty)
		Rly Hos. BMY	5 KM	76494(Rly)
18.	Bhilai	Chandu Lal Chandrakar Hospital	15 KM	9993095243
		Gayatri Hospital Bhilai	2 KM	7383764051
19.	Bhilainagar	Rly Hos. BMY	6.3 KM	76494(Rly)
		Chandu Lal Chandrakar Hospital	8 KM	9993095243
		Govt. Dist Hospital ,DURG	5 KM	0788-2320104
20.	Durg	Chandu Lal Chandrakar Hospital	2 KM	9993095243
		Rly Hos. BMY	14 KM	76494(Rly)
		Govt. Dist Hospital ,DURG	1.5 KM	0788-2320104
21.	Maroda	P.J.L.N.M. Hospital , Sector -9	4 Km	0788-2241275,2855015, 2856011,2856075
		J.J. Nursing Home , DURG	5 KM	0788-2323431,2323919
		Govt. Dist Hospital ,DUG	12	0788-2320104
22.	Risama	Rly Hos. BMY	16 KM	76494(Rly)
		P.J.L.N.M. Hospital , Sector -9	9 Km	0788-2241275,2855015, 2856011,2856075
		Govt. Dist Hospital ,DUG	24 KM	0788-2320104
23.	Gunderdehi	P.J.L.N.M. Hospital , Sector -9	20 KM	0788-2241275,2855015, 2856011,2856075
		Rly Hos. BMY	24 KM	76494(Rly)
		Govt Hospital (GDZ)	1.5 KM	99932-90070
24.	Latabor	Shakuntala Hospital ,GDZ	1.5 KM	88278-08554
		Chandrakar Hospital ,GDZ	1.5 KM	9893495702
		Govt Hospital (BXA)	11 KM	07749-222179,9424138789
24.	Latabor	Rly Hospital ,DRZ	36 KM	9131090892
		Dr.S.P.Agrawal (BXA)	3 KM	07749-222025,9893495702

25.	Balod	Govt Hospital (BXA)	2 KM	7646903405
		Puspoa Hospital ,DRZ	1.5 KM	7898678157
		Dr.S.P.Agrawal (BXA)	1.5 KM	07749-222025,9893495702
		Shaheed Hospital,DRZ	26KM	07748-285869
26.	Kusumkasa	Govt Hospital (BXA)	11 KM	07749-222179,9424138789
		Rly Hospital ,DRZ	7 KM	9131090892
		Dr.S.P.Agrawal (BXA)	3 KM	07749-222025,9893495702
		Primary Health centre KYS	1.5 KM	7773024776
27.	Dallirajhara	Rly Hospital, DRZ	100 m	07748-216102, Rly- 78024
		Govt Hospital, DRZ	2KM	07748-285041
		BSP Mines, DRZ	2Km	0788-2851380
		Shaheed Hospital	3.5Km	07748-285869
		Puspa Hospital	1.5Km	97532-24977, 78986-78157
		Rly Hospital, DRZ	100 m	07748-216102, Rly- 78024
28.	Gudum	Rly Hospital ,DRZ	17 KM	07748-216102, Rly- 78024
		Govt Hos Dondi	6 KM	9424131296
29.	Bhanupratappur	Rly Hospital, DRZ	35Km	07748-216102, Rly- 78024
		Goutam Hospital/BPTP	1.5Km	9752806401
30.	Keoti	Rly Hospital, DRZ	45Km	07748-216102, Rly- 78024
		Govt Hospital, Keoti	1.5Km	8103780546
31.	Antagarh	Rly Hospital, DRZ	60 KM	07748-216102, Rly- 78024
		BSP Mines, DRZ	60 KM	0788-2851380
		Govt Hospital, BPTP	25KM	94242-75525
		BMO AAGH	03KM	9589069129

10. List of Agencies having Road Machineries

Sr. No	Name and Address of Agency	Type of Equipment	Qty	Distance	Contact No. of Owner	Name	Certifying Official
1	Prakash Hydra, Bhatapara	Hydra-14 T	1	1-Km from Rly Stn Bhatapara	7000951414	Abhimanyu Sahoo	ADEN/ BYT
		JCB-2.5 T	2				
2	Manoj Chandra Crane Service Tilda	Hydra-15 T	1	0.5-Km from Rly Stn.Tilda	7400624000		
		Hydra-14 T	1				
3	Star crane service	Poclain-205 T	4	1.5-Km from Rly. Stn.Bhilai-3	8305415929	S.K.Shrivastva	ADEN/I BIA
		Crane-14 T	2				
		Crane-70 T	2				
		Crane-150 T	2				
		Crane-200 T	3				
		JCB-300 T	6				
4	Singh Hydra Hiring	Hydra-14 T	6	2.5-Km from Rly Stn Bhilai-3	9993894215		

5	Chandu Heavy Crane Services	Crane-100 T	2	2.5-Km from Rly Stn Bhilai Power House	9755986631		
		Crane-80 T	1				
		Crane-50 T	1				
		Poclain-200 T	4				
6	KGN Enterprises, Chhawani Chock Bhilai	Hydra-14 T	3	1.5-Km from Rly Stn Bhilai Power House	7974203088		
7	Santo JCB, Raipur	JCB-2.5 T	2	4-Km from Rly Stn Raipur & 1.5-km from Rly Stn Sarona	9111480044	B.K.Choudhary	ADEN Tr/R
8	Ram Jagat Nishad, MNDH	Hydra-14 T	2	0.5-Km from Rly. Stn. Mandir Hasod	7987971445		
9	Sri Prashant Tiwari, MXA	JCB-2.5 T	1	4.5-Km from Rly. Stn.Bhilai Power House	8269351887	Praveen Kumar Mishra	ADEN/II/ BIA
10	Sri. Sinha, JCB, Gunderdehi	JCB-2.5 T	1	1.5-Km from Rly Stn Gunderdehi	7999051540		
11	Sri. Vikram Sonakar, Gunderdehi	JCB-2.5 T	1		8319110299		
12	Sri. Anil JCB, Balod	JCB-2.5 T	1	1.5-Km from Rly Stn Balod	9165936599		
13	Sri. Kumar Hydra, Dallirajhra	Hydra-14 T	1	2.5-Km from Rly Stn Dallirajhra	9589040783		
14	R.D.Construcation BMY Charoda	Poclain 210T & JCB	1+1	1.5-Km from Rly Stn H/Cabin (Charoda)	9826163703		
15	Prabha Mover, BMY Charoda	JCB,Tipper	1+2	2-Km from Rly Stn H/Cabin (Charoda)	9300602929		
16	Ayush Crane Services, BMY Charoda	Hydra14 T Hydra 12T Hydra-9T JCB	1+1 +1+ 1	1.5-Km from Rly Stn H/Cabin (Charoda)	9827990860		
17	Guru Nanak kiraya Bhandar & Caterer, Charoda	Tents		1.5-km from Rly Stn H/Cabin (Charoda)	7879006553		
18	Jai Hind kiraya Bhandar & Caterer, Balod	Tents		2.5-km from Rly Stn Balod	9993698681		
19	Kumar Tent House	Tent & Lights		1-Km from Rly Stn.Tilda	9329408081	Abhimanyu Sahoo	ADEN/ BYT
20	Shakshi Tent House Mob.7489815292	Tent & Lights		1.5-Km from Rly Stn Bhatapara	7489815292		
21	Sunil kiraya Bhandar & Caterer, Bhilai-3	Tents		2.5-km from Rly Stn Bhilai-3	8319069199	Praveen Kumar Mishra	ADEN/II/ BIA

11. FIRE FIGHTING FACILITY

S.N.	Station	Fire Brigade
1.	Bhatapara	7997734446, 99775-82288 (Bhatapara Nagar Palika) 8982073706 (Ambuja) 7024140023 (Sonadih)
2.	Raipur	0771-2272101, 101, 9109953001, 002
3.	Durg	0788-2210838
4.	Bhilai	0788-2862222, 2862223 (Bhilai Steel Plant)
5.	Balod	9993397007, 62600-36227
6.	Dallirajhara	0788-2851333, 2851082
7.	Bhanu Pratapur	91795-05270

12. LIST OF ICE FACTORIES IN RAIPUR DIVISION :

S. N.	Company Name and Address	Contact number
1.	RAIPUR ICE SP Cold Storage Compound, Near Khamtarai Railway Crossing, Bilaspur Road , Raipur	70484 - 02531 74707 - 77709
2.	GUJRAT ICE FACTORY Gogaon Main Road, Gogaon, Raipur	92291 – 11212

13. LIST OF CIVIL DEFENCE VOLUNTEERS

S.N.	Name of CDV	Designation	Working under	HQ	Mobile No.
Elect/OP					
1.	Shri. Koteswara Rao	CDI/LPS I	CCC/BMY	BMY	8085955809
2.	Shri. Tej Narayan Tiwari	CDI/LPG	CCC/LOCO/BIA	BIA	9752440099
3.	Shri. Ramesh	CDI/ Sr.ALP	CCC/BMY	BMY	9806229882
4.	Shri. Jaishankar Sharma	LP(G)	CCC/BMY	BMY	8085956757
5.	Shri. B Tulsi Rao	LP/G	CCC/BMY	BMY	8085956795
6.	Shri. N Santosh Kumar	LP/G	CCC/BMY	BMY	8085955822
7.	Shri. B Ramesh Kumar	LP/G	CCC/BMY	BMY	9752491389
8.	Shri. B Durga Prasad	LPS 1	CCC/BMY	BMY	8085955759
9.	Shri. CH Venugopal	CC	CCC/BMY	BMY	9752443933

10.	Shri. Rupesh Sahu	Sr.ALP	CCC/BMY	BMY	9752441057
11.	Shri. Krishna Kumar Belchandan	LP/G	CCC/BYT	BMY	8358868686
12.	Shri. B Naveen Kumar	Sr.ALP	CCC/BMY	BMY	75873 21464
13.	Shri. Vija Kumar Kapil	ALP	CCC/BMY	BMY	7000909551
14.	Shri. Karan Kumar Donode	ALP	CCC/BMY	BMY	7722946719
15.	Shri. Chandradhar	Sr.ALP	CCC/BMY	BMY	9981786404
16.	Shri. Ashish Kumar 3	Sr.ALP	CCC/BMY	BMY	8815110803
17.	Shri. Sharad Kumar Sahare	LP/G	CC/LOCO/BYT	BYT	7828624279
18.	Shri. Pawan Kumar	Sr.ALP	CCC/BMY	BMY	8815110854
19.	Shri. Kamal Kishor	LP/G	CCC/BMY	BMY	7024213616
20.	Shri. S Yogesh	Sr.ALP	CCC/BMY	BMY	8815110876
21.	Shri. Shreekant Rajak	LP/G	Ch.DPC/R	R	9752443579
22.	Shri. Sanjay Singh	LP/G	CCC/LOCO/BIA	BIA	9752443435
23.	Shri. Amit Singh	LP/G	CCC/LOCO/R	R	9752435312
24.	Shri. Ghanendra Patel	ALP	CCC/LOCO/R	R	8815110913
25.	Shri. Sougata Deogharia	Sr.ALP	CCC/LOCO/R	R	9752475453
26.	Shri. Naresh Kumar Sahu	Sr.ALP	CCC/LOCO/R	R	9806801657
27.	Shri. Kishore Kr Vikey	LP/G	CCC/BMY	BMY	8085955796
28.	Shri. C N Rao	TLC	CTLTC/R	R	9479272851
29.	Shri. Manthram Yadav	Sr.ALP	CCC/BMY	BMY	9827890388
30.	Shri. Manoj Kumar	Sr.ALP	CCC/BMY	BMY	7828306149
31.	Shri. Sujit Kumar Mandal	ALP	CCC/BMY	BMY	8269888684
32.	Shri. Bhanupratap Singh	ALP	CCC/BMY	BMY	9109484290
33.	Shri. Manish Shukla	ALP	CCC/BMY	BMY	9770377197
34.	Shri. Shubham Nandanwar	Sr.ALP	CCC/BMY	BMY	8819900887
Operating					
35.	Shri. Mohendra Kumar Verma	TM/G	CDTI/BMY	BMY	9479276592
36.	Shri. Bhaskar Sao	TM/G	CDTI/BMY	BMY	9752443671
37.	Shri. Vivek Vishal	TM/G	CDTI/BMY	BMY	9109112735

38.	Shri. Rajesh Kumar Singh	TM/G	CDTI/BMY	BMY	8109099910
39.	Shri.Mohammad Ali Imran	TM/G	CSM/BYT	BYT	7869396261
40.	Shri.Sunil Prasad Gupta	TM/G	CDTI/BMY	BMY	9770710514
41.	Shri.Rijvan Ahmed	TM/G	CDTI/BMY	BMY	7803059580
42.	Shri.Sandip Das	Ch.TNC	CYM/EX YD	BMY	9752877083
Electrical /TRS					
43.	Shri. P R Maurya	SSE	SSE(M)/TRS/BIA	BIA	9752440971
44.	Shri. P Sunil Kumar	Sr.Tech	SSE(M)/TRS/BIA	BIA	9893810750
45.	Shri. V S Roy	Sr.Tech	SSE(M)/TRS/BIA	BIA	7898971050
46.	Shri. P Vasu	Sr.Tech	SSE(M)/TRS/BIA	BIA	9424136117
47.	Shri. Birbal Ram Sahu	Sr.Tech	SSE(M)/TRS/BIA	BIA	9893462526
48.	Shri. Ratnesh Kumar Sahu	Tech 1	SSE(M)/TRS/BIA	BIA	8878075056
49.	Shri. Narsingh Rao	Sr.Tech	SSE(M)/TRS/BIA	BIA	7225021072
50.	Shri. Rajesh Kumar Pandit	Tech 3	SSE(M)/TRS/BIA	BIA	9570202049
51.	Shri. N C Rao	Sr.Tech	SSE(M)/TRS/BIA	BIA	9584606256
52.	Shri. M M Khan	SSE	SSE(M)/TRS/BIA	BIA	9752440964
53.	Shri. Ganesh Ram	Sr.Tech	SSE(M)/TRS/BIA	BIA	9302169943
Electrical /TRD					
54.	Shri. Lokeswara Rao Kelli	TWD	SSE/OHE/BIA	BIA	9752445165
Mechanical					
55.	Shri. Bhagwat Das Baghel	Tech I	SSE/PPYD/BIA	BIA	7024248171
56.	Shri. Maheshwar Das Mahant	Tech 3	SSE/PPYD/BIA	BIA	9754477199
57.	Shri. Uday Paswan	Tech 1	SSE(C&W)/BMY	BMY	99077 46608
58.	Shri. Keshav Prasad Gupta	Sr.Tech	SSE/C&W/DURG	DURG	7415497177
59.	Shri. P Chakradhar Rao	Sr.Tech	Sr. DME/CO/R	R	9827928618
Medical					
60.	Shri. Mrityunjay Torai	Help-II	ACMS/BMY	BMY	9993555747
61.	Shri. Md Makbool	H.A.	ACMS/BMY	BMY	9755105277

Elect/G					
62.	Shri Meghnath Gond	Tech 2	SSE/E/G/DURG	DURG	9752985434
63.	Shri. B N Murty	Help 1	SSE/E/G/BMY	BMY	9993505745
Engg					
64.	Shri. B Ramana	TM 2	SSE/PWAY/BMY	BMY	9977716644
65.	Shri. Raja Rao	TM 2	ADEN-2/BIA	BIA	9301234377
66.	Shri. D Shankar	TM 2	SSE/PWAY/BMY	BMY	9755763940
67.	Shri. Heetesh Ku Verma	TM 3	SSE/PWAY/BMY	BMY	9644046585
68.	Shri. Om Prakash Kumar	TM 3	SSE/PWAY/BMY	BMY	9074441164
69.	Shri. Dharmendra Kr. Wahane	TM 3	SSE/PWAY/BMY	BMY	9691440741
70.	Shri. Hemraj	TM 4	SSE/PWAY/BMY	BMY	8839529788
71.	Shri. Kamlesh Kumar	TM 3	SSE/PWAY/BMY	BMY	9098142705
72.	Shri. Pintu	TM 4	SSE/PWAY/BIA	BIA	8770892010
73.	Shri. Upendra Kumar Yadav	TM 4	SSE/PWAY/BIA	BIA	8223972440
74.	Shri. Rajmal	TM 1	SSE/PWAY/BXA	BXA	7024852227
75.	Shri. Haresh Kumar	TM 2	SSE/PWAY/BXA	BXA	7999300144
76.	Shri. R Umesh	TM 4	SSE/PWAY/BXA	BXA	9074747246
77.	Shri. Neeraj Kumar	TM 4	SSE/PWAY/TLD	TLD	9752877240
78.	Shri. B Sai Prasad Naidu	TM 4	SSE/PWAY/BYT	BYT	7470983910
79.	Shri. Dharmendra Kr. Mahto	TM 4	SSE/PWAY/BYT	BYT	7004660860
80.	Shri. Radheshyam joshi	TM4	SSE/PWAY/R	R	7000581327
81.	Shri. Manish Sahu	Tech 1	ADEN/TM/Sat/R	R	9399126960
DLS/Raipur					
82.	Shri. M Manikpuri	Tech 1	Sr.DME/DLS/R	R	9893028952
83.	Shri. NJS Raju	Sr.Tech	Sr.DME/DLS/R	R	9752599468
84.	Shri. TS Rao	Sr.Tech	Sr.DME/DLS/R	R	9329697736
85.	Shri. DL Ramesh Kumar	Tech 1	Sr.DME/DLS/R	R	9039890024
86.	Shri. R Nagpure	Sr.Tech	Sr.DME/DLS/R	R	9827495443
87.	Shri. S Srihari Rao	Sr.Tech	Sr.DME/DLS/R	R	8109013804
88.	Shri. Sudhir Kumar Sharma	Tech 1	Sr.DME/DLS/R	R	9425511041

89.	Shri. Abdul Kadir	Tech 2	Sr.DME/DLS/R	R	9589372697
Administration					
90.	Shri. K Vasudev Rao	Sr.Clerk	ADRM/R	R	8109107672
91.	Shri. Kamlakar Singh	Tech 1	CWM/WRS/R	R	9752096339
Personnel					
92.	Shri. Manish Kumar Janghel	MTS	Sr.DPO/R	R	7999259588
93.	Shri. Mahendra Kr. Lahre	MTS	Sr.DPO/R	R	9826789495
WRS/R					
94.	Shri. UVSN Murthy	Sr.Tech	CWM/WRS/R	R	9827910879
CDV (FEMALE)					
95.	Smt. Maddu Aruna	TM 4	SSE/PWAY/BMY	BMY	7470423294
96.	Smt. Karnam Aruna	TM 4	SSE/PWAY/BMY	BMY	9827082353
97.	Ku. Kunti	TM 4	SSE/PWAY/BXA	BXA	8827174794
98.	Ku. Shashi Mandavi	TM 4	SSE/PWAY/BXA	BXA	7024337545
99.	Smt. Sahu Yashoda Hirderam	TM 4	SSE/PWAY/R	R	9021431569
100	Smt. Radhika Sahu	Helper	CWM/WRS/R	R	7804058119
101	Smt. Dhaneshwari Lahare	TM 4	SSE/PWAY/R	R	8225065844
102	Smt. Priyanka Baghel	TM 4	SSE/PWAY/R	R	7697365337
103	Ku. Jantri Verma	Helper	CWM/WRS/R	R	9630867515