

अध्याय – 8
आपदा प्रतिक्रिया - मंडल के अधिकरी

(Chapter – 8)

DISASTER RESPONSE – OFFICERS AT JHANSI DIVISION

(A) GENERAL :

1. Intimation of Accident – Jhansi Control Office :

- (i) In the Jhansi Control Office, information regarding an accident is generally received either by the Section Controller or the TPC.
- (ii) In most cases, the First Information Report also intimates the approximate number of coaches involved and a rough estimate of the likely number of casualties (such as 'heavy casualties expected').
- (iii) Accidents involving a passenger carrying train where the first information says that heavy casualties are expected, should prima-facie be treated as a Disaster.
- (iv) The moment information regarding an accident involving a passenger carrying train is received in the divisional control office, the accident bell in the control room should be sounded for alerting all on-duty functionaries.
- (v) After all on-duty functionaries gather around the section control board they will be briefly informed about the accident.
- (vi) Each functionary will thereafter resume his position and take steps to set in motion activities required of him.
- (vii) TPC will switch off OHE in case it has not tripped. OHE will not be restored even on adjacent line unless confirmation has been received from site that adjacent line is not obstructed and OHE is alright.
- (viii) PCOR will undertake the following action in the given order of priority :
 - (a) Give orders to Loco Foreman for sounding the siren for ARMVs and ARTs.
 - (b) PCOR will also order movement of ARMV and ART (with 140T crane) from adjoining divisions for approaching the accident site from the other end; details given in Chapter – 3, sections (A4) and (B5).
 - (c) Thereafter he will inform his departmental officers and supervisors.
- (ix) CHC (P) will first inform Hospital Casualty. Thereafter he will inform officers and supervisors as given below.
- (x) Each departmental functionary will inform divisional officers and supervisors of his department about the accident as detailed below :

<u>Functionary</u>	<u>Officers and Supervisors</u>
- CHC (P)	Operation & Safety, Hospital Casualty, DRM,ADRM, & Civil Administration
- TPC	Electrical
- PCOR	Mechanical (O&F)
- DI Control (C&W)	C&W
- Engg. Control	Engineering, Personnel, Accounts
- Test Room	S&T, Stores
- Commercial Control	Commercial, Public Relations
- Security Control	RPF
- (xi) For this purpose, all functionaries working in the Jhansi control office will have a ready list of telephone numbers (Railway, BSNL and Mobile) of all officers and supervisors of their departments.
- (xii) After CHC/P has informed Hospital Casualty to DRM, ADRM and Medical Doctors, he will then inform Hdqtrs. Emergency Control regarding the accident.

2. Intimation of Accident – Railway Doctors :

CHC (P) 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 CMS, 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 AMRV.
- (v) Alert blood donors, SJAB.
- (vi) Bare minimum medical team should remain in the hospital; rest of the doctors should be rushed to the accident site.
- (vii) Arrange to move Emergency boxes from ARME Scale – II locations to the accident site.

3. Informing Non – Railway Officials :

- (i) Distt.M, SP and CMS of the district within which the accident site falls should be informed regarding the accident by the CHC of JHS Control. SM of adjacent station should also inform Distt.M, SP, CMS.
- (ii) ADRM will inform the following regarding the accident :
 - IG/GRP,
 - ADG/GRP,
 - Divisional Commissioner,
 - 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 Distt.Ms, SPs, and SSP Commissioners are available in Annexure - 7.
- (vi) Telephone numbers of IOC, BPC and HPC officials are also available in the Divisional DM Plans.
- (vii) Telephone numbers of ADG/GRP, IG/GRP, Home Secretary etc. of UP, MP and Rajasthan are given in Annexure XVI - XVIII.
- (viii) Telephone numbers of Hospital DOT direction in given Annexure - XV

4. Divisional Officers required to go to site :

- (i) All divisional officers required to go to the accident site should proceed by the ARMV.
- (ii) Road vehicles should be sent to accident site separately. Maximum number of road vehicles should be sent to accident site from Division.
- (iii) ARMV shall be dispatched within 15" by day and within 20" by night after sounding of siren.
- (iv) DRM will proceed to the accident site. ADRM shall stay back at JHS Control Room for co-ordination work.
- (v) All Branch Officers should proceed to the accident site. For this purpose, officers heading different branches within the same department are referred to as Branch Officers. For example, in Electrical department, TRD and 'General' will be considered to be separate branches and both will be required to go to site.
- (vi) The second senior most officer of each branch should stay back at Jhansi Control office.
- (vii) Of the remaining officers from each branch, a majority of both Senior and Junior scale officers should also proceed to the accident site.
- (viii) Once it has become clear that the accident is a Disaster, then the 80/20 rule should be followed :
 - (a) 80% of all officers should go to the accident site, and only 20% should stay back at hdqrts.
 - (b) Similarly, 80% of all supervisory staff should go to the accident site, and only 20% should stay back at hdqrts.
 - (c) Sr. most officer of each department will go at site and second Sr. most officer will be available in HQ. and coordinate with control room.
- (ix) Arrangements of Road Vehicles to proceed to accident site, indicating alternative vehicles as well, has been indicated in Division DM Plan. Annexure attached.

- (x) BOs will spare all their road vehicles and drivers.

5. Supervisors required to go to Accident Site :

- (i) The 70% of all supervisors available in hdqrts. Should proceed to the accident site.
- (ii) All other supervisors available in the field at other stations should also proceed to the accident site.
- (iii) Control Office should issue a recorded control message from DRM to all Supervisors for proceeding to the accident site immediately by fastest possible means.

(B) OPERATIONS DEPARTMENT :

1. Setting up Emergency Cells

- i. Divisional Emergency Cell shall be opened immediately after the receipt of information of the accident at Divisional Control Office. Sr DOM will be the over all in charge of the Cell and will function as the Chief Emergency Officer for the purpose of managing the relief and restoration operations from Divisional level.
- ii. In case Sr DOM is not available, DOM will be the Chief Emergency Officer. In case both the officers are not available, any other officer nominated by DRM / ADRM will take over the charge.
- iii. ADSO/AOMs will assist Chief Emergency Officer in the Divisional Emergency Cell.
- iv. The Emergency Cell will be manned by JA Grade / Senior Scale Officers in shift duties round the clock. After the relief and rescue work is completed, the winding up of the Cell shall be decided by DRM / ADRM.
- v. In addition to the Officers of the Operations Department, there will be officers of Engineering, Mechanical, S&T, Electrical, Commercial and Medical Departments in the Divisional Emergency Cell round the clock.
- vi. The Emergency Officers on duty shall organise to get recorded chronologically all the information and instructions received or given in a logbook, and will be assisted by Senior Supervisor/Inspectors.
- vii. In addition to the location where accident has taken place similar emergency cells will be opened in other Divisional Control Offices that are involved in restoration and relief operations and at other major terminals decided by Chief Emergency Officer. Chief Emergency Officer after consultation with DRM/ADRM will decide locations where the emergency cells are to be opened.

1. Dissemination of Information: Information Channel

The following would be the responsibility and channel of dissemination of information:

- (i) Regarding casualties: The Medical department at site – (names of the dead and injured, their locations in various hospitals etc.) This information should be communicated by the Site control office to the Divisional control deputed at site. List of dead and injured passengers as received from the site of accident, or from other control offices will be promptly passed on to the Commercial Branch for the information of the general public as well as for arranging ex-gratia payment as admissible.
- (ii) Regarding dispersal of other passengers : The Commercial department at site – of passengers who are not in the casualty list, their where about and their further movements.
- (iii) Regarding cause and likely time of the restoration : The site incharge i.e. senior most officer at site should personally convey the prima facie cause and the likely time of restoration. This should be conveyed only to the Divisional Control Office and thereafter to the HQ office where the Railway Administration may take decision on the subject.
- (iv) Regarding Assistance required: Each departments at site of accident.
- (v) Regarding regulation of trains : The Operating branch of Division. This will be communicated to the concerned Divisions / Railways (Stations through their respective Divisional Control Offices) by the Division.
- (vi) Divisional Emergency Cell will give the information about accident, rescue operation and diversion of trains to PRO from time to time so that correct information can be given to the public through press and electronic media.

- (vii) Sr DCM should ensure that only correct and authentic information is given to Press and media through PRO for correct appreciation of the facts by the public.
- (viii) Normally Divisional Emergency Cell should not directly deal with the Press and electronic media. Only PRO is authorized to deal with the Press and media. Where it becomes essential to pass the information to the Press and media, PRO should be informed immediately.

3. **Relief and rescue operation**

- (i) Divisional Emergency Cell will monitor the movement of Medical Relief Vans, Accident Relief Trains, Break Down Cranes and Labour Specials to the site of accident.
- (ii) In case Medical Relief Vans, Accident Relief Trains and Break Down Cranes are arranged from adjoining Railways/Divisions, the Cell will monitor their movement.
- (iii) The requirement of assistance from adjoining Division / Zone will be given by officer at site : DRM / ADRM.
- (iv) The requirement as mentioned vide para 3.i shall be requisitioned by the concerned
- (v) officers of different departments in the Divisional Emergency Office and advice to the Sr DOM or his nominated official.
- (vi) Arrangement of wagons for loading Engineering material, for movement of labour, and any other resource as required for the site shall be made by the Engineering Branch to the Sr DOM and their movement to the site will be arranged by the Cell.
- (vii) Similarly, on the demand of the Mechanical Branch, ARTs and other break down
- (viii) material will be moved from adjoining Divisions / Railways.
- (ix) The Medical Branch will place demand for special trains for movement of injured
- (x) passengers.
- (xi) The Commercial Branch will place demand of special trains for movement of relatives and survivors from and to the site of accident. When such movement is arranged, the Commercial Branch shall advise the public directly as well as through PRO.
- (xii) Assistance from Defense, Army, Navy, State Governments should be coordinated by the Divisional Emergency Cell where required. Officials to be contacted and their telephone numbers are indicated in Annexure VII.

4. **Diversion of passenger trains**

- i. Diversion / Cancellation and Short termination of passenger trains will be done by the Divisional Emergency Cell in consultation with HQrs and adjoining Divisions.
- ii. Running of passenger specials for carrying relatives to the site of accident and for carrying the survivors from the site of accident will be arranged and closely monitored by the Cell. The number of such specials to be run will be decided by Sr DOM.
- iii. Movement of Relief Special trains for DRM, BOs and other officers and staff for the site of accident as required should be arranged promptly and it's running should be closely monitored by Sr DOM / DOM.
- iv. Arrangement for the visit of CRS / GM, CSO and other officers to the site of accident should be made as per directives of DRM / ADRM.

Arrangements at site

In view of the requirements of shunting etc. at site and at adjoining stations, adequate number of Traffic Inspectors (TIs, ASMs, Pointsmen) should also be deployed at site and at adjoining stations.

(C) SAFETY DEPARTMENT :

Sr DSO will proceed to accident site along with all other officers and supervisors of the Safety Organization and ADSO will remain in Control room Duties of Safety Organization at accident site has been listed out in Chapter 11, under the heading 'Site Management Plan – I'.

(D) PUBLIC RELATIONS :

Duties of the Public Relations Department are given in Chapter 14, under the heading 'Media Management Plan'.

(E) MEDICAL DEPARTMENT

On receipt of information regarding Accident where casualties are expected, the doctor on duty would inform all other doctors and para medicals concerned. Two teams of Doctors and Para medicals would be formed, Team "A" and Team "B".

- i. The Team "A" - headed by CMS/MS Incharge will rush to the accident site immediately by ARME/Road as the case may be along with 6/7 doctors and 15-20 paramedics.
- ii. The Team "B" – headed by the senior most Doctor amongst them will perform certain duties as given below.

1. Duties of Team "B":

- i. Team "B" will establish an Emergency Cell in the Casualty Unit of the Hospital. They will ask 2 adjacent Divisions to send medical teams consisting of 5-6 doctors and 15-20 paramedics to the site.
- ii. Two more ARMEs will be moved.
- iii. They will contact the local hospitals (Railway/Govt./Private) near the accident site to provide medical treatment to the injured passengers. A data base of medical facilities along the track is available section wise for each division in Annexure XV. It is also available in Rail net. Details of name, address, telephone no., etc. can be collected from this.
- iv. They will arrange to send 2nd/3rd or more medical teams to the accident site as per the need of the situation. These Teams should be sent to the accident site by train/road or combination of train cum road. In case suitable Railway vehicle is not available, Taxis should be hired for this purpose.
- v. Members of Scouts, NCC, Civil Defence should be sent to the accident site along with the 2nd/3rd Team. Sr DSC/RPF or the main security officer will make the liaison.
- vi. They should establish communication over Rly./DOT telephone with Divisional Control Office/Control Office at the accident site and with Division for regular exchange of information.
- vii. They should prepare the Railway Hospital to receive and provide medical treatment to the injured passengers. They should inform the other Govt./Private Hospital in the locality to keep them ready to receive and provide medical treatment to injured passengers.
- viii. They should inform the neighboring Divisions to keep their medical team in readiness so that their services can be availed if required.
- ix. Arrange to send anti snake venom 4 vials and other items in cold chain carrier.

2. Duties of Team "A":

Leader of the Team "A" (Normally CMS/MS Incharge of the Division) would take control of the site and will co-ordinate all relief measures and distribute the duties amongst doctors available as below:

- i. One doctor to be given duties to look after dead bodies. (Para 3 below).
- ii. One doctor will prepare list of persons dead/injured. (Para 4 below.)
- iii. One/two or more doctors will be asked to visit the hospitals where the injured passengers have been already shifted. (Para 5 below.)
- iv. Rest of the doctors will be asked to be involved in rescue operations, to provide medical treatment to the injured passengers and their transport to nearby hospitals.
- v. Once the preliminary list of persons dead/injured have been prepared, the list should be signed by the CMS/MS Incharge and hand over a copy to Officers of Commercial Department available at accident site. The list to be updated periodically as per the need.

3. Duties of Doctor Incharge of the dead bodies:

- i. The Doctor will arrange to shift the dead bodies from the track/bogies to a nominated place at the accident site with the help of all the paramedical staff, Scouts members, Civil Defence members and other Rly/Non-Rly volunteers available at the site.
- ii. To put cloth label (white cloth of 12" x 9" written by Marker pen) on each dead body on the chest just below the neck. The label should be as below:

Date

Dead body Serial No.....

Name.....

AgeSex.....

Remarks.....

In case of unknown dead bodies, against the column 'name', it should be written as unknown-1 /Unknown-2, etc. Age should be estimated from the appearance.

- iii. To take four photographs of each dead body. Two should be close up of face and the label as per Item ii. above and two should be of full length of the dead body.
- iv. After the photographs taken, each dead body to be placed inside a plastic bag with zip having proper labeling system where same information is also to be provided.
- v. After this, the dead bodies will be handed over to G.R.P./Police for needful.
- vi. For dead bodies whose relatives are not readily available and expected a delay, he will arrange for preservation of the dead bodies by various process like preservation by ice, dry ice etc.
- vii. Wooden Coffins to be arranged from Divisional Office on need basis.

4. Duties of the doctors who will prepare the list of dead and injured persons:

He/she will collect information from other doctors about the details of the dead persons and injured persons. He/she will prepare a list of persons dead/injured in three copies by using carbon paper. The list thus prepared is to be signed by CMS/MS Incharge and one copy to be handed over to the Commercial Department. 2nd copy to be kept with CMS/MS as office copy and the 3rd copy to be given to paramedical staff to get multiple photocopies for further distribution. The first list prepared and handed over needs to be updated at a regular interval.

5. Duties of the doctors deputed to visit different hospitals where injured passengers are admitted:

- a. Before they leave the site, they should note down the Rly. & DOT Telephone No. of the accident site/CMS/MS and other doctors at the site, mobile phone, etc. for quick communication.

- b. They will arrange their own transport (hire vehicles by withdrawing from station earnings if required). In case Railway vehicles are not available, they should hire Taxi for their movement. Doctors going to different hospitals should have separate vehicles.
- c. At the Hospital, they should first collect information about the dead/injured persons, their name, age, sex, address, telephone nos., name and telephone no. of relatives/friends, nature of the injury, etc. These information should be immediately communicated to CMS/MS at accident site by using local P.C.O/cell phone etc.
- d. He/she should make an assessment about the capabilities of the Hospital to handle the injured persons. He/she should decide whether the patient needs to be shifted to other Hospitals with better facilities and then arrange to shift the patient.
- e. Normally one doctor should be looking after one Hospital, but when large no. of Hospitals are involved 2/3 Hospitals may be given to one Doctor. In that case, the Doctor, in consultation with CMS/MS, should station himself to the Hospital where maximum no. of patients are admitted.

(E) COMMERCIAL DEPARTMENT :

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

1. Transportation of men and material to accident site :

- (i) As soon as the ARMV/ART siren sounds, 50 TTEs/TCs and 50 licensed porters in uniform should be collected together and rushed to the accident site in the ART.
- (ii) The on duty commercial supervisor at the station at that point of time should ensure that they proceed by the ART itself and do not get left behind. If 50 number of each is not available, then whatever numbers are available should be sent to the accident site by the ART.
- (iii) More TTEs/TCs can be sent by the 2nd and 3rd Special trains carrying backup logistic support to accident site, from each end. TTEs from the Divisional squad should also be utilized for this purpose.
- (iv) After the first batch of staff has proceeded to the accident site in the ART, the entire manpower of the commercial department should be mopped up in order to send them on the 2nd and 3rd special trains which would carry backup logistic support to the accident site, from each end. For this purpose 80% TCs/TTEs from the entire division should be sent.
- (v) 2nd and 3rd Special trains should carry the following : -
 - 2 gas stoves, 4 gas cylinders, 1000 mineral water bottles, provisions for making *poories*, vegetables, tea, etc., would be rushed to the site. This will be augmented later if necessary. These will be arranged by the affected division and provided by catering personnel/IRCTC.
 - Sufficient cooks and catering staff from departmental catering or catering contractor (including IRCTC) would be ensured at the site for arranging tea, biscuits, packed meals like *poories* and vegetables to the stranded passengers, railways working force and other officials at site.
- (vi) Sr. DCMs should prepare section-wise nominations of catering agencies both departmental and private for rushing to site. This should be available in Divisional DM Plans.

2. Helpline Enquiry Booths at stations :

(a) General :

- (i) Helpline Enquiry Booths would be opened as below:
 - Originating and destination stations of the accident involved train.
 - All junction stations within the jurisdiction of NCR falling on the route of the train.

- Control Office.
- Any other station as may be decided.
- (ii) Helpline Enquiry Booths would normally be required to be opened at following stations, depending on the route of the accident involved train :
 - Jhansi,
 - Gwalior,
 - Accident site
- (iii) All Helpline Enquiry Booths shall have DOT telephones with STD, Railway telephones with STD, fax machine, photocopier and a PC with internet connection.
- (iv) Helpline Enquiry Booths would be manned by computer literate Sr. supervisors on round the clock basis.
- (v) Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:
 - All Helpline Enquiry Booths within the division.
 - Emergency Cells of other divisions of NCR.
- (vi) Such information should be received from UCC by E-Mail and transmitted by E-Mail to all concerned. For this purpose all Helpline Enquiry Booths should be provided with PCs with internet connection. E-Mail addresses of Helpline Enquiry Booths are given in Annexure – XIX.
- (vii) Similarly, Helpline Enquiry Booths outside the accident affected division, but within Division's jurisdiction should keep in touch with Jhansi Divisional Emergency Cell.
- (viii) Helpline Enquiry Booths should not contact the accident site or the UCC directly.

(b) Accident details to be available :

- (i) Accident details would include, number of dead and injured.
- (ii) Break up of type of injuries, such as grievous, simple etc.
- (iii) Disposal of injured passengers in various hospitals.
- (iv) Names of injured passengers.
- (v) Officials incharge of Helpline Enquiry Booths would display the list of injured passengers on the notice board.
- (vi) For this purpose Computer printout of E-Mail received should be taken out and displayed at number of places at the station.
- (vii) Normally, list of injured passengers is available quickly since most injured passengers are conscious and are in a position to give details of their names, addresses etc.
- (viii) Identification of dead bodies takes much longer since either
- (ix) they were travelling alone, or
- (x) their companions are injured and are not in a position to identify them, or
- (xi) their companions have also perished.
- (xii) Under such circumstances it is possible to identify dead bodies only when relatives come from their home town.
- (xiii) This aspect of identification of dead bodies and reasons for delay should be explained to the public.
- (xiv) Number of dead bodies identified, and their names should be available.
- (xv) This information would continue to be updated once every 3 hrs. and would continue to be accessed for the next 4 to 5 days.

(c) Information regarding running of trains :

- (i) Departure of unaffected front portion of the accident involved train, and its expected time of arrival at destination.
- (ii) Departure of unaffected rear portion of the accident involved train, its diverted route, and expected time of arrival at destination.

- (iii) Expected date and time of starting of relatives special from originating and destination stations of the accident involved train, its stoppages enroute and its expected time of arrival at intermediate stations.
- (iv) Free passes to be given to relatives of dead and injured for going to the accident site. These passes will be issued by WI, which should be drafted into Helpline Enquiry Booths.
- (v) Details of other trains that were scheduled to run on the accident affected section, but have been :
 - Delayed,
 - Regulated,
 - Diverted,
 - Rescheduled,
 - Short terminated,
 - Cancelled.
- (vi) Above information regarding running of trains would be required for initial 24 hrs. only. Thereafter, number of enquiries regarding train running would be very few and far between.

(d) Refunds :

- (i) Booking counters at stations should be augmented for granting of refund to large number of passengers who have been unable to either complete or commence their journey as a result of the accident.
- (ii) Refund of money should be granted for trains :
 - Delayed,
 - Regulated,
 - Diverted,
 - Rescheduled,
 - Short terminated,
 - Cancelled.
- (iii) Staff manning Refund counters should be thoroughly familiar with rules for granting of refunds under such circumstances.
- (iv) Sufficient amount of cash should be available at these Refund counters for this purpose.

(F) MECHANICAL DEPARTMENT :

Action at Divisional level

- (i) The DI Control after getting information of the disaster, will immediately mobilise the divisional resources (ARME, ART & Crane etc.) on top priority. ARME, ART & Crane will be ordered immediately.
- (ii) DI Control will assess the additional requirement of resources to be supplemented from the adjacent locations/railways. (He will have the updated locations of ARMEs, ARTs & Cranes and their beats available with them at all times.)
- (iii) One Mechanical officer (preferably in Sr. Scale) will be available in the Divisional Control Office for providing assistance to the accident site.
- (iv) Sr. DME (C&W) and DME / AME as the case may be will rush to the site.
- (v) One more Sr. DME such as Sr. DME (Dsl.) will also move to the site of accident. In case there is no such officer available within the division, Sr. DME of the adjoining division shall be informed who will immediately move to the site of accident.
 - i. Following officers will accompany Sr DME and proceed to the accident site -

Officer

Sr DME or ADME / Dsl

- ii. DME will attend the Division Control. In his absence AME would come to the Divisional Control.

(G) SECURITY DEPARTMENT :

- i. On receipt of the first information the nearest RPF Post / Outpost would muster the maximum available manpower within the shortest possible time and dispatch them to the scene of accident. Simultaneously, the Post/Outpost in charge would requisition additional manpower. He should also pass on the information to the senior supervisory officers and the Control rooms at Divisional, Local Police and Police Control Room, local fire brigades, hospitals, local voluntary organizations and the like at the earliest.
- ii. The Divisional Security officers will proceed to the site .The Divisional Security Control shall get reinforcement from the neighboring Posts / Outposts, Reserve Line, Divisional or Zonal Reserve. In case any RPSF battalion or company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situations till additional force is available from other sources. While sending reinforcement, the Divisional Security Control shall ensure that the necessary equipments required for rescue, recovery and protection of the scene of incident are provided as follows.
 - Torches (1 per person) and other lighting arrangements.
 - Nylon ropes (½ kms) and poles for segregating the affected area.
 - Loud hailers (4) for making announcements.
 - Stretchers (5) and first aid equipment
 - Wireless sets (10) for inter-communication
 - Camera for photographing the scene (both on negative and slide films)
 - Video recording of rescue and salvage operations and connected administrative arrangements.
- iii. Sr DSC (RPF) / ASC (RPF) will proceed to the site.
- iv. The senior most RPF Officer available at the site will assume control and immediately start the following action:
 - a. Segregate the area of incident by establishing temporary barriers by use of nylon ropes or any other make-shift device available at the scene so that outsiders do not disturb the site or hamper the rescue operations.
 - b. Baggage of passengers be isolated and protected till they are handed over to claimants or taken over by the railway authorities. Balance to be kept in safe custody for future disposal and handed over to Commercial department.
 - c. RPF personnel should respond to any call for assistance to rescue victims and transport them to the nearest hospital. A record of casualties sent to hospitals should be maintained.
 - d. Hourly Sitreps will be sent by the officer at the scene of incident to the Divisional Control room giving the latest situation.
 - e. A temporary RPF ASSISTANCE POST (Shed or tent) with proper Board would be established at a conspicuous location so that people needing help can approach the RPF.
 - f. The senior most officers available at the scene of incident will also ensure proper documentation about the number of persons injured or dead, giving their identity and

addresses, if available. In case the friends or relatives of the injured/deceased make any queries they should be properly guided.

- g. Provide security for the cash withdrawn for payment of ex-gratia by the Commercial department.

(H) ELECTRICAL DEPARTMENT :

1. ACTION BY DIVISION

- i. In case of electrified territory, Sr. DEE/TRD shall arrange movement of 2 Tower Wagons along with TRD men and material from adjacent depots from both sides of site of accident. In case additional tower wagons are required these should also be requisitioned from other depots nearby along with men and material. Sr. DEE/TRD as well as AEE/TRD should also proceed to site of accident.
- ii. In the Divl. Control office, Sr. DEE/TRO would be Incharge for co-ordination of the traffic requirement for movement of passenger services, diversion of traffic etc and accordingly plan crew management. In the absence of Sr. DEE/TRO, DEE/AEE (TRO) will perform this function.

2. ACTION BY ADJOINING DIVISIONS

Sr DEE/TRD, Sr DEE/G should co-ordinate with adjoining Divisions in case where assistance can be more expeditiously rendered by the adjoining locations i.e. within 100 Kms, Sr. DEE/TRD and respective Sr. Subordinates to proceed to the site of accident, along with men and material by Tower wagon / road vehicles. Sr.DEE(G) of adjoining division should also proceed to the site of accident along with men and material. The next in command i.e. DEE/AEE of the division should stay in control for rendering timely assistance during restoration work.

3. ARRANGEMENT AT SITE

- i. Electrical Control Office would be set up near the Emergency control office manned by a supervisor round the clock. In order to set up adequate illumination facilities, 20 nos. of petrol generating sets and 20 nos. of lighting fixtures available in the ART would be used for lighting up the Emergency Control Office, Electrical Control Office or small First Aid post and all the sites where restoration work is going on.
- ii. The officer at site is authorized to hire additional generating sets, lighting fixtures etc. as per the need of the site, from any of the adjoining tent house / Commercial installation dealing with such equipments at the time of emergency.

(I) SIGNAL & TELECOMMUNICATION DEPARTMENT :

Immediately after getting information about serious accident, divisional control and SI/ control will inform the Sr DSTE. SI/control will also inform the DSTE and ASTE and will arrange S&T road vehicle on emergency duty in Divisional Control.

Sr. DSTE of the concerned division will carry the satellite phone, FAX cum printer, two 25W VHF sets along with antenna and battery and 10 numbers 5W walkie-talkie sets to the accident site. He will be accompanied with at least two TCI and two TCM. Six more TCI/TCM and SIs of the section will also go to the site of accident at the earliest. All the other locations will send their satellite phones along with two telecom staff to accident site by the earliest means. Officers and staff from adjoining locations will also go to the site.

DSTE/ASTE in the division will immediately come to the Divisional Control Office and will ensure setting up of all communication arrangements listed below.

Communication Arrangements in JHS Control

S.No.	Name of Control	Railway Nos.	P&T/Nos. Code-0510
1	CHC(P)	55626,55620, 55631	2331138
2	Comml.Control	55133,	2473470
3	Engg/Control	55333,55337	2371431
4	TLC	55260,55262,55263	2371427
5	Power/Control	55422,55464,55466	2370596
6	TPC	55208,55210, 55230	2443942
7	DI/Control	55454,55456,55457	2473266
8	SI/Test Room	55876,55823	2449826
9	Test Room	55877, 55824	2440955
10	RPF/Control	55772,55777	2371007
11	Elect /Gen Control	55166	2452375

Help line Booths at Important Stations

Help line booths are to be opened at all the important stations en-route of the affected train. 2 BSNL phones should be kept pre-wired to the Help line booths so that same can be energized in shortest time. Such arrangements are to be made ready at DHO, GWL, JHS & BNDA.

Communication Arrangements at Accident Site

Site Control Office

A mini control office shall be set up in a tent. A prominently visible 'RAILWAY CONTROL OFFICE' banner shall be displayed on the tent and sufficient number of tables and chairs shall be provided from ART for keeping the communication equipment. Apart from this sub-control offices at the accident site shall be set up by the Engg, Mechanical, Commercial and S&T departments. In the railway control office, satellite phone with the FAX machine shall be installed for providing communication between the accident site and Emergency Control Office at Jhansi. One 25 W VHF sets shall also be provided in the Emergency Control Office and one 25 W VHF set shall be installed in a road vehicle so that a mobile communication can be set up to a range of about 15-20 Km.

BSNL/Railway Telephones

BSNL/Railway Telephones available at adjoining Stations/Cabins/Gates shall be extended to the accident site wherever possible. PCO telephones and other BSNL phones in the nearby localities/villages/towns shall also be tried for extension to the accident site by persuading the owners of these phones. Payments for such telephone connections will be made from the Station Earnings.

In RE area emergency sockets will be utilised for extending the communication to the accident site and in non-RE area where 6 Quad cable is available the same will be utilised for providing the communication.

Satellite Phones

Satellite Phone and FAX machine shall be kept in the divisional control Test Room at JHS under the charge of a telecommunication supervisor who shall be responsible for keeping these equipments in good fettle. Whenever any serious accident takes place, the nominated supervisor will rush these equipments to accident site and make these functional at the earliest. Adjoining Divisions shall also rush their satellite phones through fastest means to accident site through their nominated supervisors. Minimum two telecom staff will carry the satellite phone and FAX machine to the accident site. Every effort will be made to set up 1 phone for outgoing calls, 1 for incoming calls and another 1 phone for passengers for talking to their families and conveying their well-being. A separate booth for passengers will be opened for this purpose where one satellite phones shall be installed.

Nominated telecom supervisor must be fully trained in setting up, handling and troubleshooting the satellite phones at accident site. He should be able to use the satellite phone for setting up Internet connection through 'Lap Top' carried by the DRM. All S&T officers & telecom supervisors attending accident site shall be able to operate satellite phones independently. Following satellite phones have been provided on JHS Division.

MTNL/BSNL PHONE ⇒ SATELLITE PHONE
⇒ 00873762834328

SATELLITE PHONE ⇒ BSNL/MTNL PHONE
⇒ 00+Ccountry Code (Say 91 for India)+
STD Code (Without 0, Say 0510 for
Jhansi + Phone No.

Walkie - Talkie Sets

Presently 10 Nos. of 5 Watt hand-held walkie-talkie sets are kept in 'A' Class ART and 7 Nos. of in 'B' Class ART. However, in case of a serious accident, minimum 50 walkie-talkie sets shall be mobilised at the accident site under the charge of a telecom supervisor who shall be responsible for issuing these sets to different supervisors and officers. Therefore, 40 No. 5 Watt walkie-talkie sets shall be kept in each ART and 10 No. in ARME. S&T staff will carry 10 No. sets to the site of the accident. Sr. DSTE shall keep sufficient reserve in the divisional HQ so that these walkie-talkie sets could be taken to the accident site. The charging facility for the walkie-talkie sets shall be provided in the ART/ARME so that these sets are kept in fully charged condition at all the times. It must also be ensured that sufficient spare batteries are made available at the site in fully charged condition for changing the working batteries. Out of 10 Walkie –Talkie sets in ARMV 8 will be available with ARMV staff and 2 with C&W staff.

25 Watt V.H.F. Sets

V.H.F. communication shall be set up at the site using 25 watt set. Another 25 Watt V.H.F. set shall be carried to site mounted on a road vehicle to facilitate communication with nearby hospitals, where injured passengers are admitted. The road vehicle will be nominated by DRM / ADRM.

ALL WALKIE TALKIE SETS AND 25 WATT SETS AT ACCIDENT SITE MUST OPERATE ON LOCO PILOT GUARD FREQUENCY.

Public Address System and Mega Mikes

Public address system must be made functional at accident site – both for communication with passengers/public and also to give directions to railway staff regarding relief operations. For this purpose, additional P.A. systems may become necessary depending upon the requirements at accident site. In addition, mega mikes available in accident relief train will also be utilized. P.A. systems & mega mikes shall be under charge of the nominated supervisor.

Staff to be deployed at the Site

A roster shall be prepared by Sr. DSTE for the staff to proceed to the site of the accident for operating nominated equipments. Standby staff shall also be notified. Arrangements of Road Vehicles to proceed to accident site, indicating alternative vehicles as well, shall be notified. Arrangements of vehicle drivers shall also be notified.

Duties of Railway Officers at the time of accident:

Sr DSTE shall be the in charge of all communication arrangements. DSTE shall be responsible for making necessary arrangements in Emergency Control Office at Jhansi. He shall be assisted by ADSTE.

Sr.DSTE shall work as per directions of DRM / ADRM and also maintain liaison with HQrs office. DSTE shall be responsible for setting up communication arrangements of all Helpline Booths in Jhansi Area.

(J) ENGINEERING DEPARTMENT :

1. Mobilization of officers and staff:-

DSE/C and DSE/DEN concerned will proceed to the site of accident by ART. In the absence of DSE/C, the next senior most DSE of the Division will proceed along with the concerned DSE/DEN. In the absence of DSE of the Section, DSE of the adjoining Section will proceed by ART. It is envisaged that AEN and PWI of the Section would have already reached at the site of accident. In cases, where the PWI and AEN are headquartered at the division, they should move along with staff by ART. At least 2 SSE/Works and 1 SSE/Bridge should move along with their staff by the ART.

2 Setting up of Emergency Engineering Control:-

2.1 Divisional Engineering Control:- Minimum senior scale officer should man the Divisional Engineering Control round the clock. For this purpose, the senior scale and JA grade officers remaining in the Divisional Hd.Qrs. will work in shift duties. The coordination will be done by the senior most DSE available in the Divisional Hd.Qrs. The telephone details of the Divisional Engineering Control are as under:-

Rly Telephone	Mobile
5333	9794848044
5337	2371431

2.2 Divisional Engineering Control:- It will be manned by DEN and ADEN in three shifts. Engineering Control will be manned as under:-
JHS Control -XEN(MD), Sr.DEN(C), DEN(HQ), DEN(E) in order by any one person.
BNDA Control- By PWI BNDA or any other PWI available.

2.3 The above Emergency Control should start functioning within half an hour on receipt of the information.

2.4 The road vehicles which will be available with the Engineering Control round the clock, should be used for picking up above officers from their residence to the Divisional Engineering Control.

3. Mobilization of work force and P.Way material:-

3.1 500 nos. of workmen are required to reach the site of the accident. 300 nos. along with 10 PWIs and 10 Black Smiths shall be arranged by the Division. For this purpose, labour specials will be run from the specified destination as decided by the Divisional Engineering Control.

3.2 Additional workmen as required which are to be moved from the adjoining Division. The adjoining Division should be ready to move 250 men along with 5 artisans and 5 PWIs.

3.3 If required, one DEN/Sr.DEN and one ADEN each should also move to the site of accident from adjoining Division.

3.4 ½ km of rails, sleepers and fittings and one set of 1 in 12 and 1 in 8 ½ turnouts are available in the ART. The Mechanical and Operations Departments will ensure that the part 'C' of ART (consisting of additional Engineering Material Wagons) shall follow the ART. The additional half km. of matching materials and one set of 1 in 8 ½ and 1 in 12 turnouts shall be kept in the Track Depot of the Division. For loading of this material, 2 BFRs and 2 BCX wagons should be immediately placed in the Track Depot. These materials should be loaded within 3 hours and dispatched to the site of accident. This will be ensured by the SSE(P.Way) Track Depot and Divisional Engineering Control.

3.5 Mechanical and Operations Departments will ensure that Engineering vans of the ART are to be placed nearest to the accident site. For this purpose, Engineering van/wagon need to be preferably placed in pushing condition closest to the site of accident.

- 3.6 At least two nos. of JCBs available with the ballast depot contractor shall be immediately moved.
- 3.7 The DSE/DEN in Divisional Engineering Control will request the concerned authority (Army/State Govt. Deptt.) for bulldozer/earthmoving machinery in the area.

4. **Setting up of site offices, tentage, shelters, drinking water facilities etc:-**

- 4.1 One SSE/Works shall be exclusively responsible for setting up of these facilities. He shall move along with the sufficient staff for setting up of the facilities. He should immediately start setting up of the tentage accommodation after taking out the tents and shamianas provided in the ART. In addition, he should also requisition the agencies which provide tentage accommodation on contract. Details of tentage accommodation is shown in **Annexure IV**.
- 4.2 The Bridge Line staff will assist in setting up tentage and above mentioned facilities. Dy.Chief Engineer/Bridge Line will also move to the site and in case, bridge is not involved, he will take full charge of tentage facilities.
- 4.3 There shall be sufficient temporary toilets, shelters and drinking water arrangements. Water tankers will be ordered and also water by tanker will be installed at the site. Sufficient shelters is also to be provided for the stranded railway passengers.
- 4.4 Temporary kitchen in the tents/shamianas is to be set up so that Catering Unit arranged by the Commercial Department can make use of it to provide hygienic food.
- 4.5 About 100 folding chairs are also to be arranged and in case, duration of restoration is likely to take more than 24 hours, some folding cots may also be arranged. Units and camping facilities to help in rescue, relief and restoration operations.

Bridge Unit will take with them sufficient Manila ropes, wire ropes, survey instruments, binoculars, helmets, life jackets, ladders and other equipment. Nylon ropes should be sufficient in length to ensure barricading at sites and camping areas. Sufficient facilities for erecting temporary stage/scaffolding etc. should also be organized, if required at site.

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

5. **Drawing sketch of site of accident:**

One SSE/Works should be exclusively made incharge of preparing sketch of site of accident. He should work under the direction of site incharge of the accident. He will also preserve the clues/evidences, if any, at the site of accident leading to cause of accident.

6. **Assistance required from the outside agencies:-**

The list of the following as annexed with this contingency plan shall be maintained by the Hd.Qrs. and Divisional Engineering Control:-

- (i) List containing addresses and telephone nos. of agencies which provide tentage accommodation on contract. (**Annexure-IV**).
- (ii) List containing addresses and telephone nos. of the agencies in the nearby areas that provide earth moving machinery like bulldozers, JCBs etc. (**Annexure –V**).
- (iii) List of army installations, State PWD and Irrigation Department officers along with their designations and contact nos. and the type of help they can render at the time of disaster. (**Annexure – VII**).

Setting up of UCC, LCC and CAC:

SSE works shall be exclusively responsible for setting up site management plane – I as given chapter – 11.

(K) Duties of Personal Department :

- (i) Sr. DPO shall proceed to accident site along with all WIs.
- (ii) Assist Doctors in collecting details of injured/dead and shifting them to hospitals.

- (iii) WIs shall be available round the clock in shift duty to look after the welfare of injured persons in each hospital.
- (iv) Issue complimentary return journey passes to relatives for escorting injured and taking them back home.
- (v) Man personnel branch counters in CAC and discharge duties listed out for those counters.

(L) Duties of Accounts Department :

- (i) Making available sufficient amount of cash for meeting emergency expenses.
- (ii) Opening of current account in a local bank and getting permission for over draft facilities so that large amount of cash is not required to be carried from far off stations.
- (iii) Issue of cheques for making of enhanced ex-gratia payments, if so announced at accident site by Hon'ble MR.

(M) Staff matters :

- (i) First problem is of identifying railway personnel.
- (ii) They should be supplied with orange coloured armbands to be kept in ARMVs/ARTs.
- (iii) Adequate number of armbands, gloves and face masks should also be provided in the ARMVs/ARTs.
- (iv) Second problem is of communicating with railway personnel in the crowd.
- (v) Microphones/loud speakers provided in ARMVs/ARTs should be used both for crowd control as also for giving instructions to railway personnel working at accident site.
- (vi) Once initial rescue operations have got underway, arrangements have to be made for water and food for railway staff working at site. Contract arrangement should be made for supply of food.
- (vii) Spare coaches should be stabled at nearby stations where watering and charging facilities are available for stay of staff.