

अध्याय – 12 दुर्घटना स्थल प्रबंधन योजना - II

(Chapter – 12) SITE MANAGEMENT PLAN – II

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

(A) Members of the Disaster management Team :

1. Disaster Management Team normally comprises members of following departments :

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

2. Officer-in-Charge of Site (OC Site) :

Only Sr. most officers will be in-charge of OC site.

3. Rescue, Relief and Restoration Operation :

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

- (i) Crowd Control and Law and Order.
- (ii) Rescue operation.
- (iii) Relief operation.
- (iv) Video coverage of accident site.
- (v) Installation of Communication Network.
- (vi) Clearance from State Police for restoration.
- (vii) Preservation of Clues and Evidence.
- (viii) Media Management at site.
- (ix) Salvage operation.
- (x) Restoration operation.

2. Photography :

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

- (i) Such photographs should clearly indicate :
 - severity of the accident.
 - illustrate the damage to P-Way, Rolling Stock, Signal, OHE and other structures and equipment.
- (ii) Separate set of photographs to be taken to preserve clues and evidence of sabotage if suspected.
- (iii) Victims and unidentified bodies should also be extensively photographed in detailed .

(A) General :

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

1. OC Site:

- (i) Ensure setting up of UCC, CAC and LCCs at the earliest.
- (ii) Collect information from OC Site of IAT.
- (iii) Take stock of the situation and plan for efficient rescue operation.
- (iv) Estimate quantum of assistance required for each department from :
 - within the division,
 - adjoining divisions of NCR,

- adjoining zones,
- Non – railway agencies.
- (v) Channelise local resources to supplement available railway resources.
- (vi) Ensure that duties of various functionaries of different departments as laid down in NCR's Zonal DM Plan are carried out.
- (vii) Ensure co-ordination among all departments for efficient rescue, relief and restoration operation.
- (viii) Ensure information to SP Police and District Magistrate.
- (ix) In case of sabotage, direct RPF to obtain quick clearance from State Police.
- (x) In case of serious explosions or fire, clearance from Controller of Explosives is to be obtained.
- (xi) Give prima facie cause of the accident along with forecast of expected date and time of restoration.
- (xii) Ensure timely information on the progress of rescue, relief, and restoration work every 3 hrs. with following details :
 - Number of coaches searched.
 - Number of injured passengers recovered.
 - Nature of injuries to passengers.
 - Number of bodies recovered.
 - Number of bodies identified.
 - Number of coaches dealt with.
 - Supplementary assistance required, if any.
- (xiii) Forecast for completion of each activity mentioned below should also be firmed up. These target dates and times should be communicated to all officers and supervisors at accident site :
 - Rerailment.
 - Track fitness.
 - OHE fitness.
 - Points and inter – locking.
 - Clearance of section.
 - Movement of first train.

2. Duties of Divisional Railway Manager :

- (i) Ensure that functionaries of different branches at the accident site carry out duties assigned to them as per Zonal and Divisional DM Plan.
- (ii) Co-ordinate with Divisional Emergency Cell regarding assistance required.
- (iii) Co-ordinate with Civil Authorities especially with regard to :
 - Requisitioning of buses from State transport authorities, with drivers for round the clock duty.
 - Waiving off of Post Mortem formalities.
 - Positioning of Municipal Official in the CAC for issuing of Official Death Certificate.

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

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

(B) Duties of Operations Department :

Immediately after getting the information,

- (i) All sectional TIs and Supervisory SSs should be directed to reach the accident site by first available means.
- (ii) Similarly additional RG/LR staff from the section should be sent to 3 stations on either side so that SMs can be free for going to accident site.
- (iii) Since considerable amount of shunting is required to be performed at adjoining stations, 2 traffic supervisors in 2 shifts should be posted at adjoining stations on each side.
- (iv) Ensure that special trains are sent into the accident affected block section according to the sequence detailed in Chapter 9, Section 4.
- (v) Ensure proper marshalling of crane while proceeding to the accident spot in the block section.

- (vi) Ensure that Engineering vans of the ART are placed nearest to the accident site. For this purpose, Engineering van/wagon should be placed closest to site of accident by sending it in pushing condition.
- (vii) Ensure prompt clearance of stranded passengers at the site in coordination with the Divisional Emergency Cell.
- (viii) Regarding running of special trains, keep in touch with Divisional Emergency Cell and give requirement from site.

(C) Duties of Safety Department :

- (i) Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed till police clearance is received.
- (ii) Ensure that video/still photographs by digital cameras are taken as required.
- (iii) Ensure that joint measurements, observations are recorded in the prescribed Performa before restoration work begins. Team for the same will be nominated by the safety officer at site.
- (iv) Ensure that unaffected rolling stock is moved away from the site and thereafter stabled at convenient location for further examination during accident inquiry.
- (v) Ensure that evidence of train staff, station staff and public are recorded on the spot.
- (vi) Addresses of passengers willing to give statements later should also be obtained.
- (vii) Ensure that special trains are sent into the accident affected block section according to the sequence detailed in Chapter 9, Section 3.

(D) Duties Of Medical Department :

1. Main functions :

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

- (a) Taking an initial round of hospitals and assessment of situation.
- (b) Taking out injured passengers from accident involved coaches.
- (c) Attending to injured passengers and giving them First Aid.
- (d) Preparing list of injured passengers.
- (e) Classification of their injuries.
- (f) Transporting them to hospitals and getting them admitted.
- (g) Post admittance hospital care of the injured.
- (h) Dealing with dead bodies.
- (i) Preservation of dead bodies.

2. General :

- (i) Ensure collecting blood and urine samples of train crew in case the same is necessary.
- (ii) Organize as many road ambulances as possible at the accident site.
- (iii) Data Bank of Divisional DM Plans have names, telephone numbers and other details of hospitals near the accident site. They should be contacted on phone for sending road ambulances along with team of doctors.
- (iv) Set up Medical Counter in UCC and CAC for passenger assistance.
- (v) Set up First Aid Posts in LCCs.

3. Site management :

- (i) Leader of Team 'A' (Normally CMS/MS In-charge of the Division) would take control of the site, co-ordinate relief measures and distribute duties amongst doctors available as detailed below :
- (ii) Different teams and groups will be formed for discharging various duties of the Medical department as detailed in Section (E1) above. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.
- (iii) One group of doctors will take a round of various hospitals where injured passengers have already been admitted. (Para 4 below)
- (iv) One group consisting of 4 – 5 teams of doctors and para-medics will take out injured passengers and dead bodies from accident involved coaches. (Para 5 below)
- (v) One team will attend to injured passengers and give them First Aid and other medical treatment. (Para 6 below)
- (vi) One team will prepare list of injured passengers, note down details of their injuries and classify them. (Para 7 & 8 below)
- (vii) One team would be in-charge of transporting injured passengers to hospitals and getting them admitted. (Para 9 below)

- (viii) One team would be in-charge of post admittance hospital care of the injured. (Para 10 below)
- (ix) One team will deal with dead bodies after these have been extracted from coaches. They will prepare a list and arrange for their preservation. (Paras 11 & 12 below).
- (x) In case sufficient doctors are available then more groups should be formed for rescue operations. (Para 5 below)

4. Taking an initial round of hospitals :

- (i) Separate doctors will be deputed to visit each hospital where injured passengers have already been shifted.
- (ii) One commercial officer will also accompany doctors and make a general assessment.
- (iii) At the hospital, they should collect information about dead/injured persons, their name, age, sex, address, telephone no., name and telephone no. of relatives/friends, nature of the injury, etc.
- (iv) These information should be immediately communicated to CMS/MS at accident site by using local PCO/cell phone etc.
- (v) Prepare a list of persons dead/injured already in hospitals in three copies by using carbon paper.
- (vi) The list thus prepared is to be signed by railway doctor on duty in the hospital. One copy is to be handed over to the Commercial Department.
- (vii) 2nd copy to be kept with the doctor in charge as office copy and the 3rd copy to be given to paramedical staff to get multiple photocopies for further distribution.
- (viii) One copy should also be sent to CAC for being fed into the PC provided in the CAC.
- (ix) The initial list prepared should be updated at regular intervals, as and when any change occurs.

5. Taking out injured passengers :

- (i) Maximum number of doctors should be deputed for this activity.
- (ii) This group should consist of at least 4-5 teams. If numbers permit, more such teams should be formed.
- (iii) Teams involved in rescue operation should ensure rapid access to all injured passengers
- (iv) They should take assistance of Mechanical/Engineering/RPF staff to extricate injured passengers
- (v) Each team will join up with teams of Mechanical staff who would also be involved in extracting dead and injured from coaches.
- (vi) Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.
- (vii) Coaches should be thoroughly searched including lavatory and vestibule portions before abandoning further search and moving on to the next coach.

6. Attending to injured passengers :

- (i) One team will be asked to provide medical treatment to injured passengers immediately after their evacuation from coaches.
- (ii) Ensure stabilization of condition of injured passengers already taken out from coaches, before they are dispatched to hospitals by road.
- (iii) In case of patients in critical condition where stabilization of condition at site is not possible, they should be moved immediately by road ambulance or shifted to ARMV.

7. Preparing list of passengers :

- (i) Collect list of injured passengers prepared by TS/TTEs and assess the situation.
- (ii) Separate lists to be prepared coach wise.
- (iii) The list should contain following details :
 - If found Conscious : Name, sex, age, identification marks, address, ticket number, originating and destination station.
 - If found Unconscious : Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.
- (iv) Once the preliminary list of injured passengers has been prepared, the list should be signed by the CMS/MS Incharge and a copy handed over to commercial department.
- (v) The list of injured passengers will thereafter be updated periodically, as rescue and relief work continues.

8. Classification of Injuries :

- (i) Injuries are classified as under :
 - (a) 'Grievous' injuries as defined below.

- (b) 'Simple', but excluding 'trivial' injuries such as abrasions or bruises.
- (ii) Following are considered to be grievous injuries (as per section 320 of the Indian Penal Code) :
 - (a) Emasculation
 - (b) Permanent privation of sight of either eye.
 - (c) Permanent privation of hearing of either ear.
 - (d) Privation of any member or joint.
 - (e) Destruction or permanent impairment of powers of any member or joint.
 - (f) Permanent disfigurement of head or face.
 - (g) Fracture or dislocation of a bone or tooth.
 - (h) Any hurt which endangers life, or which cause the sufferer to be, during the space of twenty days, in severe bodily pain or unable to follow his ordinary pursuits.
- (iii) Injuries other than those defined above are considered to be simple injuries.
- (iv) Apart from injuries defined above, there may be cases where a passenger or trespasser receives only petty abrasions or bruises. These are of trivial nature and technically speaking should not be taken as injuries.
- (v) As a thumb rule, any injury requiring hospitalization of more than 48 hrs. is grievous, hospitalization of less than 48 hrs. is simple, and any injury not requiring hospitalization at all is trivial.
- (vi) Classify injured passengers into separate categories as grievous or simple.
- (vii) Inform Commercial department for arranging ex-gratia payment.

9. Transporting injured passengers to hospitals :

- (i) One team will be asked to arrange transport of injured passengers to nearby hospitals.
- (ii) Ensure expeditious transportation of injured either to AMRVs or to nearby hospitals.
- (iii) Critically injured passengers should be transported by means of road ambulances and other by means of ordinary road vehicles.
- (iv) Commercial staff should also be associated with transfer of injured passengers to hospitals.
- (v) Before doctors and supervisors leave the accident site for hospital duty, they should note down the DOT and Mobile Telephone No. of the accident site, CMS, MS and other doctors at the site for quick communication.
- (vi) Doctors going to different hospitals should have separate vehicles.
- (vii) In case sufficient number of railway vehicles are not available, they should hire taxis for their movement by withdrawing from station earnings.

10. Post admittance hospital care :

- (i) One railway doctor, one commercial supervisor and one welfare inspector should be deputed round the clock at each hospital.
- (ii) Normally one doctor should look after one hospital, along with a commercial supervisor and WI.
- (iii) If 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 at the hospital where maximum no. of patients are admitted.
- (iv) Make an assessment about capabilities of the hospital to handle injured persons especially with reference to types of injuries they have suffered. Decide whether the patient needs to be shifted to other hospital with better facilities and then arrange to shift the patient.
- (v) In case any injured passenger succumbs to his injuries in the hospital, then the doctor in-charge of that hospital should update this fact to the medical counter at CAC.

11. Dealing with dead bodies :

- (i) Problem faced by rescue teams is regarding dealing of dead bodies.
- (ii) On IR it is not clearly spelt out as to who will deal with them.
- (iii) Accident Manual is silent as to who will extricate dead bodies from coaches, and then take them to either hospital or the mortuary.
- (iv) It can only be inferred that Medical Department will do this work.
- (v) In case of a major disaster, the usual complement of medical staff in any ARMV is grossly inadequate for undertaking work of this magnitude.
- (vi) Adequate number of Safaiwalas and other health workers who have come to the accident site should be mobilised for this purpose.
- (vii) Often rescue and relief operations continues for more than 48 hours.
- (viii) Dismembered bodies begin emitting foul odour after two days. Carrying out this task under such circumstances became a real problem.
- (ix) Target should be to extricate all dead bodies within 24 hrs.

- (x) Dead bodies should be dealt with coach wise, otherwise bodies taken out from different coaches get mixed up.
- (xi) Bodies taken out from coaches should be stacked at quite some distance from the track in front of respective coaches, in separate lots, coach-wise. While this may slow down the work initially, in the long run it is more systematic since bodies don't get mixed up.
- (xii) Shift dead bodies from coaches to a nominated place at the accident site with the help of paramedical staff, SJAB, Scouts, Civil Defence personnel, other railway staff and non-railway volunteers available at site.
- (xiii) Ensure covering of dead bodies with shrouds.
- (xiv) Put cloth label (white cloth of 12" x 9" written by Marker pen) on each dead body on the chest just below the neck as below :
 - Date _____
 - Dead body Serial No. _____
 - Name _____
 - Age _____ Sex _____
 - Coach No. _____
- (xv) In case of unidentified dead bodies, against the item 'name', it should be written as unidentified-1/unidentified-2, etc. Approximate age should be estimated from the appearance, such as between 35 – 45 years.
- (xvi) 5 photographs preferably by digital camera should be taken of each dead body. Two should be close up of face from in front and sideways, third should be with the label visible as per item (xiii) above and fourth and fifth should be of full length of the body.
- (xvii) If possible each body should also be video photographed.
- (xviii) After photographs have been taken, each body should be placed inside a plastic bag with zip having proper labeling system where same information is also to be provided.
- (xix) After this, bodies will be handed over to GRP or Local Police for safe custody.
- (xx) Take necessary steps to handle unhygienic condition that may arise due to decomposed/mutilated bodies.

12. Preservation of dead bodies :

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

- (xvi) 4 Commercial supervisors should be put on round the clock duty in the building housing the temporary mortuary for guiding relatives as and when they come.

(E) Duties of Commercial Department :

1. Main functions :

Main functions of the Commercial department can be broadly classifieds :

- (a) Withdrawal of cash from station earnings.
- (b) Hiring of road vehicles.
- (c) Providing beverages and catering to injured and uninjured passengers.
- (d) Initial round of hospitals and assessment of situation.
- (e) Preparing list of injured passengers.
- (f) Transporting them to hospitals and getting them admitted.
- (g) Payment of ex-gratia to injured and next of kin of dead.
- (h) Dealing with refund and claims compensation formalities.
- (i) Taking charge of luggage and consignments.
- (j) Post admittance hospital care of the injured.
- (k) Taking care of relatives.

2. General :

- (i) Before Sr. DCM proceeds to accident site he should withdraw sufficiently large amount of cash from station earnings. (Para 3 below)
- (ii) At the accident site, handpicked commercial supervisors should be deputed for manning commercial counters in UCC and CAC.
- (iii) Each commercial counter in CAC is to be manned by one group as detailed in Chapter 11, Section 6(xiv).
- (iv) Different teams and groups will be formed for discharging various duties of the Commercial department as detailed in Section (F1) above. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.
- (v) Separate teams and groups should be formed as detailed below, headed by a commercial officer.
- (vi) One team will hire road vehicles for use and other related activities. (Para 4 below)
- (vii) One group will arrange beverages and food both for injured as also for uninjured passengers. (Para 5 below)
- (viii) One team will take an initial round of hospitals along with doctors and assess the situation. (Para E4 above)
- (ix) One group should take care of uninjured passengers who have to be cleared from the accident site. (Para 6 below).
- (x) One group will assist Medical department in preparing a list of injured passengers input the same into the PC in CAC. (Para E7 above and Para 7 below)
- (xi) One group will assist Medical department in shifting injured passengers to hospitals. (Para E9 above)
- (xii) One group will assist the Medical department in preparing a list of dead bodies and looking after them. (Paras E11 and E12 above).
- (xiii) One team will make ex-gratia payment to injured passengers and next of kin of dead.(Para 8 below)
- (xiv) One team will deal with refund cases and claims compensation formalities. (Para 9 below)
- (xv) One group will be in-charge of unclaimed luggage and other consignments. (Para 10 below)
- (xvi) One group will be in-charge of post admittance hospital care of injured and taking care of relatives as detailed in Chapter 14 under 'Passenger Care'.

3. Withdrawal of cash from station earnings :

- (i) In order to meet accident related expenditure, officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol. II Rule No. 2425.
 - Departmental expenditure necessitated by floods, accidents or earthquakes, etc. (8)
 - Ex-gratia payments to persons involved in train accidents. (22)
- (ii) Before Sr. DCM leaves for accident site, he should withdraw sufficiently large amount of cash from station earnings to meet with immediate requirements at the site.
- (iii) More should be withdrawn subsequently as and when required.
- (iv) Procedure and accountal as detailed below should be followed. (Para 11 & 12 below)

- (v) A commercial supervisor should be nominated for this purpose and he should withdraw Rs. 5 lakhs and carry it with him, duly escorted by RPF personnel.

4. Hiring of Vehicles :

- (i) A large number of road vehicles are required at an accident site for following purposes :
- Taking injured passengers to hospitals.
 - Taking doctors and other railway officials to hospitals.
 - Clearance of uninjured passengers.
 - Taking dead bodies to mortuaries.
 - Bringing men and materials, etc. to accident site.
 - Taking unclaimed luggage for being kept in safe custody.
 - Taking relatives to hospitals and mortuary.
 - Other miscellaneous work.
- (ii) For this purpose apart from whatever number of railway vehicles may be available, extra road vehicles should be hired.
- (iii) All road vehicles should be hired along with standby drivers for round the clock duty.
- (iv) At least 10 road vehicles should be attached to CAC for taking relatives to hospitals, mortuaries etc.
- (v) Nominated railway staff to be attached to each hired vehicle round the clock (even group 'D' would suffice), so that optimum use can be made of the vehicle.
- (vi) Buses from State transport authorities should also be requisitioned along with extra drivers for round the clock duty.
- (vii) One railway staff should be put in charge of each bus on round the clock duty, who will accompany the bus wherever it goes and bring it back in time (even group 'D' would suffice).
- (viii) In case hospitals are in different towns, then road transport buses should be put on fixed time round trip schedule for shuttling relatives from CAC to various locations and back to CAC.
- (ix) All hired vehicles and requisitioned buses should have stickers pasted on their front and rear windscreens indicating 'RAILWAY ACCIDENT DUTY'.

5. Catering arrangements :

- (i) Arrangements for supply of food and beverages to not only injured but also to other passengers of the accident involved train should be swiftly organized.
- (ii) Food and beverages should be supplied free of charge.
- (iii) These may be arranged from railway sources or outside sources as necessary, including IRCTC or their contractors.
- (iv) To supplement Railway catering arrangements nearby dhabas and hotels should be contacted and arrangements made for opening up stalls at the site.

6. Clearance of uninjured passengers :

- (i) First of all, arrangements for water and food for stranded passengers should be made.
- (ii) Announcement should be made for registering names of safe passengers.
- (iii) Clearance of accident affected passengers from accident site should be planned along with Operating branch who will provide the empty coaching rake.
- (iv) Make announcement through PA System informing passengers regarding their clearance from site either by :
- front portion of the accident involved train,
 - rear portion of the accident involved train,
 - empty coaching rakes that have been brought to the accident site,
 - road bridging that has been arranged.
- (v) Arrange adequate coolies for carrying passengers luggage while they transfer to the new train.
- (vi) In case of road bridging, arrange road transport to clear stranded passengers, record details of passengers dispatched and relay particulars to Divisional Emergency Cell.
- (vii) Senior-most official at site shall have powers to arrange conveyance for affected passengers free of charge by any available mode of transport and also incur expenditure for carriage of passengers' luggage, etc.

7. Preparing list of injured passengers :

- (i) Collect list of injured passengers prepared by TS/TTEs and assess the situation along with Medical department.
- (ii) Separate lists to be prepared coach wise by Medical department.

- (iii) The list should contain following details :
 - If found Conscious : Name, sex, age, identification marks, address, ticket number, originating and destination station.
 - If found Unconscious : Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.
- (iv) Once the preliminary list of injured passengers has been prepared, the list should be signed by the CMS/MS Incharge and a copy handed over to commercial department.
- (v) This list should be input into the PC available in the CAC.
- (vi) The list should also be E-Mailed to the Divisional Emergency Cell and Hdqtrs. Emergency Cell.
- (vii) The list of dead and injured that is initially fed into the PC will thereafter be updated periodically, as rescue and relief work continues.

8. Amount of Ex – Gratia payable :

- (i) The amount of ex-gratia relief payable to injured passengers or to dependants of dead are as under :
 - (a) In case of death - Rs. 50,000/-
 - (b) Grievous injury - Rs. 25,000/-
 - (c) Simple injury - Rs. 5,000/-
- (ii) The amount of ex-gratia relief admissible to road-users who meet with an accident due to Railway's prima facie liability at manned level crossing gate accidents will be as under :
 - (a) In case of death - Rs. 50,000/-
 - (b) Grievous injury - Rs. 25,000/-
 - (c) Simple injury - Rs. 5,000
- (iii) No ex-gratia payment would be admissible to trespassers, persons electrocuted by OHE and road users at unmanned level crossings.
- (iv) Ex-gratia payment should also be made to railway staff killed or injured by a moving train while performing their duty, for example, gangman working on track run-over accidentally by a moving train.
- (v) Ex – gratia amount is to be paid in cash.
- (vi) In case of injured passengers, ex-gratia should be paid to the injured passenger himself or in case he is too ill, to his relative in his presence.
- (vii) In case of death cases where relatives identify and claim the body, following precautions are to be taken :
 - (a) Photograph the face of the body from in front and from the side.
 - (b) Photograph the person taking the ex – gratia payment,
 - (c) Record the relationship of the person claiming the body along with details of proof, if any.
 - (d) In case enhanced ex – gratia is announced by the Hon'ble MR, then the enhanced amount should be paid by cheque by Accounts department.
 - (e) Ex – gratia paid is not to be adjusted against claims compensation payable as decreed by RCT subsequently.
- (viii) Payment should be arranged preferably on the spot by a senior scale officer nominated by GM / OC after making such enquiries as can be reasonably made on the spot after immediate needs by way of medical attendance etc. to injured persons have been attended.
- (ix) For payment of ex-gratia, and to meet other expenses at site, one commercial inspector, authorized by Sr. DCM shall withdraw Rs. 5 lakh from station earnings of a nearby station, and shall be available at site duly escorted by RPF personnel.
- (x) Sr. DCM/DCM will ensure availability of sufficient cash for payment of ex-gratia/refund.

9. Refund and Claims Compensation :

- (i) Refund of fares must be granted in the CAC for unfinished journey as per rules.
- (ii) Injured passengers and next of kin of deceased passengers must be supplied with blank claims compensation forms along with Claims Booklet explaining complete procedure.
- (iii) Photocopy of a filled up Claims Compensation form may also be given along with the blank form so as to help them in filling it up.

10. Luggage and consignments :

- (i) As and when unclaimed luggage and personal belongings are taken out from coaches, a list should be made coach wise, and each item should be tagged with coach no.
- (ii) A list of each item with distinguishing marks should be made.
- (iii) If possible, the cabin number inside the coach should also be indicated.
- (iv) Luggage claimed should be handed over on satisfactory proof of ownership.

- (v) Unclaimed luggage and personal belongings of injured/dead passengers should be taken possession of for safe custody.
- (vi) Unclaimed luggage should be stored in a safe place, preferably, part of the same school building which is being used for preserving dead bodies.
- (vii) These should be stored in separate rooms coach wise so that it is easy for relatives to identify.
- (viii) A list should be displayed outside each room indicating the coach no. whose luggage is stored there.
- (ix) It is the responsibility of Commercial department to take charge of all unclaimed luggage etc. These should be taken over from the charge of RPF.
- (x) Booked luggage, parcels and consignments available in SLRs, VPU's etc. should be taken out and sent by road to nearest Jn. station for safe custody.
- (xi) Booked perishables available in SLRs, VPU's should be taken out and either auctioned at site or sent by road to nearest Jn. station for being auctioned.
- (xii) RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities come and take over custody.

11. Withdrawal from station earnings - procedure :

- (i) In order to meet accident related expenditure, officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol. II Rule No. 2425.
 - Departmental expenditure necessitated by floods, accidents or earthquakes, etc. (8)
 - Ex-gratia payments to persons involved in train accidents. (22)
- (ii) The nominated supervisor incharge of the department concerned may alone withdraw from station earnings through a requisition in respect of the above items specified in rule 2425 of the IRCM.
- (iii) This requisition should be made in the form appended below indicating the official making such withdrawal, the departmental officer concerned and also the purpose of withdrawal.

From	To
Name of Supervisory Official	Station Master
Designation/Station	Station

Please arrange to pay from Station Earnings an amount of Rs. _____ (Rupees _____) towards _____

(Purpose to be indicated). This is one of the authorized items of withdrawal from Station Earnings. The expenditure is chargeable to the head _____.

Accounting Authority

Controlling Officer

Designation

Station

Payment made from station Received an amount of Rs. _____ earnings amount : from station earnings

Signature of
SM/SS

Signature:
Designation:

- (iv) Requisition is required to be prepared in triplicate. 1st to be kept as record, 2nd to be presented to SM for arranging payment against proper acknowledgement and 3rd should be sent to Sr. DAO concerned duly countersigned personally by the Divisional Officer of the department.
- (v) Any failure by the supervisory official withdrawing cash to follow above instructions or any other irregularity will render him personally responsible and liable for action under Discipline & Appeal Rules.

12. Withdrawal from station earnings - accountal :

- (i) Branch Officer concerned shall forward requisitions received from stations to the Divisional Accounts Office indicating circumstances under which the withdrawal was necessitated.
- (ii) The countersigned requisition shall be accompanied by relevant supporting paid vouchers. Timely submission shall be monitored by the Branch Officer so that they reach Accounts Office within 15 days from the date of withdrawal.

- (iii) Executive Officer concerned shall furnish full particulars of the amount withdrawn, details of payments made, reasons for the payment, the rate and period for which payment is made and the total amount paid with the acquaintance of the payee with necessary revenue stamp wherever due to Sr. DAO.
- (iv) Sr. DCM will compile a monthly statement of all withdrawals pertaining to his division obtaining a statement from various executives in his division and send it to CCM.
- (v) A monthly return of requisitions issued during the period should be submitted to the Accounts Office by Executive Officers.

13. Nomination the detail of catering vending Minor units of 'D' 'E' & 'F' category of stations over Jhansi Division.

Sr. No.	Name of Manager	Stn.	Nature of the Licence	Category of the Station	Mobile Nos.of Managers
1	M/S R.D.Sharma & Sons	MKP	Tea stall	D	9453596255
2	Shri K.C.Kapoor	BNDA	Tea stall	A	
3	M/s Ramcharan & Sons	MBA	Teal Stall	D	9838880071
4	Shri Ram Charan & Sons	HPP	Tea Stall	D	9838880071
5	Shri R.K.Sharma & Sons	MRPR	Tea Stall	D	9415192709
6	Shri R.K.Sharma & Sons	NEW	Tea Stall	D	9826547208
7	Shri R.K.Shrama	BWR	Tea Stall	E	9795498112
8	Shri Naveen Verma	JHS	RRM	A	9794802839
9	Gwalior Co-Operative Milk Producer Union Ltd.	JHS	Milk Product	A	
10	Shri Kushali	DAA	Teal Stall	D	9826261857
11	Smt Krishna Devi	DBA	Teal Stall	D	9827221284
12	M/s R.D.Sharma & Sons	GWL	RRM	A	9425111091
13	M/s R.D.Sharma & Sons	GWL	Tea stall	A	9425111091
14	Priya Gold Stall	GWL	Biscuit & Snacks	A	9425111808
15	Galab Food products	GWL	Fruit & Juice stall	A	9826233745
16	Balan Naturals	GWL	General products	A	9826522482
17	Gwalior Co-Operative Milk Producer Union Ltd.	GWL	Milk Product	A	
18	M/S Rishabh Jain	MRA	Tea Stall	E	09451130616
19	Shri Surendra Singh	BIX	Tea Stall	E	
20	Shri Ravindra Nath Robie	SONI	Tea Stall	E	
21	Shri Ganga Ram	SAC	Tea Stall	E	
22	Shri Milap Chand Jain	SOE	Tea Stall	E	9826290822
23	Shri Johri Lal	BARI	Tea Stall	E	
24	M/s Ratan Lal & Sons	SMV	Tea Stall	E	
25	Shri Raj Baboo	PNH	Tea Stall	E	9935320934
26	Shri Prashant Tiwari	KPI	Tea Stall	E	7275124840
27	M/s Nand Kishore sharma & Sons	OR	Tea stall	B	9839638737
28	Shri Dharmendra Kumar	OR	RRM	B	9839638737
29	M/s Nanda Kishore Sharma & Sons	AIT	Tea Stall	E	9839638737
30	Shri Ram Shankar	CGN	Tea Stall	E	9936160382
31	M.Y & Sons	DUA	Tea Stall	B	9415943054
32	M/s Pradeep Kumar & Brothters	LAR	Tea stall	B	8400824304
33	M/s Suresh chand Sharma	BAB	Tea stall	B	9415946444
34	M/s Umesh Kumar Agrawal	KID	Tea Stall	E	
35	Shri K.K.Awasthi	RGU	Tea Stall	E	
36	Shri U.K.Mishra	GTM	Tea Stall	E	
37	Smt. Shakuntla Devi	PTRE	Tea Stall	E	