



SOUTH CENTRAL RAILWAY

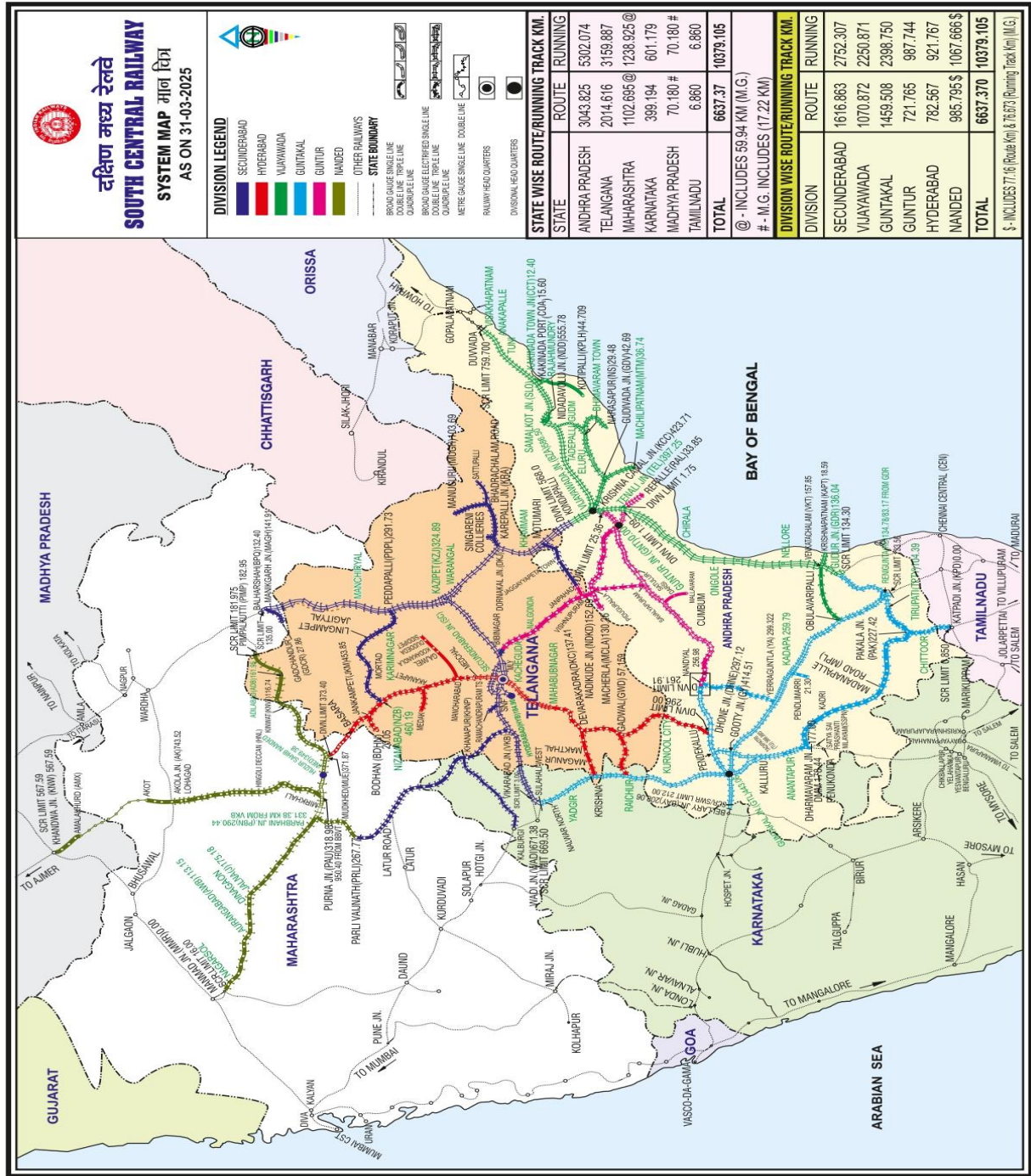
DISASTER MANAGEMENT PLAN

PART – A

(EDITION – 2025)



SYSTEM MAP OF SOUTH CENTRAL RAILWAY (SCR)



DISCLAIMER.

The information provided in this document (Part-A & B) is for the purpose of general guidance only. Though all efforts have been made to ensure the document is authentic and accurate, in case of any conflict, the G & SR, Accident Manual and other Codal instructions would override this document.

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Executive Summary

The Disaster Management Act, 2005 (DM Act 2005) lays down institutional and coordination mechanism for effective Disaster Management (DM) at the national, state, district and local levels. As mandated by this Act, the Government of India (GOI) created a multi-tiered institutional system consisting of the National disaster Management Authority (NDMA) headed by the Prime Minister, the State Disaster Management Authorities (SDMAs) headed by the respective Chief Ministers and the District Disaster Management Authorities (DDMAs) headed by the District Collectors and co-chaired by Chairpersons of the local bodies. These bodies have been set up to facilitate a paradigm shift from the hitherto relief- centric approach to a more proactive, holistic and integrated approach of strengthening disaster preparedness, mitigation, and emergency response.

The National Disaster Management Plan (NDMP) provides a framework and direction to the government agencies for all phases of the disaster management cycle. The NDMP recognises the need to minimize, if not eliminate, any ambiguity in the responsibility framework. It, therefore, specifies who is responsible for what, at different stages of managing disasters. The NDMP is envisaged as ready for activation at all times in response to an emergency in any part of the country. It is designed in such a way that it can be implemented as needed in a flexible and scalable manner in all phases of disaster management: a) mitigation (prevention and risk reduction), b) preparedness, c) response and d) recovery.

The NDMP is consistent with the approaches promoted globally by the United Nations, in particular the Sendai Framework for Disaster Risk Reduction 2015-2030. It is a non-binding agreement, which the Signatory nations will attempt to comply with on a voluntary basis. India will make all efforts to contribute to the realization of the global target by improving the entire disaster management cycle in India by following the recommendations in the Sendai Framework and by adopting globally accepted best practices. The four priorities for action under the Sendai Framework are:

1. Understanding disaster risk
2. Strengthening disaster risk governance to manage disaster risk
3. Investing in disaster risk reduction for resilience
4. Enhancing disaster preparedness for effective response and to “Build Back Better” in recovery, rehabilitation and reconstruction

The NDMP incorporates substantively the approach enunciated in the Sendai Framework and will help the country to meet the goals set in the framework. By 2030, the Sendai Framework aims to achieve substantial reduction of disaster risk and losses in lives, livelihoods, and health and in the economic, physical, social, cultural, and environmental assets of persons, businesses, communities, and countries.

Vision of NDMP

Make India disaster resilient, achieve substantial disaster risk reduction, and significantly decrease the losses of life, livelihoods, and assets – economic, physical, social, cultural, and environmental – by maximizing the ability to cope with disasters at all levels of administration as well as among communities.

Multi-Hazard Vulnerability

India, due to its physiographic and climatic conditions is one of the most disaster-prone areas of the world. Vulnerability to disasters/emergencies of Chemical, Biological, Radiological and Nuclear (CBRN) origin also exists. Heightened vulnerabilities to disaster risks can be related to increasing population, urbanization, industrialization, development within high-risk zones, environment degradation, and climate change. Hazard vulnerability maps for India are annexed to NDMP.

Reducing Risk; Enhancing Resilience

In the domains of DM planning, preparedness, and capacity building, the central agencies will constantly work to upgrade Indian DM systems and practices as per global trends. The planning framework has arranged the actions envisaged for risk reduction under five thematic areas for action with one of the four priorities for action of Sendai Framework as its dominant feature.

For each hazard, the approach used in national plan incorporates the four priorities enunciated in the Sendai Framework the planning framework for Disaster Risk Reduction under the five Thematic Areas for Action:

1. Understanding Risk
2. Inter-Agency Coordination
3. Investing in DRR – Structural Measures
4. Investing in DRR - Non- Structural Measures
5. Capacity Development

For each thematic area for action, the NDMP has identified a set of major themes for undertaking actions within the broad planning framework. For each hazard, themes for action are presented in a separate responsibility matrix assigning roles of centre and state for each of the thematic areas for action.

Response

Response measures are those taken immediately after receiving early warning, anticipating an impending disaster, or post-disaster in cases where an event occurs without warning. The primary goal of response to a disaster is saving lives, protecting property, environment, and meeting basic needs of human and other living beings after the disaster. The immediate focus

will be on search and rescue of those affected and to evacuate those likely to be affected by the disaster or secondary disaster that is likely to happen.

At the national level, the central government has assigned nodal responsibilities to specific ministries for coordinating disaster-specific response. The NDMA will be coordinating with relevant nodal ministry.

Different central ministries and departments will provide emergency support to the response effort as per request from the State Government. It may be noted that the SDMA, Department of Revenue of Commissioner of Relief (as applicable) is the nodal agency for coordination of disaster response. The various agencies whose responsibilities are defined in detailed DM plans for the state and district will be responsible for specific response measures. The DDMA is the nodal agency for coordination of response at district level supported by other district level agencies. The department wise specific activities at central ministries and state government are summarized in matrix providing clarity to the roles and responsibilities of various agencies.

Structure of Disaster Management plan of Ministry of Railways

Based on the National Disaster Management Plan, context specific changes were made in the DM plan of Ministry of Railways duly indicating the role and responsibilities at Board, Zonal Headquarters and Divisional level. Zonal Railway and Divisional Disaster Management plans need to be developed on similar lines.

Disaster management plan also contains detailed guidelines relating to cases of breach/floods, earthquakes, cyclones, manmade disasters like terrorism etc. The DM plan at divisional level must include management of rescue and relief operations including care for the dead, communication network, restoration operations, maintenance of ART/ARMV & their equipment, media management, checklist for officers and supervisors etc. The DM plan should also include details of local resources as indicated in chapter no.6.

The Accident Manual contains definitions, classification of accidents, reporting of accidents and other unusual occurrences, duties of officials, relief measures, investigation and inquiries, disposal of inquiry reports etc. in case of a train accident. It is a compendium of all instructions, rules, procedures and guidelines issued from time to time on Railway accidents and for safe working of trains in general. These details have, therefore, not been included in DM plans. Accident Manual of Railways may be referred for details related to train accidents.

The Division shall identify vulnerable locations and risks associated with natural disasters and incorporate them in the Divisional DM plan. Information flow chart for communicating alerts issued by early warning agencies to the field officials shall be clearly specified in the DM plan duly indicating preparedness and response to deal with them.

NDMA has issued guidelines on “Managing Crowd at Events and Venues of Mass Gathering”. Guidelines on crowd management and role of RPF in crowd control. Further, in the event of Mass gathering, (viz. Kumbh Mela etc.) Divisions are instructed to prepare and Implement event specific Disaster Management plans for the stations where the crowd is expected.

Guidelines issued by NDMA regarding chemical disasters are included. Rules for carrying Hazardous chemicals are legislated in Railway Red Tariff Rules, 2000. In Red Tariff, general rules governing acceptance, handling, carriage, storage, delivery and the list of commodities along with the Dos and Don'ts in case of leakage of hazardous chemicals is included. Carriage of commodities other than those specified in Red Tariff, shall not be accepted for transport by rail unless specially authorised by the Railway administration. Dos and Don'ts issued by MHA regarding CBRN disasters are also included in the plan.

Capacity development covers strengthening of institutions, mechanisms, and capacities of all stakeholders at all levels.

Structure of Zonal Disaster Management plan of South Central Railways

Based on the Disaster Management Plan of the Ministry of Railways, specific changes were made in the Zonal Disaster Management Plan of South Central Railway, highlighting the role and responsibilities at Zonal Headquarters and Divisional level. A conclusive review of Zonal Disaster Management Plan was carried out wherein the structure of the Zonal & Divisional Disaster Management Plans was studied and both the plans were revamped.

This revamped Zonal Disaster Management Plan focuses on:

Information common to all Divisions of South Central Railway.

South Central Railway's action plan for dealing with all types of Railway disaster.

Action items along with their progress will be detailed for all type Railway disasters.

Contrary to the Divisional Plan this plan more centric towards prevention, mitigation and preparedness than rescue and relief.

Information of formation of relief and rescue teams at the accident site, Disaster Management Control Cell, Duties of various officers/officials etc. in addition to the information specific to headquarters.

Zonal Disaster Management Plan of South Central Railway also contains detailed guidelines relating to cases of breaches/floods, earthquakes, cyclones, manmade disasters like terrorism etc. and preparedness to encounter the same as laid down by NDMA.

TERMS OF REFERENCE

(Guidelines of Railway Board)

Railway Board vide letter No. 2003/Safety-I/6/2 dated 29.09.2003 and letter No.2009/Safety/DM/6/14 dated 30.11.2009 has laid down the requirements of Zonal Railway Disaster Management Plan based on the instructions contained in the NDMA. Instructions contained in DISASTER MANAGEMENT PLAN OF INDIAN RAILWAYS published in November - 2009 also has been taken into cognizance while formulating the Disaster Management Plan of this Railway.

1. Preparation of Disaster Management Plan - The Disaster Management Plan must inter-alia include who is responsible for what activities in detail :-
 - (i) Preparation and implementation of DM Plan is the responsibility of the concerned General Manager and Divisional Railway Managers.
 - (ii) Authority to order ART / ARMV / BD trains – DRM & Sr. DOM / DOM of the divisions during accidents.
 - (iii) Senior-most railway officer at the site of accident shall be designated as 'Site Manager'.
 - (iv) Management of rescue operations – Primarily, Mechanical and Medical Departments. Assistance to be provided by all Railway servants (irrespective of departments) as needed.
 - (v) Relief operation including care for the dead - Commercial, Medical and RPF departments.
 - (vi) Communication network - S&T department
 - (vii) Lighting – Electrical Department.
 - (viii) Crowd control and maintenance of law & order at site – Security Officials.
 - (ix) State Police's clearance for restoration, crowd control & Law and order – security Personnel to co-operate and ensure.
 - (x) Restoration operations:
 - (a) Rolling stock - Mechanical Department.
 - (b) Fixed infrastructure like Track, Overhead Equipment, Signaling System - By the concerned Departments.
 - (xi) Maintenance of SPARTs / ARTs / ARMVs / Breakdown trains including rail – cum – road and road mobile emergency vehicles etc. – Mechanical Dept.
 - (xii) Maintenance of equipment kept in SPARTs / ARTs / ARMVs for rescue

and restoration operations – Departments concerned.

(xiii) Media management at site:

- (a) Site Manager shall be the chief spokesman at site and can be assisted by Branch Officers concerned, if needed.
- (b) Public Relations / Commercial & PR Department of the Division to look after the needs of the media at site.

(xiv) Checklists for Officers and Supervisors must be issued in the form of Pocket booklet indicating Do's and Don'ts for the benefit of

- (a) First Official reaching the site of accident.
- (b) Senior – most officer at the site.
- (c) Divisional/HQ Control Organization.
- (d) Station Manager.
- (e) Other Frontline Staff.

CHAPTER – I

INTRODUCTION

1.1 DEFINITION OF 'DISASTER'

As per DM Act-2005, Disaster is defined as *“means a catastrophe, mishap, calamity or grave occurrence in any area, arising from natural or man-made causes, or by accident or negligence which results in substantial loss of life or human suffering or damage to, and destruction of property, or damage to, or degradation of environment, and is of such a nature or magnitude as to be beyond the coping capacity of the community of the affected area”. The term “Disaster” envelops a wide spectrum of occurrences or consequences leading to a mishap. Disaster is an unusual occurrence, which is characterized by sudden calamitous event, having loss of life, injury, great material damage, loss and distress.*

Further, vide Railway Board letter No. 2003 / Safety – (DM) / 6 / 2 / Pt. dated 06.01.2009, the definition of Railway Disaster and co-ordination of DM Plan was revised. Accordingly, the Railway Disaster is defined as:

“Railway Disaster is a serious train accident or an untoward event of grave nature, either on the railway premises or arising out of railway activity in that area, due to natural or man-made causes, that may lead to loss of many lives and/or grievous injuries to a large number of people, and/or severe disruption of traffic, necessitating large scale help from other Government / Non-government and Private Organization.”

Despite the earnest efforts taken to manage every disaster efficiently, in some train accidents involving heavy casualties, the relief and rescue operations could not be resolved satisfactorily. Accidents involving heavy casualties and in difficult terrain with steep gradients & number of bridges, tunnels, cuttings and also bad weather conditions, make the rescue and relief work more difficult and necessitates the assistance of specialized outside agencies in addition to Railways' own resources.

Levels of Disaster causing interruption to train services:

Railway accidents can be categorized into different levels:

- i) Accidents of a magnitude which can be managed by the concerned divisional authorities.
- ii) Accidents of a magnitude which may require assistance from neighboring divisions but can be managed by the Zonal Railway and
- iii) Disasters of a magnitude in terms of their severity or scale of casualties that require active involvement of multiple agencies of the Central Govt. (Ministry of Railways and other Ministries).
- iv) An Integrated Operation Centre (IOC) has been set up in the Ministry of

Home Affairs (MHA) to handle disaster situations on a 24x7 basis. A Standard Operating Procedure has been prepared for alerts of events of different types and a uniform system has been devised by Government for each type of alert in stages- Yellow, Orange and Red. For the Ministry of Railways these are:-

Category	Description	Stage
Minor	Consequential Passenger Train Accident not resulting to casualty.	Yellow
Medium	1-25 casualties.	Orange
Major	26 or more casualties.	Red

Action Plan for Communication of Alert Message:

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

The Action Plan for Alert Messages is laid down as under:-

- i) All concerned Ministries/ Departments/ Organizations/ Agencies will report events to IOC, MHA.
- ii) While generating and transmitting alerts to IOC (MHA), the concerned agency, will indicate the category of the events as well as its corresponding stage (Red/Orange/Yellow). MHA Control Room: [1070 (Toll Free), 011-23093563, 011-2309366]

1.2 DEFINITION OF DISASTER MANAGEMENT AS PER NDMA

Disaster Management is a multi-faceted approach by a group of professionals with competence to address the diverse issue that will involve formulation of rules, regulations preparation of guidelines and operating procedures, law making, enforcement, legislation, managing humanitarian aspects and traumatic situations, addressing complex socio-economic and technical issues. The techniques, therefore has to be based on knowledge and infrastructure by competent professional related to the task, terrain and activity therein.

In the course of time, Disaster Management approach had a paradigm shift, gained from the experience of the past, to a proactive and holistic approach to disasters to pre-empt them instead of post disaster responses. Disaster Management process is a developmental opportunity to improve the society and thereby reduce the risk factor to the society. The society is made capable to respond by themselves to achieve their goal by disaster preparedness so that society is not susceptible to disasters and the impact will be less.

Engineering construction activity is to be geared with sound practices, for growth and development with a legal framework and to enforce the rule of law, to help the disaster management preparedness by the authorities in the system.

With the gradual growth of IR and its transition to transportation of passengers and goods, the railway gradually built up its own infrastructure of cranes, ARTs, ARMVs. Till the beginning of 2005, a disaster on Railways in effect meant a serious train accident; other disasters such as floods, earthquakes, etc., were handled in a non-coordinated manner. Disaster preparedness of the Railways, mainly pertaining to handling train accidents, had been gone into by the High-level Committee on DM in 2003 whose recommendations, where relevant are kept in view during the preparation of DM Plan.

1.3 AUTHORITY TO DECLARE A DISASTER ON RAILWAYS (RLY BOARD'S Lr.NO.2003/SAFETY (DM)/6/2 PT. DATED 06.01.2009):

Railway Board has authorized GMs, AGMs or CSOs (when GM/AGM is not available) for declaring an untoward incident as Railway Disaster. With the adoption of the above definition of railway disaster, it needs to be appreciated that, a serious train accident may turn into a railway disaster, if not handled and managed properly and there may be many more Railway related events which may not even involve human lives but may turn into disasters for which necessary prevention and mitigation measures are to be taken by the Railways beforehand. Zonal Railways will ensure that prevention, mitigation, preparedness, rescue and relief related issues covering all types of disasters, particularly affecting railway system are addressed and their details are appropriately incorporated in their Disaster Management Plans.

The high-level committee on Disaster Management analyzed various aspects of the present Disaster Management system and has pointed out areas of deficiencies such as lack of precision, speed and co-ordination, non-availability of clear procedure to avail outside resources and non-availability of an updated databank on outside agencies, resources etc. Some important measures suggested by High-Level Committee on Disaster Management are as under:

Till date Relief, Rescue and Restoration are primary objectives of DM Plan. By the introduction of DM Act 2005, the following areas are brought under the purview:

1. Prevention, Preparedness & Capacity Building
2. Preparation of databank
3. Streamlining the Logistics of Railways
4. Seeking assistance from State Government and involvement of Local Civilian Authorities

5. Effective Trauma Care
6. Proper Trigger Mechanism to ensure adequate medical care within “GoldenHour”
7. Divisional/Zonal Disaster Management Plans
8. Making use of Non-Railway Resources
9. Maintenance of ART/MRT to have failure proof service
10. Defining responsibilities of various staff / departments

In addition, DM Plan should also be a golden opportunity for developmental process, in which, quality and standard of construction process shall be based upon standard Civil Engineering procedures.

With a view to buildup appropriate capability to manage Disaster at Divisional & Zonal levels, clear instructions, defining the role of various Departments are required. This DM Plan issued by this Railway covers such instructions to organize an efficient Rescue, Relief & Restoration operation and lay down the basic framework for immediate action by every Railway Servant. It has been dove-tailed with information what so ever made available from respective State Governments / Armed Forces, etc. as also from Divisional DM Plans of SC, HYB, BZA, GNT, GTL & NED Divisions. Details of Hospitals, NGOs and Organizations having infrastructure facilities and resources available with Civil Authorities useful in Disaster Management are made available in this document.

1.4 SCOPE OF ZONAL DISASTER MANAGEMENT PLAN:

- Train Accidents
- Fire Accidents
- Cyclone/Storm
- Earth-quakes
- Floods and Breaches
- Landslides
- Bomb blasts/explosions and other anti-social / Terrorist activities
- Hazardous Gas (Emergencies/Calamities), which assumes the magnificence of a disaster as prescribed in the definition of disaster in Railway parlance.

Indian Railways is one of the largest Railway systems and is the principal mode of transport for both passengers and goods in the country.

With growing Passenger and Freight traffic, ‘Safety’ has become one of the principal concerns. The Safety of Railway operations is becoming all the more imperative in view of the Railways Endeavour to lift more Passengers and Freight traffic. The Railways are gearing themselves to meet the challenges posed by the escalating traffic needs. Accordingly, high priority is being given to various safety measures to

ensure greater safety in rail travel and transportation of goods.

While every care is taken to ensure safety, disasters of rail accidents do occur due to internal and external factors on Railways.

1.5 STRENGTH OF INDIAN RAILWAYS:

In handling disasters, IR has a unique position of having self-resources when compared to other Departments of Government of India. These include;

1. Own advanced communication network.
2. Operating Control at all the three levels, i.e., National level, Zonal level and Divisional level.
3. TA camp units.
4. Uniformed force of RPF
5. Own and full-fledged medical infrastructure
6. Civil Defense Organization
7. An army of Trackmen spread out in the entire network
8. Scouts and Guides for background support
9. Dedicated rescue / restoration and medical equipment on rails

1.6 SHORTCOMINGS OF RAILWAYS:

However, there are certain areas where Railways do not possess adequate resources such as;

1. Tunnel rescue equipment
2. Non-availability of trained divers for extrication of passengers when a train falls into the sea/river/lake, etc.,
3. Non-availability of cranes loaded on a ship / barge for lifting the coaches from water body.
4. Inability to handle CBRN (Chemical, Biological, Radiological and Nuclear) Disasters and major fire.
5. Limited resources to handle terrorist attack on trains, stations and other railway premises.

1.7 DISASTERS IN RAILWAYS :

ARE MAJORLY CAUSED AS A RESULT OF:

- i. Human failure / equipment failure.
- ii. Sabotage.
- iii. Natural calamities.

Disasters in Railways result in heavy loss of lives, injuries, damage to property and affect the normal movement of trains.

i. Human / Equipment failure leads to:

- a. Collisions.
- b. Derailments.
- c. Train marooned and derailment on bridges`
- d. Tunnel collapse on a train
- e. Derailment of a train carrying explosives and highly inflammable material.
- f. Level crossing accidents at Manned/Unmanned Level Crossings.
- g. Fire on Train.

ii. Sabotage involving disaster is on account of:

- a. Act of terrorism and Bomb blasts.
- b. Setting fire to train/Railway installations and Railway property.
- c. Chemical disaster, biological, radiological and nuclear disasters.
- d. Tampering with Railway fittings to cause accidents.
- e. Placing of obstructions on track to cause disruption to traffic.

iii. Disasters owing to natural calamities are:

- a. Earth quakes.
- b. Landslides.
- c. Cyclones/Floods.
- d. Storm/Tornadoes.
- e. Snow avalanches and
- f. Tsunamis

1.8 NEED FOR DISASTER MANAGEMENT PLAN:

Various Committees have been implemented by the IR to review the preparedness to handle a disaster. A high-level committee on DM was constituted in 2002 headed by the then MM Sri. S. Dhasharathy to review the DM on IR. This committee had mainly gone into DM system on IR related to train accidents and not into natural calamities. The committee had given 111 recommendations of which 99 are implemented and the remaining 12 are at various stages of implementation.

Another DM Review Committee was appointed in February 2007 headed by Sri. G. Narain, retired IPS Officer to audit the current preparedness of all types of disasters / hazards for prevention, mitigation, rescue, relief and rehabilitation. This committee had given 108 recommendations of which 67 were not accepted and from the remaining 41 accepted recommendations, 36 have already been implemented and 5 are under implementation stage.

Indian Railways do have an established system of disaster response. Swiftness in an accident primarily depends upon various components constituting the accident relief team being fully conversant with their areas of responsibility.

Success or failure of rescue operations in the event of major disaster depends upon

the adequate resources both in terms of men and material and extensive teamwork and coordinative efforts. In this regard, Railways have set up a High-level Committee to review Disaster Management on Indian Railways. Based on the recommendations of the Committee, it has been felt necessary to have well documented DM Plan and upgrade our resources to improve the capability to handle disasters and mitigate the hardships and sufferings of passengers.

1.9 NODAL DEPARTMENT FOR POLICY FORMULATION ON DISASTER MANAGEMENT ON INDIAN RAILWAYS:

The preparation of DM plans on IR and of the Zonal Railways in co-ordination with different Departments of the Railway, other Central / State Government Agencies, NGOs, Private Agencies, etc., has to be done by the **Safety Department** at the Railway Board, at the Zonal Railways and at Division level.

The Hospital Management Plans and the Security arrangements (drills, etc.,) shall be prepared and coordinated by the **Medical and Security Departments** respectively.

The management of Floods, cyclones, earthquakes, landslide, etc., and preventive action to be taken for mitigation shall be coordinated by the **Civil Engineering Department**.

The rescue and restoration DM Plan including preparing plans and procurement of specialized equipment and rescue centric training of personnel has to be coordinated by the **Mechanical Department**.

CHAPTER II

OBJECTIVES

2.1 THE OBJECTIVE OF THE DISASTER MANAGEMENT PLAN IS TO ACHIEVE:

- Instant Disaster Trigger Mechanism
- Rapid Access to reach the site of accident within **“GOLDEN HOUR and render Medical Care.”** – using GIS, data bank to ensure quicker means to render medical help.
- Minimizing disaster effects – using GIS, data bank, quicker means to call for all the data logistics and infrastructure to redress the human calamity.
- Saving lives by quick extrication of victims and effective on-site Medical Management.
- Stabilization of condition by quick restoration.
- Expeditious extraction and shifting to rescue vehicle(s).
- Care and concern for the affected customers.
- Speedy transportation to hospital.
- Proper and timely dissemination of information to public in the aftermath of the Disaster.
- Defining responsibilities of various staff/departments.

2.2 KEY CONCEPTS:

1. Disaster
2. Disaster Management
3. Disaster Management Act 2005
4. Golden Hour
5. Trigger Mechanism
6. Incident Command Control System
7. NDRF
8. Triage – a) Site Triage & b) Hospital Triage
9. Psychological rehabilitation
10. National building Code-2005

2.3 GOLDEN HOUR CONCEPT

“If a critical trauma patient is not given definite medical care within one hour from the time of accident, chances of his ultimate recovery reduce drastically, even with the best of medical attention thereafter. This initial one-hour period is generally known as The Golden Hour”

- Render definite medical care within Golden Hour.
- Stop bleeding and restore blood pressure within an hour.
- Persons under shock shall immediately be relieved of shock.
- Transport the casualties to the nearest hospital.

2.4 TRIGGER MECHANISM (EMERGENCY RESPONSE SYSTEM)

Trigger Mechanism has been conceptualized as an emergency quick response mechanism which, on energizing would, spontaneously set the vehicle of management into motion on road to disaster management process. The underlying assumptions behind this concept is that the process and mechanism of responding have been planned earlier and response activities would start as soon as the information is received about a disaster or impending disaster by any point in the whole mechanism. To have an effective Trigger Mechanism, High Power Committee has identified functions for the Managers dealing disasters:

THE PROCESS OF PREPAREDNESS SHOULD BE WELL ORCHESTRATED AND MUST RESPOND INSTANTLY ON INFORMATION OF THE DISASTER.

1. Evolving an effective warning mechanism
2. Identifying activities and their levels
3. Identifying sub-activities under each activity/level of activity
4. Specifying authorities for each level of activity and sub-activity
5. Determine the response time for each activity.
6. Working out individual plans of each specified authority to achieve the activation as per the response time
7. Having quick response teams for each specified authority
8. Having alternative plans and contingency measure
9. Providing appropriate administrative and financial delegations to make the response mechanism functionally viable and
10. Undergoing preparedness drills.

2.5 INCIDENT COMMAND SYSTEM (ICS):

A. Introduction

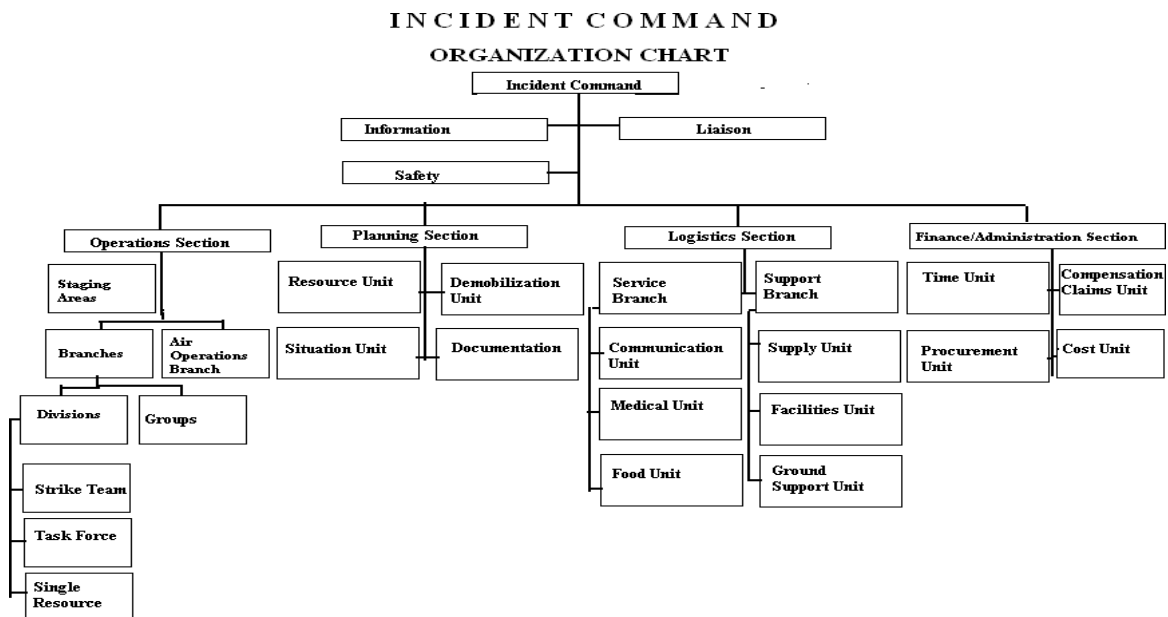
The Incident Command System (ICS) is an on-scene, all-risk, flexible modular system adaptable to any scale of natural as well as man-made emergence/incidents. The ICS seeks to strengthen the existing disaster response management system by ensuring that the designated controlling/responsible authorities at different levels are backed by trained Incident Command Teams (ICTs), whose members have been trained in different facets of emergency/disaster response management. The ICS will not put in place any new hierarchy or supplement the existing system, but will only reinforce it. The members of the ICT will be jointly trained for deployment as a team. When an ICT is deployed for an incident, 'all-concerned' agencies of the Government will respond as per the assessment of the Team. This system therefore enables proper co-ordination amongst different agencies of the Government. The five command functions in the Incident Command System are as follows:

- i) **Incident Command** — Has overall responsibility at the incident.

Determines objectives and establishes priorities based on the nature of the incident, available resources and agency policy.

- ii) **Operations** – Develops tactical organization and directs all resources to carryout the Incident Action Plan.
- iii) **Planning** – Develops the Incident Action Plan to accomplish the objectives. Collects and evaluates information, and maintains status of assigned resources.
- iv) **Logistics** – Provides resources and other services needed to support the organization.
- v) **Finance/Administration** – Monitors costs related to the incident, provides proper accounting, procurement, time recording, cost analysis, and overall fiscal guidance.

B. The composition of the ICT is depicted in the following organizational chart:



The ICS will comprise of two broad components, viz. Incident Response and System Institutionalization. Incident Response will involve three elements: (a) Co-ordination,

(b) Incident Command Teams and (c) Specialized Tactical Resources. The Co-ordination element will have the Headquarters Teams at the National, State and District levels. The Incident Command Teams will be responsible for on-scene management and formed at the district and state levels. As shown in the organizational chart, the following will be the eight core positions in the ICT.

- i. Incident Commander
- ii. Operations section
- iii. Planning section
- iv. Logistics section

- v. Finance/Administration section
- vi. Safety Officer
- vii. Liaison Officer
- viii. Information Officer

The Specialized Tactical Resources are being formed at the National or State levels having technical expertise in areas like handling hazardous material, carrying out search and rescue.

The System Institutionalization component will have three elements of (a) Training (b) Certification & Qualification and (c) Publications. The activities under this component will ensure that suitable personnel are identified, trained and certified to perform their assigned responsibilities for Incident Response.

DISTRICT LEVEL INCIDENT RESPONSE

- a. At the District level, there will be one District Headquarters Team with the primary function of assisting the District Collector in handling tasks like general co-ordination, distribution of relief materials, media management and the overall logistics.
- b. In addition to the District Headquarters Team, there will be one or more District level Incident Command Teams (DICTs) which can be deployed at the site of a complex emergency/disaster. Suitable officers from the District Administration will be carefully selected and professionally trained for the different ICS positions in order to constitute the District-level Incident Command Teams. As and when required, these DICTs will be deployed at the site of an emergency/disaster for on- scene management. The teams will focus on the operational aspects of response management, duly supported by other functions in ICS, e.g. Planning, Logistics, Finance/Administration, etc. The officers drawn for this assignment will be carefully selected by the District Collector depending upon their fitness, ability and aptitude for any of the DICT positions and they will be professionally trained to fulfill their assigned roles.

Arrangements will also be made for ensuring their mobilization in a time-bound manner for their deployment to the trouble spot. Due consideration for the appropriate level of seniority will be given while constituting the teams. Although by and large, the team personnel may be selected from the General Administration/Revenue Department which traditionally handles disaster response in our country, the option to pick up willing and capable personnel from any other department for taking up specific positions in the DICT will be left open. For some positions, a suitable number of additional personnel will be trained as reserve for taking care of contingencies like transfers, promotions, etc.

- c. For the position of the Incident Commander, a suitable officer of the rank of Additional District Magistrate will be preferred. The district level Incident Command Teams will function under the overall control of the Collector/District Magistrate. The State Governments can also deploy the DICTs to other districts depending upon the magnitude of the disaster.

2.6 NATIONAL DISASTER RESPONSE FORCE (NDRF)

The role and importance of community, under the leadership of the local authorities, Panchayat Raj institutions (PRIs) and Urban Local Bodies (ULBs) being the bedrock of the process of disaster response, is well recognized. For their immediate support, there are other important first responders like the Police, State Disaster Response Force (SDRFs), Fire and Medical Services. The NDRF will provide specialized response training whenever required. In serious situations, the resources of all NDRF Battalions (18 teams per Battalion) on as required basis, will be concentrated in the shortest possible time in the disaster affected areas. Other important responders will be the Civil Defense, Home Guards and Youth Organizations such as NCC, NSS and NYKS. The deployment of the Armed Forces will also be organized on as required basis. Establishments / raising of NDRF should progressively reduce deployment of the Armed Forces. However, Armed Forces would be deployed only when the situation is beyond the coping capacity of the State Government and NDRF.

As per Disaster Management Act 2005, various Ministries and Departments under the Government of India should join hands for mutual assistance in case of a disaster. Assistance from local Government and non-government agencies is invariably required by the Railway Administration for prompt relief and rescue operation in case of major disasters affecting Railways. Assistance of NDRF could be of great help to the Railways in major railway disasters. These forces are located at 16 locations in the country for dealing with relief and rescue operations related to all types of disasters. Each Battalion has 6 Companies comprising of 3 teams each. Team comprises of 45 men of which 24 are for Search and Rescue and balance 21 for support functions. Shortlisted and trained staff are on deputation in NDRF.

NDRF HEADQUARTERS

Name & Designation	Contact Nos.	E-Mail address
Shri Piyush Anand (IPS) Directorate General, NDRF, 6th Floor, NDCC-II Building, Jai Singh Road, New Delhi - 110001	011-23438020, 011-23438119 011-23438091 (Fax)	dg.ndrf@nic.in
Shri Narendra Singh Bundela (IPS) Inspector General NDRF, 6th Floor, NDCC-II Building, Jai Singh	011-23438021 011-23438091 (Fax)	ig.ndrf@nic.in

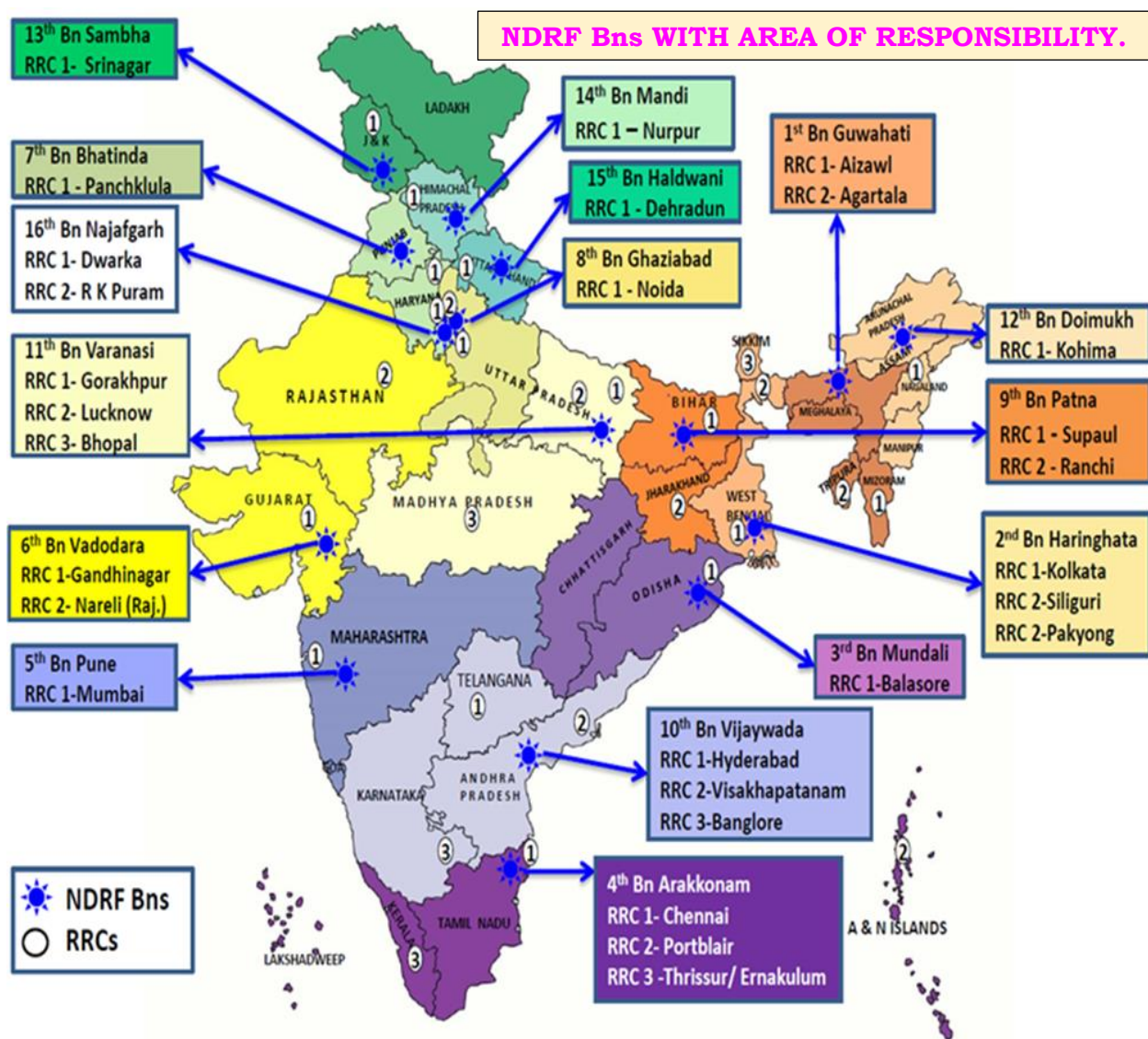
Road, New Delhi - 110001		
Control Room	011-23438091	hq.ndrf@nic.in
Directorate General, NDRF, 6th Floor, NDCC-II Building, Jai Singh Road, New Delhi - 110001	011-23438136 011-24363261	
NDRF Helpline Number	+91 9711077372 011-23438017 011-23438019	

CONTROL ROOM DETAILS

No. 011 – 24363260, FAX No. 011 – 23438091.

CISF Battalion, Arakkonam has Tamil Nadu, Puducherry, Kerala and Andhra Pradesh (except Srikakulam and Vizianagaram Districts) in its areas of responsibility. The Battalion is headed by Senior Commandant, under the administrative / operational control of Inspector General (Adm.), CISF HQRs., New Delhi and Deputy Inspector General (DM), CISF HQRs., New Delhi.

Presently, the NDRF comprises 16 Battalions drawn from the CAPF, viz BSF, CISF, CRPF, ITBP, SSB and Assam Rifles. Each battalion is composed of 18 self-sufficient specialized search and rescue teams, consisting of 47 members each, encompassing structural engineers, technicians, electricians, canine units, and medical/paramedic personnel. With a total strength of 1,149 personnel battalion. All 16 units are proficiently equipped and trained to handle any type of natural and manmade disasters.



Details of NDRF battalions are as under:-

Designation	Address	Control Room	Fax No.	Telephone No.	E-Mail
Commandant	1 st BN, Patgaon PO – Azara, Distt. Kamrup Metro, Guwahati – 781017	0361– 2840027	0361– 2840284	7637011337 9435117246	assam01- ndrf@nic.in
Commandant	2 nd BN, Near RRI Camp. Haringhata,	033– 25875032	033– 25875032	033– 25875032, 9474061104	wb02- ndrf@nic.in

Designation	Address	Control Room	Fax No.	Telephone No.	E-Mail
	Mohanpur, Nadia, (WB) – 741246			9474116775	
Commandant	3 rd BN, PO– Mundali, Cuttack – Odisha – 754013	0671– 2879710	0671– 2879711	0671– 2879711, 9437581614	ori03- ndrf@nic.in
Commandant	4 th Bn, PO – Suraksha Campus, Arrakonam, Distt. Ranipet, TN – 631152	04177– 246269	04177– 246594	04177– 246594 9442140169	tn04- ndrf@nic.in
Commandant	5 th Bn, Sudumbare Taluka Mavel, Distt – Pune (MH) – 412109	9422315628 9422318427	–	9423506765 9479001168	mah05- ndrf@nic.in
Commandant	6 th Bn, Jarod Camp, Teh– Wagodia, Vadodara – 391510	9429199493	–	02668– 299201, 9870006730	guj06- ndrf@nic.in
Commandant	7 th Bn, Bibiwala Road, Bhatinda (Punjab) – 151001	0164– 2246030	0164– 2246570	0164– 2246193 0164– 2246570	pun07- ndrf@nic.in
Commandant	8 th Bn, Kamla Nehru Nagar, Ghaziabad (UP) – 201002	0120– 2766013	0120– 27666012	0120– 2766618, 9412221035	up08- ndrf@nic.in
Commandant	9 th Bn, Bihata Patna, Bihar – 801103	06115– 253942	06115– 253939	06115– 253939, 8544415050 9525752125	patna- ndrf@nic.in
Commandant	10 th Bn, Village Kondapavuluru, PO - Surampalli, Gannavaram Mandal,	8333068559	–	8333068559 8333068540 8897900037	ap10- ndrf@nic.in

Designation	Address	Control Room	Fax No.	Telephone No.	E-Mail
	Krishna Dist (AP) - 521212				
Commandant	11 th Bn, Sanskritik Sankul, Maqbool Alam Road, Varanasi, UP - 221002	0542- 2501202	0542- 2501101	0542- 2501101, 8004931410	up- 11ndrf@gov.in
Commandant	12 th Bn, Itanagar, Arunachal Pradesh- 791112	0360- 2999577	0360- 2277106	0360- 2999545, 9485235464	bn12.ndrf@gov. in
Commandant	13 th BN NDRF, Ladhowal, Ludhiana, Punjab-141008	0161- 2921304	-	0161- 2921305	jk13.ndrf@gov.in
Commandant	14 th BN NDRF, Nurpur, Jassur, Kangra, Himachal Pradesh PIN- 176201	01893-292602	-	01893- 292478	co14.ndrf@gov.in
Commandant	15 th BN NDRF, PO-Gadarpur, Distt - Udhamsingh Nagar, Uttarakhand PIN- 263152	05949-231199	-	05949- 231198, 7579098442	co15.ndrf@gov.in
Commandant	16 th BN NDRF, Near Dada Dev Mandir Road, Sector-7, Dwarka New Delhi, PIN-110077	011-20893564	011- 20892672	011- 20892672	co16.ndrf@gov.in

Zonal Railways should get in touch with NDRF officers at the nearby NDRF locations to have the first-hand knowledge of the resources available with them and also familiarize NDRF task force with railway related disaster situations and expose them to the issues relevant to rescue and relief of passengers during railway accidents. Railways may also

associate NDRF in the full-scale DM Exercise which shall be held once every year. Respective NDRF Battalion pertaining to the Railway territory has to be coordinated while doing such exercises.

There are no charges for availing the services of NDRF except for the rail transportation which railways may provide at their cost for attending to rail accidents. Railways may also have to provide the rail transportation logistics for transporting NDRF in case of non-railway exigencies.

Railway Board have also empowered Divisional Railway Managers to directly requisition the relevant NDRF Battalion for relief and rescue operations depending upon the gravity of situation so that their services could be made available expeditiously at the time of major Railway disasters without any loss of time. However, requisitioning of NDRF should be judicious and NDM Control Room under **Ministry of Home Affairs (Tele No.011-23092885 Fax No.011-23093750) and Security Control Room (Tele No.011-23387981 Fax No.011-23303983) and safety cell (Tele Fax No.011-23382638) in the office of Railway Board must be kept informed.**

This instruction is issued by Railway Board in consultation with National Disaster Management Authority (NDMA) having the administrative control on NDRF.

NDMA CONTROL ROOM

Name & Designation	Contact Nos.	E-mail address & Mobile No.
NDMA Control Room	011-26701700 011-26701728 Fax-011-2701729	9868891801 9868101885 controlroom@ndma.gov.in, ndmacontrolroom@gmail.com,
JS (Mitigation)	011-26701780 011-26701864 (Fax)	js-mitigation@ndma.gov.in

2.7 TRIAGE

The term triage originates from the French verb 'trier', which means to sort, select, or classify. There are many definitions of triage. In disaster medicine, triage is an evaluation or an assessment process of the medical condition of victims and their categorization depending on the severity of sustained injuries. Triage is to solve the problem of imbalance, which has come up due to excessive demands on the available resources. Triage process ensures care to casualties according to the,

- Severity of injury

- Need for treatment
- Prognosis
- Available medical resources.

Triage is a complex process and includes – sorting and categorization of victims, and initiating life saving measures and treatment at the;

- Site
- During transportation; and
- In the hospital

It determines priority for evacuation to hospital, and also decides priority for surgical or other specific treatment required. In disaster situation, triage is a continuous process and starts at the site, where the victim comes in first contact with medical care providers, and goes to hospital triage area where casualties are received. Re-triage is essential at each level, from the site to the hospital, and hence is a continuous activity.

These are two major types of triages:

- **Site Triage** – The non-medical triage and is done by the rescue team or the firstaid providers at the site. It is also called pre-hospital triage.
- **Hospital Triage** – Medical triage done by trained physicians and surgeons in the receiving hospital.

Triage must distinguish the casualties by different colour tagging, according to the gravity of their injury, and need for urgent medical care or priority for transportation. The Airport Colour Coded Triage Tagging System is accepted world-wide and is used internationally.

- **Red** – a) First priority.
b) Victim critical with unstable vital functions.
c) Requires urgent care.
- **Yellow** – a) Second priority
b) Victim serious but stable vital functions.
c) Requires prompt care though no immediate risk, but cannot move without assistance.
- **Green** – Victims having light injuries and able to walk.
- **Black** – Dead.

Rescue workers who handle casualties at site and perform first triage, should apply coloured tags to the wrist of each, examined casualty. Simultaneous to this, the first aid personnel should start control of bleedings, and anti-shock positions for red- tagged patients, and remove the green-tagged patients from danger areas.

Rescue workers should give resuscitation to those who require and make arrangements for shifting the red and yellow-tagged victims.

2.8 PSYCHOLOGICAL REHABILITATION

Survivors of disasters face the danger of death or physical injury and possible loss of their homes, possessions, and communities. Such stress places survivors at risk of behavioral and emotional readjustment problems and Post Traumatic Stress Disorder (PTSD) is the manifestation of such situations.

Impact of Disasters on Mental health: Most children, as well as, adult survivors of the disasters, experience one or more of the following stress reactions for several days:

- ❖ **Emotional reactions:** Temporary feelings of shock (that is, for several days, or a couple of weeks), fear, grief, anger, resentment, guilt, shame, helplessness, hopelessness, or emotional numbness (difficulty in feeling love and intimacy, or difficulty in taking interest and pleasure in day-to-day activities.)
- **Cognitive reactions:** Confusion, disorientation, indecisiveness, worry, shortened attention span, difficulty in concentrating, memory loss, and unwanted memories, self-blame.
- **Physical reactions:** Tension, fatigue, edginess, difficulty in sleeping, bodily aches or pain, started reactions, fast heartbeat, nausea, change in appetite, and change in sex drive.
- **Interpersonal reactions:** In relationships at school, workplace, in friendships, in marriage, or as a parent, distrust, irritability, conflict, withdrawal, isolation, feeling rejected or abandoned, being distant, judgmental, or over-controlling.

Mental health interventions for disasters: In a major disaster, effective mental health response requires the delivery of both clinical and administrative services in ways that differ from services typically provided by the mental health professionals. The primary objective of disaster relief effort is to restore community equilibrium. Disaster mental health services, in particular, work toward restoring psychological and social functioning of individuals and the community, and limiting the occurrence and severity of adverse impacts of disaster-related mental health problems, such as post-traumatic stress reactions, depression, or substance abuse. The aim of all Disaster Mental-Health Management should be the humane, competent, and compassionate care of all affected.

Basic principles of Emergency Care: It is helpful to remember several basic principles or objectives of emergency care.

- 1) Provide for basic survival needs and comfort (e.g. water, food, shelter, clothing etc.)
- 2) Help survivors achieve restful and restorative sleep.
- 3) Preserve an interpersonal safety zone protecting basic personal space (e.g. private, quiet, personal effects).

- 4) Provide non-intrusive ordinary social contact (e.g. use of humour, small talk about current events, silent companionship).
- 5) Address immediate physical health problems or exacerbating of prior illnesses.
- 6) Assist in locating and verifying the personal safety of separated loved ones or friends.
- 7) Reconnect survivors with loved ones, friends, and other trusted people.
- 8) Help survivors to take practical steps to resume ordinary daily life (e.g. daily routines, or rituals).
- 9) Help survivors take practical steps to resolve pressing immediate problems caused by disaster (e.g. loss of a functional vehicle, inability to get relief vouchers).
- 10) Facilitate resumption of normal family, community, school and work roles.
- 11) Provided survivors with opportunities to grieve their losses.
- 12) Help survivors reduce problematic tension, anxiety, or despondency to manageable levels.
- 13) Support survivors' local helpers through consultation and training about common stress reactions, and stress management techniques.

2.9 NATIONAL BUILDING CODE OF INDIA – 2005

National Building Code of India 2005 is an integrated document formulated after successive modifications which are the outcome of the lessons learnt in the aftermath of devastating earth quakes and floods and other natural calamities all over the country over the past decade. This National Building Code is a state-of-the-art document and contemporary application of international standards. This also projects the requirement of green belts, landscaping, planting of trees and shrubs, special requirements for low income housing, fire safety regulations for high rise buildings, revision of structural design section based on new revised codes such as Concrete Code, Earth quake code, Masonry code, addition of outside design conditions for important cities in the country, requirements relating to noise and vibration, air filter, automatic control, energy conservation for air conditioning and guidance on the design of water supply system for multistoried buildings.

The National building code is a single document in which the information contained in the various Indian Standards is reflected in a pattern of continuity and cogency with interdependent requirements. The code gives the all the information required by the architect, structural, construction, services engineers and other professional from the early stages of planning to translate the building on to *terra firma*.

Para 5, 6, 7, 8 & 9 of the code are binding upon the Railways as a Public Department involved in major construction activities all over the country. Railways may also refer to the instructions issued from time to time by NDMA.

National Building Code of India 2005 reflects the following salient features:

1. Inclusion of a complete philosophy and direction for successfully accomplishing the building projects through Integrated Multidisciplinary Approach right from conceptual stage through planning, designing, construction, operation and maintenance stages.
2. A series of reforms in building permit process.
3. Provisions for ensuring and certification of safety of buildings against natural disaster by engineer and structural engineer.
4. Provision for two stage permits for high rise residential and special buildings.
5. Provision for periodic renewal certificate of occupied buildings from structural, fire, electrical and health safety point of view.
6. Provision for empowering engineers and architects for sanctioning plans of residential buildings up to 500 m².
7. Inclusion of detailed town planning norms for various amenities such as Educational Facilities, Medical Facilities, Distribution Services, Police, Civil Defence, Fire Services, etc.
8. Revision of parking requirements for low metro and mega cities.
9. Updating of special requirements for low-income housing for urban areas.
10. Inclusion of special requirements for low-income housing for rural habitat planning.
11. Inclusion of guidelines for development planning for hilly areas.
12. Revision of the provisions for buildings and facilities for physically challenged.
13. Fire safety norms completely revamped through detailed provisions on Fire Prevention, Life Safety and Fire Protection.
14. Inclusion of new categories of star hotels, heritage structures and archeological monuments for fire safety provisions.
15. Substitution of halon-based fire extinguishers/firefighting system.
16. Promotion to new/innovative building materials/technologies.
17. Inclusion of latest provisions for earthquake resistant design and construction.
18. Inclusion of details on multi-disaster-prone districts.
19. Inclusion of new chapter on design and construction using bamboo.
20. Chapter on prefabricated and composite construction for speedier construction.
21. Updating of provision of safety in construction.
22. Complete revision of provision on building and plumbing services in line with applicable international practices.
23. Provisions on rain water harvesting.
24. Inclusion of new chapter to cover landscaping needs.

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CHAPTER III
DISASTERS and TRAIN ACCIDENTS
(ACT PROVISIONS – DM ACT 2005)

3.1 NDMA (NATIONAL DISASTER MANAGEMENT AUTHORITY):

3.1.1 Powers and functions of national authority:

Subject to the provisions of this Act, the national authority shall have the responsibility for laying down the policies, plans and guidelines for DM for ensuring timely and effective response to disaster.

The National Authority may...

- ✓ Lay down policies on DM.
- ✓ Approve the national plan.
- ✓ Approve plans prepared by the Ministries or Departments of Government of India in accordance with the national plan.
- ✓ Lay down guidelines for State Authorities to draw state plan.
- ✓ Lay down guidelines to be followed by different Ministries or Departments of the Government of India for the purpose of integrating the measures for prevention of disaster or the mitigation of its effects in their development plans and projects.
- ✓ Coordinate the enforcement and implementation of the policy and plan for DM.
- ✓ Recommend provision of funds for the purpose of mitigation.
- ✓ Provide such support to other countries affected by major disasters as may be determined by the Central Government.
- ✓ Take such other measures for the prevention of disaster or the mitigation or preparedness and capacity building for dealing with the threatening disaster situation or disaster as it may consider necessary.
- ✓ Lay down broad policies and guidelines for the functioning of the NIDM.

3.1.2 Constitution and role of NDMA:

It is constituted under the DM Act as the apex body in the country to deal with DM holistically. Hon'ble PM is the ex-officio Chairperson of the authority. The Members have also been nominated and the total number of Members is limited to **nine** to be nominated by the Chairperson. Vice Chairperson is Cabinet rank and Members are State rank Ministers, NDMA is responsible for laying down the policies, plans and guidelines for DM for ensuring timely and effective response to disaster. State and Districts have also been mandated to constitute State and District DMA respectively on the lines of NDMA.

3.1.3 Constitution of Advisory Committee by National Authority:

The National Authority may constitute an Advisory Committee of experts in the field of DM and having practical experience of DM at the National, State or

District level to make recommendations on different aspects of DM.

3.1.4 National Executive Committee:

The Central Government shall, immediately after issue of notification under Sub - section (1) of section 3, constitute a National Executive Committee to assist the National Authority in the performance of its functions under this Act.

The National Executive Committee shall consist of the following members, namely;

- a. The Secretary to the Government of India in-charge of Ministry or Department of the Central Government having administrative control of the DM, who shall be Chairperson, ex-officio;
- b. The Secretaries to the Government of Indian in the Ministries or Departments having administrative control of the agriculture, atomic energy, defense, drinking water supply, environment and forests, finance (expenditure), health, power, rural development, science and technology, space, telecommunication, urban development, water resources and the Chief of the Integrated Defense Staff of the Chiefs of Staff Committee as ex-officio members.

The National Executive Committee shall assist the National Authority in the discharge of its functions and have the responsibility for implementing the policies and plans of the National Authority and ensure the compliance of directions issued by the Central Government for the purpose of DM in the country.

The National Executive Committee may:-

- ✓ Act as the coordinating and monitoring body for DM.
- ✓ Prepare the national plan to be approved by the National Authority.
- ✓ Coordinate and monitor the implementation of the national policy.
- ✓ Lay down guidelines for preparing DM Plans for different Ministries or Departments or State Authorities.
- ✓ Provide necessary technical assistance to the State Government and State Authorities for preparing their DM Plans in accordance with the guidelines laid down by the national authority.
- ✓ Monitor the implementation of the national plan and the plans prepared by the Ministries or Departments of the Government of India.
- ✓ Monitor the implementation of the guidelines laid down in the national authority for integrating of measures for prevention of disasters and mitigation by the Ministries or Departments in their development plans and projects.
- ✓ Monitor, coordinate and give directions regarding the mitigation and preparedness measures to be taken by different Ministries or Departments and agencies of the Government.
- ✓ Evaluate the preparedness at all Governmental levels for the purpose of responding to any threatening disaster situation and give directions where necessary for enhancing such preparedness;

- ✓ Plan and coordinate specialized training programs for DM for different levels of offices, employees and voluntary rescue workers;
- ✓ Coordinate response in the event of any threatening disaster situation or disaster;
- ✓ Lay down guidelines for or give directions to the concerned Ministries or Departments of the Government of India, the State Government and State Authorities regarding measures to be taken by them in response to any threatening disaster situation or disaster;
- ✓ Require any department or agency of the Government to make available to the National Authority or State Authorities such men and material resources as are available with it for the purposes of emergency response, rescue and relief.
- ✓ Advise, assist and co-ordinate the activities of the Ministries or Departments of the Government of India, State Authorities, statutory bodies, other Governmental or non-governmental organizations and others engaged in DM.
- ✓ Provide necessary technical assistance or give advice to the State Authorities and District Authorities for carrying out their functions under this Act;
- ✓ Promote general education and awareness in relation to DM.
- ✓ Perform such other functions as the National Authority may require it to perform.

3.1.5 Role of nodal and other Central Ministries and Departments:

For various types of disasters, the nodal Ministry concerned will chart out detailed response plans which will be integrated into the National Response Plans. The NEC may coordinate response in the event of any threatening disaster situation or disaster.

Role of Central Ministries and Departments: As DM is a multi-disciplinary process, the NPDM lays down that all Central Ministries and Departments will have a key role in the field of DM. The nodal Ministries and Departments of Government of India i.e., Ministry of Agriculture, Atomic Energy, Civil Aviation, Earth Sciences, Environment and Forests, Home Affairs, Health, Mine, Railways, Space, Water Resources, etc., will continue to address specific disasters as assisted to them.

Institutional arrangements of Central Government:

- ❖ **Armed Forces:** Conceptually, the Armed Forces are called upon to assist the Civil Administration only when the situation is beyond their coping capability. In practice, however, the Armed Forces form an important part of the Government's response capacity and are immediate responders in all serious disaster situations. On account of their vast potential to meet any adverse challenge, speed of operational response and the resources and capabilities at their disposal, the Armed Forces have historically played a major role in emergency support functions. These include communication, search and rescue operations, health and medical facilities and urban transportation, especially in the immediate aftermath of a disaster. The air and heli-lift and movement of assistance to neighboring countries primarily fall within the

expertise and domain of the Armed Forces. The Armed Forces will participate in imparting training to Trainers and DM Managers, especially in CBRN aspects, heli-insertion, high altitude rescue, watermanship and training of paramedics. At the national level, the Chief of the Integrated Defense Staff and the Chairman Chiefs of Staff Committee has already been included in the NEC. Similarly, at the State and District levels, the local representatives of the Armed Forces may be included in their Executive Committees to ensure closer coordination and cohesion.

- ❖ **Central Paramilitary Forces:** The Central Paramilitary Forces, which are also the Armed Forces of the Union, plays a key role at the time of immediate response to disasters. Besides contributing to the NDRF, they will develop adequate DM capability within their own forces and respond to disasters which may occur in the areas where they are posted. The local representatives of the CPMFs may be co-opted / invited in the executive committee at the State level.
- ❖ **State Police Forces and Fire Services:** The State Police Forces and crucial immediate responders to disasters. The Police force and the Fire Service upgraded to acquire multi-hazard rescue capability.
- ❖ **Civil Defense and Home Guards:** The mandate of the Civil Defense and the Home Guards will be redefined to assign effective role in the field of DM. They will be deployed for community preparedness and public awareness. A culture of voluntary reporting to any duty stations in the event of any disaster will be promoted.
- ❖ **State Disaster Response Force (SDRF):** States will be encouraged to create response capacities from within their existing resources. To start with, each state may aim at equipping and training one Battalion equivalent Force. They will also include women members for looking after the needs of women and children. The States and UTs will also be encouraged to include DM training in their respective Police Training Colleges and basic and in-service courses for gazetted and non-gazetted officers.

3.1.6 Guidelines issued by NDMA and action thereon:

Till 2010, NDMA have already issued guidelines on the management of earthquakes, cyclones, floods, medical preparedness and mass casualty management, chemical disasters, biological disasters, nuclear disasters, chemical (terrorism) disaster, landslides and snow avalanches and preparation of State DM Plans, incidence response system, strengthening of safety and securing for transportation of POL tankers, management of tsunamis, role of NGOs in DM, management of drought, etc., These guidelines are available on the NDMA website.

These guidelines are statutory and mandate all the stakeholders including Railways to take necessary measures for prevention and mitigation of all types of disasters possible on their system and also to have mechanism in place for rescue, relief and restoration, if these happen.

3.1.7 Guidelines on chemical disasters

These are issued by NDMA and are very relevant for the Railways, as we transport a number of hazardous chemicals by rail. These guidelines add to safeguards listed in the Red Tariff on handling, storage and transportation of hazardous material. These guidelines are directed more towards their prevention and mitigation of their effects, if these happen, than on rescue and relief operations afterwards.

3.1.8 Guidelines on chemical (Terrorism) disasters:

These guidelines call for the railways to strengthen mechanism against chemical terrorism related disasters. Medical and RPF Personnel would be required to be given specialized training to handle such disasters.

3.1.9 Guidelines on nuclear and biological disasters:

These guidelines call for the railways to take stipulated precautions in the transportation of radio-active substances and chemical (biological) items.

3.1.10 Guidelines on preparation of State DM Plans:

These plans concern the Zonal Railways to the extent that coordination mechanism between the State and the Railways institutionalized for disaster response. The Relief Commissioners in the States may be coordinated for assistance required from the State Governments, District Officials as also to involve NGOs. Mutual sharing of each other strengths and facilities has to be institutionalized as a system.

3.1.11 Guidelines on medical preparedness and mass casualty management:

This envisages train-based casualty transport and evacuation system with following highlights:

- a. In MCM (Mass Casualty Management), wherever required Railways need to provide transportation facility for mass casualty evacuation. Where required, ARMVs or special trains may be run to facilitate relief from the nearest coaching terminal to the disaster site.
- b. The railway disaster plan will provide support to the community and local administration during mass casualty emergencies. Assistance through railways infrastructure of hospitals, etc., has to be provided as and when it is asked for.

3.2 NATIONAL POLICY ON DM (NDPM):

The DM Act 2005 enacted by the Parliament was notified in the Gazette of India on

26th December 2005. The Act provides for legal and institutional framework for the effective management of disasters. The Act mandates creation of new institutions and assignment of specific roles for Central, State and Local Governments. Under the provisions of the Act, the NDMA (National Disaster Management Authority) has been established under the Chairmanship of Prime Minister and a National Executive Committee (NEC) of Secretaries has been created to assist the NDMA in the performance of its functions. At the State level, a State Disaster Management Authority has been created under the Chairmanship of Chief Minister which has been assisted by a State Executive Committee. At the District level, District Disaster Management Authority under the chairmanship of Collector is entrusted for the entire mechanism.

The responsibility of laying down the policies on DM, approving the NPDM and laying down the guidelines on DM has been given to NDMA under the Act. The NDMA accordingly prepared a draft of the NPDM in consultation with the Home Ministry and submitted the same for approval of the Government.

The Home Ministry has circulated the draft NPDM to the concerned Central Ministries and all the State Governments / Union Territories. The comments received by the Central Ministries / State Governments / Union Territories were duly examined and the acceptable views / comments of Central Ministries / State Governments / Union Territories have been duly incorporated in the NPDM. Approval of the cabinet to the NPDM was given in the cabinet meeting on 22.10.2009.

The NPDM envisages a holistic approach to DM, encompassing the entire DM cycle including prevention, mitigation, preparedness, relief, response, rehabilitation and reconstruction. It addresses all aspects of DM covering institutional, legal and financial arrangements, capacity building, knowledge management, research and development. It focuses on the areas where action is needed and the institutional mechanism through which such action can be channelized.

3.3 DM ACT - 2005

It is the central legislation on Disaster Management around which all DM related activities revolve since its enactment. It dictates a holistic approach to Disaster Management from responding to disasters to greater attention for prevention, mitigation, capacity building and preparedness.

3.3.1 DEFINITION OF DISASTER

Disaster is defined as *“means a catastrophe, mishap, calamity or grave occurrence in any area, arising from natural or man-made causes, or by accident or negligence which results in substantial loss of life or human suffering or damage to, and destruction of property, or damage to, or degradation of environment, and is of such a nature or magnitude as to be beyond the coping capacity of the community of the affected area”*.

3.3.2 DISASTER MANAGEMENT IS EXPLAINED IN THE ACT IS AS UNDER:

DM means a continuous and integrated process of planning, organizing, co-ordinating and implementing measures which are necessary or expedient for-

- Prevention of danger or threat of any disaster.
- Mitigation or reduction of risk of any disaster or its severity or consequences.
- Capacity building
- Preparedness to deal with any disaster.
- Prompt response to any threatening disaster situation.
- Assessing the severity or magnitude of effects of any disaster.
- Evacuation, rescue and relief
- Rehabilitation and reconstruction.

3.4 SECTION – 35 of DM Act – 2005

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

- a) Co-ordination of actions of the Ministries or Departments of the Government of India, State Governments, National Authority, State Authorities, Governmental and Non-Governmental Organizations in relation to DM.
- b) Ensure the integration of measures for prevention of disasters and mitigation by Ministries or Departments of Government of India into their development plans and projects;
- c) Ensure appropriate allocation of funds for prevention of disaster, mitigation, capacity building and preparedness by the Ministries or Departments of the Government of India.
- d) Ensure that the Ministries or Departments of the Government of India has necessary measures for preparedness to promptly and effectively respond to any threatening disaster situation or disaster;
- e) Co-operation and assistance to the State Governments, as required by them;
- f) Deployment of Naval, Military and Air Forces, other armed forces of the Union or any other Civilian personnel as may be required for the purposes of this Act.

3.5 SECTION – 36 of DM Act – 2005

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

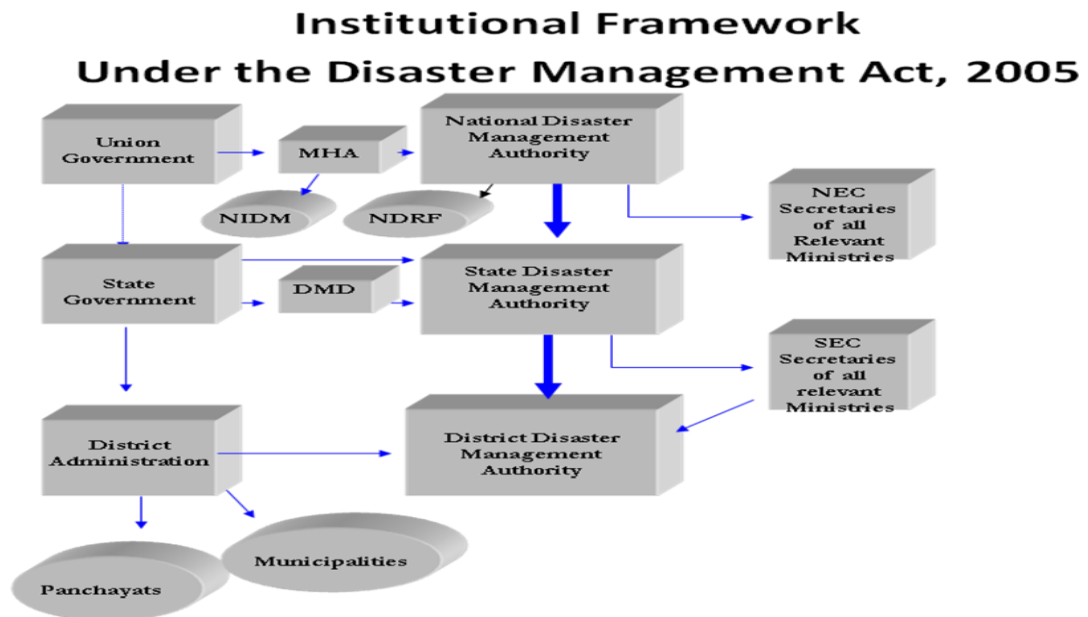
- a) Take measures necessary for prevention of disasters, mitigation, preparedness and capacity building in accordance with the guidelines laid

- down by the National Authority.
- b) Integrate into Development Plans and projects, the measures for prevention or mitigation of disasters in accordance with the guidelines laid down by the National Authority;
 - c) Respond effectively and promptly to any threatening disaster situation or disaster in accordance with the guidelines of the National Authority or the directions of the National Executive Committee in this behalf;
 - d) Review the enactments administered by it, its policies, rules and regulations, with a view to incorporate therein the provisions necessary for prevention of disasters, mitigation or preparedness;
 - e) Allocate funds for measures for prevention of disaster, mitigation, capacity building and preparedness; Provide assistance to the National Authority and State Government for
 - i. Drawing up mitigation, preparedness and response plans, capacity building, data collection and identification and training of personnel in relation to DM.
 - ii. Carrying out rescue and relief operation in the affected area;
 - iii. Assessing the damage from any disaster;
 - iv. Carrying out rehabilitation and reconstruction.
 - f) Make available its resources to the National Executive Committee or a State Executive Committee for the purposes of responding promptly and effectively to any threatening disaster situation or disaster, including measures for –
 - i. Providing emergency communication in a vulnerable or affected area;
 - ii. Transporting personnel and relief goods to and from the affected area;
 - iii. Providing evacuation, rescue, temporary shelter or other immediate relief;
 - iv. Setting up temporary bridges, jetties and landing places;
 - v. Providing drinking water, essential provisions, healthcare and services in an affected area;
 - vi. Take such other actions as it may consider necessary for DM.

3.6 SECTION – 37 of DM Act – 2005

1. Every Ministry or Department of the Government of India shall –
 - a) Prepare a DM Plan specifying the following particulars, namely;
 - i. The measures to be taken by it for prevention and mitigation of disasters in accordance with the National Plan;
 - ii. The specifications regarding integration of mitigation measures in its development plans in accordance with the guidelines of the National Authority and the National Executive Committee.
 - iii. Its role and responsibilities in relation to preparedness and capacity building to deal with any threatening disaster situation or disaster;
 - iv. Its role and responsibilities in regard to promptly and effectively responding to any threatening disaster situation or disaster;
 - v. The present status of its preparedness to perform the role and

- responsibilities specifying in sub-clauses (iii) and (iv);
 - vi. The measures required to be taken in order to enable it to perform its responsibilities specified in sub-clauses (iii) and (iv)
 - b) Review and update annually the plan referred to in clause (a);
 - c) Forward a copy of the plan referred to in clause (a) or clause (b), as the case may be, to the Central Government which Government shall forward a copy thereof to the National Authority for its approval.
2. Every Ministry or Department of the Government of India shall –
- a) Make, while preparing DM Plan under clause (a) of sub-section (1), provisions for financing the activities specified therein;
 - b) Furnish a status report regarding the implementation of the plan referred to in clause (a) of sub-section (1) to the National Authority, as and when required by it.



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

3.7 TYPES OF DISASTER CAUSING INTERRUPTION TO TRAIN SERVICE

A) HUMAN/EQUIPMENT FAILURE:

The disasters/accidents may be caused by human/equipment failures, which may affect normal movement of train services with loss of human life or property or both.

These include:

- (i) Collisions
- (ii) Derailments
- (iii) Accidents at manned or unmanned level crossings.
- (iv) Fire or explosion in trains

- (v) Other accidents affecting the safety of rail operation.

B) NATURAL DISASTERS:

Natural disaster in general like floods, cyclones is forecasted; whereas others like earthquakes, landslides etc. are difficult in nature to forecast. But preparedness for floods & cyclone will help in tackling situation for other natural disasters also.

1. Landslide:

- Whenever landslide is expected / experienced due to heavy downpour, all train services to be regulated.
- Rescue team to be rushed for restoration work.

2. Floods:

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

- Watchman at important bridges and at vulnerable points to inform flow of water to be posted.
- Shifting of all movable equipment around the bank.
- If time permits, sandbags, dykes can be constructed to ensure safe passage of trains.
- Regulate the train service till the flood recedes.
- Evacuate people on train / at station and move them to a safer place.
- Contact Fire brigade, Naval, Army, Air force, Local boat man and arrange Divers and boats.
- With the co-ordination of local authorities, arrange temporary shelter in nearby schools, marriage halls, community centers etc.
- If necessary, arrange coaches to accommodate the affected.
- Seek assistance from voluntary organization and arrange safe drinking water, food, medicines, etc.,
- RPF and GRP in co-ordination with local Police shall arrange protection.
- Keep constant communication with Divisional Control Office.
- When people are marooned by floods, arrange air dropping of food packets, clothes etc., with the assistance of Civil Administration.
- Contact SJAB (St. John Ambulance Brigade), local doctors and provide medical care to the affected.

3. Cyclone / STORM:

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

- Stop the train clear of cuttings, bridges and embankments.
- Train Manager (Guard), Loco-Pilot and other Railway servants on train shall keep open windows and doors of all coaches.
- At stations where Anemometer is installed, shall not start trains when

the wind velocity exceeds the permitted level of 65 KMPH. At other stations when the wind velocity exceeds safe limits, SM must consult with Control and LP & TMR of the train before starting.

- Make announcement frequently to warn the public about the storm/cyclone.
- Take all necessary action to provide shelter and other assistance as in the case of floods.

C) PREPAREDNESS FOR NATURAL DISASTER FROM DEPARTMENTS

1. Engineering Department

- Shall identify Risk Zones prone for natural disasters like floods, cyclones or earthquakes with the help of Meteorological Department.
- Shall identify major infrastructures like track, bridges and buildings and such inventory analyzed for its strength to withstand such disasters.
- Shall keep sufficient stock of track materials.
- Shall ensure arrangement of essential items like empty bags, sand, dust, cinders etc. ready to be moved to vulnerable locations.
- Intensify Patrolling of track at vulnerable locations.

2. Mechanical Department

- Shall ensure that ARTs, ARMVs are equipped with sufficient tools.
- Staff of proven caliber to be nominated to man ARTs/ARMES

3. Medical Department

- Shall ensure availability of adequate medicines first and materials, disinfectants etc. at Health Units / Hospitals near the vulnerable places.
- Shall take enough measures to prevent epidemics, in co-ordination with Engineering Department for sanitation and disinfection of drainage and public places.

4. Electrical Department

- Shall ensure availability of standby power (generator) at strategic locations.
- In OHE area, sufficient stock of relief materials shall be kept.
- Tower Wagons with quick mast erection facilities and sufficient spares should be kept ready at Tower Wagon Shed (for electrified section).

5. Telecommunication Department

- Shall ensure proper communication with adequate facilities like Wireless Communication, Satellite phones etc.

6. Transportation Department

- Requirement of essential staff and their deployment shall be assessed by

Sr. DOM of respective Divisions.

- SMs of the warned area stations, in co-ordination with assistance respective Departments, shall ensure all station equipment like Generator, Emergency light VHF sets, First Aid equipment etc. are in good condition.
- SMs will also ensure proper securing of stabled coaches / wagons as per extant instructions.
- PCOM of the Railway will issue instructions regarding regulation, diversion or cancellation of trains in the warned section with information to CPRO.

7. Commercial Department

- Shall alert arrangements to open enquiry offices at areas likely to be affected.
- Shall ensure arrangement for food, water and other requirement at vulnerable places.

8. Security Department

- Alert Security personnel to accompany relief material trains and render assistance at vulnerable stations in handling public enquiries.
- Arrange for crowd control and also prevention of theft.

9. General

- Apart from the above, each PHOD/DRM shall nominate an officer to monitor warned location and order arrangement.
- A monitoring cell shall be formed by all Departments concerned at Divisional and Zonal level to ensure proper co-ordination and planning.

D) ACTION PLAN FOR DIFFERENT EXIGENCIES:

When first tremors are sensed during an Earthquake, all Personnel should evacuate buildings and assemble at safe places away from structures, walls and falling objects.

- Emergency shutdown should to be declared.
- Emergency response plan to be activated.
- After the status is restored, personnel should inspect all the facilities for rescue, assessment of damage, cleanup, restoration and recovery.

E) MAN MADE DISASTER & POST DISASTER MANAGEMENT:

The following disasters / accidents may be caused by human activities, which may affect the normal movement of train services with loss of life or property or both. Sabotage causing deliberate loss of life/damage to property or both.

- Bomb threat/ blasts.

- Setting fire to Train.
- Tampering with Railway fittings to cause accidents.
- Placing of obstructions on track to cause disruption to traffic

1. Bomb threat/Blast:

Person receiving call regarding bomb threat:

- Should attempt to gain as much information as possible from the caller ID devices, time set, location, reason / purpose of the act, dialect mannerism and identity of the caller.
- The person receiving call should inform higher ups who in turn shall alert the Disaster Management team (Bomb detection squad).
- Also, alert Police, Fire Brigade and Explosive Department.
- Pass the information to all Departments concerned.
- Take initiative for evacuation of all from the premises.
- Person noticing a bomb like object, should bring it to the notice of the nearest available Officer.
- Inform Railway Police, RPF, and Bomb detection squad.
- Ensure all persons are away from the spot and to avoid unnecessary crowding near the area.
- Inform control to take further steps of regulating the train services.
- Wait for clearance from the Police Department to restore normal working.

2. Tampering of Railway fittings causing accidents & Placing of foreign particles on track to cause disruption to traffic

- A staunch vigil should be kept by introduction of special patrolling over the area as and when warranted with assistance of RPF personnel.
- Specially trained persons shall be drafted for duty over the area if required.

3. Radiation Emergency / Personal Injury Involving Radioactive Material Contamination

- Render first aid immediately for serious injuries.
- As far as possible, without causing harm to the victim, monitor the injured and remove contaminated clothing and gross personal contamination.
- Remove and bag all contaminated clothing.
- Call Fire Station, bomb squad, and police.
- Skin contamination should be cleaned using mild soap and warm water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, re-wash and re-survey.

4. What to do upon suspected letter/package receipt

- Call Police/Fire Service/ Bomb Squad.
- Handle with care
- Don't shake or bump
- Isolate and look for indicators
- Don't open, smell, or taste
- Treat it as suspect

If parcel is Open and/or Threat is identified for a Bomb

- Evacuate immediately
- Call Police / Fire Service / Bomb Squad.

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CHAPTER IV

INDIAN RAILWAYS ACCIDENT PROTOCOL

4.1 RB Lr. No. 2021/Safety (A&R)/26/5 dt 21.5.2021

An accident protocol is a standard set of activities / procedures of reporting and handling Serious Accident. It describes methods and practices for reporting and handling of serious train accidents that can be read and understood by all.

Definitions of accident, serious accident, reportable accident, consequential train accident, indicative accidents, unusual incidents, miscellaneous accidents/incidents etc. have been given in various statutory documents/manuals. They are as follows-

- The Railways Act, 1989
- The Statutory Investigation into Railway Accidents Rules, 1998
- The Railway (Notices of Inquiries into Accidents) Rules, 1988
- Accident Manuals issued by various Zonal Railways

Accident Manuals are prepared and updated by all Zonal Railways which deals with classification of accidents, duties of different categories of officials in the event of serious accidents, reporting of accidents, rescue and relief works/machinery, ex-gratia payments, investigation and inquiries of accidents, procedure for dealing with cases of Sabotage/Train wrecking, Disaster Management etc.

There is a statutory organization known as The Commission of Railway Safety under the administrative control of Ministry of Civil Aviation since 1942 with following statutory duties,

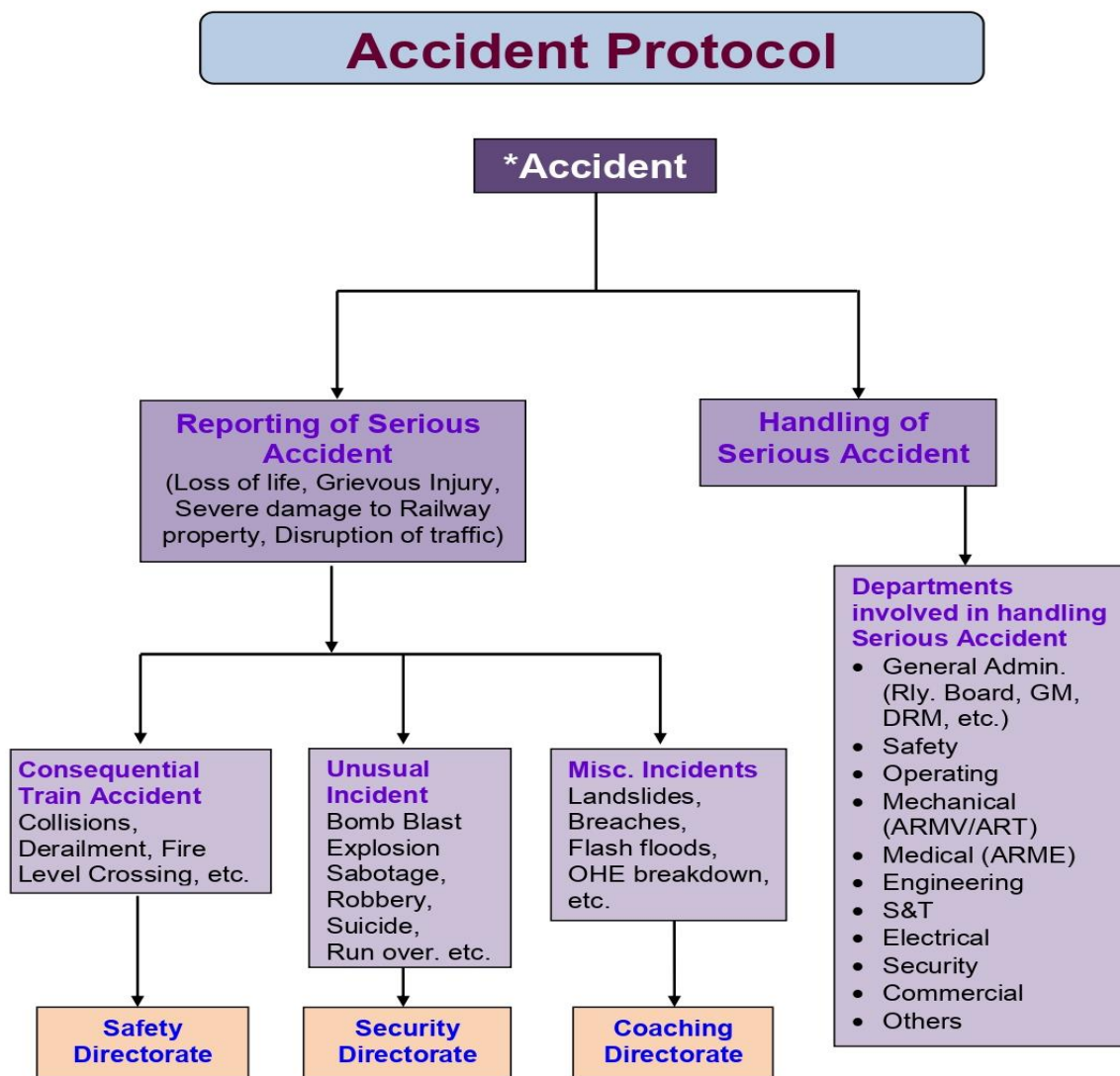
- Investigation into Serious Railway Accidents.
- Statutory Inspection of New Railway lines
- Sanction of Minor Works
- Sanction of Condonation of infringements to Schedule of Dimensions.
- Periodical Inspection of open lines.

The purpose of framing Accident Protocol is to give gist of provisions relating to accident reporting and accident handling, available in different statutory documents/manuals at one place in a systematic manner so that it can be used easily to deal with serious accidents.

Accident inquiries done by Commissioner of Railway Safety (in case of serious accident) or by departmental officials (in case of other accident) are separately dealt by various Acts, Rules and guidelines issued by Ministry of Railways from time to time. For the sake of brevity, the accident inquiry and related subjects have not been included in the Accident Protocol.

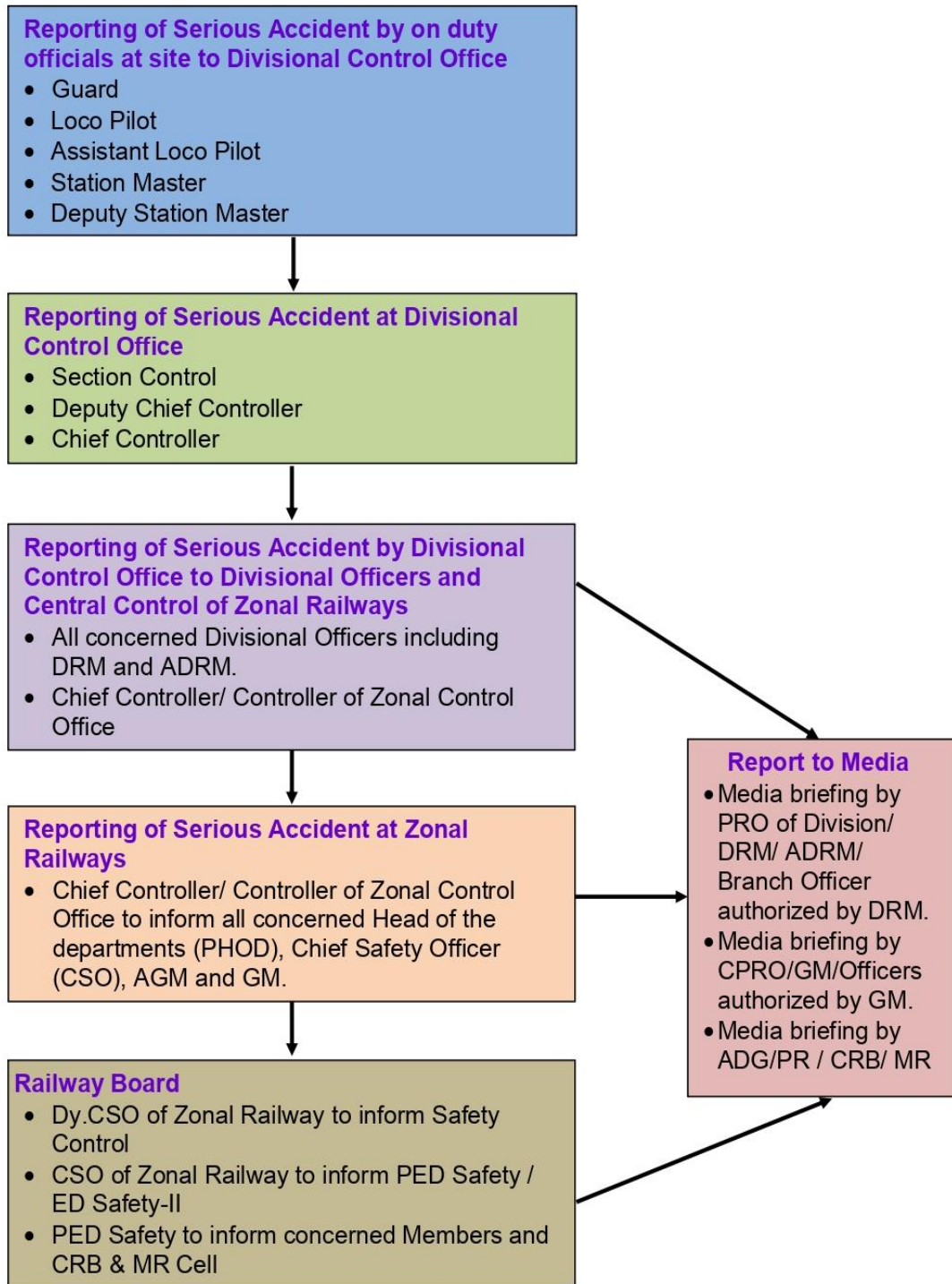
Apart from the serious accidents due to Collisions, Derailments, Fire in Train, Level

Crossing Accidents, etc. there are other unusual incidents – Train wrecking, Bomb Blast, Explosion, Hijacking, Sabotage, persons falling out of train, run over cases, accidental death, natural death, murder, suicide, robbery, blockade, landslides, breaches, flash floods, OHE breakdown etc., resulting into loss of life, grievous injury, substantial loss to Railway property, disruption of traffic. Security Directorate and Coaching Directorate deals with the unusual incidents as far as reporting is concerned, however, relief, rescue and restoration of work after such unusual incidents is done by the different arms of the Railway system.



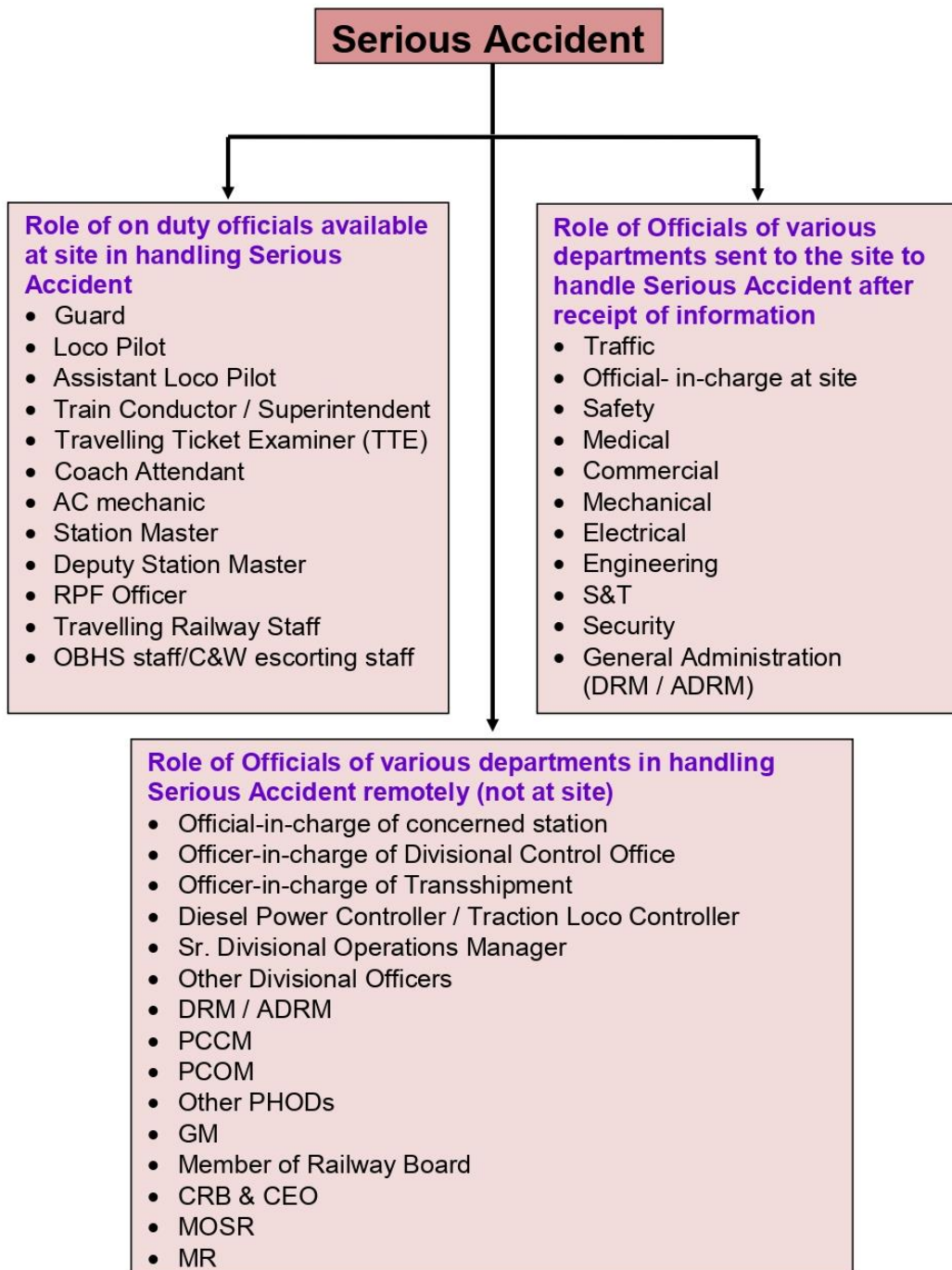
* The definition of Accident, Serious Train Accident, Consequential Train Accident, Unusual Incidents, Miscellaneous Incidents is given in **Annexure-I**.

Channel of Reporting Serious Accident



Role and responsibility of Railway Officials (on site & off site) in reporting serious accident are given in **Annexure- II**.

Handling of Serious Accident



Role and responsibility of Railway Officials (on site & off site) in handling serious accident are given in **Annexure- III, IV, V**

Definitions.

Accident: For the purpose of railway working, accident is an occurrence in the course of working of railway which does or may affect the safety of the railway, its engines, rolling stock, permanent way and works, fixed installations, passengers or railway servants or which affects the safety of others or which does or may cause delay to trains or loss to the railway. For statistical purposes, accidents have been classified in categories from “A” to “R” excluding “I” and “O”. (*Railway Board’s L.No.2000/Safety (A&R)/19/20, dated 13.12.2000*).

I) **Serious Accident:** (*Accident Manual of Zonal Railways*)

Accident to a train carrying passengers which is attended

- a) With loss of life, or
- b) With grievous hurt to a passenger or passengers in the train, or
- c) with damage to railway property, the value of which exceeding Rupees Two Crores(Rs.200,00,000/-), and
- d) any other accident, which in the opinion of the Chief Commissioner of Railway Safety or Commissioner of Railway safety requires holding of an inquiry by the Commissioner of Railway Safety, shall be deemed to be a serious accident.

However, the following shall be excluded from the category of a serious Accident:

- i. Cases of trespassers run over and injured or killed through their own carelessness, or of passengers injured or killed through their own carelessness.
- ii. Cases involving railway servants or holding valid passes/tickets, or otherwise who are killed or grievously injured while travelling outside the rolling stock of a passenger train such as on foot board, or roof or buffer but excluding the inside of vestibules between coaches, or run over at a level crossing or elsewhere on the railway track by a train, and
- iii. Level crossing accident where no passenger or railway servant is killed or grievously hurt, unless the Chief Commissioner of Railway Safety or Commissioner of Railway safety is of the opinion that the accident requires the holding of an inquiry by the Commissioner of Railway Safety

II) **Consequential Train Accidents:** (*Accident Manual of Zonal Railways*)

Include train accidents having serious repercussion in terms of-

- loss of human life,
- human injury,
- loss to railway property, or

- Interruption to rail traffic.

III) Unusual Incidents: *(Accident Manual of Zonal Railways)*

These include cases related to law and order resulting in train accidents or not resulting intrain accidents and other incidents as follows-

- Attempted Train wrecking or Train wrecking or Bomb Blast or Explosion or Hijacking or Sabotage.
- Incident of – Persons falling out of train or run over.
- Other Incidents – Accidental death or Natural death or murder or suicide or robbery or blockade to train services.
- Miscellaneous – Vehicles running away or train running over cattle or floods / breaches and landslides etc.

All such cases shall be handled by Security branch of Division / Zone. *(Railway Board's L.No.2000/Safety (A&R)/19/20, dated 13.12.2000)*

IV) Miscellaneous Incidents: *(Accident Manual of Zonal Railways)*

These include cases of –

- Vehicle or vehicles running away.
- Train running over cattle.
- Floods, breaches and landslides etc. resulting in interruption of traffic in an important through line for more than the threshold value.
- Other cases of floods, breaches, landslides etc., resulting in interruption to traffic.
- Any accident not included in foregoing classifications.

Accident Reporting.

1. Notice of Railway Accident – (Section 113 of The Railways Act, 1989)

- I) Where, in the course of working a railway, —
- (a) any accident attended with loss of any human life, or with grievous hurt, as defined in the Indian Penal Code (45 of 1860), or with such serious injury to property as may be prescribed; or
 - (b) any collision between trains of which one is a train carrying passengers; or
 - (c) the derailment of any train carrying passengers, or of any part of such train; or
 - (d) any accident of a description usually attended with loss of human life or with such grievous hurt as aforesaid or with serious injury to property; or
 - (e) any accident of any other description which the Central Government may notify in this behalf in the Official Gazette,
 - (f) occurs, the station master of the station nearest to the place at which the accident occurs or where there is no station master, the railway servant in charge of the section of the railway on which the accident occurs, shall, without delay, give notice of the accident to the District Magistrate and Superintendent of Police, within whose jurisdiction the accident occurs, the officer in charge of the police station within the local limits of which the accident occurs and to such other Magistrate or police officer as may be appointed in this behalf by the Central Government.
- II) The railway administration within whose jurisdiction the accident occurs, as also the railway administration to whom the train involved in the accident belongs, shall without delay, give notice of the accident to the State Government and the Commissioner having jurisdiction over the place of the accident.

2. Reportable Train Accidents: (Railway Board's L.No.2000 / Safety (A&R) / 19 / 20, dated 13.12.2000) All accidents falling under the purview of section 113 of the Railways 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 Rupees Two Crores (Rs.2,00,00,000/-). 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.

Provisions of Reporting Serious Accident in The Railway (Notices of and inquiries into accidents) Rules, 1998

Rule (2) Particulars to be given in the notices. The notices mentioned in section 113 of the Railways Act, 1989 (24 of 1989) (hereinafter referred to as the Act), shall contain the following particulars, namely:—

- (i) Kilometrage, or station, or both, at which the accident occurred;
- (ii) time and date of the accident;
- (iii) number and description of the train, or trains;
- (iv) nature of the accident;
- (v) number of people killed or injured, as far as possible if known;
- (vi) cause of the accident, as far as possible and Prima-Facie is known; and
- (vii) Probable time of restoration of through running (detention to traffic)

Rule (3) Responsibility for sending notices, to whom to be sent and mode thereof.— Whenever any accident, as falls under section 113 of the Act (hereinafter referred to as “Reportable train accident”) occurs in the course of working a railway, the Station Master nearest to the place at which the accident has occurred or, where there is no Station Master, the railway servant in charge of the section of the railway on which the accident has occurred or any other Station Master in charge of a section of a railway to whom the report of the accident is made, shall give notice of the accident by telegraph* to the Commissioner of Railway Safety, the District Magistrate and the District Superintendent of Police of the district in which the accident has occurred or such other Magistrate or police officer as may be appointed in this behalf by the State Government concerned and by telegraph, telephone or through special messenger or such other quick means as may be available, to the Superintendent of Railway Police and to the officer-in-charge of the police station within the local limits of which the accident has occurred.

Explanation.—For the purpose of this rule, “Reportable Train accident” under section 113 of the Act also includes those usually attended with loss of human life (such as accidents to passenger trains involving collisions, derailments, train-wrecking, or attempted train-wrecking, cases of running over obstructions placed on the line, of passengers falling out of trains or of fires in trains), or grievous hurt as defined in the Indian Penal Code (hereinafter referred to as the grievous hurt), or serious damage to railway property of the value exceeding Rupees Two Crores (Rs.2,00,00,000/-) which have not actually occurred but which by the nature of the accident might reasonably have been expected to occur; and also cases of landslides or of breach by rain or flood which cause the interruption of any important through-line of communication for at least 24

hours.

* Telegraph may be read as email.

Rule (4) Mode of sending notices to the State Government. The notice of accidents, required under section 113 of the Act, to be sent without delay by the Railway Administration, shall be sent to the State Government.

- (a) by telephone / Fax in the case of —
 - (i) accidents deemed, under the Explanation to Rule 3, to be serious by reason of loss of human life;
 - (ii) accidents by reason of which the permanent way is likely to be blocked for more than twenty-four hours; and
 - (iii) train-wrecking or attempted train-wrecking; and
- (b) by letter in all other cases.

Rule (5) Railway servants to report accidents. Every railway servant shall report, with as little delay as possible every accident occurring in the course of working the railway which may come to his notice. Such report shall be made to the nearest Station Master, or, where there is no Station Master, to the railway servant in charge of the section of the railway on which the accident has occurred through one or more of the following possible means of :-

- Portable control telephone / VHF set / Mobile phone.
- Phone provided at LC Gates / IBS.
- by stopping train / Loco / trolleys or other vehicle passing on adjacent line.
- BSNL / MTNL / Cell phone if available nearby the site of accident. sending message through a railway servant to the nearest Station Master
- Sending the light engine of the train. But before detaching the engine, SR 6.05 should be followed. However, in case of suspected sabotage, engine etc., should not be disturbed.
- By road transport, if possible.

Rule (6) Station Master or railway servant in charge of the section to report accidents. The Station Master or the railway servant in charge of the section, shall report all accidents in accordance with the rules laid down by the Railway Administration concerned for the reporting of accidents.

Rule (6A) Responsibility of ensuring correct reporting of accidents. The responsibility of ensuring correct reporting of accidents shall be of the Divisional Railway Manager (DRM) at Divisional Level and the General Manager (GM) at Zonal Level.

Rule (7) Railway Administration to report serious accidents.

- (1) Whenever a serious accident as defined in sub-rule (2) of Rule 2 of the Statutory Investigation into Railway Accidents Rules, 1998 occurs, the railway administration

concerned shall, as soon after the accident as possible, by telegraph, supply to the Press such particulars as are mentioned in Rule 2 and as are till then available, and by supplementary telegrams, if necessary, immediately after further information is available. A copy shall be sent simultaneously by express telegram to the Railway Board, the Commissioner of Railway Safety of the circle concerned and the Chief Commissioner of Railway Safety. In addition, the Commissioner of Railway Safety shall be informed, telephonically, of any serious accident, by the control of the division in which the accident has occurred.

(2) For the purpose of sub-rule (1), an accident shall be a serious railway accident where—

- (i) accident to a train carrying passengers which is attended with loss of life or with grievous hurt to a passenger or passengers in the train, or with serious damage to railway property of the value exceeding Rupees Two Crores (Rs.2,00,00,000/-) and any other accident which in the opinion of the Chief Commissioner of railway Safety or Commissioner of Railway Safety requires the holding of an inquiry by the Commissioner of Railway Safety, shall be deemed to be a serious accident. A workmen's train or a ballast train carrying workmen or cattle special train or a tower wagon or such other train carrying workmen or cattle special, military special carrying authorized escorts or similarsuch train shall be treated as a passenger train.
- (ii) an accident involving a train carrying passengers leads to loss of life or grievous injury to any railway servant irrespective of whether he was travelling in that passenger train or not, it shall come under the purview of inquiry by the Commission of railway Safety and shall be treated as a serious railway accident': Provided that —
 - (a) cases of trespassers run over and injured or killed through their own carelessness or of passengers injured or killed through their own carelessness, and
 - (b) cases involving persons being railway servants or holding valid passes/tickets or otherwise who are killed or grievously injured while travelling outside the rolling- stock of a passenger train such as on footboard or roof or buffer but excluding the inside of vestibules between coaches, or run over at a level crossing or elsewhere on the Railway track by a passenger train, and
 - (c) collision, between a Road Vehicle and a passenger train at a Level Crossing where no passenger or Railway Servant is killed or grievously

hurt shall not be treated as a Serious Railway Accident even if those travelling in the road vehicle are killed or grievously hurt shall not be treated as serious railway accident, unless the Chief Commissioner of Railway Safety or Commissioner of Railway Safety is of the opinion that the accident requires the holding of an inquiry by the Commissioner of Railway Safety.

Reporting of Serious Accident by on duty officials at site to Divisional Control Office
(Accident Manual of Zonal Railways)

Train Manager (Guard)

- A) Train Manager (Guard) of the Train Involved in Accident:** The duties are given in the sequence in which they have to be performed. On occurrence of an accident to his train, the Train Manager (Guard) of the train shall immediately:
1. Note the time of accident.
 2. Make a quick survey of the accident site for casualties, injuries, if any, and for deciding the assistance required.
 3. Send the first information of accident to the control office and then to the nearest Station Master furnishing the following information, through mobile phone or portable telephone, or walkie-talkie or gate phone, etc.,
 - i. Time of Accident,
 - ii. Kilometer etc.
 4. On the double line section, a train passing on the other line should be stopped and the Loco Pilot and Train Manager (Guard) given intimation about the accident.

Loco Pilot (Driver)

- B) Engine Crew of the Train Involved in Accident:** On occurrence of an accident to a train, its crew shall:
1. Immediately switch on the Flasher Light. If the flasher light is not working, exhibit hand danger signal so as to stop any train coming in the opposite direction on a double line section.
 2. Give information to Train Managers (Guards) about the locomotive (derailed or not), condition of coaches/wagons immediately in rear of the loco and any other information relevant to the accident.

Station Master / Station Manager

- C) Station Master / Station Manager:** (The Station Masters on either side of the block section if the accident occurred in the mid-section or the station master of the station where the accident has occurred.)
1. On a double line, immediately stop the trains proceeding into the affected

block section in the opposite direction. If any train has already entered such block section, inform the crew and Train Manager (Guard) to immediately stop their train and tell them to proceed cautiously so as to stop short of any obstruction.

2. Report the accident to the Section Controller and to the Station Master at the other end of the block section.
3. Control to be advised regarding –
 - a. Time and nature of accident.
 - b. Brief description of accident.
 - c. Medical Relief van required or not
 - d. The need for ART with or without crane
 - e. Adjacent lines clear or not.
 - f. Number of coaches/wagons derailed, canted, capsized, etc.,
 - g. Availability of road approach to the accident site,
4. Station Masters of Stations where sirens are provided shall sound the sirens and arrange to move the Medical Relief Van / ART special trains as per the control orders.
5. Advise the section Traffic Inspector and the officials of other departments by quickest possible means.
6. Call for off-duty Station Masters and Pointsmen for assistance in operations.

Reporting of Serious Accident by Divisional Control Office to Divisional Officers and Central Control of Zonal Railways

Section Controller

- A) Section Controller** - Immediately when the Section Controller is informed of a serious accident on his section, he shall;
- a) apprise the Deputy Chief Controller of the available particulars of the accident and the nature of assistance required.
 - b) advise the Transportation Inspector, Signal Inspector, Loco Inspector, PWI, etc. through respective controls to proceed to the site of accident by first available means;
 - c) advise the Section Controllers of adjacent sections of the accident and to regulate the train services in suitable places if required;

Deputy Chief Controller

- B) Deputy Chief Controller**- Immediately after the Deputy Chief Controller is informed of a serious accident, he shall –
- a) i) issue order to the concerned SSE/Loco through respective control and

Station Master for immediately working out of Accident Relief Medical Equipment and Accident Relief Train as required;

- ii) place demand of ARME immediately without delay, on the division closest/most accessible to the accident site.

NB : The Division on whom the demand of ARME is placed should respond in the quickest possible manner and dispatch the ARME with least possible delay.

- b) Ensure that the Accident Alarm siren is sounded in time;
- c) Inform with available details –
 - i) CHC, Sr. DSO/DSO, DRM, ADRM, Sr. DOM, DOM, AOM, CMS/Sr. DMO;
 - ii) Sr. DEN/DEN, Sr. DCM/DCM, Sr. DEE/DEE, Sr. DME/DME, Sr. DSTE/DSTE;
 - iii) the concerned OC/GRP, OC/RPF, DM, SDO, DC, IRP, DSP, SRP, OC-LocalPolice, NDRF and nearest Forensic Science Laboratory;
 - iv) Emergency/Central Control at Zonal Headquarters;
 - v) Civil, Military, public hospitals and available Doctors at the nearest places, incase of casualty/injury;
- d) Advise RMS authorities if a Mail carrying train is involved in the accident;

Chief Controller

- C) Chief Controller** – Immediately on receipt of the information of a serious accident, he shall ensure that the advice of the accident is sent to all concerned including information to the Central Control of Zonal Railway.

Safety Officer

- D)** Sr. Divisional Safety Officer / Divisional Safety Officer / Asst. Divisional Safety Officer – Safety Branch of the Division should inform the details of accident to the PCSO / Dy. CSO of Zonal Railways through call on landline phone/Mobile and also through message about serious accident. Simultaneously it should also be informed to Safety Control, Railway Board and to be uploaded on SIMS website.

Reporting of Serious Accident by Central Control of Zonal Railway

(Accident Manual of Zonal Railways)

Chief Controller / Central Control.

- A) Reporting of Serious Accident at Zonal Railways**

The Chief Controller / Central Control shall in turn inform all concerned at Headquarters office including GM, PHODs etc. in the following order-

1. Principal Chief Safety Officer
2. Chief Medical Director (in case of passenger carrying train accidents)

3. Secretary to General Manager (for information to GM)
4. Additional General Manager
5. Principal Chief Operations Manager
6. Chief Passenger Transportation Manager
7. Other department controls in Central Control. The respective departmental controls will in turn inform their PHODs, HODs and other officers/supervisors.
8. Chief Public Relations Officer
9. Deputy Chief Operations Manager (Coaching)
10. Deputy Chief Safety Officer- Traffic / Electrical / Mechanical / S&T/Engg.

Safety Officer of Zonal Railways.

B) Reporting of Serious Accident by Zonal Railways to Railway Board.

(Reference of Lr. No. 2020/Safety (A&R)/19/9 dated 21.05.2020)

As per extant instructions, the Zonal Railways (PCSOs) should inform PED (Safety)/ ED(Safety)-II about Serious accidents immediately through Mobile/WhatsApp call/ message. The Dy. CSO should inform Safety Control through phone/ Mobile call/message about serious accident and simultaneously it should also be uploaded on SIMS website. The Zonal Railways should also update the Safety Control /ED (Safety)-II / PED (Safety) about relief, rescue and restoration work due to serious accident on regular basis till normalcy prevails.

Safety Directorate Railway Board.

C) Reporting of Serious Accident at Railway Board

Principal Executive Director-Safety to inform concerned Members and CRB & MR Cell.

Media Briefing.

D) Reporting of Serious Accident to Media

Media briefing shall be done only by-

1. Public Relations Officer of Division / Divisional Railway Manager / Additional Divisional Railway Manager / Branch Officer authorized by Divisional Railway Manager.
2. Media briefing by Chief Public Relations Officer / General Manager / Officers authorized by General Manager.
3. Media briefing by Additional Director General/Public Relations / Chairman Railway Board / Hon'ble Minister for Railways.

Handling of Serious Accidents

Role of on duty officials available at site in handling Serious Accident

On duty Train Manager (Guard)

1. **Train Manager (Guard) of The Train Involved in Accident:** The duties are given in the sequence in which they have to be performed. On occurrence of an accident to his train, the Train Manager (Guard) of the train shall immediately:
 - a. Protection of the train met with accident.
 - b. If the accident has occurred on a double line section, the Train Manager (Guard) should immediately check if the adjoining line is fouling or not. If it is fouling, he should immediately exhibit red flag by day and flashing light by night towards the direction in which train is expected on the adjoining line. He will continue to exhibit the hand danger signal until the time the adjoining line is protected as per rules in force.
 - c. Quick survey of the site in order to access the causalities and injuries and decide the level of assistance required.
 - d. Arrange to protect his train as per Rules in force, taking the assistance of any qualified staff, such as Assistant Train Manager (Guard), Assistant Loco Pilot, Gangmen, and Gatemen etc.
 - e. Render first aid to any person injured, obtaining assistance of the railway staff, doctors and/ or volunteers on the train, or near the site of accident; and transport the injured to the hospital by taking the help of 104/108 Ambulance service.
 - f. He will also arrange for preservation of clues and evidence until a senior Railway official takes over charge.
 - g. Log activities and remain in general charge till a senior Railway Official takes over charge. There after work as per the instructions of the senior official-in-charge of the accident.
 - h. Send information through quickest means to Control Office and SMs on either side of the block section for this purpose. Walkie-talkie communication provided with stations should immediately be used. Otherwise filed telephone should be used. If a train comes on the other line which is not blocked the same should be stopped and information sent through the Loco Pilot. Assistant Loco Pilot or Assistant Train Manager (Guard) may be sent to the next station to convey information of the accident. If all of the above failure, one of the railway staff on duty on the train should be sent on foot to the nearest station.
 - i. Utilize Emergency Train Lighting box to facilitate medical aid.

On duty Loco Pilot (Driver)

2. **Engine Crew of the Train** (Loco Pilot and Assistant Loco Pilot): On occurrence of an accident to a train, its crew shall:
- a. Protect the adjacent line/lines/same line in accordance with rules in force.
 - b. Take such technical precautions as may be necessary or as prescribed by special instructions to render the locomotive safe.
 - c. Send Assistant Loco Pilot to assist the Train Manager (Guard) in establishing contact with control office, relief and rescue operations.
 - d. Take necessary action to prevent Loco/Vehicles/Wagons from rolling down.
 - e. Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
 - f. Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose,
 - i. Walkie-talkie communication provided with Stations should immediately be used.
 - ii. Otherwise, Mobile Phone and field telephone should be used.
 - iii. If a train which comes on the other line is not blocked the same should be stopped and information sent through the Loco Pilot.
 - iv. Assistant Loco Pilot or Assistant Train Manager (Guard) may be sent to the next station to convey information of the accident.
 - v. If all of the above failure, one of the railway staff on duty on the train should be sent on foot to the nearest station. If necessary, detach Loco and take it to inform SM.
 - g. Render all possible assistance to the Train Manager (Guard).
 - h. Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
 - i. Log your activities. Do not leave the spot unless you are relieved by a competent authority.

On duty Ticket Checking Staff.

3. **Train Conductor / Superintendent / Travelling Ticket Examiner:**
- a) Ascertain if any Doctor is travelling by seeing the reservation chart and making verbal enquiries and arrange for First aid to the injured passengers.
 - b) Along with other TTEs in the train, he should assist the injured passengers to come out of their coaches. The TTEs should also help passengers trapped in the coaches to come out of the coaches.
 - c) Unclaimed luggage and other belongings should be handed over to the GRP with full details and acknowledgement obtained.
 - d) Prepare list of dead and injured. The list should be classified as under: DEAD, GRIEVOUSLY INJURED, SIMPLE INJURED. Details of the dead and injured should be obtained from the reservation chart, tickets held (to and from) or co-passengers. Assistance of the Police travelling in the train to be obtained

- also for identification.
- e) The following details should be collected:
 - i. Tickets of the Passengers travelling (to and from)
 - ii. Ticket Numbers – Class
 - iii. Coach Number and its position from the engine
 - iv. Address of the passengers
 - v. Nature of injury (Simple, Grievous)
 - f) He should keep record of the number of dead and injured (simple, grievous) if they are already transported by local people to the nearest hospital before the Railway Doctors had arrived.
 - g) Duties of IRCTC staff in case train run by IRCTC.
 - i. Preserve reservation charts of each coach containing names of passengers who actually traveled and in which berth no.
 - ii. Render First Aid to injured.
 - iii. Take assistance of local people and other volunteers at site.
 - iv. Transport injured passengers by road vehicles, if available, to the nearest hospital.
 - v. Inform stranded passengers about alternative transport arrangement.
 - vi. Record evidences or statement volunteered by passengers/others at site.

On duty Coach Attendant & AC Mechanic

4. **Coach Attendant:** Immediately after occurrence of a serious accident, the coach attendant should work under the guidance of Train Conductor/Train Superintendent.
5. **AC mechanic:**
 - a. He should immediately “Switch Off” the current where necessary to avoid shortcircuiting.
 - b. He should also assist Commercial staff i.e. Train conductor/ Train Superintendent/ TTEs in their duties at the accident site.
 - c. See that the emergency lights inside the Coaches are in working order.

On duty Station Master

6. **Station Master / Station Manager:** Immediately after an accident or on receiving thereport of an accident, the station superintendent/ Station Master must
 - a) ensure that no other train enters into the affected line/section from either direction/lock the commutator / handle of the Block Instrument controlling the affectedsection in “Train on Line” position wherever possible/ensure the signals giving entry to the line are kept at the “ON” position/ ensure putting of “Line Blocked” lever/slide collars on the concerned lever and/or slide/ensure that the points are set against the entry to the affected line and clamped wherever practicable;
 - b) Panel should be protected from any manipulation after the accident in station

- limit. Take action to protect the traffic and safeguard the property;
- c) collect detailed information of the accident such as time of accident, nature and location of accident, casualties/injuries, obstruction, damages and assistance required and ensure that the adjacent line(s) is/are clear before allowing any movement on it/them;
 - d) inform, giving details of the accident and assistance required to the Control through the Control phone or any other available means of communications;
 - e) render first aid to the injured persons taking the assistance of all Railway staff, Doctors and volunteers available on train or near the site of accident, if the accident takes place within the station limits;
 - f) arrange to send all available nearest medical assistance to the site of accident, in case the accident takes place in section and is attended with injury to any persons;
 - g) take all possible action to inform all concerned officials including civil and police;
 - h) see that the injured persons are shifted to hospital with the help of all available assistance, also see that the detailed particulars of the dead and injured are recorded;
 - i) arrange to remove the unaffected vehicles of the train, observing all relevant rules, to facilitate relief operation;
 - j) Note: If the accident is attributed to sabotage or suspected sabotage, nothing should be disturbed except for rescuing injured persons unless police clearance is received and on orders from the officer-in-charge at the site.
 - k) take all measures for the quick movement of ARME and /or ART to the site of accident and ensure that the caution order etc. are correctly issued to the Driver and Train Manager (Guard) of all trains while allowing movement to the site of accident, clearly indicating the site of accident, the locations where the train must come to stop and other restrictions to be observed;
 - l) see that water, tea and other requirements are supplied to the injured and stranded passengers within his resources;
 - m) remain on duty until replaced by a competent person;
 - n) report the accident to all concerned by the issue of accident message;
 - o) seize the Train Signal Register/log book, Private Number book, Line Admission book and other relevant records are required, note the position of Block Instruments, signals, points indicators and levers etc.
 - p) Take the statements of staff where possible;
 - q) preserve all clues and arrange to protect the area with the help of police or RPF;
 - r) ensure that all trains for transshipment of passengers are worked to the site of accident with the engine leading unless there are special reasons or specifically permitted otherwise by the officer-in-charge at the site of accident;
 - s) warn all passengers in advance in case of their transshipment at the site of accident;
 - t) ensure preservation of documents of damaged parcels, mail and goods etc.

- u) ensure chronological recording of all information received or/and action taken in connection with the accident, in the station Diary.

On duty Security Officials

- 7. I) **First Response** – First Information about serious train accident or unusual incident involving loss of life, grievous injury, serious damage to Railway property etc., is normally received by the nearest RPF Post / Outpost. The person receiving such information should muster maximum available man power within the shortest possible time and dispatch them to the scene of the accident by the quickest means. After dispatching the available man power immediately, the Post / Outpost In charge should arrange additional man power. He should simultaneously pass on the information to the senior supervisors, officers and the control rooms.
- II) **RPF Official in charge of site** – The senior most RPF Officer available will assume Control and immediately start the following action
 - a) Segregate the area of incidence by establishing temporary barriers by use of nylon ropes (if available) or any other make shift device available at the site to protect the area against the entry of spectators into the affected place.
 - b) Luggage of passengers should be isolated and protected and consigned goods are taken care of till they are handed over to claimants or taken over by the Railway.
 - c) RPF personnel should respond to any call for assistance to rescue victims and transport them to nearest Hospital.
 - d) RPF Officers will maintain close liaison and harmony with the Officers of various departments of the Railways, GRP, Local Police and Officers of Civil Administration.
- III) **Reinforcement:** Efforts will be made to get the reinforcement from the neighboring posts / outposts, Reserve Line, Divisional Headquarters or Zonal Reserve. In case any RPF battalion or Company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situation till additional force is available from other sources.
- IV) **Equipment:** While sending reinforcement, it should be ensured that the necessary equipment required for rescue, recovery and protection of the scene of incident are provided. Such equipment should include:
 - i) Torches and other lighting arrangements, if it is night time.
 - ii) Nylon ropes and poles for segregating the affected area from unwanted visitors and spectators.
 - iii) Loud-hailer for making announcements.
 - iv) Stretchers and first aid equipment.
 - v) Wireless sets for inter communication.
 - vi) Cameras for photographing the scene.
 - vii) Video recording of rescue and salvage operations and connected

administrative arrangements.

Travelling Railway Staff

8. Railway Staff traveling on the accident affected train:

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

- a. Whenever a train is involved in a serious accident with casualties/injuries to passengers, all Railway staff traveling on the train either on duty or on leave is deemed to be on duty with immediate effect.
- b. Under no circumstance should any of them leave the accident site unless and until divisional officers arrive, take over charge of rescue and relief operations, and permit them to leave.
- c. Railway staff on train/at site shall volunteer themselves to render assistance and report to TS/TTE/Train Manager (Guard) of the Train.
- d. The senior most officers traveling on the train will assume charge as Officer-in- Charge Site (OC Site).

Trackmen / Gatemen working nearby.

9. Engineering Gang Staff

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

10. Gateman

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

Role of Officials of various departments in handling Serious Accident remotely (not at site)

Responsibilities of Officials at Divisional Control Office

Section Controller

- A) Duties of Section Controller** – Immediately when the Section Controller is informed of a serious accident on his section, he shall;
- a) ensure that adjacent line(s) in the affected section is/are free from obstruction before advising the concerned Station Masters to allow the Train to run over it/them;
 - b) regulate train services in suitable places if required;
 - c) see that the ARME/ART/Transship Train are worked out to and from the site of accident promptly and have a clear passage;
 - d) keep a chronological record of all information received regarding the accident and action taken'
 - e) obtain further details with regard to the extent of damages and progress in rescue operation and relief measures and co-ordinate with officer-in-charge at the site;
 - f) arrange to remove the unaffected vehicles if any, adjacent to the affected vehicles to facilitate relief operation;

Note: Coaches with passengers if any should be drawn to a nearby station where catering/drinking water facilities are available, in consultation with the Sr. DOM / DOM.

Deputy Chief Controller

- B) Duties of Deputy Chief Controller** – Immediately after the Deputy Chief Controller is informed of a serious accident, he shall –
- a) ensure the availability of engine for working out of ARME and/or ART.
 - b) ensure that the ARME/ART/Transship Train are moved to and from the site of accident on top priority;
 - c) keep a chronological record of details of accident, action taken, progress of rescue service and relief measures etc.

Chief Controller

- C) Duties of the Chief Controller** – Immediately on receipt of the information of a serious accident, he shall ensure that –

- a) The Medical relief van and / or relief train etc. are moved promptly to the site of accident on Top priority duly ensuring the following target time for start of Accident Relief Train –
 - i. During day light hours (from 6 to 20 hours): 30 minutes
 - ii. During night hours (from 20 to 6 hours): 45 minutes (Normally exit time of ARME to be 15 minutes for double exit and 30 minutes for single exit).
- b) the emergency office is opened and manned in the Divisional Control office;
- c) the regulation of traffic is done correctly, in consultation with Sr. DOM/DOM;
 Note : Passenger carrying trains should be regulated at convenient stations, preferably where catering facilities, drinking water etc. are available.
- d) timely information of all changes in train timings, diversion or cancellation of trains etc. is given to all stations on his Division as well as to the adjacent Divisions and/or Railway:
- e) arrangements are made for the onward journey of passengers who are able to proceed; and
- f) all assistance is extended to the officer-in-charge of the Divisional Control Office.

Officer-in-Charge of Control Office

D) Duties of the Officer-in-charge of the Divisional Control Office – Unless otherwise arranged, the Senior Divisional Operations Manager or in his absence the Divisional Operations Manager shall take charge of the Control Office accident situation, who shall be assisted by Officer/Sr. Supervisors of all the concerned branches and shall have the authority to summon for such additional assistance as he deems necessary. He shall;

- a) keep a close watch on the movement of ARME/ART which, meanwhile, have been ordered and arranged for, if required, movement of ARME/ART from adjoining Divisions/Railways;
- b) make necessary arrangements for doctors and medical staff from nearby hospitals, medical units or stations to move promptly to the site of accident;
- c) keep a close touch with the officer-in-charge at the site of accident to ascertain the position and particularly the assistance required at the site;
- d) ensure that all concerned officials, including Civil and Police authorities, have been advised of the accident;
- e) collect further information regarding the details of accident, progress of rescue, relief, restoration operation and pass on the information to the Headquarters;
- f) arrange for supply of food and drink to injured passengers as well as to other passengers of the affected train and also to the passengers on trains held up at the adjacent station(s) due to the accident;
- g) arrange to open and man information centers for attending to the enquiries from the public at important stations including the station(s) where injured

- passengers are received and sent to hospitals:
- h) maintain chronological record of all items of information received and action taken thereon;
- i) arrange to obtain the list of persons killed and/or injured in the accident, display it at important stations for information of the public;
- j) divert/cancel trains and also run duplicate/transship trains as the circumstances may require;
- k) arrange for transporting the stranded passengers from the site of accident to suitable place(s);
- l) arrange for speedy ex-gratia payment as per extant rules.

Officer-in-Charge of Transshipment

- E) Duties of the Officer-in-charge of transshipment in case of serious accident —**
 The Sr. Divisional Commercial Manager or in his absence the Divisional/Assistant Commercial Manager will be in charge of arrangements for the transshipment of passengers and their luggage, parcels etc. at the site of accident. The official-in-charge of transshipment will be responsible –
- a) to advise the passengers of the transshipment program well in advance;
 - b) to select, in consultation with the Divisional Engineer or Assistant Engineer, the sites suitable for detraining and entraining of passengers;
 - c) to see that the sites are demarcated and lighted at night, also that the routes over which the passenger may have to walk are clear;
 - d) to intimate the Station masters of adjacent stations through Control or in writing the exact kilometers of the site of train halt, so that these can be clearly indicated in the Caution Order to be issued to the Driver and Train Manager (Guard);
 - e) to arrange for supply of drinking water there;
 - f) to arrange for sufficient porters, gangmen, etc. from the nearest sources for the free carriage of passengers' luggage, parcel and Government Mail, etc.
 - g) to see that the site is provided with portable Telephone, installed and manned during transshipment work;
 - h) to ensure that each train for transshipment is accompanied by a responsible person, be piloted and correctly hand-signaled to stop at train halt;
 - i) to depute responsible persons to look after the transshipment work and general comfort of passengers and to record the details of the work in Log Book at site;
 - j) to ensure arrangement of Railway Security staff at the site of transshipment to safeguard the passengers and their luggage, especially at night.

Power Controller

F) Power Controller / Traction Loco Controller:

- 1) Immediately Arrange power and crew for Medical Relief Van and Accident Relief Train.
- 2) Ensure Medical Relief van and Accident Relief Train are dispatched within the time prescribed.
- 3) Inform the Divisional Mechanical / Electrical Officers, headquarters PRC/TLC, CMPE(R&L)/CELE
- 4) Advise adjacent Division for MRV and ART if required.
- 5) Plan for additional powers and crews to assist in restoration.
- 6) Obtain bio-data of running staff involved in accident and arrange for breathalyzer test and collection of blood samples at the earliest.
- 7) Co-ordinate with the Dy. Chief Controller so that the necessary locomotives, Loco Pilots, fitters and other technicians reach the site of accident promptly as required.

G) Traction Power Controller:

- 1) Ensure that the Electric Power Supply is cut off from the section if the overhead equipment is involved and / or where crane working has become necessary.
- 2) Ensure that all the necessary arrangements have been made for dispatch of Tower- car, electrical staff and equipment required at the site of accident.
- 3) Co-ordinate with Divisional Electrical Engineer (Traction distribution), Dy. Chief Controller and Traction Supervisors concerned for restoration affected quick OHE.

Senior Divisional Operations Manager

H) Senior Divisional Operations Manager

- 1) Ensure that Medical Relief Van and Accident Relief Train leave within time and reach the site of the accident on top-priority.
- 2) Clear the unaffected coaches in the front and rear to the nearest convenient stations after transshipping the passengers from affected coaches.
- 3) Plan for second MRV/ART for reaching the site from other end, if necessary, from adjoining Divisions/Railways.
- 4) Plan for trains for prompt transport of stranded passengers at the site and clearance of passengers held up at other stations.
- 5) Clear the stabled loads from the stations on either side of the site so that the lines are available for dealing MRV/ART/Coaching relief train/officers special/material train/tower-car/ light engines, etc.,

- 6) Mobilize sufficient number of Train Managers (Guards), TIs, SMs, Pointsman etc., and deploy at site and at the adjoining stations for organizing shunting and quick movement of MRV/ART/Coaching relief train/ Officers special/ Material trains/ Tower-car/ L.E, etc.,
- 7) Depute DOM/G or AOM to site to co-ordinate the movements and for relaying information about progress of relief/ restoration.
- 8) Plan for regulation of Passenger, Mail / Express trains, cancellation, diversion, termination short of destination in consultation with Headquarters such that the passengers can get catering facilities.
- 9) See that chronological log of all items of information and action taken connected directly or indirectly with accident is maintained properly.
- 10) Keep liaison with adjacent Divisions, Site and Headquarters.
- 11) Details of the dead, injured sustaining grievous or simple injury, their originating and destination station, ticket No. Hospitals to which sent for treatment and also particulars of next kith and kin to be obtained from the site and relayed to Emergency Control, Chief Safety Officer etc.

Other Divisional Officers

Duties of Railway Officers of each Department in Divisional Head Quarters — Immediately on receipt of information of a serious accident, all Railway Officers concerned must report at the Control Office or at the nominated place and take the following action promptly;

- a) decide, the Officers who will be deputed to take charge at the site and at the Divisional Control office;
 Note: Normally Sr. Divisional Safety Officer (Sr.DSO), Sr. Divisional Medical Officer (Sr.DMO), Sr. Divisional Mechanical Engineer (Sr.DME), Sr. Divisional Electrical Engineer (Sr.DEE/TRD), Sr. Divisional Engineer (Sr.DEN), Sr. Divisional Security Commissioner (Sr.DSC), ADRM / DRM move to the site for handling serious accident.
- b) arrange the quickest means for reaching the site of accident;
- c) ensure that resources of all Departments, in men and material, are promptly made available for rendering assistance to passengers, in clearing the line and, if required, for transshipment of traffic;
- d) make out a general plan of action for dealing with the accident and detailing the duties of officers of different Branches and other Officials;
- e) ensure that all Civil authorities concerned and other concerned officials have attended the site of accident;
- f) ensure attendance of Doctor, ambulances and other available road vehicles in addition to ARME and/or Relief train and preparation being taken in rescue services.
- g) see that the proper arrangement of staff and labour from each Department is

- made;
- h) keep a close touch with the Officer-in-charge at the site of accident and different dealing centers and see that all assistance is provided and properly utilized in rescue service and in clearing the line at the earliest
 - i) keep a close touch with the Head Quarters, adjacent Divisions/Railways for advice and assistance
 - j) open and man enquiry counters at important stations of the division for the information of the public.

Role of Officials of various departments sent to the site to handle Serious Accident after receipt of information

Traffic

A. Duties of Transportation Inspector – On receipt of information of a serious accident, the all concerned Inspectors shall –

- a) Reach the site of the accident by the quickest available means;
- b) Take general charge of the situation until the arrival of an officer;
- c) Ensure the occupied and obstructed lines are protected as per rules;
- d) Make out a quick survey of casualties and injuries, ensure rendering of first aid to the injured, taking assistance of all available Railway Staff, Doctors and Volunteers on the train and near the site of accident;
- e) Arrange to shift the injured persons to the nearest hospital with the help of available assistance, keeping their particulars as available and ask for further assistance if required;
- f) Collect and record all important information relating to the accident, such as,
 - i. the condition of the track, with special reference to alignment, gauge, cross-levels, super elevation, point of mount and drop, any sign of sabotage etc;
 - ii. the condition of rolling stock with special reference to brake-power and braking gear
 - iii. all marks on sleepers, rails, locomotives, and vehicles etc. especially for preservation of clues;
 - iv. position of derailed vehicles;
 - v. position of Block Instruments;
 - vi. position of indications, keys levers etc. if the accident is within the station limits, in the section where provided with signals etc.
 - vii. prima facie cause of accident;
- g) ensure that the Train Signal Register, Log Book, Private Number Book, Line Admission Book, speed Recorder Chart and other relevant records are seized,
- h) obtain the statements of staff involved in the accident, as far as possible;
- i) prepare a rough sketch showing the position of derailed vehicles, position of track and OHE etc. make a quick survey of the extent of damage;
- j) remain at the site of accident for all possible assistance till relieved by another staff.

Official-in-Charge at the site.

B. Duties of official-in-charge at the site-The senior most official present at the site when the accident occurred shall be in overall charge of the relief operation till he is relieved by another official deputed by the Administration to take over charge.

However, the senior most official of the Mechanical Department shall be in-charge of the relief train. The senior most official present at the site of a serious accident, shall –

- a) take general charge of the situation and take action to provide all possible assistance;
- b) depute Officers/Senior subordinates and all other staff or specific duties in –
 - i. assisting the rescue operation, if any;
 - ii. assisting the preservation of clues;
 - iii. assisting the transshipment work, if any;
 - iv. taking action to remove the obstruction as soon as possible;
 - v. ensuring the protection of adjacent line(s) and the affected train as per rules;
- c) see that the portable telephone is installed and manned constantly by a responsible staff, and ensure adequate lighting of the accident area at night;
- d) see that the injured persons if any are rendered first aid and shifted promptly for medical aid;
- e) ensure to get clearance from Police authorities in case of suspected sabotage;
- f) make an immediate assessment of the following, with the help of the available doctors and /or others;
 - i) the number of persons killed, and of those sustaining grievous, simple and trivial injury;
 - ii) extent of damage;
 - iii) the period of suspension of traffic;
 - iv) assistance required;
 - v) prima facie cause of accident;
- g) see that a dealing center is opened at the site of accident and manned
 - i) to keep the details of persons killed, injured, and action taken in each case;
 - ii) to relay the above information in details to the Divisional Headquarters;
 - iii) to attend to public enquiries and
 - iv) to relay the progress of relief work;
- h) ensure recording of all information at the dealing center concerning the accident and the relief operations in the form of an accident Log Book.
- i) see that immediate action is taken to protect and safeguard property;
- j) see that proper assistance is given to the injured, ladies, children and the aged;
- k) arrange for transporting the stranded passengers, preferably to stations where drinking water, catering arrangements etc. are available, unless they can be sent to their destinations;
- l) see that the arrangement is made for preservation and proper care of dead bodies, if any, till further disposal;
- m) see that obstruction is cleared in a minimum possible time, and every action taken for this purpose;
- n) Arrange, in case of the accident occurring at a station, for speedy ex-gratia payment as per extent rules.

Safety

C. Senior Divisional Safety Officer:

- a) Proceed to the site of accident by first available means.
- b) Ensure protection of affected line(s) and adjacent line(s) has been done as per rules or not;
- c) Check proper arrangement is made in rescue and / or relief operation
- d) Take all action for preservation of clues;
- e) See that the assistance, to the extent necessary, is called from all sources;
- f) Ensure collection of detailed particulars of the accident;
- g) Arrangement of videography of the site
- h) Record statement of Train Manager (Guard) and Loco pilot and subject them to breathlyser test and liaison with Medical department to collect blood sample.
- i) Ensure joint measurements etc., are taken in prescribed Proforma. Recover the speedometer chart, data logger statement etc.,
- j) Ensure evidence of train staff, station staff and public is taken on the spot. Addresses of passengers who are willing to give statements later should also be obtained.
- k) If the accident took place within station section, he should arrange to record the knob position on the panels, block instruments position, etc., and seize the relevant station records.
- l) Produce public witnesses and advise Superintendent of Police and District Magistrate in time, issue press notification in local press when advised by Chief Safety Officer, in case of CRS enquiry.

Medical

D. Duties of Medical Officer & Staff: The nearest Railway Medical Officer, on receipt of thereport of a serious accident with injury to person, shall –

- a) Reach the site of accident with the Medical Relief Train or by the quickest available means, with all men and material commensurate with the seriousness of the accident, assess and advise further medical assistance necessary;
- b) Obtaining and transmitting the details of persons involved in the accident to the Divisional Control Office and in case of an accident to a passenger-carrying train, reportedly attended with casualties and/or grievous injuries, unless otherwise advised by the Divisional Railway Manager, must proceed to the site of the accident by the first available means.
- c) One doctor should be deputed to collect blood sample of crew of train.
- d) render medical aid to the injured carefully as far as possible at site;
- e) make timely and adequate arrangements for shifting the injured persons to suitable hospitals as considered necessary for further treatment;
- f) keep detailed particulars of the dead and injured e.g. their name, address etc.

- as far as available;
- g) deal with the dead and injured as per extant rules and instruction.
- h) Co-coordinating with Civil/Military/State/Public medical authorities and private practitioners for the purpose of (a) above.
- i) Proper follow up to be done daily for all injured patients admitted in different hospitals for the first two weeks alternate day on third week and then weekly and by weekly. Progress reports to be prepared till all the patients are discharged from the hospitals.
- j) All the bills of non-railway hospitals including private hospitals to be settled in consultation with Commercial department, Personnel department at divisional level as per extant Rules.

Commercial

E. Duties of Commercial Officer at site –

- 1) The Sr. Divisional Commercial Manager or in his absence the Divisional/Assistant Commercial Manager, on receipt of information of a serious accident, shall proceed to the site of accident by first means.
- 2) Ensure that drinking water, tea and snacks are promptly supplied to stranded and injured passengers. Keep the record of the number of passengers served with tea and snacks.
- 3) Take charge of the custody of luggage of the injured persons.
- 4) Luggage of the dead passengers shall be deposited with the Railway Police after proper records and acknowledgement.
- 5) Issue advice to the next kith and kin of the injured and dead and also furnish details to Sr.DOM in Control Office.
- 6) Arrange for sufficient number of Ticket Collectors, Porters and Vendors for assistance of stranded passengers.
- 7) Arrange for ex-gratia payment to the injured and the next kith and kin of the dead.
- 8) Arrange for refunds to the passengers.
- 9) Assist the stranded passengers during transshipment with sufficient number of Porters and TCs.
- 10) Arrange to open enquiry office at the site for replying to the queries regarding disposal of the injured and dead.
- 11) Make inventory of the parcels damaged and advise the CCO/SC.
- 12) Arrange for buses for stranded passengers and keep record of the buses arranged destination-wise with the number of passengers.
- 13) Ensure the making over of the dead bodies to the Police for disposal;
- 14) Assist the Railway Doctors with Ticket Collectors / Porters. He should compile the figures of injured and dead from all sources. (i.e. Police, TTE / SM).
- 15) Issue advice to the Control Office / Stations for issue of free passes to the next of kin of the dead and injured.

- 16) Keep in touch with the progress of patients in hospital and increase the exgratia payment suitably in case simple injuries turn into grievous or patients paid ex-gratia payments for grievous injuries die later in the hospital.

Mechanical

F. Senior Divisional Mechanical Engineer:

- 1) Proceed to the site. After site survey, make out a plan of action for quick rescue of injured and trapped passengers. Accordingly call for the equipment, manpower required.
- 2) Supervise rescue operation.
- 3) Ensure that Speedo meters record, engine log Books etc., are seized / sealed.
- 4) Correctly forecast to control as to the sequence of movements required to site.
- 5) Record the details regarding brake power and other aspects of Rolling stock as per prescribed Proforma.
- 6) Have the joint measurements of the rolling stock taken.
- 7) Check the fitness of the stock supposed to move from the site.
- 8) Note down observations, make arrangements to record joint measurements if loco is involved in accident. If it is not possible for all types of measurements to be taken on the spot then these should be taken in the shed. All relevant records should be sealed in shed.

G. Mechanical / Breakdown Staff:

- 1) Proceed to the site of accident. Assist in evacuating passengers if any, trapped in coaches involved in accident.
- 2) Record the details regarding brake power and other aspects of the rolling stock as per prescribed pro-forma.
- 3) Take measurements of the Rolling stock as per the prescribed Proforma / procedure.
- 4) Check the fitness of the stocks which are supposed to move from the accident site and certify their fitness.
- 5) Ensure that locos / coaches / wagons re-railed are in a fit condition to be taken from the accident site.
- 6) Plan for efficient movement of Breakdown Special, engine, tower wagon etc., between site and station for quicker restoration.
- 7) Ensure that the log / diary regarding restoration at the accident site is maintained properly
- 8) Ensure that video cassette of the serious accidents is prepared in systematic and continuous manner specifically showing the position of coaches, engine under gear of coaches and engines, rails, tracks etc. and the clues which may in turn provide some information to the enquiry authority. Similarly, still

photographs should also be taken in judicious manner.

Electrical

H. Senior Divisional Electrical Engineer:

- 1) Ensure proper lighting arrangements are provided at the site.
- 2) In case of fire in coaches, arrange to immediately collect / record evidence of passengers.
- 3) Examine the coach to ascertain the cause and damage.

I. Senior Divisional Electrical Engineer (Traction Distribution)

- 1) Arrange for adequate number of OHE breakdown staff, tower wagon and proceed to the site of accident by the quickest available means.
- 2) Depute Officer / Supervisor in control office.
- 3) Ensure that OHE is made dead and OHE is slewed as required.
- 4) Arrange and supervise restoration of OHE, expeditiously.
- 5) Record all relevant information concerning the accident.

J. Senior Divisional Electrical Engineer (Traction Operation / Traction Rolling Stock):

- 1) Where EMU or Electric Locomotive is involved, call the relief train, if required with adequate number of breakdown staff and proceed to the site by quickest available means.
- 2) Depute officer in the Control Office.
- 3) Note down joint observation regarding the loco / EMU.
- 4) Ensure that measurements of the loco / EMU are taken on the spot wherever possible otherwise in Car / Loco Shed.
- 5) Ensure that speed

K. Electrical Staff: Power (General): Ensure lighting arrangements, if required, are provided at the site. In case of Fire in coaches, immediately collect / record evidence of passengers with full particulars. If some passengers are willing to give evidence later on, their names and addresses should also be recorded.

1. Over-Head Equipment

- a) In case of an accident, where OHE is involved, arrange for adequate number of break-down staff / tower wagon and proceed to the site of the accident by the quickest available means.
- b) Ensure the OHE is made dead and OHE is slewed as required for ground / crane operations.
- c) Arrange and supervise restoration of OHE expeditiously.

2. Loco Inspector:

- a) Proceed to site in case Electric/Diesel Loco or EMU is involved.
- b) Supervise restoration operations.

- c) Ensure that Speedo graphs, Speedometer chart, Loco / EMU log books are seized, sealed and kept in safe custody.
- d) Note down his observations regarding the Electric / Diesel Loco / EMU and record measurements as per the prescribed pro-forma.
- e) Ensure that measurements of the Loco / EMU are taken on the spot. If it is not possible for all types of measurements to be taken on the spot, the same should be taken in shed.

Engineering

L. Senior Divisional Engineer (Civil):

- 1) Proceed to the site.
- 2) Ensure joint measurements are taken and sketches of the accident site are accurately drawn out.
- 3) Ensure collection of adequate labour, material and equipment and their proper deployment for speedy restoration.
- 4) Depute one DEN / AEN in Control Office for planning, reinforcement of labour, material and staff and movement of material train.
- 5) Ensure that inspection notes and diary of AEN, S.E./J.E (P.WAY) gang charts, maintenance records etc., are seized and secured.
- 6) Assist other departments in clearance of line and ensure that track is rendered fit and certified at the earliest.

M. Engineering Staff:

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

elements of weather.

- 10) Ensure track is restored for traffic at the earliest.

Signal and Telecommunication

N. Senior Divisional Signal and Telecommunication Engineer:

- 1) Proceed to site of accident. Make arrangements for installing, Mobile/Railway/BSNL/ Satellite phones at site in sufficient numbers so that communication from site to control office/divisional office/Zonal office/ other stations, outside agencies takes place smoothly and without delay.
- 2) Establish communication between the site and Divisional Head Quarters Office.
- 3) Ensure that a detailed record is made of all evidence bearing on the accident so far as S&T and interlocking are concerned.
- 4) Preserve clues and seal the relevant equipment if required.
- 5) Restore the signaling and interlocking for normal working without delay.

O. Signal and Telecommunication Staff:

- 1) Proceed to site by quickest means available.
- 2) Ensure portable telephone / emergency telephone set is provided at site.
- 3) Wherever feasible, wireless sets to be installed at accident site for communication with Divisional Headquarters and if possible, with Railway Headquarters. Walkie- talkie sets / Megaphones / loud hailer to be deployed as necessary.
- 4) DOT/BSNL telephone with STD facility to be arranged at the temporary enquiry offices opened at site and nearest location wherever possible.
- 5) Render such assistance as required by Train Manager (Guard) in attending to the accident victims and stranded passengers.
- 6) Seal Block instruments, Relay rooms and note positions of levers, knob, slides indications etc., as the case may.
- 7) Arrange for early restoration of signaling and telecom equipment as soon as such restoration is permitted.

Security

P. Senior Divisional Security Commissioner (Sr.DSC) / RPF: On receipt of information about serious accident, Sr.DSC will take following actions –

- 1) Post adequate number of RPF at site of accident and at any other place where assistance from his department may be required.
- 2) Proceed to site by quickest available means.
- 3) Liaise with the local police at site.
- 4) Coordination with state fire department in case of fire accidents and arrangements for collection samples by FSL.
- 5) Ensure security of passenger's belongings, parcels, damaged goods, parcel van etc.

Divisional Railway Manager

- Q. Divisional Railway Manager** – In the event of a serious accident, the Divisional Railway Manager shall –
- depute an officer to the site of the accident to assume overall charge, unless he himself proceeds to the site of the accident;
 - ensure that assistance is rendered by each Branch of his Division promptly and efficiently in rescue and relief, transshipment of traffic if required, and for removal of obstruction at the earliest; allot specific duties to the individual Officers for dealing with the accident;
 - keep a close touch with the Officer-in-charge at the site of accident and Officer-in-charge at the Control office and see that all assistance is provided and properly utilized in rescue and relief and for removal of the obstruction;
 - Ensure that Telephonic and / or Telegraphic advice of the accident is sent to the concerned officials;
 - Arrange a preliminary enquiry in cases where immediate investigation of certain matters is considered necessary even though the enquiry may be conducted later by the Commissioner of Railway Safety etc.
 - Proceed to the site of the accident as and when required under extent instructions.
 - He will brief the Media himself or authorize PRO for briefing.

Principal Chief Operations Manager

- R. Principal Chief Operations Manager** – He will monitor the rescue and relief operation, regulation of the trains, diversion of trains, starting new trains for transshipping the stranded passengers, movement of cranes/ART/ARME etc. He will also guide the Divisional Officers for restoration and regulation of traffic.

Principal Chief Commercial Manager

- S. Principal Chief Commercial Manager** – He will monitor the rescue and relief operation, ex-gratia payment to the kith and kins of accident victims, arrangement for transshipment of stranded passengers, catering arrangement at the site, coordinating with the Civil authorities for treatment of injured passengers etc. He will also guide the Divisional Commercial Officers to handle the serious accident efficiently.

General Manager

- T. General Manager** – He will monitor the rescue and relief operation, ex-gratia payments, movement of ART/ARME, movement of special trains for stranded passengers, establishment and functioning of Control room at site/ Divisional Office to disseminate correct information about the accident to the general public. He will

also update CRB & CEO, Railway Board regarding handling of serious accident. He will brief the Media himself or authorize CPRO for briefing.

Members of Railway Board

- U. Members of Railway Board** – They will monitor and guide the Zonal Railway Officers of their respective departments in the efficient handling of serious accident. They may also visit the accident site, if required to supervise the relief and rescue operation.

Chairman & CEO Railway Board

- V. Chairman & CEO Railway Board** – He will brief the Hon'ble MR about the accident, relief and rescue operation, payment of ex-gratia etc. He may visit site, if required to supervise the relief and rescue operation. He will brief the Media himself or authorize ADG/PR for briefing.

Hon'ble Minister of State for Railways (MOSR)

- W. Hon'ble Minister of State for Railways (MOSR)** – Hon'ble MOSR will monitor the relief and rescue operation at the site and also apprise Hon'ble MR. He may also announce any special items of relief, enhanced ex-gratia etc. as approved by Hon'ble MR. He may also visit the accident site, if required to assess adequacy of relief and rescue operation.

Hon'ble Minister of Railways (MR)

- X. Hon'ble Minister of Railways (MR)** – Hon'ble MR will monitor the relief and rescue operation at the site and also apprise PMO, MHA and other Ministries if required. He will also make a statement in the parliament, if required. He may brief Media or authorize CRB & CEO or ADG/PR for briefing. He may also announce any special items of relief, enhanced ex-gratia etc. He may also visit the accident site, if required to assess adequacy of relief and rescue operation.

4.2 Video Communication at accident site: (As per RB. Lr. No. 2021 / Safety (DM) / 6 / 14 / DMP dated 15.04.24)

In case of an accident the Telecom in-charge of concerned division shall make video conferencing arrangement at accident site by utilizing smart phone and accessories as per the latest instructions, as the first line of response for video communication. The VC link shall be got generated by the concerned Telecom in-charge of the division and shared with Railway Board and Zonal Head Quarters (if required) for showing the live feed of the accident site.

For utilizing Drone services at accident site, based on local site conditions, divisional authority is competent for taking decision. Hiring of Drone services

should be as per latest guidelines.

Further, for communication with Railway Board Officials at war room, following numbers have been provided in Disaster Management room/war room.

Contact Details	Mobile Number
FCT No.	9717632374
Airtel CUG No.	9289921150 (available during exigencies)
Jio CUG No.	8882207185 (available during exigencies)

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CHAPTER V

5.1 RESOURCE UNIT – 1 (PASSENGER TRAIN, AT SURROUNDINGS, AT ADJOINING STATIONS)

5.1.1 ON PASSENGER CARRYING TRAINS FOLLOWING RESOURCES ARE AVAILABLE:

1. First-aid box available with the Train Manager (Guard) of the train.
2. Portable Control Telephone available as BV Equipment and as personal / loco equipment with the LP of passenger carrying trains.
3. Fire extinguishers loaded as BV Equipment, loco equipment, in AC Coaches in Pantry Cars, etc.,
4. Walkie- talkie sets with LP and Train Manager (Guard).
5. CUG mobiles phones with LP, ALP and Train Manager (Guard).
6. Information about the doctors travelling in the train on the reservation chart.
7. Information about Railway officials in the train whether 'on' duty or 'off' duty as per the reservation chart.
8. Passengers travelling who volunteer to help in rescue and relief operations.

5.1.2 NON-RAILWAY RESOURCES AVAILABLE NEAR BY:

1. Volunteers from nearby villages and towns.
2. NGO Organizations stationed nearby towns and villages.
3. Transport vehicles passing through the nearby Level Crossings (both manned and unmanned), owned by Contractors (Railway and Civil) and Private and Public transport vehicles located nearby villages and towns.
4. Tractors with trolleys or without trolleys for transporting both men and material apart from loading the lighting equipment to lit up the site of accident.
5. Station staff at either end of the block section shall mobilize all possible medical assistance for treating the injured and transport for transporting the injured to the nearby hospitals. Mobilize the non-Railway resources stationed at the station in co-ordination with the Civil Authorities.
6. Moving the relief trains to the site of accident in the stipulated timeframe.
7. Informing the 'all-concerned' through the quickest possible means of communication.
8. Station staff shall give priority for arranging medical succor, mobilizing additional manpower, moving the rescue equipment, arranging lighting equipment of accident site, arranging transport, informing the firefighting personnel, etc.,
9. Resources as mentioned in the Divisional DM Plan.

5.1.3 RAILWAY RESOURCES:

1. Mobilize the Engineering gangs stationed at the station, in the Division and from adjoining Divisions, if required; OHE staff and S&T staff to be alerted and moved to the site of accident as per the directions given from time to time.
2. Mobilize the Railway Medical staff and arrange medical facility to the site.
3. Arrange Communication network at the station and as well as at the site of accident.

4. Security officials to be informed and moved to the site of accident.
5. Railway resources as mentioned in the Divisional DM Plan.

5.2 RESOURCE UNIT - 2 (ART & MRT – SOUTH CENTRAL RAILWAY)

ACCIDENT RELIEF TRAINS AND RELIEF MEDICAL VANS ON SCR					
DIVN	CLASS “A” ART (5 BG + 1 MG)	140 T CRANE	CLASS “B” ART	ARMV SCALE – I	ARME SCALE-II
SC	SC (SPART)	SC		SC (SPMRV)	BPA
	KZJ (SPART)	KZJ	...	KZJ (SPMRV)	DKJ
			BPA	---	PRLI
					VKB
HYB			NZB	NZB (SPMRV)	MBNR
BZA	BZA (SPART)	BZA	...	BZA (SPMRV)	GDR
			RJY	RJY (SPMRV)	OGI
			BTTR	BTTR (SPMRV)	EE
					TUNI
					BVRM
GTL	GY	GY	GTL	GTL (SPMRV)	HX
			RU	RU	RC
			DMM	DMM	NRE
					MPL
					KDY
GNT			GNT	GNT (SPMRV)	NDKD
					NDL
NED	PAU	PAU	--	PAU (SPMRV)	J, KNVT

5.3 RESOURCE UNIT – 3 (ART & MRT OF ADJOINING ZONES)

SOUTHERN RAILWAY – CHENNAI DIVISION

S. No.	Type of ART / MRV	Location	Class
1	SPART	Madras (MAS)	
2	ART	Tondiarpet (TNP)	‘A’
3	ART	Basin Bridge (BBQ)	‘B’
4	ART	Jolatpet Junction (JTJ)	‘B’
5	ARMV	Jolarpet Junction (JTJ)	Scale – I

CENTRAL RAILWAY – BHUSAVAL DIVISION

S. No.	Type of ART/ MRV	Location	Class
1	ART	Bhusaval (BSL)	‘A’
2	ART	Manmad (MMR)	‘B’
3	ARMV	Bhusaval (BSL)	Scale – I

NAGPUR DIVISION

S. No.	Type of ART / MRV	Location	Class
1	140/T	Ajni (AJNI)	
2	SPARMV	Nagpur (NGP)	Scale – I

SHOLAPUR DIVISION

S. No.	Type of ART / MRV	Location	Class
1	140/T	Daund (DD)	
2	ARMV	Sholapur (SUR)	Scale – I
3	ARMV	Wadi (WADI)	Scale – I
4	ART	Wadi (WADI)	‘B’

South Western Railway – HUBLI DIVISION

S. No.	Type of ART / MRV	Location	Class
1	ART & 140T	UBL	‘A’
2	ART	CLR	‘B’
3	MRV	UBL	Scale – I

BANGALORE DIVISION

S. No.	Type of ART / MRV	Location	Class
1	ART & 140T	SBC	‘A’
2	MRV	SBC	Scale – I

East Coast Railway – WALTAIR DIVISION

S. No.	Type of ART / MRV	Location	Class
1	ART & 120T	VSKP	‘A’
2	ARME	VSKP	Scale – I

3	ARME	KRPU	Scale-I
4	ART	KRPU	'B'
5	ART & 120 T	KRDL	'A'
6	ART & 120 T	RGDA	'A'

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CHAPTER VI

VARIOUS PHASES OF DISASTER MANAGEMENT

6.1 Phase I – GOLDEN HOUR

In the period immediately after the accident where grievous injuries to passengers takes places, action has to be taken on war-footing by the Railway Authorities to render definite medical care which gives relief to affected passengers and also help them to overcome the trauma.

If a critical trauma patient is not given definite medical care within one hour from the time of accident, chances of his ultimate recovery reduce drastically, even with the best of medical attention thereafter. This initial one-hour period is generally known as “The Golden Hour”.

- ✓ Render definite medical care within Golden Hour.
- ✓ Arrest bleeding and restore blood pressure within an hour.
- ✓ Persons under shock shall immediately be relieved of shock.
- ✓ Transport the casualties to the nearest hospital.

During this Golden Hour, following efforts should be made:

1. On-board staff like, LP / ALP / Train Manager (Guard) / TTE / GRP / RPF / Pantry Car / AC Coach Attendants, etc., shall pass on the information quickly to the nearest station or to control about the accident. They shall render first-aid and take the help of other volunteers travelling by train or from the site of accident location to rescue the passengers.
2. Senior-most officer travelling by the train whether ‘on’ or ‘off’ duty shall take charge as Officer in-charge (OIC) at site.
3. All Railways officials shall report to the Train Manager (Guard) and work as per the directions of the OIC.
4. SMs of the adjoining stations must inform Control about the accident and the nature of assistance required.

6.2 Phase II – ARRIVAL OF CRACK TEAM

- (A) Crack Team of Zonal Railway with rail rescue experts and equipment should be rushed to the site of accident by any transport which is quicker, if required even by air-lifting.
- (B) Divisional Crack Team consisting of representatives from Mechanical, Medical, Electrical, Engineering, Security and S&T Departments shall be rushed to the site of accident by the most expeditious means of transport feasible.
- (C) Functions of Crack Team: As soon as hooters / siren are sounded, the nominated team shall proceed to the site of accident by first available train or by road. The Crack Team shall carry the following kits;
 - i. S&T kit
 - ii. Lighting kit
 - iii. Augmented First-aid kit or POMKA

- iv. Rescue kit, etc.,
- (D) On reaching the site of accident, the Crack Team shall perform the following activities:
 - i. Extrication / removal of injured passengers from the coach/es.
 - ii. Rendering first-aid to the injured.
 - iii. Provide succor and help to the passengers at site.
 - iv. Relieve panic and create sense of confidence among the passengers.
- (E) **Special Disaster Management Team of RPF:** Special DM Team of RPF has to be set up at all Divisional Headquarters for proceeding to the site of accident and assist in relief and restoration at the site of accident. They shall reach to the accident site by the first available means of transport.

6.3 Phase III – ARRIVAL OF RELIEF TRAIN/S

Phase III begins with the arrival of relief train/s. The senior most officer who reaches the site first becomes the OIC at site. The staff and Officers should work as per the directions of the OIC at site.

Site Organization:

- Medical relief camp
- Security of luggage
- Preservation of clues
- Relief, rescue and restoration
- Co-ordination with Civil and Media
- Liaison with Control
- Communication network
- Lighting arrangement
- Information booth
- Catering arrangements
- Evacuation of passengers
- Payment of ex-gratia, etc.,

The Medical team reaching the site first shall comprise more doctors and staff including paramedical staff. The senior most doctor and OIC at site should have all details about dead and injured and hospitals where they are being treated.

6.4 Special Task Teams of different Departments

I.	Medical	Relief and transportation of the injured to hospitals.
II.	Commercial	Catering, payment of ex-gratia, information booth, liaison with Civil Administration and Media.
III.	RPF	Security of luggage, parcels and other Railway property.
IV.	Operating	Liaison with control and arranging logistics including Shunting operations.

V.	S&T	Establishment of communication network, free telephones and booth.
VI.	Mechanical	Rescue, relief and restoration operations including re-railment, measurements, photography / videography of clues and restoration activities and preservation of clues
VII.	Electrical	Adequate lighting arrangements at the site of accident.
VIII.	Civil Engg.	Provision of tents, relief, rescue and Restoration activities. Restoration of track, preserving the clues, readings photography / videography of clues and restoration activities.
IX.	Safety	Preservation of clues, statement of witnesses, Photography / videography of clues and restoration activities.
X.	Personal	Passenger care

Armbands : Rescue team members must wear armbands and luminous jackets. Armbands for medical and paramedical staff shall bear a red cross.

Cold-cutting : Extreme care must be exercised while tackling damaged coaches. Cold cutting equipment should be used on coaches containing passengers so as to avoid burns to passengers.

6.5 Handling of dead / injured:

- Dead bodies should be handled with care and respect.
- Cover the dead bodies with white shrouds and they should also be numbered.
- Expeditious issue of death certificates.
- List of dead and injured shall be passed on to Divisional Control and DMCR at Zonal Headquarters from time to time.
- A photographer shall take coloured photographs of dead and injured.

6.6 Free food, drinking water, tea and snacks:

Food and clean drinking water must be rushed to the accident site from the nearest source. Free food and beverages shall be arranged.

6.7 Action to be taken at Divisional level:

- Opening and continuous manning of enquiry booths at originating, terminating and at en-route major stations.

- Furnishing updated position of dead, injured and evacuated passengers to 'all-concerned'.
- Helpline number shall be relayed through electronic and print media.
- Arrangements for issue of free Railway passes to relatives / friends / dependents of dead and injured.
- Make arrangement for transportation of evacuated passengers to be sent to destinations. Transport vehicles can be hired.
- In case of major disaster, DRM of the Division can requisition for the services of Helicopter / Aero plane.
- Media shall be briefed properly and quickly.
- Zonal headquarters should be advised quickly.

6.8 Phase IV – HANDLING INJURED PASSENGERS:

- Relief trains clearing the injured and stranded passengers must get overriding priority.
- Road vehicles shall be arranged for transporting the injured and stranded to the nearby hospitals and station.
- List of injured, hospital-wise shall be conveyed to all concerned and displayed at prominent locations.
- Ex-gratia payment shall be arranged.

6.9 Phase V – RESTORATION OF TRAFFIC

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

6.10 CONCEPT OF CONTROLLING STATION:

The SM of nominated controlling station should, immediately on receiving information of an accident, reach the site with sufficient staff drawn from all Departments. He shall take necessary steps for rescue and relief. It should be made clear to everybody that staff of all Departments must follow the directions of the Station Manager of the controlling station and render all possible assistance necessary for tackling the disaster.

Div	Controlling stations	Div	Controlling stations
SC	SC, BG, KZJ, RDM, BPA, SKZR, WL, KMT, DKJ, BDCR, VKB, TDU, MQR, BIDR, PRLI.	GNT	GNT, RAL, MRGA, NDKD, MCLA, DKD, MRK, NRT,NDL.

HYB	KCG, MBNR, KRNT, MED, KMC,NZB	GTL	GTL, GY, ATP, KLU, DMM, MPL, PAK, CTO, TPTY, RU, KHT, NRE, HX, TDP, AD, RC, YG.
BZA	BZA, EE, TDD, RJY, SLO, COA, TUNI, TNKU, BVRM, NS, GDV, MTM, TEL, CLX, OGL, BTTR, NLR, GDR.	NED	NED, MUE, KNV, ADB, PAU, PBN, GNH, J, AWB, HNL, AK, KNW.

CHAPTER VII
(AUTOMATIC TRIGGER MECHANISM)

7.1 ACCIDENT SIREN

Long Range Electric Siren:

As a means of giving immediate warning to the staff of various Departments, in the event of an accident, a Long-Range Electric Siren has been installed at those stations where the relief trains are stationed. In addition to this, the siren provision is kept at Diesel / Electric Loco Sheds, DRM Offices.

NOTE:

1. **Vide Railway Board Letter No.2010/Safety/(DM)/6/23 New Delhi dated 16.09.2013** advised that system of sounding Hooter from Control Office should be implemented in all Divisional Control Offices in Indian Railways.
2. On SCR, as a means of giving immediate warning to the staff of various departments connected to ART&MRV, in the event of an accident, it is being remotely operated from the Divisional Control Office.

Each siren is provided with

1. A delayed action switch (the tumbler switch marked 'Accident Warning') and
2. A check switch (marked 'Test Push')
 - a. The delayed action switch (the tumbler switch marked "Accident Warning") is designed to give call of $\frac{3}{4}$ minute duration, each with $\frac{1}{2}$ minute interval between two successive calls.
 - b. The check switch (marked 'Test Push') is for checking whether the siren and motor are in good working order. For testing the siren, the push button of the check switch shall be pressed and kept in the ON position until the siren gives a continuous blast extending to not less than 30 seconds and then released.
 - c. If, for any reason, the delayed action switch fails to function, the emergency call shall be given by manually operating the check switch to give calls. Description of accident and the number of hooters to be sounded are as follows.

S. No.	Description of the Accident	Siren code
1.	Accident at the Station / Loco Shed where theART/MRT is stationed	Two long
2.	Accident at out station and mainline is clear	Three long
4.	Accident at out station, mainline is clear andMRT is required	Three long – one short
5.	Accident at out station and through running isaffected	Four long

6.	Accident at out station, through running isaffected and MRT is required	Four long – one short
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NOTE : The duration of the long hooter shall be 45 Seconds and 10 seconds forthe short, with 30 seconds interval between two successive calls.

- d. Both the delayed action switch and the check switch are provided with locking arrangements. The key of the delayed action switch and the duplicate key of the check switch shall be kept in a sealed glass fronted case. The original key of the check switch shall be kept by the electrical staff. In case of emergency the seal or glass shall be broken and the key taken out to give the emergency call. After the emergency is over and the key restored to the box, arrangements shall be made to replace the broken glass and/or to reseal the box.
- e. The check switch shall be operated by the Electrical Department once a month.
 - (i) On hearing the emergency call the staff nominated to turn out for such calls by the respective Heads of Departments shall do so and take up the positions and duties allotted to them. The staff concerned shall respond to the call with alacrity. Indifference in responding or failure to respond to the call must be dealt with seriously.
 - (ii) At stations where long range electric sirens have been installed, staff nominated to turn out for such calls by the Head of Department shall take up positions with the portable emergency wireless set to proceed to the accident spot by the first available means.

7.2 SOUNDING OF ENGINE WHISTLE/HOOTER/STATION BELL:

In the event of the long-range electric siren going out of order, the emergency call must be given as indicated below-

- a. The whistle/hooter of engine shall be sounded as coded above, so as to give whistles/hooting or call of 1 minute duration each, with ½ minute interval between two successive whistle/hooting this being repeated twice at an interval of 3 minutes.
- b. In case an engine is not available at the time to give the emergency call, the emergency call shall be given by the violent ringing of station bell. The Station Master or the senior official of the Transportation (Traffic) Department, present at the station shall arrange and be responsible for the issue of the emergency call.

CHAPTER VIII

MEASURES ADOPTED FOR PREVENTION AND MITIGATION OF DISASTERS

8.1 CIVIL ENGINEERING DEPARTMENT:

Role of Engineering Department in responding to threatening disaster situation or disaster: A constant liaison is maintained with all the IMDs for getting information about the weather warning and cyclone storm. Whenever, there is a warning of a severe cyclonic storm, the following action is taken;

- a) Intensifying of monsoon patrolling and night surprise inspection.
- b) Posting of Watchman at vulnerable bridges/locations. Posting of special Watchman with walkie-talkie, mobile phone at RATs where message about them being under danger of overflowing / bursting is received to monitor their condition on real time basis.
- c) Officials of Engineering Department are located at locations as incorporated in the joint Engineering & Operating circular.
- d) Monsoon emergency reserve stock is kept in readiness at nominated locations according to sanctioned scales. This emergency reserve stock on wheels will be moved as per the directives of engineering officials at Headquarters monitoring the situation.
- e) The following engineering officials of BZA division shall proceed and be available at stations indicated below:
 - (i) Sr. DEN/South at BTTR.
 - (ii) Sr. DEN/Central/BZA at BPP.
 - (iii) DEN/E/BZA at BVRM
 - (iv) Sr. DEN/North at SLO
 - (v) Sr. DEN/Co-ord./GNT at GNT
 - (vi) CGE shall proceed to BZA depending on the severity of the situation at his discretion.
- f) A constant liaison with Central Water Commission authorities during monsoon period to keep track of the real time water level of major reservoirs and dams to take timely action during emergency.
- g) The emergency material such as diesel oil, K.oil, torches, hurricane lanterns, tarpaulins, gum boots, umbrella, rain coat, manila rope, shovels, etc., track materials are kept in readiness to meet any eventualities.

8.2 ELECTRICAL DEPARTMENT:

Measures taken for the prevention or mitigation of disasters/accidents:

- No crew is being allowed to work the train with overdue in G&SR & Technical Refresher Courses and Periodical Medical Examination (PME).
- Knowledge of crew is being updated from time to time especially in safety aspects and G&SR rules.
- Alertness of crew is being checked by surprise inspections by Loco Inspectors especially during night times. Regular Safety Seminars and interaction with running staff are being conducted to educate/update their knowledge duly

- guiding in all safety/technical related aspects.
- Regular training is being conducted on in-motion simulator to update knowledge/driving skills of Loco-Pilots.
- All Electric Locos are equipped with auto-flasher lights with high prominence LED flasher lights.
- Vigilance Control Device and emergency stop is being provided in all electric locos.
- All locos are equipped with Energy-cum-Speed Monitoring System which record the important events also.
- Crew-friendly cab modification on electric locos is being carried out during POH.

8.3 SIGNAL & TELECOM DEPARTMENT:

Measures taken for prevention or mitigation of disasters/accidents:

i. Signaling

Provision of track circuiting and BPAC: Provision of BPAC on entire route 'A' shall be completed over SCR within March 2009. Works on the other routes shall be progressively proposed and carried out. As per old route classification, complete yard track circuiting was completed over route 'A' and 'B'. Works are sanctioned for track circuiting (balance portion) on route 'D' which shall be completed with March 2010. Over route 'E', the balance works shall be progressively proposed and carried out. However, track circuiting on Mainline (FM-FM, FM-BSL and HM-FM-St) is already complete over the entire passenger traffic carrying BG network.

ii. Communication:

In addition to the communication network specified under Chapter VI of existing Disaster Management Plan, the following may be supplemented.

- Provision of FCTs at accident site.
- Provision of WLL exchange as additional means of communication at accidentsite.

iii. IRPMU is executing the work of provision of video conferencing from accident siteto zonal headquarters along with high-speed satellite modem.

8.4 SECURITY DEPARTMENT:

Specified measures taken for the prevention of mitigation of the same:

- Collection of sharing of advance intelligence with central intelligence agencies and State Police.
- Sensitizing of railway employees in the field especially, in public interacting areas.
- Involving active license porters and contractors of cycle/scooter stands in identification of suspects.
- Posting of RPF staff at vulnerable areas.
- Rescue teams of RPF should be in readiness to reach the spot at a short interval duly equipped with modern gadgets in the event of any eventualities.

- Dog squad to be pressed into service by first means.
- Random track patrolling, provision of firefighting equipment, etc.,
- The trains in the vulnerable sections should be escorted by RPF and GRP, besides conducting anti-sabotage checks in the trains and at all important stations by deploying sniffer dogs.
- Sabotage-prone areas/sections have been identified and joint track patrolling by RPF & Engineering staff has been introduced.
- Modern surveillance cameras are installed at important railway stations to monitor the movements of suspected elements.
- The concept of community policing has been introduced all over the zone from 01.02.2007, with the title 'Sahyog'. Under this scheme, representatives of daily commuters, vendors, hawkers, porters, TTEs, Train Managers (Guards), loco-Pilots, ASM/SMs and GRP are associated to educate and create security awareness among the passengers to elicit information and to use them as partners in the mission to make railways a crime-free area.
- "RPF Mithra Yojana" has been introduced involving NGOs, Lions/Rotary Clubs to get useful information/intelligence pertaining to railway security.

Mitigation measures should be integrated with the Development of the plan and projects:

- In times of disasters, the integrated efforts should be taken to keep the rescue teams in alertness.
- Setting up of Disaster Management Cells at all important stations for immediate reaching spot for carrying rescue operations.
- Whenever any new project is taken up, basic security measures should be ensured in consultation with Security Department.
- Provision of Security Department staff and equipment must be planned along with other department's staff and equipment right at the planning stage.

CHAPTER IX

PASSENGER CARE

9.1 GENERAL :

1. Providing assistance to passengers and their relatives / dependents is of utmost importance in helping them relieve their misery.
2. Injured passengers and their relatives are to be treated with utmost courtesy and sympathy so as to alleviate their trauma and discomfort.
3. For dealing with the relatives and 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.
4. Commercial Supervisors and Welfare Inspectors should talk to injured passengers and ascertain if they wish to call their relatives / dependents.
5. Injured passengers should either be provided with a mobile phone/s or STD phones to enable them to speak to their relatives and dependents.
6. Transshipment of unaffected passengers and their clearance from the accident site would be arranged quickly. The officer available in the Control Office shall arrange the transshipment on priority.
7. In rescue operations, top priority shall be given to all passengers in critical condition for immediate medical attention.
8. Dead bodies should be extricated and the ARMV in-charge and other officials present at the site of accident should act swiftly and arrange for shifting of the dead bodies after shifting the injured passengers to nearby hospitals.

9.2 HOSPITALISATION OF THE INJURED:

1. As a general policy, in case of railway accidents involving passengers, rapid evacuation of victims to railway/non-railway hospitals after rendering immediate and necessary first-aid treatment is of paramount importance.
2. In the following cases, the injured may be taken to a private hospital:
 - a. When there is no Railway / Government Hospital available within a radius of **8 KMs** from the site of accident.
 - b. When the attending doctor certifies in writing that the treatment in private hospital is necessary in the interest of the patient's survival.
 - c. Except where Railway doctor certifies, such injured passenger/s should normally be eligible to the class of accommodation in the private hospital where different scales are available.
 - d. Where the family of the injured passenger 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.
3. For this purpose, the Division should chalk out a working arrangement with such private hospitals as may be necessary in areas served by them, so that in case of emergencies, injury cases can be referred to hospitals concerned without loss of time.
4. 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.

5. CMD should also fix the charges to be paid in such asses 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.
6. Bills by such private hospitals should be submitted through CMD who shall certify the correctness of charges payable before forwarding for payment to FA&CAO.
7. Under this para, payment to private hospitals can be arranged locally by the Railway and ministry of Railways approval is not necessary.
8. 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.
9. They should carefully monitor the condition of injured and maintain an updated list with all details.
10. 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.

9.3 FACILITIES TO BE MADE AVAILABLE IN THE HOSPITAL:

1. There shall 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 the injured passengers.
2. A chart shall be displayed at this reception counter indicating ward and bed numbers where the injured passenger/s are admitted along with their names, coach no. etc.,
3. At the entry to every ward, a second list should display the name of the patient, coach number and bed number inside the ward.
4. 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.
5. Arrangements should be made to inform the next of kin or friend of the deceased in case of identity of the person involved in accident becomes known.
6. As each relative arrives, his name should be marked in the list against the passenger's name.
7. Reception counter should be provided with STD telephone facility and some minimum infrastructure.
8. There should be minimum two mobile phones readily available to be taken to patients inside the wards for making outgoing calls.
9. Complete medical care of all passengers including payment of medical bills till their final discharge shall be ensured.

9.4 COMMUNICATION:

1. Telephone with STD facility shall be made available to passengers to communicate with their relatives / dependents.
2. BSNL / Railway telephones available at adjoining stations / cabins / towns shall be extended to the accident site.
3. PCO telephones and other BSNL telephones in nearby localities / towns / villages shall also be extended to the accident site by persuading owners of such phones.
4. Payments for such telephone connections will be made from station earnings.
5. Sr. DSTE shall hire some mobile phones to meet the needs of stranded passengers.
6. Wherever cellular phone connectivity is available, stranded passengers should be permitted to use these phones free of charge.

9.5 ARRIVAL OF RELATIVES / FRIENDS / DEPENDANTS:

1. After a few hours, the kin of the deceased and relatives / friends / dependents of injured passengers will start arriving to the site of accident, hence adequate number of display boards with the details of dead and injured be displayed at the site of accident by the Commercial / Personal / Medical Officials.
2. Some display boards should indicate the direction of the Assistance Centre at the site of accident.
3. Periodic announcements on loudspeakers shall also be made for guiding them to the Assistance Centre at the site of accident.

9.6 TAKING CARE OF RELATIVES / DEPENDANTS:

1. At the Assistance Centre, Commercial and Welfare Inspectors should be available to guide the relatives / friends / dependents. They should go through the reservation charts and list out the dead and injured among them.
2. They shall also depute a railway servant to accompany the relatives / friends / dependents to the hospital, if possible.
3. A hired vehicle shall also be provided for carrying them to various hospitals and mortuary.
4. The Commercial / Welfare Inspector should stay with the relatives / friends / dependents until they have found the injured or identified the dead.
5. Thereafter, they should help them in completing all formalities at the Assistance Centre.

9.7 SINGLE WINDOW CLEARANCE:

1. Assistance Centre at the site should provide single window clearance for all legal formalities and paperwork.
2. It should provide the following facilities:
 - a. Reservation chart for locating the name.
 - b. List of dead and injured including the name of the hospital where the injured are sent for treatment.

- c. Vehicle to take the relatives / friends / dependents to various hospitals and mortuary.
- d. Railway doctor for issue of death certificate.
- e. Government doctor for issue of post mortem clearance.
- f. Municipality official for issue of death certificate based on the doctor's certificate.
- g. Local Police for handing over the dead body.
- h. Claim counter for payment of ex-gratia and issue of claim compensation form.
- i. Counter to help in performing last rites in case it is decided to cremate the dead body there itself.
- j. Pass counter for issue of return journey pass.
- k. Return journey facilitation counter to make arrangements for return journey.

9.8 ACCOMMODATION FOR RELATIVES/ FRIENDS/ DEPENDANTS OF DEAD AND INJURED:

- 1. Commercial Supervisor or Welfare Inspector deputed shall arrange for the stay and accommodation of relatives / friends / dependents of dead and injured.
- 2. Depending upon the need, accommodation in hotels / Railway guest houses or retiring rooms should be booked for accommodating passengers.
- 3. Catering ARRANGEMENTS should also be taken care.

9.9 PERFORMING LAST RITUALS:

- 1. In many cases, the relatives / friends / dependents prefer to perform the last rites at the place where accident took place. Hence, assistance should be rendered in locating the following:
 - a. The nearest cremation / burial ground.
 - b. Crematorium facility where available.
 - c. The location where the required material available including the pundit/priest.
 - d. Vehicle for carrying the dead body, etc.,
- 2. The above information should be conveyed to the relatives / friends / dependents of passengers who died in the train accident.
- 3. Commercial Supervisor or Welfare Inspector shall help them in this Endeavour.

9.10 DEPARTURE OF RELATIVES / FRIENDS / DEPENDANTS OF DEAD AND INJURED:

- 1. Assistance Centre at site should have counters to help the relatives / friends / dependents for planning their return journey.
- 2. Personal Branch staff at the Assistance Centre at accident site should be available for issuing complimentary passes for their return journey.

3. Reservation of berths shall be provided on trains.
4. 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.
5. Space should be reserved in SLRs for loading dead bodies in coffins, etc., in case they desire so.

9.11 GUIDELINES FOR COMMERCIAL DEPARTMENT AT THE SITE OF ACCIDENT TO DEAL WITH THE AFFECTED PASSENGERS:

(Ref : RB's Lr. No. 2023/TC-III/49/1/Ex-gratia dated 18.09.2023)

1. Ex-gratia payment:

The amount of ex-gratia payable to Bonafide passengers involved in **train accidents** is as under:

Amount of ex-gratia in case of death is Rs.5,00,000/- (Rupees. Five lakhs only). In case of Grievous injury is Rs.2,50,000/- (Rupees. Two lakhs and fifty thousand only) and incase of simple injury is Rs.50,000/- (Rupees. Fifty thousand only).

Note : This ex-gratia payment will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defines under Section 123 of Railways Act, 1989 and stay in hospital as indoor patients. This ex-gratia is payable for a maximum period of 13 months. The period of treatment as indoor patient for more than 30 days needs to be certified by a Railway doctor for the purpose of further ex- gratia payment up to the period of 13 months. In case where the injured is taking treatment in other than Railway hospital, the treatment has to be certified by Railway doctor. Sr. DMO shall also keep track of such injured person taking treatment in other than Railway hospitals. Sr. DCM / DCM shall keep co-ordination with Sr. DMO for the purpose and arrange payment of ex-gratia every week at the doorstep of injured person. Every care shall be taken by Sr. DCM / DCM to avoid any inconvenience to injured person in such cases.

Ex-gratia payment should also be made to Railway servant killed or injured while on duty by a moving train. For example, Trackmen working on track run over accidentally by a moving train.

The withdrawal of money from station earnings for making ex-gratia payments is permissible. Allocation of ex-gratia payments is **G – 1502 – other compensation (Demand No.9)**.

The amount required for making ex-gratia payments should be drawn on the

authority of station pay orders Form No. Com. 480/B/A/Rev.55.

DRM and Sr. DCM / DCM have the powers to grant ex-gratia monetary relief in so far as their divisions are concerned. In case of an emergency, the DRM may nominate a Sr. Scale Officer, who is on the spot on any occasion to make ex-gratia payment in any particular accident.

2. **Meal charges:** Cash payment of Rs. 60/- per head per day.
 3. **Withdrawal from station earnings:**
 - a. Money can be withdrawn from station earnings with personal sanction of a Senior Scale Officer.
 - b. Station pay order (withdrawal from station earnings) should be duly signed with official designation, indicating his name.
 - c. Proof of payment on whom it has been made and the reason for payment should be kept with payee having revenue stamp.
 - d. The accountal should be submitted to Accounts Officer within 15 days from the date of withdrawal (**Para 2425 of IRCM**).
 4. **Station earnings can be utilized for:**
 - a) Departmental expenditure necessitated by floods, accidents and earthquakes, etc.,
 - b) Handling charges for transshipments due to accidents.
 - c) Cost of transportation of sick and wounded persons to hospitals, when ambulances are not available at wayside / small stations.
 - d) Payment of expenses of special catering – when the imprest is exhausted in emergent cases only with the authorization of an officer.
 - e) Refund of fare on unused and partially used tickets.
 - f) Ex-gratia payment to the persons involved in train accidents.
 - g) Payment not exceeding Rs. 100/- in each case for shrouds to cover dead bodies of victims of accident on railway. The voucher required to be submitted along with counter signature of GRP Official.
 - h) Payment to licensed porters for carrying injured / dead bodies.
 5. **Free meal, water and tea snacks to affected passengers, injured, uninjured or stranded:** (Railway Board letter No. 69/Safety-I/4/3 dated 22.9.1989)
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CHAPTER X

HOSPITAL MANAGEMENT DM PLAN AND MEDICAL PREPAREDNESS

10.1 BRIEF:

South Central Railway has got a well-established Central Hospital at Lallaguda at Secunderabad, Divisional Railway Hospitals, at Vijayawada, Guntur, Guntakal and Nanded apart from Railway Health Units at various locations with sophisticated equipment.

10.2 FORMULATION OF HOSPITAL DM PLAN

The Hospital DM Plan will come into effect whenever the competent authority GM or AGM or CSO declares the incident as disaster or come into effect if any Central Government or State Government declares a major disaster and when medical facilities of Railways is asked for assistance.

This plan comes into effect when there is a mass casualty resulting from mass casualty events occurred away from the Hospital or in situation when hospital itself has been affected by a disaster like fire, explosion, floods or earthquake.

10.3 GOALS IN CASE OF MASS CASUALTY EVENT AWAY FROM HOSPITAL NOT AFFECTING THE HOSPITAL

1. To control a large number of patients and the resulting problems in an organized manner.
2. To enhance the capacities of admission and treatment.
3. By treating patients based on rules of individual management, despite their being a greater number of patients.
4. By ensuring proper ongoing treatment for all patients who were already present in the hospital.
5. By smooth handling of all additional task caused by such an incident.
6. To provide medication, medical consultations, infusion, dressing materials and any other necessary medical equipment.

10.4 GOALS IN CASE OF MASS CASUALTY EVENT AWAY FROM HOSPITAL - AFFECTING THE HOSPITAL ITSELF

To protect life environment and property inside the hospital from further damage.

- By putting into effect, the preparedness measures.
- By appropriate action of the staff who have to know this task in such a situation.
- To re-establish as quickly as possible and in an orderly situation enabling the hospital to return to normal working condition.

10.5 CONTINGENCY PLAN FOR THE INJURED

The injured patients belonging to the same emergencies are categorized as under for rendering assistance in an organized manner.

Category "A": Patients in critical condition – **coded Red.**

Category “B”: Patients in serious condition but not life-threatening condition – **coded Yellow.**

Category “C”: Patients who can walk but had undergone minor wounds – **coded Green.**

Based on this injury categorization, we shall classify the contingency plan into three categories:

Category “A”: This plan is put into practice when number of expected injured patients belonging to single accident is less than 05. In this plan there is no disruption to the normal and routine work of the Central Hospital.

Category “B”: This plan is put into practice when number of expected injured patients belonging to single accident is 05 –10. In this plan there is minor disruption of the day to day functioning of the hospital with some re- adjustments like postponement of routine surgeries, procedures and checkup camps, health education programs, etc., discharging of stable improving patients, utilizing beds in special wards, semi-special wards, post-operative wards, sick sister wards, etc., To call back doctors and Group ‘C’ and ‘B’ staff from rest or ‘off’ duty.

Category “C”: This plan is put into practice when number of expected injured patients belonging to single accident is more than 10. In this plan there is disruption of routine works, there will be only general OPDs functioning. There will be no specialist OPD till the situation improves, postponement of all routine surgeries, procedures and checkup camps, health education programs, etc., discharging of stable improving patients, utilizing beds in special wards, semi-special wards, post-operative wards, sick sister wards, etc., The corridors of the wards, present conference hall and some empty rooms are converted into temporary wards to call back all doctors and Group ‘C’ and ‘B’ staff from rest or ‘off’ duty and if required call back from leave. Pharmacy, Laboratories, Stores, X-Ray Room, Operation Theatres will function for 24 hours till situation improves, will stop admitting non- emergent patients.

There may be change in the contingency plan as per situation requirement by Medical Incident Command.

10.6 Hospital DM Plan

1. The Medical Command Authority will be CMD / CHD / CMS / Sr.MS – Admn. / Senior most doctor available.
2. The Control Central location will be MD’s chamber / Sr.MS-Admn / Duty doctor’s room.
3. There is a plan to have hospital siren system which will give information regarding type of contingency plan in action or type of event like WMD events.

4. After the incident, the duty doctor in consultation with medical command authority should make arrangements for blowing hospital siren. After blowing the siren, the Nursing Staff and Group 'D' for alternative ward should come to casualty immediately. After hearing the sire, all the doctors and staff who are 'on' duty or 'off' duty should come to casualty at the earliest (within 15 to 20 minutes). Duty Pharmacist should inform all the other doctors and designated staff specially CMD, CHD, Sr. MS and all specialist doctors, Chief Matron and Ward Matrons, OT staff, ICCU staff, Chief Pharmacist, staff of surgical and medical stores, staff of laboratory, staff of X-ray unit, staff of kitchen, etc., One medical team shall move to accident site whenever required by MRV / Road Ambulance and remaining staff will stay back in hospital and prepare themselves to receive the injured persons and render all necessary treatment.
5. The Reception and Triage will be in Casualty where patients are received and initial treatment will be given in casualty male OPD, Medical OPD, Skin OPD after examining the patient. Minor OT will be used for minor operations or immediate emergency procedures and major dressings will be done. Minor dressings will be done in Dressing Room. Dialysis Room can be utilized for treating immediate emergencies and resuscitations. The patient will be colour coded according to the kind of treatment they require.
6. Red – immediate resuscitation.
7. Yellow – patients life threatening injury.
8. Green – walking wounded.
9. Black – dead.
10. Additional medicine, dressing materials, suturing materials will be kept for the purpose. A dedicated disaster store will be commissioned in casualty or nearby.
11. After initial treatment and resuscitation in casualty, patient will be shifted to ICCU, OT or wards as per the condition of the patient.
12. Necessary operations, procedure or resuscitation will be done in OTs, ICCU and Wards. For this visiting specialist and on call specialists are called wherever required.
13. When number of cases coming to hospital is beyond the capacity of the Central Hospital or when requires some specialized care, the cases will be referred referral hospitals like Yashoda, Care, KIMs, Apollo, Kamineni, NIMS, etc.,
14. Necessary extra registers and paper will be kept in casualty and all other areas for proper documentation and medico-legal registration.
15. Kitchen staff will provide food and refreshment to new patients and also medical staff as per the need.
16. Hospital Ambulance and other ambulances of nearby hospitals are used for shifting cases from accident site to Hospital/s; may be Railway or referral.
17. List of hospitals having ambulance facilities and their phone numbers shall be kept in the casualty.
18. Communication network shall be provided with Railway, BSNL, hospital intercom, CUG and walkie-talkie.

19. RPF and Civil Police should be called for security purposes.
20. Dead bodies after examination by the doctors shall be shifted to mortuary after noting all details including photography/videography of the dead. Shift mortuary shed will be erected if dead bodies are more in number. Later the bodies will be handed over to Civil Police for post-mortem.
21. Decontamination of patients will be done in casualty or within the compound in case of chemical and radiological cases.
22. Family welfare room and dormitory can be utilized for patient's relatives / friends / dependents and non-wounded victims who are waiting and family welfare staff can help in this regard.
23. Personal protection equipment and detection devices are required during handling of patients of WMD events like Radiological, Chemical and Biological events which will be procured at the earliest.
24. Media briefing shall be done in CMD or CHD's or Sr.MS chamber.
25. In any case Central Hospital, Lallaguda, Secunderabad shall be involved in the event of shifting the patients to other Railway premises like Rail Kalyan, Railway institute/s, Officer's club, etc.,

10.7 HOSPITAL DISASTER COMMITTEE

For implementing the Hospital DM Plan, a Hospital Disaster Committee shall be formed with members such as CMD, CHD, Dy.CMD, Sr.MS, specialist doctors, in-charge doctors of all OPDs including casualties apart from other medical / para-medical staff as decided by the medical authorities. Regular meeting/s shall be conducted at least once in a quarter. Regular revision of Hospital DM Plan shall be done along with DM Plan of the Zonal Railway.

10.8 STAFF EDUCATION AND TRAINING

1. Training of all staff involved in Hospital DM Plan will be done by conducting refresher courses, disaster drills, table top drills, partial evacuation / non-evacuation drills.
2. Doctors and related staff shall be trained in management of WMD events / CBRN disasters.
3. Training of doctors and hospital staff will be done as per NDMA's guidelines.
4. Help from NDRF, Arakkonam and Pune shall be taken for training.

10.9 OBJECTIVES AND GOALS OF HOSPITAL DM PLAN

1. The main objective of Hospital DM Plan is to optimally prepare the staff and institutional resources of the hospital for effective performance in difference disaster situations.
2. The Hospital DM Plan shall address not only the mass casualties which may result from MCE that has occurred away from the hospital but should also address the situations where hospital itself has been affected by a disaster like fire, explosion, floods, earthquakes, etc.,
3. In the NDMA's guidelines on medical preparedness and MCE, duties had been

specified for hospitals. There is need to lay down a system that there should be sharing of facilities amongst hospital in big cities which have a number of them.

4. Some of them may be earmarked as 'Super Specialty / multi-specialty hospitals'. Others as general hospitals to treat general casualties.
5. The Railway Hospitals need not be in the category of a 'Super Specialty / multi-specialty hospital' as they do not have specialized expertise for specific diseases.

CHAPTER XI

OTHER DISASTERS, CHEMICAL DISASTERS, BIOLOGICALDISASTERS, WATER-LOGGED RAIL DISASTERS

11.1 FIRE AND FIRE FIGHTING

“Fire instills in the human mind an elemental fear harking back to mankind’s primeval origin. Our dormant animal instincts arouse awe if not an unreasonablefear of fire. Fire on train particularly in the running train is the most difficult of the accidents to investigate since by their very nature, destroy the evidence.”

Fire on a running train is more dangerous than a static one, because the fanning effect spreads the fire very quickly to other coaches and in panic the passengers may jump out of running train. Under such situation, every Railway servant available on train orat site shall immediately stop the train and plunge into action to save the lives and property. In this context, the Railway servants are expected to have a basic knowledgeon fire and firefighting methods.

11.2 Measures Taken To Prevent Fire in Trains:

Instructions have been issued for provision of the following items in coaches during manufacturing at Production Units to improve the safety features of these coaches:

- Fire detection and suppression system in all newly manufactured Power Cars and Pantry Cars.
- Fire and Smoke detection system in all newly manufactured AC coaches.
- Double Acting AC compartment doors in all newly manufactured AC coaches.
- Fire extinguishers in all newly manufactured non-AC coaches.
- Automatic plug type doors in all newly manufactured Humsafar and Uday train coaches.

Apart from this, the existing AC coaches are being retro fitted with Fire and Smoke detection system and existing Power Cars & Pantry Cars are being provided with Fire detection and suppression system. In addition, fire balls are being provided in all power cars to control the fires in case if any such incident happens.

Curbing Fire hazards in Pantry Car:

- With a view to curb fire hazards in pantry car, Board has issued guidelines for upkeep of pantry car equipment to ensure that all equipment and gadgets are in working order and in safe condition.
- Electrical gadgets in Pantry Cars should be operated only by the authorized electrical staff, nobody else.

- Zonal Railways have been advised to remove the cardboard cartons after loading the food articles and they are to be kept in containers made up of fire-retardant materials such as insulated metallic boxes.
- Ticket checking staff should permit only those persons in Pantry Car & Power Car (Railway Staff and Pantry Car Staff) whose names are appearing in reservation chart of pantry car and Power Car and having valid travel authority.

Fire detection and suppression system at important installations:

Fire at vital installations paralyses the train movements. Fire detection system is being provided at vital installations. Firefighting equipment are being provided at such installations. Staffs have been trained to use this equipment.

11.3 SOURCES OF IGNITION which CAUSES FIRE:-

- Carrying Stoves, sigris, Gas cylinders, Kerosene oil, Petrol fireworks etc in passenger compartments;
- Making fire/using fire near paper, wood, petrol or such inflammable articles;
- Lighted match sticks, cigarette butts carelessly thrown;
- Short circuit in electrical wirings.
- Using naked flame for sealing of inflammable & other wagons, delivery of token to the LP/ALP, Shunting of inflammable loads etc.
- Use of open fire, smoking near gas/ petrol tank.

Everyone should take all possible precautions to keep away from doing the above acts so that possibility of breaking out of fire can be minimized.

11.4 GROWTH AND SPREAD OF FIRE

In general, fire originates in a small level. When it is surrounded by burning materials with adequate supply of oxygen (air) fire spreads.

11.5 CONVECTION

Transmission of heat by movement of air and gases produced, to the surrounding materials: To prevent this stop air supply.

11.6 RADIATION

Objects in the surroundings of the fire are exposed directly to the flame, to prevent isolate fire from its surroundings.

11.7 CONDUCTION

Conducting materials in contact with combustible materials will cause a fire.

THREE MAIN METHODS TO BE ADOPTED TO EXTINGUISH FIRE

- STARVATION** – means removing combustible substances away from the Fire.
- SMOTHERING** – means prevention of Oxygen, access of fresh air in fire, using sand, foam etc., to cover fire, which cuts Oxygen supply.
- COOLING** – means reducing the degree of the temperature with water

[IF FIRE BREAKS OUT IMMEDIATELY SUMMON THE FIRE BRIGADE]

11.8 VEHICLE ON A TRAIN BEING ON FIRE

- Stop the train immediately.
- Do not panic.
- Evacuate the passengers from the burning coaches.
- Protect property, valuables & mails.
- Locate the fire extinguishing substances viz. water bucket with water/sand, fireextinguishers etc;
- Ascertain the type of fire viz. dry, oil gaseous, electric and use the right type ofextinguishers;
- Use the fire extinguisher if any and put out the fire.
- Use water from the coaches and extinguish the fire.
- Isolate the burning vehicle from other vehicle by uncoupling.
- Train to be protected by Driver and Train Manager (Guard) at both ends according to the provisionof GR 6.03.
- Report it to the nearest station/control/fire station.
- Every effort shall be made to extinguish the fire and to save the wagon labels,seals and the contents of the vehicle.
- Throw Earth or sand, if available on the fire.
- In case of the fire is discovered when the train is near the tank or a watering station, the Train Manager (Guard) and Driver shall use their discretion to proceed there, but no such attempt shall be made until the portion of the train in rear of burning vehicle has been detached.
- Inform all concerned to assist in extinguishing the fire;
- In case of fire from electricity, switch off the source;

11.9 FIRE ON AN ELECTRIC ENGINE / EMU

- The Loco Pilot shall immediately switch off the circuit and lower the pantograph. The train shall then be brought to a stop at once.
- After disconnecting the electric supply to the affected circuits, the Driver shall take necessary action to put out the fire.
- If fire cannot be extinguished by the above means the Loco Pilot shall advice the Traction Power Controller through the emergency telephone to arrange the affected section of the over-head equipment to be made dead.
- The Train Manager (Guard) and any other staff available shall render all possible assistance to the Loco Pilot in putting out the fire.
- Ordinary fire extinguishers or water from a hose pipe shall on no account be used to extinguish fire on live wire or electrical equipment. If the services of the fire brigade are required, the brigade shall not be allowed to commence operation untilall electrical equipment in the vicinity of the fire has been made dead.

11.10 FIRE ON A DMU STOCK

- The Motorman shall immediately switch off the circuit breaker and shut down the engine and the train shall be brought to stop at once.
- The Train Manager (Guard) shall give all possible assistance to the Driver in putting out the fire.
- The fire extinguishers of approved type shall be provided on each motor coach of DMU when a DMU rake is turned out from the car shed. The CWS in charge of the shed shall inspect the fire extinguishers and ensure that these are in good working condition.

11.11 WHEN A PERSON IS ON FIRE

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

11.12 FIRE CAUSED BY PETROL OR ANY OTHER INFLAMMABLE LIQUIDS, ACIDS OR GASES

- Segregate the affected wagon, coach or area involved.
- On opening a wagon do not enter it immediately to thus, avoid fumes, which maybe dangerous.
- Use foam type fire extinguishers and sand. Water or soda acid type fire extinguishers must not be used at all.
- Do not bring naked lights near the site of fire.
- Warn the people living in the surrounding one Km radius.
- Stay away from ends of tanks, as tanks normally burst from the ends.
- Cool tanks that are exposed to flames with water from the sides only after the fire is put out.
- Withdraw immediately in case of rising sound from venting safety device or any discoloration of tank due to fire.
- Inform the nearest Railway or Civil Fire Stations intimating that the fire has been caused by Petrol or any other inflammable liquids, acids or gases.

11.13 In Case of Fire / Accident Due to Explosives / Inflammables / Dangerous Goods Etc.,

- Extinguish by closing the valve or isolating LPG feed to fire by other suitable controls.
- Following steps may be taken if no undue risk is involved:
 - 11.3.1 Move unheated Cylinders to a safe place after ensuring closure of valves.
 - 11.3.2 Cool the Hot cylinders by spraying water from a safe position. The

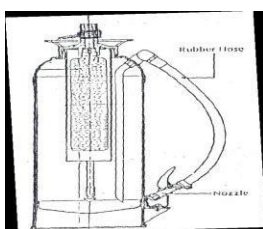
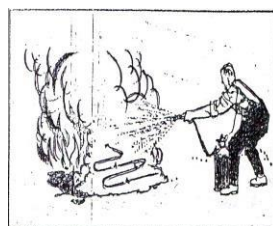
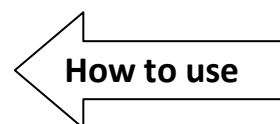
person directing the spray should take up a position where he would be protected from possible explosion.

- If the cylinder containing inflammable/toxic gas which develops leak during transport remove it to an isolated at an open place away from any source of ignition and advise the filler or consigner as required.
- Inform the Chief Controller of Explosives by fax/telephone.
- Inform Officer in charge of nearest police station.
- Inform Departmental Officers concerned.
- Pending the visit of the Chief Controller of Explosives/his representatives, the wreckages and debris shall be left undisturbed except to save lives.
- After getting information from the Chief Controller of Explosives that he does not wish any further investigation, the restoration work may be commenced.

If you smell gas or vapour, hold a wet cloth loosely over your nose and mouth and breathe through it in as normal a fashion as possible.

11.14 DRY CHEMICAL POWDER TYPE FIRE EXISTINGUSIHER (DCP) :

These types are suitable for tackling petroleum,. Gas, electrical fire and controlling fires in textile fibres. Sodium based chemical powder is used on a fire which undergo chemical reaction.



HOW TO USE

1. Carry to the place of fire and keep it up right.
2. Remove the safety clip.
3. Strike the knob located in the cap.
4. Sealing disk of the cartridge is broken and allows carbon dioxide gas to escapeto the main shell and powder is pushed out.
5. Direct the steam of the powder at the base of the flame.
6. For effective result stand at about 1.5 to 2.5 m. near the seat of the fire.
7. Move forward with moving the nozzle rapidly from side to side in sweeping motion.

When using on outdoor fires operate from the up-wind side of the wind for effectivespray.

11.15 CHEMICAL DISASTERS

HAZARDOUS GAS EMERGENCIES (Including Guidelines of NDMA)

National Disaster Management Authority (NDMA) has issued guidelines on the management of chemical disasters. These guidelines are directed more towards

their prevention and mitigation of their effects, if these happen than on rescue and relief operations afterwards.

Indian Railways have also been transporting chemicals and hazardous materials e.g. petroleum products (petrol, Naphtha, HSD, etc.), Caustic Soda, alcohol, compressed gases (LPG gas) chemical manures, acids, matches, etc. These goods are carried either in the SLRs or in the parcel vans or in the goods wagons. Quantum and type of transportation of such hazardous material varies from railway to railway.

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

- (i) Explosives
- (ii) Gases – compressed, liquefied or dissolved under pressure
- (iii) Petroleum and other inflammable liquids
- (iv) Inflammable solids
- (v) Oxidizing substance
- (vi) Poisonous (toxic substances)
- (vii) Radio-active substances
- (viii) Acids and other corrosives

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

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

11.16 LIQUID PETROLEUM GAS (LPG)

Important properties of LPG from point of view of safe handling and tackling emergencies are as under:

- LPG is a mixture of mainly propane (25% to 45%) and butane (75% to 55%) and some quantity of propylene and butylenes.

- As liquid, LPG is lighter than water (density 0.52 to 0.57 gm/cc at 15°C). As gas, LPG is 1.4 to 2.1 times heavier than air. When liquid LPG converts to gas in case of leakage to atmosphere, it expands heavily (230 to 270 times). During leakage in still air, LPG tends to settle at floor level.
- Volumetric expansion of LPG with temperature is 10 times that of water and 100 times that of steel. Adequate vapour space should be left in LPG pressure vessel and it should never be overloaded. Leakages will increase with rise in temperature.
- LPG is highly inflammable. It becomes explosive when mixed with air more than 2% by volume.
- LPG catches fire instantly on coming in contact with a source of ignition such as flame, spark, lighted match stick, cigarette, beedi etc.
- Without source of ignition, LPG will not catch fire till 410°C.
- In case of continuous LPG leak, a source of ignition even far away can ignite the escaping vapours. The fire may also travel back to the source of leak, engulfing the leaky wagon.
- Normally LPG is stored in refrigerated state (boiling point -15°C to 0°C).
- When pressure is released and liquid LPG changes to vapour, heat required for vaporization is picked up from surroundings. The liquid product while evaporation can become cold enough to cause frost burns on bare flesh. Protective gloves should be worn when there is possibility of skin contact with liquid LPG. During evaporation from leak source, water vapour also condenses from the air forming a visible cloud.
- LPG is not poisonous. It does not contain toxic gases like carbon-monoxide. However when a person comes in contact with large amount of LPG in a closed space, difficulty of breathing can occur due to lack of oxygen. Liquid LPG handled without protective clothing can cause cold burns.
- Warning symptoms when breathed in sufficient quantities – stomach upset and headache.
- To facilitate detection of LPG leakage, it is mixed with ethyl mercaptan to impart a foul odor resembling that of rotten eggs.

Note : A wagon which was loaded with LPG earlier and is in “empty” condition, is potentially dangerous. In this state, in case of a leaking or open valve, air can diffuse inside and mix with residual LPG at atmospheric pressure to form an explosive mixture. Valves and bleeder caps of “Empty” wagons should always be kept closed.

11.17 LEAKAGES IN LPG WAGONS:

- A.** Leakage occurs from barrels of tank wagons due to –
 - Damaged barrel.
 - Defective dome fittings – improperly tightened or become loose during run.

- Defective valve seals, gaskets and corrosion from seating area.

B. PRECAUTIONS

1. Nearest Railway Authority, Oil Company and fire brigade to be informed. Directions should be obtained from Divisional C&W Controller.
2. When leakage is detected, all lights and fires in vicinity should be extinguished / removed. Incandescent electric lights can be used. As LPG vapour mixed with air remains suspended at a lower level, this area must be kept free from sources of ignition.
3. Lanterns or signal lamps should be kept on side from which wind is blowing and as high as possible. Locomotives should be kept away from site.
4. Personnel should keep to the windward side of the leakage.
5. Spectators should be kept away and instructed not to smoke.
6. Earth should be spread over the surface on which LPG has leaked.
7. In case inspection of dome fittings is required to be done, the wagon has to be moved to a non-wired line. Alternately, power block with protective earthing on both sides has to be taken to inspect the dome fittings.
8. In case of leakage from dome fittings, a **trained fitter equipped with proper tools** should first identify the location of leakage using soap water, and then attend as under-
 - Leakage around Valve securing bolts – tighten the bolts using non-sparking tools. Excessive force not to be used. If leakage persists, it indicates defective seal.
 - Leakage from Education Valve – Tighten the valve from wheel without using excessive force. If leakage does not stop, it indicates defective valve seal.
 - Leakage from Safety Valve – It may be due to valve performing its function of relieving extra pressure or due to defect. Pouring of cold water over outer surface of barrel can help to reduce leakage.
 - Leakage from Thermometer Well – Very dangerous situation as thermometer well is practically the part of barrel. Tighten top nut to stop the flow of liquid. Do not over tighten as removal of nut will worsen the situation.
 - Physical damage to barrel – immediately isolates the tank and notify all concerned.
9. Leaky wagon should be removed to an open area if so, advised by control.
10. Arrange for sufficient quantity of water and activate the existing fire-fighting system to handle any emergency.

C. Dos

- Ensure quick and accurate information is given to Divisional Control.
- Arrange for local resources.
- Ensure no ignition sources near leaky wagon. Affix labels of “Dangerous”

and “Not to be loose shunted” on both sides of the wagon and attach a red flag.

- Check for sparking due to loose brake shoes or hot axles.
- Leakage can be checked by smell, hissing sound or ice-formation on dome.
- In case of leakages from valves, check that they are closed.
- In case of heavy leakage, isolate the wagon on the advice of control. Keep the wagon cool by spraying water.
- Train Manager (Guard) wagon should always be available during shunting.

D. DON'Ts

- Do not smoke.
- Do not keep fuel oil, lubricant oil and debris accumulated in engine rooms.
- Do not carry lighted cigarettes, kerosene signal lamps near the vicinity of leaky wagon.
- Don't use steel hammers or other such tools for checking / tapping. Only rubber / Teflon or brass / beryllium-copper non-sparking tools are permitted for handling LPG wagons.
- No loose / fly shunting is to be carried out.

E. OTHER SUGGESTIONS

- Extent of leak can be detected by soap-water.
- If leaky valves are found hard to operate, excessive force should never be used.
- No hammering is permitted on tank barrel.
- Headers of education valves should always be blanked by pluggers.
- In case of heavy leakage and vapour cloud formation, OHE traction and Diesel locomotives in yard can be shut Dn.

F. TACKLING LPG WAGON DERAILMENTS / ACCIDENTS

- Explosive meter should be used to measure the extent of leakage and decide appropriate restoration measures.
- No smoking / gas cutting, lighting of stoves is to be permitted in the affected area.
- Nearest fire Brigade and Oil Company team to be called to site.
- For re-railing operations, Diesel crane needs to be fitted with spark arrester.
- Only water is permitted for LPG wagon fire control. In case of fire, all attempts should be made to keep the upper portion of the barrel cool by spraying water; else the barrel can explode due to heat and cause heavy loss of property and life.

11.18 AMMONIA

Important properties of Ammonia from point of view of safe handling and tackling emergencies are as under:

1. Ammonia is a poisonous gas with characteristic pungent odour. The gas causes irritation of eyes, respiratory tract above 140 ppm. Ammonia gas is poisonous in concentrations above 5000 ppm.
2. Explosive Limit (Flammable limit) – 15% to 28%
3. It is extremely soluble in water and organic solvents. In case of leakage, a water curtain dissolves the leaking gas. The eyes and skin of affected personnel should be washed with sufficient quantity of water.
4. Dry ammonia is not corrosive to most material — however with the addition of moisture it is corrosive to metals such as copper, zinc and their alloys and galvanized surfaces.
5. It has a boiling point of -33.3°C and specific gravity of 0.77.

A. PRECAUTIONS TO BE OBSERVED FOR LEAKY AMMONIA TANK WAGONS

1. Nearest Railway Authority, Fertilizer Company and fire brigade to be informed. Directions should be obtained from Divisional C&W Controller.
2. The pungent odour of ammonia gives warning of its presence well before dangerous concentrations are achieved.
3. In case of leakage, personnel should keep to windward side of leak. Breathing apparatus and goggles to protect the eyes from irritation are required in cases of heavy leakage. Leaky wagon should be immediately isolated to an open area.
4. In case inspection of dome fittings is required to be done, the wagon has to be moved to a non-wired line. Alternately, power block with protective earthing on both sides has to be taken to inspect the dome fittings.
5. In case of leakage from dome fittings, a trained fitter equipped with proper tools should first identify the location of leakage, and then attend as under-
 - Leakage around Valve securing bolts — tighten the bolts until leakage stops. Excessive force not to be used. If leakage persists, it indicates defective seal.
 - Leakage from Education Valve – Tighten the valve handle from hand without using excessive force. If leakage does not stop, it indicates defective valve seal.
 - Leakage from Safety Valve_— It may be due to valve performing its function of relieving extra pressure or due to defect.
 - Leakage from Thermometer Well — Very dangerous situation as thermometer well is practically the part of barrel. Tighten top nut to stop the flow of liquid. Do not over tighten as removal of nut will worsen the situation.
6. Physical damage to barrel – immediately isolate the tank and notify all concerned.
7. A leaky wagon which has been emptied should be properly stenciled and

returned for repairs to the owning fertilizer company. Such a wagon can be put back in service after repairs only after being given a hydraulic test.

B. DO's

- Ensure quick and accurate information to Divisional Control.
- Subsequently arrange for local resources.
- The affected area should be cordoned and personnel should stay in the upwind direction as far as possible.
- Attempts to be made to locate and plug the source of leakage.
- Spray sufficient quantity of water to dissolve the ammonia. Fire brigade at site can spray water around the leak source to form a water curtain.
- First aid - Eyes and skin should be washed with sufficient quantity of water to dissolve the ammonia. For unconscious victims, artificial respiration may be done.
- Breathing Apparatus / canister respirator with ammonia filter and protective goggles are to be used by personnel approaching leaky wagons. In case of emergency, wagon can also be approached applying a wet handkerchief over the face to dissolve the ammonia vapours.
- Tank should be shifted to an isolated place if so advised by the control.

C. DON'Ts

- Source of ignition should not be allowed near the leaky wagons.
- Direct contact with ammonia is to be avoided as it causes caustic burns.
- Ammonia should not be inhaled directly – a moist cloth should always be used for protection.
- Oil or ointment should not be used on affected part of body.
- No attempt should be made for carrying out welding repairs on leaky wagon.

D. IMPORTANT TOOLS TO HANDLE LPG / AMMONIA GAS EMERGENCIES

- Spark proof tool set (rubber / Teflon / brass / beryllium-copper tools) consisting of set of spanners, chisel, ball peen hammer, blanking flanges, education valve pluggers and adopters, Teflon tape and M-seal epoxy adhesive.
- Protective hand gloves, helmet.
- Explosive meter.
- Intrinsically safe torches.
- Breathing aids – A canister respirator with LPG/Ammonia and dust filters can be used in open spaces with up to moderate gas leakage. For heavier gas concentrations, breathing apparatus with oxygen cylinder is required.
- Clear protective goggles.
- Plenty of water, buckets and water-spraying arrangement.

11.19 CLASS-II (GASES COMPRESSED, LIQUEFIED OR DISSOLVED UNDER PRESSURE)

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

A. DISSOLVED GASES

- Acetylene (compressed into porous substances)

B. COMPRESSED GASES

Compressed Air	Argon	Coal gas	Oxygen	Sulphur Hexafluoride
Methane	Neon	Nitrogen	Hydrogen	

C. LIQUEFIED GASES

Ammonia (Anhydrous)*		Carbondioxide (Carbonic Acid gas)	
Ethyl chloride	Freon, Arcton or Genetron	Hydro-cyanic Acid	Methyl Bromide
Chlorine	Liquefied petroleum gas (Commercial butane or propane)		
Nitrous oxide	Medical mixtures (Oxygen & CO ₂ , Oxygen & Helium mixture) Methyl Chlorine (Chloromethane)		
Liquid air	Liquid oxygen	Liquid nitrogen	Liquid Helium
Sulphur dioxide toxic (sulphurous acid gas)			Cyclopropane gas

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

D. PACKING

Before the above commodities are transported by rail, it must be packed as per rules 207.1 & 207.2 of Red Tariff No.20. However, Rule 207.2 i.e. rule for protection of cylinder valves during transport shall not apply to cylinders containing oxygen or nitrous oxide for medical purposes having water capacity less than 5 litres.

E. MARKING & LABELLING OF CYLINDERS OR CONTAINERS

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

F. STORAGE

(Refer Rule No.211 of Red Tariff No.20)Following points must be ensured:

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

G. PRECAUTIONS IN HANDLING & STORING GAS CYLINDERS OR CONTAINERS:

(Refer Rule No.212 of Red Tariff No.20)

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

H. MODES OF TRANSPORT

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

I. STOWAGE & CARRIAGE

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

J. ADDITIONAL RULES

Exceptional or additional rules regarding packing marking and labeling, carriage by goods/mixed/parcel train and stowage and carriage rules have been specified in Tables II, Chapter II of Red Tariff No.20. Characteristic property of gas and pictorial level indicating main characteristics of the gas is also indicated in column 2 & column 3 of table II.

11.20 CLASS - III (PETROLEUM & OTHER INFLAMMABLE LIQUIDS)

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

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

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

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

A. PACKING, MARKING & LABELLING

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

B. STORAGE

- i) Time of Loading & Unloading:** All operations of loading, unloading and handling of petroleum and other inflammable liquids shall be conducted between sunrise and sunset. Provided that consignments to be sent in brake vans of passenger, mixed or parcel trains and by transship or road van trains may be handled at any hour, after due precautions have been taken to prevent accidents. Loading and unloading of petroleum products shall be allowed at any hours if, adequate electrical lighting and firefighting facilities as determined by Chief Controller of Explosives, have been made available at the place of loading and unloading.
- ii) Prohibition of smoking, fires, etc.:** Petroleum and other inflammable liquids must not be stored or handled near explosives and other dangerous goods. Smoking, taking fire or naked light matches or other articles of inflammable nature is strictly prohibited near petroleum and other inflammable liquids. All due precautions should be taken at all times to prevent any escape of petroleum and other inflammable liquids. Rules 312 and 313 of Red Tariff No.20 may be referred for detail.

C. TRANSPORTATION

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

- (a) Petroleum and other inflammable liquids, class ‘A’, shall be transported by goods trains only.
- (b) Petroleum and other inflammable liquids, Class ‘B’ and ‘C’ may be

transported in wagons by all trains except passenger trains.

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

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

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

D. CONVEYANCE IN TANK WAGONS

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

E. PRECAUTIONS TO BE OBSERVED WHILE LOADING AND UNLOADING TANK WAGONS

- (i) Tank wagons used for the conveyance of petroleum and other inflammable liquidsshall be in good condition and free from leakage.
- (ii) In filling tank wagons, an air space of more than 5% of the capacity of the tankwagon shall be left, provided that, the prescribed air space may be reduced to
 - (a) 2.5 percent in the case of some important items like High-speed diesel oil, Furnace oil, Kerosene oil, Turbine fuel.
 - (b) 4 percent in the case of some important items like Aviation spirit, Petrol, Naptha.
- (iii) All inlets and outlets shall be securely closed.
- (iv) Petroleum and other inflammable liquids, class 'A' shall not be filled in or discharged from tank wagons:

- (a) At any place where tank wagon is exposed to sparks
- (b) Within a distance of 30 m from any fire, furnace or artificial light capable of igniting inflammable vapour. Distance may be reduced to 9 m when the liquid is filled or discharged under seal and closed vapour return pipe lines are provided.

F. EMPTY TANK WAGONS:

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

G. STOWING IN WAGONS, LABELING, SEALING AND LOCKING

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

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

H. ADDITIONAL RULES

Any additional or exceptional rules applicable for any specific item regarding packing, marking and labeling carriage by goods train, carriage in brake van of passenger, mixed or parcel train and stowage and carriage rules have been discussed in detail in table III, Chapter III of Red Tariff No.20.

11.21 Class VIII: ACIDS AND OTHER CORROSIVES

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

a. Packing, Marking and Labelling

Although acids and other corrosives is to be packed by consignor but more precautions need to be taken by concerned Railway officials, that it is packed strictly in the manner laid down in column 2 of table VIII and as per rules 807 of Red Tariff No.20

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

b. Handling and Storage

(i) Time of Loading and Unloading

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

(ii) Handling of Packages

- (1) Packages containing acids and other corrosives not to be thrown dropped down or dragged along the ground of floor and care should be taken to avoid striking them against any hard object.

When loading and unloading heavy drums or casks cushions of a suitable type, thick coir matting, felt, bags filled with saw dust or similar protection should be used to avoid damage to the drums or casks and to prevent leakage.

- (2) Whenever practicable, packages containing acids and other corrosives shall be carried or conveyed on trolley or hand barrows.
- (3) Acids and other corrosives not to be stored or handled with or near explosives or other dangerous goods or articles of inflammable nature.
- (4) Acids and other corrosives not to be stored or handled with or near foodstuffs or foodstuffs empties.
- (5) The floor of any place or wagon on which acids and other corrosives have been stored or the wagon or trolley or hand barrow in which they have been carried shall swept and thoroughly cleaned after removal of the goods there from.

c. Transportation

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

d. Conveyance in tank wagons

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

e. Precautions to be taken while loading tank wagons

- (i) Tank wagons used for the conveyance of acids and other corrosives shall be in good condition and free from leakage.
- (ii) In filling tank wagons, an air space of not less than 5% of the capacity of the tank shall be left.

- (iii) All inlets and outlets shall be securely closed subject to provision of vents where required.

f. Stowing in wagons

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

g. Labelling, Sealing and locking of wagons

A “dangerous” label as shown in rule 824 of Red Tariff No.20 shall be affixed on both side of every wagon in which acids and other corrosives are stored for dispatch or delivery or while in transit.

h. Precautions to be taken during shunting

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

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

11.22 Stationary Storage of Dangerous Goods

Some of the dangerous goods like HSD oil, lubricants, etc. are also stored by the railways for their own consumption in diesel loco sheds, RDIs at stations, store depots, etc. These places of storage of dangerous goods must have sufficient firefighting equipment and trained man power to deal with initial phases of fire. All such locations of storage must also have the road access so that fire tenders can approach in the event of any major fire. Adequate security arrangements should be made at these locations to prevent any outside interference which may cause any untoward incident. The facilities for storage of petroleum products by the Railways should conform to the Petroleum Rules 2002 notified in the Gazette of India.

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

Rescue, Relief and Restoration Operations

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

11.23 BIOLOGICAL DISASTERS

A. Epidemics & contagious diseases

An epidemic is defined as the occurrence of an illness or other health-related event that is clearly in excess of unexpected occurrence. A disease epidemic or outbreak is the occurrence of cases of a particular disease in excess of the expected, therefore, demanding that emergency control measures be implemented. The threat of communicable disease outbreaks is greater after a disaster than in non-emergency situations, particularly when large populations have been displaced. However, an epidemic or outbreak will only occur if the equilibrium between the population's susceptibility (host or reservoir), the virulence of the infectious agent (bacteria, viruses, parasites or fungi or their products) and the environment that promotes the exposure is upset.

The onset of an epidemic can be either rapid or sudden and this depends on several factors. An epidemic can be anticipated by the rise in number of people suffering from a particular disease. In some cases, an epidemic can be anticipated or predicted by an increase in the vector breeding sites or in the death of the disease carriers.

The main cause for an epidemic is the pathogen (virus, bacteria, protozoa or rarely fungi). Reports of outbreaks of communicable diseases are increasing in number and reported in many of the national dailies. This is because of a number of reasons like poor sanitary conditions, contamination of food and water, conducive environmental conditions for breeding of the vector etc. Other factors include the seasonal changes that favour the breeding of an insect vector such as mosquitoes, flies etc. in the rainy season, exposure of non-immune persons like tourists and migrants. Poverty is one of the major factors contributing to the vulnerability.

Epidemics cause illness and death. There are other secondary effects such as disruption in the society and economic losses. Vulnerability is high

among those who are poorly nourished, people living in unhygienic conditions, poor water supply, individuals who do not have an access to the health services or those who have weak immune systems. The outbreak of an epidemic in situations where already a natural calamity has struck will cause life-threatening situations.

B. Mitigation measures

- **Structuring the health services** is important to have clear understanding of roles and responsibilities of the public health system. Organizational preparedness and the coordination mechanism is required right from the Railway medical units with State and District to the sub center level which is manned by the village health nurses or the health workers.
- **Contingency Plan** for response should be prepared after identifying the epidemics that are likely to occur in the region. Early warning system through a surveillance system is the primary requirement so as to have an effective response and prevent any outbreaks. For this, surveillance needs to be carried out at a regular basis through the routine surveillance system by involving the health tier system. Maps of all the health facilities in each division with an inventory of drugs and vaccines, laboratory set ups, list of doctors and supporting staff etc. needs to be kept ready and updated at regular intervals.
- **Training** needs to be given to so as to build the capacity at all levels. Training will help to cope better during the emergency response period for epidemics.
- **Personnel protection** through vaccination is an effective mitigation strategy and will protect the persons at risk.

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CHAPTER XII

NATURAL CALAMITIES LIKE CYCLONE, EARTHQUAKE, FLOODS AND LAND SLIDES ETC.,

12.1 MANAGEMENT OF CYCLONES

12.1.1 National Cyclone Risk Mitigation Project:

The National Cyclone Risk Mitigation Project (NCRMP) to be implemented with financial assistance from the World Bank, is envisaged to have four major components:

Component 'A': Improvement of early warning dissemination system by strengthening the Last Mile connectivity (LMC) of cyclone warnings and advisories. Railways need to obtain advance warnings from the system developed.

Component 'B': Cyclone risk mitigation investments. On the Railways alone the high-risk coastal rail infrastructure lengths, a similar protection needs to be planned where required.

Component 'C': Technical assistance for hazard risk management and capacity building, where required on the railway infrastructure.

Component 'D': Project management and institutional support by advance coordination by the Sr.DEN/PCEs of the Divisions and Zonal Railways is essential to be able to obtain it at short notice.

12.1.2 Coordination by Railways regarding cyclones risk management, advance warnings and mitigation:

The Zonal Railways in the high-risk zone of cyclones (four states – Tamilnadu, Andhra Pradesh, Odisha and West Bengal), one UT (Puducherry) on the east coast; and one state on the West Coast (Gujarat) have to be in close coordination with the respective Government Departments for handling all phases of the cyclones. These include;

- Cyclone risk mitigation investments on rail track, colonies in the vicinity of high-risk area.
- Capacity building on rail tracks / bridges and important rail installations both for reducing devastation from a cyclone and for relief, restoration, etc.,
- Advance warning of a cyclone. Action for regulation mainly of passenger trains follows thereafter.

The Railway infrastructure is located in the vulnerable states in part either in a densely populated area or alternately where no significant population exists. While in the former case, the resources of the District / State Government would also be concentrated for rescue / relief / mitigation, in the latter case the Railways would have to depend mostly on their own resources for restoration of railway track.

12.2 MANAGEMENT OF EARTHQUAKES:

12.2.1 EARTHQUAKE RISK IN INDIA:

India's high earthquake risk and vulnerability is evident from the fact that about 59% of land area could face moderate to severe earthquake. During the period 1990 to 2006, more than 23,000 lives were lost due to 6 major earthquakes in India, which also caused enormous damage to property and public infrastructure. The occurrence of several devastating earthquakes in areas hitherto considered safe from earthquakes indicates that the built environment in the country is extremely fragile and our ability to prepare ourselves and effectively respond to earthquakes is inadequate. India witnessed several earthquakes like Uttarkashi of 1991, Latur in 1993, Jabalpur in 1997, Chamoli in 1999, Bhuj in 2001 and J&K in 2005.

12.2.2 Nodal Ministry:

Ministry of Earth Sciences (MoES) is the nodal ministry which will prepare the earthquake management plan covering all aspects like earthquake preparedness, mitigation, public awareness, capacity building, training, education, R&D, documentation, earthquake response, rehabilitation and recovery.

12.2.3 Monitoring seismic activity and safety codes:

The IMD will be the nodal agency for monitoring of seismic activity. The BIS will be the nodal agency for preparing earthquake-resistant building codes and other safety codes. All such key stakeholders, including Central Ministries and Departments and State Governments / SDMA's will develop detailed DM Plans recognizing the seismic risk in their respective jurisdictions, based on the guidelines of NDMA.

Given the high seismic risk, the earthquake vulnerability in India, the NDMA guidelines require the Railways along with other stakeholders to ensure that hereafter, all new structures are built in compliance of earthquake-resistant building codes and town planning bye-laws. This will be taken up as a national resolve.

12.2.4 Structural safety audit and strengthening:

The NDMA guidelines emphasize the need for carrying out the structural safety audit of existing lifeline structure and other critical structures in earthquake-prone areas and carrying out selective seismic strengthening and retrofitting. The critical factors responsible for the high seismic risk in Indian and consequently the prioritized six sets of critical interventions have been presented as the six pillars of earthquake management. They will help to;

1. Ensure the incorporation of earthquake-resistant design features for the construction of new structures.
2. Facilitate selective strengthening and seismic retrofitting of existing priority and lifeline structures in earthquake-prone areas.
3. Improve the compliance regime through appropriate regulation and enforcement.

4. Improve the awareness and preparedness of all stakeholders.
5. Introduce appropriate capacity development interventions for effective earthquake management including education, training, R&D and documentation.
6. Strengthen the emergency response capability in earthquake-prone areas.

12.2.5 Institutionalization earthquake-resistant design and construction:

The Railways along with Central Ministries and Departments and State Governments will facilitate the implementation of enforcement of relevant standards for seismically safe design and construction of buildings, flyovers, bridges, ports and harbours, and other lifeline and operationally important structures including track infrastructure, etc., falling within their administrative control.

12.3 MANAGEMENT OF LANDSLIDES:

12.3.1 Landslide risk:

Landslides are one of the natural hazards that affect at least 15% of the land area of our country – an area which exceeds 0.49 KMs. Landslides of different types are frequent in geo-dynamically active domains in the Himalayan and Arakan-Yome belt of the NE parts of our country as well as in the relatively stable domains of the Meghalaya Plateau, Western Ghats and Nilgiri Hills. In all, 22 States and parts of UT Puducherry and Andaman and Nicobar Islands are affected by this hazard. The phenomenon of landslides is more pronounced during the monsoon period.

12.3.2 Nodal Agency of GOI:

GSI was declared the nodal agency for landslides by the Government in 2004. The responsibilities of the Ministry of Mines / GSI as the nodal ministry / agency include coordinating all the activities related to landslide hazard mitigation and monitoring physical the occurrence of landslides in the country.

As per DM Act, the responsibility to cope with natural disasters is essentially that of the State Governments and the role of the Central Government is a supportive one in terms of supplementing physical and financial resources.

On the Railways, RDSO has still to undertake any study to identify vulnerable areas of rail infrastructure prone to landslide hazards. This work will be initiated by the Civil Engineering Directorate of Railway Board who will lay down guidelines for RDSO to undertake the study. Although management of landslides requires coordinated and multi-faceted among many stakeholders in the total disaster management cycle, one important recommendation for follow up by Civil Engineering Directorate of Railway Board is the landslide hazard zonation mapping in macro and micro scales after identification and prioritization of the areas in consultation with the Border Roads Organization, State Governments and local communities.

12.3.3 Monitoring and forecasting of landslides:

The monitoring and forecasting of landslides which are two of the least developed fields of landslide management practice will be given special attention as a part of mitigating the risk arising from landslide hazard. Monitoring of landslide include

- Surface measurements of landslide activity.
- Sub-surface measurements of landslide activity.

12.3.4 Surface measurements of landslide activity based on RAINFALL THRESHOLD BASED LANDSLIDE EARLY WARNING SYSTEM (RT-LEWS)

Theoretically all hill slopes can be considered as vulnerable to mass movements depending on the denudation processes, human intervention and the triggering mechanism. One way to minimize the disastrous effect of such rainfall-triggered landslides is by timely forecasting the rainfall condition that can initiate mass movements. It is therefore required to establish a relation between the landslide trigger (rainfall) and the event with some assessment on its magnitude (intensity). This is very much possible through analysis of rainfall-threshold, which is in short, the minimum intensity or duration of rainfall required to trigger a landslide.

Rainfall-threshold as an input can be used for developing landslide early warning system (LEWS) for a large area. Purpose is to integrate weather forecast and locally monitored rain gauge data into rainfall-threshold model to compute warning precipitation level which represents cumulative effect of complex interaction between precipitation, infiltration, evapo-transpiration and geotechnical properties (static and dynamic) of sub-surface strata, which may trigger landslide.

- Database on rainfall derived from ground-based observation need to be compiled and analyzed to understand variability in a region vis-à-vis landslides.
- Track maintenance records provide information of date and spatial distribution of landslides in the form of debris accumulated on the track, traffic interruptions and time taken to restore traffic, but is restricted to only defined railway sectors.
- Compilation of landslide database with information on typology, location, date and time of occurrence.
- In order to address landslides induced by extremely localized high precipitation events known as “Cloud Burst”, it is desirable to increase the density of automated rain gauges (ARGs) with appropriate arrangement and analyze it on real time hourly data.
- Establishment of real time rainfall monitoring control room along with development of earlywarning communication mechanism.
- Implementation of rainfall-based landslide early warning system for regional and local use. Alarm/broadcasting system for traffic control during monsoon seasons.
- The threshold model, as established for different regions, can be used to calculate

probability of landslides based on predicted rainfall and its accuracy would be as good as rainfall prediction accuracy which is improving significantly due to better weather forecast models.

12.3.5 IMPLEMENTATION STRATEGIES

- Once the threshold limit is reached, the information can be conveyed to Section Controller about speed restrictions or stopping the trains, depending upon the situation at site for possible land slide. A lookout man with protection arrangements be posted at site.
- Automated SMS and e-mail service: NDMA can be collaborated along with mobile operators, to send automated SMS and e-mail messages to passengers, on precaution to be taken while travelling in the landslide occurred areas after landslide happened.
- Signs and events that manifests that a landslide is imminent, shall be monitored round the clock when rainfall threshold is reached, for giving suitable warning to the Section Controller and the passengers. These signs are:
 - 1) Springs, seeps, or saturated ground in areas that have not typically been wet before.
 - 2) New cracks or unusual bulges in the ground, street pavements or sidewalks.
 - 3) Soil moving away from foundations, and ancillary structures such as decks and patio tilting and/or moving relative to the house.
 - 4) Broken water lines and other underground utilities.
 - 5) Leaning telephone poles, trees, retaining walls or fences.
 - 6) Sunken or dropped-down road beds.
 - 7) Rapid increase in a stream or creek water levels, possibly accompanied by increased turbidity (soil content).
 - 8) Sudden decrease in creek water levels even though it is still raining or rainfall has recently stopped.

12.4 MANAGEMENT OF SNOW AVALANCHES:

The recording of avalanche data and their clearance is carried out by the Border Roads Organization. The forecasting and control of snow avalanches are generally dealt with by the snow and avalanche studies establishment. According to the management of this hazard will be a collaborative work of the NDMA, District Administration, Border Roads Organisation, Snow and Avalanche studies establishment and academic institutions active in carrying out research in this field

12.5 NATIONAL GUIDELINES ON TEMPORARY SHELTERS FOR DISASTER - AFFECTED FAMILIES:

National Disaster Management Authority (NDMA) has put together this 'National Guidelines on Temporary Shelters for the Disaster-Affected Families' that can assist states in managing post disaster shelter needs effectively. These

guidelines aim to provide guidance on how to address the housing needs of the disaster affected households for short term and support them on the path of long-term housing and habitat recovery. These Guidelines are for use in post-disaster situations. However, these also include preparedness necessary during normal times for successful post disaster implementation. It includes activities such as clearing debris, restoration of basic community infrastructure, shift from emergency makeshift shelters or relief camps to intermediate shelters and early livelihood recovery.

12.5.1 TEMPORARY SHELTERS IN EARLY RECOVERY PHASE

The term 'temporary shelters' is commonly used in a broad sense to denote shelters built immediately after a disaster to meet needs of shelter before permanent houses are rebuilt. As the concept of durability is associated with 'permanent shelters', temporary shelters are assumed to be the opposite i.e. which need not last long. However, 'temporary shelters' are of adequate quality to provide for the needs of families till their permanent housing is restored or reconstructed.

Drawing upon past international and national experiences and lessons learnt, we can identify two incremental shelter types as an effective practice for temporary shelter response during early recovery phase prior to permanent shelter reconstruction. It starts with an immediate shelter response termed as 'emergency shelters' to address short-term urgent need of protection after a disaster. The next increment comes in the form of 'intermediate shelters', which involves addressing and fulfilling needs for the mid-term duration until permanent houses are rebuilt

12.5.2 EMERGENCY SHELTERS – SHORT-TERM TEMPORARY SHELTERS

Emergency shelters are made with an objective of immediate protection of life from the elements like sun, wind, rain or snow and to ensure a necessary degree of privacy. Many a times, the process of emergency shelters starts spontaneously as a self-protection measure by the affected households before any sort of help may arrive and are only a makeshift arrangement for dire need of shelter immediately after the disaster. This is usually done on their own or with support from within the community and their own social networks. The Government normally sets up relief camps during such emergency situations using existing community and public buildings and infrastructure and may also undertake distribution of cash or shelter materials like plastic sheeting, tarpaulins, etc. to support immediate sheltering.

12.5.3 INTERMEDIATE SHELTERS – MID-TERM TEMPORARY SHELTERS

Once immediate exigencies of the hazard event are over, basic conditions of safety are somewhat restored and families, to an extent, have regained some control of their disturbed lives, emergency makeshift shelters are not found to be adequate. The affected community needs to move to durable intermediate shelters where a reasonable duration of time can be spent before permanent houses can be constructed. This indicates need of shelters which though not permanent but have greater extent of stability, robustness and comfort. Permanent housing

reconstruction often takes 2-3 years so as to effectively address aspects of eligibility, habitat planning, land rights, resources and technical norms.

As intermediate shelters are for medium term duration till the affected community can settle in their permanent residences, they require significant support from government to facilitate essential services so that the affected community can return to normalcy at the earliest.

12.5.4 GUIDING PRINCIPLES FOR TEMPORARY SHELTERS

Following principles are the foundation for these guidelines on ‘temporary shelters – emergency and intermediate’:

- Support for recovery from a disaster is an entitlement of the affected people
- Affected people should not be treated as hapless passive recipients of relief but as resourceful agency.
- The most vulnerable community members tend to be invisible or at the margins and unable to access support. Therefore, targeted attention should ensure their inclusion. No one should be left behind.
- Temporary shelters should be disaster resistant and not cause any further injury or loss of life.
- Use of materials and technologies that involve self-help should be encouraged. This also includes building materials and components that can be retrieved, salvaged, recycled and reused from rubble or damaged houses.
- One design doesn't fit all. A bouquet of design and technology options is necessary to ensure that people can have a shelter that's appropriate for their needs.
- Temporary shelters should be durable at least until permanent house is reconstructed.
- Socio-technical facilitation of shelter process is not just a matter of certain tools and techniques but requires a mind-set and perspective of enabling the community.
- If collective community efforts are facilitated well and in a timely manner, early recovery shelter process can become an active precursor to effective owner-driven housing reconstruction program later.

12.5.5 TIMELINESS OF TEMPORARY SHELTERS

Timely formulation and execution of the shelter policy is essential, since the first few weeks after the disaster is critical to shape the entire reconstruction programme. Intermediate transition shelters need to be built within the first three to four months after the occurrence of the disaster. Any further delays cause frustration and dissatisfaction amongst the survivors, while leading to construction of unsafe and unsuitable shelters. While the response has to be timely, it should not be hasty. There are multiple issues that arise with hasty erection of temporary shelters such as incomplete beneficiary selection, poor site selection, contextually inappropriate choice of shelter designs, materials and construction technology,

inflated costs, lack of community consultation or participation leading to inappropriate shelter and dissatisfied families. Shelter response is most efficient when it is designed with foresight, to enable a smooth transition from early recovery shelters to the permanent housing.

12.5.6 IDENTIFICATION OF AFFECTED FAMILIES ELIGIBLE FOR TEMPORARY SHELTERS

Taking a humanitarian view, the current situation of the affected person should be the criteria to access the temporary shelter assistance. The assistance scheme must ensure that all genuinely affected families are able to access the support provided by the government fairly, equally and easily.

12.5.7 TYPOLOGIES OF TEMPORARY SHELTERS

Temporary shelters can be understood in following three typologies.

- 1) Assembly based shelters such as shelter kits, tents, pre-fab units, shipping containers, etc.
- 2) Construction based shelters that are to be constructed in-situ or ex-situ with construction materials like bricks, stones, timber, bamboos, steel, cement, mud or other such materials.
- 3) Rental accommodation that the affected people can find in already existing undamaged houses that survive the disaster. This is not really a typology but an alternative way of accessing accommodation temporarily and fulfil needs for short- term and medium-term effectively, particularly in the urban context.

12.5.8 ROLES AND RESPONSIBILITIES

Facilitating access to materials:

- 1) Prior and long-time tie- up with manufacturers and suppliers to provide tents/shelter kits/prefabricated shelters and materials such as tarpaulins, CGI sheets, bamboo, etc. starting within 24 hours of placement of order and help in transporting them.
- 2) Procure and provide tents, shelter kits prefabricated shelters, tarpaulins, bamboo, CGI sheets and other temporary shelter materials, on the request of stakeholders.
- 3) Suitable water facility for daily needs also to be kept in mind while deciding the locations of temporary shelters.
- 4) Proper ventilation in temporary shelters needs to be provided in hot and humid areas.

12.6 WEATHER WARNING

Arrangements exist with the Meteorological Department, Government of India for issuing telegrams of warning and also through FAX and email whenever storm / gales or for heavy rainfall are expected. The conditions under which warnings are issued are detailed below:

- (i) Amount of rainfall considered dangerous – 5 cm and above in 24 hours.
- (ii) Wind velocity considered dangerous – 65 KMPH or above.
- (iii) Period when warning will be given – throughout the year.

12.6.1 TERMINOLOGY USED IN MET. DEPARTMENT BULLETINS REGARDING CYCLONES

Type of disturbance	Associated wind speed	
	Knots	KMPH
Low pressure area	less than 17	30
Depression	17 – 27	30 – 50
Deep depression	28 – 33	50 – 64
Cyclonic storm	34 – 47	65 – 90
Severe cyclonic storm	48 – 63	90 – 120
Very severe cyclonic storm	64 – 119	120 – 220
Super cyclonic storm	more than 120	more than 220

(1 knot is equal to 1.85 KMPH)

12.6.2 INTENSITY OF PRECIPITATION

Rainfall amount (in cm)	Description
Less than 1	Light rain
1 to 3	Moderate rain
4 to 6	Rather heavy rain
7 to 12	Heavy rain
13 and above	Very heavy rain

12.6.3 SPATIAL DISTRIBUTION

The area over which the phenomenon like rainfall is expected to occur.

Isolated (at one or two places)	:	25% or less of the total area under consideration.
At few places (scattered)	:	Between 25% to 50% of the total area.
At many places (fairly widespread)	:	Between 50% to 75% of the total area.
At most places (widespread)	:	More than 75% of the total area.

12.6.4 NORMAL WEATHER WARNINGS:

- Conveying messages by IMD, GOI.
- The entire SCR territory has been divided into 7 zones.
- Weather warning telegrams will be classified as “XXW” (weather warning) or “000” (weather immediate). These telegrams will normally be delivered by the BSNL Office direct to the Central Control Office/SC and Divisional Control Offices concerned. Liaison should be kept with local BSNL Authorities for the receipt of telegrams over phone to avoid transit delay in actual delivery of the message.

- State Meteorological centres function at Hyderabad for Andhra Pradesh state, at Bangalore for Karnataka and at Mumbai for Maharashtra state. In addition, Cyclone Warning Centre has been established at VSKP. The weather warning telegrams will emanate from:
 - Regional Meteorological Centre, Colaba, Mumbai for Zone I.
 - State Meteorological Centre, Hyderabad Airport, Hyderabad for Zone II, III & IV.
 - Cyclone Warning Centre, Andhra University, Vishakapatnam for Zones V & VI.
 - State Meteorological Centre, HAL, Airport, Bengaluru for Zone VII.
- The Cyclone Warning Centre, Vishakapatnam will give the adverse weather warning telegrams on depressions and cyclonic storms coming from Bay of Bengal and storms are still at sea for the coastal area of A.P.
- Long distance telephone calls will not be resorted to normally, but on special occasions this mode of communication may be permitted by the Forecasting Officer at his discretion.

LIST OF ZONES ON S. C. RAILWAY WITH THEIR AREAS COVERED BY EACH ZONE FOR WHICH WARNING TELEGRAMS ARE ISSUED

S. No.	Zone	State & District	Railway Section	Telephone Nos. & email addresses	Regional Meteorological Centre issuing the warning
1	I	Maharashtra Nasik Aurangabad Parbhani Nanded Osmanabad Akola	MMR – BSX, MUE – ADB, PBN – PRLI, PAU-AK-KNW.	02462 – 261729 drmned@scr.railnet.gov.in	RMC, Colaba, Mumbai – 400 005 Tel. No. 022 – 8393473, 8394105, 26823009
		Madhya Pradesh Khandwa	Kamalanagar – PRLI	040 – 27823156 040 – 27823905 drmsc.railnet.gov.in	
2	II	Telangana Adilabad, Karimnagar, Nizamabad, Warangal.	KZJ-BPQ, KZJ-DKJ, SSPD-ZB, MAGH-GDCR, PDPL-KRMR	040-27823156 drmsc.railnet.gov.in	SMC, Hyderabad-500 019
		Medak	ME-BSX	040-278223905	

S. No.	Zone	State & District	Railway Section	Telephone Nos. & email addresses	Regional Meteorological Centre issuing the warning
				drmhyb@scr.railnet.gov.in	
3	III	Telangana Khammam, Nalgonda, Hyderabad, Mahaboobnagar	DKJ-MDR DKJ-BDCR- MUGR KRA-SYI SC-ALER BMT-HYB SC-NWG VKB-SSPD	040-27823156 drmsc.railnet.gov.in	SMC, Hyderabad-500 019 Tel No. 040- 27908506 27904950
			SC-ME, SC-KRNT	040-278223905 drmhyb@scr.railnet.gov.in	
4	IV	Andhra Pradesh Kurnool, Anantapur, Kadapa, Chittoor	GTL-MALM, GTL-RU,RU- VKI, GTL- DMM, DMM-PAK PAK- KPD,PAK- RU, GTL- BVL, GTL- DHNE, DHNE- NDL,PDKL- GY, GTL- KLU	08552-227882 drmglt.railnet.gov.in	SMC, Hyderabad-500 019 Tel No. 040- 27908506 27904950
			KRNT- DHNE,	040-278223905 drmhyb@scr.railnet.gov.in	
5	V	Andhra Pradesh Guntur, Prakasham, Nellore	BZA-GDR	0866-2578860 drmbza@scr.railnet.gov.in	CWC, Andhra University Campus, Visakhapatnam – 530 003; Tel. No. 0891-2543034, 2543036
		Nalgonda, Kurnool	MRGA- NDKD, GNT-DKD,	08663-2234152 drmgnt@scr.railnet.gov.in	

S. No.	Zone	State & District	Railway Section	Telephone Nos. & email addresses	Regional Meteorological Centre issuing the warning
			GNT-TEL-RAL, GNT-KCC, DKD-NDL PGDP-NLDA MRGA-GNT-MCLA		
		Nellore	GDR-VKI	08552-246351, 245427 drmglt@scr.railnet.gov.in	
6	VI	Andhra Pradesh Visakhapatnam, East Godavari, West Godavari, Krishna.	BZA-VSKP, SLO-COA, BZA-GDV-MTM, GDV-BVRM-NS, BVRM-NDD-CCT-KPLH	0866-2578860 drmbza@scr.railnet.gov.in	CWC, Andhra University Campus, Visakhapatnam – 530 003 Tel. No. 0891-2543034, 2543036
			MDR-KI, MTMI-JPTN	040-27823156 drmsc.railnet.gov.in	SMC, Hyderabad-500 019 Tel No. 040-27908506 27904950
7	VII	Karnataka Raichur, Bellary, Mohammadabad, Bidar, Gulbarga	BAY – BVL, MALM – WADI	08552 – 227882 drmglt@scr.railnet.gov.in	SMS, HAL Airport, Bangalore – 560 017 Tel No. 080 – 22211118, 22235675

➤ **Dissemination of messages within Railway:**

On receipt of weather / cyclone warning telegrams in the Control Office, the following action should be taken.

(i) **Central Control, Rail Nilayam, Secunderabad – 500 071:**

The Chief Controller shall give the copy of message to all controls, i.e.,

Engineering Control, Traction Power Control, Traction Loco Control, Power (diesel) Control, Security Control, Commercial Control, Electrical Control, S&T Control/Test Room and Divisional Control Office concerned. It is the responsibility of these controls in their turn to inform the Officers, Supervisors and all concerned pertaining to their departments for taking necessary steps to be in readiness for meeting any eventualities. They should record the names and designation with the time and date to whom the message has been repeated.

- (ii) He should also verify with the Divisional Control that such weather / cyclone warning telegrams received by him have also been received by the Divisional Chief Controllers of the concerned Divisions, so that lapses can be remedied then and there.

12.6.5 ACTION BY THE DIVISIONAL CONTROL OFFICE

- (a) The Chief Controller shall give the copy of message to all Controls, i.e., Engineering Control, Traction Power Control, Traction Loco Control, Power (diesel) Control, Security Control, Commercial Control, Electrical Control, S&T Control/Test Room. It is the responsibility of these controls in their turn to inform the Officers, Supervisors and all concerned pertaining to their departments for taking necessary steps to be in readiness for meeting any eventuality. They should record the names and designations with the time and date to whom the message has been repeated.
- (b) The SCOR shall repeat the message to SMs on the section likely to be affected and record the names of SMs on duty to whom the telegram has been repeated.

Note: In respect of sections which are not controlled or when the control phone is interrupted, an “XXR” (immediate) telegram should be issued by the Chief Controller to the Officials referred above.

- (i) The preamble of the weather / cyclone warning telegram and the text as received from the Meteorological Department should be reproduced verbatim in the text of the “XXR” telegram, the text of the message should be worded as shown below; **Regional Meteorological Centre** (here enter the name of the Meteorological Centre) **XXW/000** (insert whichever class is used by the Meteorological Department) **telegram coded** (insert the code of the original message) **dated** (date of the original message) **reads** (reproduce the text of the Meteorological telegram verbatim).
- (ii) A register should be maintained in each Control of each Department i.e., Engineering Control, Traction Power Control, Traction Loco Control, Power (diesel) Control, Security Control, Commercial Control, Electrical Control, S&T Control/Test Room showing full particulars of the receipt and action taken on the weather / cyclone warning telegrams, showing the date and time of receipt of warning telegram, the full text of the telegram and the date and time of dispatch of telephonic advices to the Officials concerned and the initials of the

SMs on duty to whom the telegram has been repeated.

12.6.6 ACTION BY THE SM

Intimation to staff:

On receipt of weather / cyclone warning advice from the SCOR, the SM should take the following action; SM on duty at station where ADENs / SSE/SE-P.Way / SSE/SE- Works / SSE/SE-OHE/PSI are headquartered should immediately arrange to hand over the parties concerned a copy of the verbatim telegram received from the SCOR and obtain acknowledgement. If they are out of headquarters, the SM shall advise the controller on duty who will then be responsible for ensuring that the contents of the telegram are communicated verbatim to Engineering and TRD officer at the station.

Date & time of receipt	Text of message in full	Name / Designation of Officials to whom message was repeated	Signature of the SM	Actual weather condition

The office copy of the telegram on which acknowledgement has been taken should also be pasted in the register.

Precautions to be taken by the SM, LP/ALP and Train Manager (Guard) regarding control of trains during storm and strong wind:

- (i) When the warning message forecasting cyclone, storm or strong wind has been received from the Meteorological Department and/or there is a reasonable doubt that severe storm is going to break out endangering the safety of passenger carrying trains etc., the SM shall, in consultation with the Train Manager (Guard) and the LP/ALP of the train regulate the train and also refuse to grant line clear to a train coming to this station until storm abates and he considers safe for the movement of trains.
- (ii) Should a train be caught on the run in a cyclone, storm or strong wind of an intensity which in the opinion of the LP/ALP, is likely to endanger the safety of the train he shall immediately control the speed of his train and bring it to a stop at the first convenient place taking care as far as possible to avoid stoppage of the train at places like sharp curves, high embankments and bridges (including approaches thereof). In controlling the speed and bringing the train to a halt, the LP shall stop his train carefully and without a jerk. He shall restart the train in consultation with the Train Manager (Guard) only after the cyclone, storm and wind abates and it is considered safe to proceed.
- (iii) The Train Manager (Guard) and LP/ALP of the train in co-operation with the railway staff travelling in the train shall try to see that doors and windows of the coaches are kept open by the passengers to allow free passage of the wind through the coaches.

12.6.7 ACTION BY SSE/P.WAY

- (a) The SE/P.Way on receipt of weather / cyclone warning message should arrange to advise Monsoon Patrolman / Watchman and Gangmates to be extra vigilant. During the fair season, he should introduce Monsoon Patrolling as soon as possible and also post Watchman as required at all vulnerable locations and bridges by day and as well as by night for a period extending up to 48 hours beyond the period specified in the Weather / Cyclone warning telegram.
- (b) The SE/P.Way should be out in his section as far as possible by trolley during period of warning and 48 hours beyond.
- (c) **Monsoon Patrolling:** Commencement and termination — if the local condition warrants, the SE/P.Way of the section concerned may introduce or continue night patrolling outside the stipulated dates; duly advising 'all-concerned' (1003 of IRPWM). In other words, he cannot discontinue or terminate the Monsoon Patrolling within the stipulated period.
- (d) **Vulnerable locations:** Stationary Watchman should be posted round the clock at every nominated location during the Monsoon period (1014(3) of IRPWM).
Sign board: Sign boards will be fixed during the Monsoon period only, i.e., on both sides of vulnerable points at a distance of 400m on each side (Item 9.8 of Appendix IV of G&SR).
- (e) **Monsoon Emergency Reserve Stock:** The locations and the prescribed quantities of Monsoon emergency reserve stock i.e., sand, boulders and empty cement bags. It should be ensured that the materials are made available accordingly, before the onset of Monsoon.

In addition to Monsoon reserve stock mentioned above, the following materials are to be kept ready on wheels for handling any emergency situations like breaches and wash-a-ways.

- (i) 10 covered wagons each filled with boulders and sand at RU, KCC & KZJ.
- (ii) RH girders one set each of 16.3m and 13.4m length on BFRs with 50 Nos. of steel cribs (duly secured) at RU, KCC & KZJ.

12.6.8 ACTION BY GANGMATE

On receipt of advice from the SM, the Gangmate should take the following action:

- (a) During the fair season, the Gangmate should on his own accord depute two reliable Gagmen with the equipment for patrolling the block section on either side and for alerting the intermediate Gangmate.
- (b) During Monsoon period, the Gangmate of the station / yard gang should send two Gangmen in opposite directions to alert intermediate Gangmates, Patrolmen and Watchmen.
- (c) "Should there be heavy rain or severe storm during the period, weather during the monsoon or fair season, the Gangmate and Gangmen shall carry

out the gang patrol as per instructions contained in Para 1001 (3), (7) and Para 1002 of IRPWM.

12.6.9 ACTION BY Traction Power Control

The TPC of the Division should immediately repeat the weather / cyclone warning message telegram verbatim on control telephone to all concerned AEE, OHE/PSI Depot in-charge of the section likely to be affected for taking adequate steps as to be in readiness for meeting any eventualities, and then circulate the contents of the telegram to the officers concerned in Divisional Headquarters office. The TPC shall always be in a state of readiness to take quick and prompt action to tackle the situation. He will keep continuous liaison with the field officials, headquarters officers, apart from the neighbouring Divisions for seeking help as the circumstances warrant.

The AEE will be in their respective headquarters. Their further movements depending upon the damages caused to OHE/PSI installations due to cyclone will be guided by Sr.DEE/TRD.

All Sr. Supervisors and Officers of the TRD Branch should also keep the TPC informed of their movements. These instructions also apply to other key personnel.

12.6.10 ACTION BY OHE/PSI DEPOT IN-CHARGE

- (a) The OHE/PSI Depot in-charge on receipt of weather / cyclone warning shall be in a state of readiness to meet any emergency for arranging emergency staff to be vigilant and be available in Headquarters. They shall be in readiness to move at a short notice.
- (b) BD Vehicles, i.e, Tower Car, Wiring Train, Lorries and all breakdown tools, shackles and ladders, generator sets, portable flood lights etc., shall be kept ready for movement at any instant.
- (c) OHE material like conductors, insulators, fittings shall be kept ready

12.6.11 ELECTRICAL GENERAL SERVICES WING SHALL ENSURE THE FOLLOWING TO BE IN READINESS

- (i) Sufficient stock of fuel to run available DG set for 24 hours.
- (ii) Atleast 2 portable DG sets at each Depot in good condition.
- (iii) Four numbers of portable weather proof tents including requirement of Electrical and S&T staff.
- (iv) List of contractors capable of providing DG sets with operators at site and their telephone numbers and arrangements for deployment at short notice.

12.6.12 ACTION TO BE TAKEN IN THE EVENT OF EAST COAST BEING THREATENED BY CYCLONIC STORMS

- (i) Receipt and transmission of message: The Cyclone Warning Centre, VSKP will give adverse weather warning telegrams on depressions, cyclonic storms coming from Bay of Bengal when the storms are still at sea for the coastal area of A.P.

- (ii) The cyclone warnings will be issued in two stages. The first warning (cyclone alert) is issued as soon as the cyclonic storm is located at such a distance from the coast that it is expected to cause bad weather over the coast during the next 48 hours. This is followed by second stage warning (Cyclone warning) message when there is actual threat of cyclone over the area. Subsequently, messages giving the latest cyclonic situation are issued by the Cyclone Warning Centre till the danger to the area is over. Weather bulletins issued by the Cyclone Warning Centre are broadcast daily as a routine from the AIR stations. In storm situation special weather bulletins are broadcast daily are broadcast repeatedly at non- scheduled time also.
- (iii) The Chief Controller, BZA Division and Chief Controller, Central Control, Rail Nilayam, Secunderabad are the two nominated officers to whom the above warnings are issued by the Cyclone Warning Centre, VSKP.

12.6.13 ACTION BY CHIEF CONTROLLER, CENTRAL CONTROL, RAILNILAYAM, SECUNDERABAD

He should be alert and take immediate action as laid down in earlier para 2.7.1. He should also intimate the cyclone warning and alert the Chief Controller, SC and GTL Divisions in case of cyclone is expected to pass over their divisions.

12.6.14 ACTION BY CHIEF CONTROLLER, BZA DIVISION

He should be alert and take action as laid in earlier paras.

- (i) The following Engineering Department Officers of BZA Division shall proceed and be available at stations indicated below: (CGE shall proceed to BZA depending on the severity of the situation at his discretion).

Sr. DEN (South) / BZA	BTTR
Sr. DEN (Central) / BZA	BPP
DEN/E/BZA	BVRM
Sr. DEN (North) / BZA	SLO
St. DEN/Co-ord. / GNT	GNT

- (ii) The ADENs will be in their respective headquarters. Their further movement when the effect of cyclone is felt will be left to their discretion, depending upon the needs of the situation and they will be guided in this respect by the CGE who will be directing the operations from BZA or from SC through Sr.DEN/Co-ord/BZA.
- (iii) When landline communication fail, the facility available on microwave network and wireless transmission shall be made use of to disseminate the warnings to all concerned. High priority should be given for disposal of cyclone messages.
- (iv) **Immediately on receipt of the 'Second Stage Warning on Cyclone'**, the Chief Controller, BZA will keep liaison with AIR, BZA and Meteorological Department, VSKP in receiving further bulletins and disseminate the same to all concerned. Arrangements are made by Meteorological Department to

broadcast the weather bulletin from the AIR (hourly intervals) and sudden / unexpected developments as soon as it is notified to the radio station. For this purpose, the Chief Controller, BZA should hear the bulletins on the transistor, radio set available in the control office and disseminates the cyclone warnings to all concerned.

- (v) DRM/BZA shall depute a Senior Traffic Officer and Senior Engineering Officer to co-ordinate with all other Branches and local Civil Authorities. The said Officers will be responsible for regulation / diversion / cancelation of train services in the areas likely to be affected by cyclone depending on the local situation.
- (vi) In case of imminent cyclone threat, it is advisable to cancel through running of trains and regulate the trains in the section at suitable places where catering arrangement are available, under no circumstances the passenger trains should be allowed to be marooned. DRM shall depute a Senior Commercial Officer for monitoring this purpose.
- (vii) In case of Districts not affected by the cyclone, de-warning message will be sent.
- (viii) AEE/TRD of Division has to station himself in the TPCs room to keep liaison with all other branches. The said officer will be responsible for taking prompt action depending on the situation.
- (ix) Control of trains – when communications fail the SM will take similar action as indicated in Paras.

12.6.15 ACTION TO BE TAKEN IN CASE OF HOLDUP OF TRAINS DUE TO CYCLONE (GENERAL)

A. By the Senior Traffic official nominated by DRM.

- (i) An enquiry office with a PA system is to be opened immediately on BZA platform to relay the information regarding the stranded trains, relief operations and transshipments, supply of food packets etc., DRM shall depute a commercial officer for this purpose.
- (ii) He shall make arrangements to post Medical Officer / Personnel at railway stations where trains are stranded and where facilities exist. In outstation or other places, he shall approach the District Collector or the local Special Police Officer who will make necessary arrangements.
- (iii) He shall plan for the quick transshipment of stranded passengers in consultation with the RTC where repair to track is likely to take longer time. DRM shall depute a Commercial Officer for this purpose.

B. By the Station Master :

- (i) He shall inform Tahshildar, RDO or Sub-Collectors and the Collector of the area regarding the holdup of trains in his station.
- (ii) The SM shall seek the assistance of the local Revenue Authorities in arranging adequate supply of lemon rice and curd rice etc., along with

pure drinking water to the stranded passengers; milk and biscuits to children. Commercial staff should make arrangements for supply of food etc.,

12.7 EARTHQUAKE:

Impact of earthquake on Railway system may be as under:

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

- a. Misalignment
- b. Deformation
- c. Sinking of track
- d. Collapse of / damage of bridges / girders / piers
- e. Collapsing of ROBs / RUBs
- f. Falling of trees / fixed structures obstructing the track

Damage to service buildings like:

- a. Control Office
- b. SM Office, Relay Room, Cabins and Gate lodges, etc.,
- c. Administrative buildings
- d. Residential buildings
- e. Platform covers, FOBs, sub-ways etc.,

Damage to S&T installations:

- a. Signal posts
- b. Microwave tower
- c. Telegraph posts and wires
- d. Uprooting of Cables
- e. Uprooting of location boxes etc.,

Damage to OHE and other Electrical installations:

- a. OHE masts
- b. Portals
- c. TPC
- d. Tower Car Shed
- e. SP/SSP locations
- f. Electric Loco Shed

Damage to C&W, Sick line, Loco Shed:

- a. Pitlines
- b. Sick lines / shed structure
- c. IOH sheds
- d. Diesel Loco shed
- e. ROH / POH Depots
- f. Wagon Depots etc.,

12.7.1 ACTION TO BE TAKEN BY VARIOUS DEPARTMENTS

a. Operating Branch

- Stop all trains
- Inform P.Way, S&T, C&W, TRD Supervisors for checking track, bridges, points, signals, OHE and other installations / structures by moving on a light engine / push trolley / motor trolley in each block section of affected area.
- Inform Civil Authorities regarding any unusual occurrence.
- Arrange stock and power for moving relief / restoration material.
- Arrange additional Operating staff like ASMs, Pointsmen, Train Managers (Guards) and Cabinmen from unaffected areas.

b. Engineering Branch

- All P.Way Supervisors including SSE/SE/JE P.Ways, IOWs, BRIs, Trackmen, Keymen and other staff shall report to the nearest SM who in turn will advise Control about the availability of P.Way staff and Supervisors.
- A team Trackmen, Keymen and SSE/SE/JE-P.Way, BRI should be sent on either side of each block section for checking the track structure and bridges.
- The checking team should suitably be instructed to protect any damaged track structure or bridge in the section.
- After checking the whole section, a report detailing the nature of damage, location and requirement of men and material should be submitted to SM, who in turn will advise the control.

c. S&T Branch

- Overhead and cable communication may be affected due to earthquake, immediate efforts should be made to provide alternative means of communications through VHF, Microwave, RE cable, OFC, Satellite phones, etc., between the control and stations.
- SSE/SE-Signals/Tele and ESM/MSM must be available at the stations. After checking all S&T installations, details of the damage and additional requirement of men and material should be given to S&T Control / Test Room.

d. Electrical (TRD) Branch

- On receipt of information about the earthquake, OHE supply on the affected section should be shut down immediately. All the sections in UP & DN directions should be checked thoroughly by Tower Car which shall run at a restricted speed so that it can be stopped before any kind of obstruction.
- After checking each section, feedback should be given to TPC who in turn

will advise the position to Dy.CHC.

e. Electrical General Maintenance Branch

- In case of failure of power supply, DG sets should be arranged at important installations like stations, Control Office, etc.,

f. Commercial Branch

- Regular announcements should be made at the stations explaining the calamity and effect of train running.
- Emergency enquiry counters should be opened at major stations and at the affected stations. They should be provided with BSNL and mobile facility.
- Basic amenities like drinking water, food, etc., should be provided to the stranded passengers.
- Additional windows should be opened for refund of tickets.

g. Mechanical Branch

- Relief coaching stock and wagon stock available on the system must be made ready.
- In case of electrified territories, diesel power should be made available.

h. Personal Branch

- Set up of relief cell consisting Welfare Inspectors and other staff to assess losses and damages at stations and colonies.
- For providing speedy relief, co-ordinate with trade unions, Mahila Samithis, NGOs, etc.,

i. Security Branch

- Help Railway officials / employees in relief work at stations and in colonies.
 - Protect Railway assets including vital installations and restrict the entry of those areas.
 - Render necessary assistance to the affected persons.
 - Maintain close co-ordination with Civil Authorities.
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CHAPTER XIII

DISASTER INFORMATION FLOW AND ALERTS OF DISASTER & MEDIA MANAGEMENT

13.1 STANDARD OPERATING PROCEDURES (SOPs):

The Ministry of Home Affairs (MHA) as the nodal Ministry is responsible for coordinating response and relief efforts with various Ministries / Departments of the Government of India, State Government and District Authorities. They have prepared the SOPs for handling manmade disasters for which they are earmarked as the lead Ministry for disaster response, relief and mitigation.

All Central Ministries, State Government, District Authorities and other stakeholders will prepare SOPs in consonance with the National and State Plans. The SOPs will be prescribed for activities like search and rescue, medical assistance and casualty management, evacuation, restoration of essential services and communication at disaster sites, etc., The other important activities are provision of food, drinking water, sanitation, clothing and management of relief camps. Detailed SOPs will also be devised by all concerned for dispatch, receipt and deployment of central resources.

13.1.1 Levels of Disasters:

The SOPs will determine the levels of disasters and for issuing alerts to electronic messaging systems to various agencies about disasters have been formulated by MHA. These SOPs will be reviewed periodically for disaster response management in case of natural and manmade disasters.

13.1.2 Integrated Operation Centre of MHA:

Integrated Operation Centre (IOC) has been set up in the MHA to handle disaster situation on 24x7 basis. IOC is responsible for initiating incident alert messages when a disaster is likely to occur or when it has actually taken place.

13.1.3 Categorization of Alerts:

A standard SOP has been prepared for alerts of events of different types and identifies the situations when alerts are to be sent by the IOC. Specific hazards have different categories of alerts. Accordingly, a uniform system has been devised by categorization each type of alert in stages – **yellow, Orange and Red.**

13.1.4 Action plan for communication of alert messages:

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

The action plan for alert messages lays down as under;

- (i) All concerned Ministries / Departments / Organizations / Agencies will report events to IOC, MHA.

- (ii) While generating and transmitting alerts to IOC, MHA, the concerned agency will indicate the category of the event as well as its corresponding stage (red / orange / yellow).
- (iii) For natural calamities and other crisis situations categorization of alerts is as under:

a. Avalanches (Defense Research and Development Organization)

Category	Description	Stage
Low	Generally favourable condition. Triggering is generally possible only with high additional loads and on very few extreme slopes. Only sluffs possible and reach valley in small sizes. Valley movement is safe. Movement on slopes with care.	Yellow
Medium	Partly unfavorable condition. Triggering is possible on most avalanche prone slopes with low additional loads and may reach the valley in medium size. Movement on slopes with extreme care. Valley movements with caution. Avoid steep slopes. Routes should be selected with care.	Yellow
High	Unfavorable condition. Triggering is possible from all avalanche's prone slopes even with low additional loads and reach the valley in large size. Suspend all movements. Airborne avalanches likely.	Orange
All round	Very unfavorable condition. Numerous large avalanches are likely from all possible avalanche slopes even on moderately steep terrain. Suspend all movements. Airborne avalanches likely.	Red

b. Tsunami (Department of Ocean Development):

Category	Description	Stage
No yellow stage		
Moderate	When an earthquake of greater than 6.0 is reported and / or a Tsunami watch alert is received from JMA / PTWC	Orange
Great	When change in water level after an earthquake is reported by National Institute of Ocean Technology, ITWC would issue a 'tsunami warning' *as per laid down channels	Red

- * The warning may be withdrawn after a better assessment of the level of rise in water level.

c. Landslides (Geological Survey of India):

Category	Description	Stage
IV	Landslides of small dimensions that occur away from habitations and do not affect either human or their possessions. These may occur near infrastructural installations, agricultural and forest lands and may not affect them in a significant manner. These slides may include small incidents that block communication routes for short periods or do not affect the society in a significant manner.	Yellow
III	Landslides which are fairly large and affect infrastructural installations like strategic and important highways and roads rail routes and other civil installations like various appurtenant structures of hydro- electric and irrigation projects. The landslides that enter large water bodies like reservoirs of hydro-electric projects and could damage some of components of these projects.	Orange
II	The landslides that may occur on the fringes of inhabited areas and result in limited loss of life and property. Landslides which result in blockage of courses of relatively smaller natural drainages. If the blockage is of relatively smaller dimensions its impact would be of lower order. Although a threat potential is there, it may not be immediate.	Orange
I	Landslides of large dimensions that are located over or in close vicinity of inhabited areas like urban settlements or fairly large rural settlements. Activity on these slides can result in loss of human lives, dwellings on large scale. These slides may also inflict heavy losses on urban infrastructure. The slides that block busy pilgrimage routes during peak times resulting in hardships to thousands of pilgrims and sometimes resulting in loss of human life. Landslides which result in blockage of courses of relatively large natural drainages. If the blockage is fairly large it could lead to formation of very large reservoir of water behind it. Formation of a large landslide dam could result in sudden flooding of areas located upstream. Abrupt breaching of landslide dam would suddenly release enormous quantities of water in the downstream areas leading to flash floods that could result in loss of life and damage to property on a large scale.	Red

d. Cyclone (IMD):

Category	Description	Stage
Cyclone alert	Issued 48 hours before the commencement of bad weather when a system is located about 500 KMs or more away from the coast. The forecast may not contain information about landfall and hence it is still ofinformatory type but at the same time meant to trigger preparatory actions. During this stage, disaster managers plan on the course of action required to be initiated once the system moves closer to the coast.	Yellow
Cyclone warning	These messages are issued 24 hours before commencement of bad weather and are of a ' serious nature '. During this stage, the system is monitoredclosely and the expected place and time of landfall and the districts along the coastal areas likely to be affected are clearly indicated in the warning messages. The location of the system at this stage may still be 300 KMs to 500 KMs away from the coast. Disaster management machinery is expected to be geared up fully during this phase.	Orange
Post landfall outlook	During this phase, warning messages are issued about 12 hours before actual landfall and are of a ' very serious nature '. At this stage, it is expected that the disaster management machinery is in full operationalmode to face the impending disaster. All preparedness action should have been completed by this time. MHA would be closely monitoring steps taken by the concerned State Governments regarding evacuation and relief activities like food, sanitation, etc., This phase is fit to be classified as ' great danger ' and all warning messages issued to MHA Control Room are required to be forwarded to senior officials of the PMO.	Red

e. Earthquake (IMD):

Category	Description	Stage
Slight	$M < 5.0$	Yellow
Moderate	$5.0 < M < 6.9$	Orange
Great	$M > 7.0$	Red

f. Flood (Central Water Commission):

Category	Description	Stage
IV	Low flood (water level between warning level and danger level)	Yellow
III	Moderate flood (water level below 0.50m, less than HFL and above danger level)	Yellow
II	High flood (water level less than highest flood level but still within 0.50m of the HFL)	Orange

I	Unprecedented flood (water level equal and above highest flood level)	Red
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g. Railways (Ministry of Railways):

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

h. Forest fire (Ministry of Environment and forests):

Category	Description	Stage
Ordinary	Localized fires which can be controlled by the concerned territorial Conservator of Forests	Yellow
Medium	Where large forest area is under fire, which can be controlled by the State Government and no Central intervention is sought by the State.	Orange
Major	Large fire which may result in substantial loss of human lives, massive environmental degradation or loss of wildlife.	Red

13.1.5 Action by Divisions /Zones on orange / red alert:

On the issue of an orange alert or of a higher level, the Responders have to be activated as required for relief, etc., as under;

- ✓ Mobilization of Gangmen.
- ✓ Hospitals to mobilize Doctors and Para-medical staff.
- ✓ Civil Defense units to be activated.
- ✓ RPF and RPSF deployment.
- ✓ Scouts and Guides for colony care and passenger guidance.
- ✓ Operation and manning of the DM Control Room.
- ✓ Coordination amongst various stake holders through advance warnings.
- ✓ Communication system to be ensured and back up to be in readiness for immediate use when required.
- ✓ TA Units deployment; In case the existing Railway staff may not be able to maintain train services to be operational, the TA Units have to be mobilized. It takes 2 – 3 days for the deployment of the TA Unit until after issue of their mobilization order. Hence, advance warning is necessary.

13.1.6 Monitoring and reporting of effects of disaster:

The Safety Directorate in the Board would be given information regarding orange / red alerts. On the declaration of an incident as a Disaster by a State Government or District Administration, or even by the GM/AGM of the Zonal Railways, the CSO would give time to time updates to the Safety Control in Railway Board of the situation. Assistance of other Departments would be made

available by the GM to the Safety Department of the Zonal Railway/s.

13.1.7 Standard Operating Procedure (SOP) on Railways:

The Civil Engineering Department at the field level and on the Division gets information through advance warning sent by the respective Government Departments on the possibility of floods, cyclones, earthquakes, landslides, etc., Depending on the gravity of the disaster / crisis / calamity expected, the information would be passed on to the Divisional Officers through Emergency Control which will act as the ICS. Where train operations have to be suspended or regulated, the Operating Department would suitably advise. After making the train regulation plan, the Divisional Control would advise the Commercial and Security Departments for management of the welfare of passengers. Alerts to the passengers would be issued through the PR Department of the Railways in the print and electronic media.

The DRMs of the Divisions shall ensure coordination amongst the Departments for ensuring running of train services including relief specials as also relief arrangements for the passengers and for the welfare of Railways own staff. Assistance of other Divisions and from the Zonal Railways would be taken through Headquarters of the Zonal Railways, i.e., by involving GM. Coordination with the IOC of MHA and NDMA / NDRF would be through the Emergency Control of each zonal headquarter.

Manmade disasters: Different forms of terrorism fall under the ambit of these disasters. A major role has to be played by the Security Department of the Railways who will coordinate with the State Governments and when required, with the paramilitary and other forces. The Security Control of the Division will act as the ICS. The Headquarter Security Control will coordinate with the IOC of MHA. A similar system would be followed as above in organizing regulation of train services by the Operating Department at the Divisional, Zonal level and also in Railway Board.

13.2 OBJECTIVES – Media Management

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

13.3 DUTIES OF PUBLIC RELATIONS ORGANISATION

- CPRO and his team will collect whatever information is available and released it to the media within one hour of the accident.
- The information shall include telephone numbers of helpline enquiry booths.
- Photographers with digital cameras and videographers should also be taken to the site of accident.
- Responsible PR Supervisors should be deputed during night shift for

interacting with the media, if necessary.

- CPRO will organize press briefings at fixed timings.
- PR Organization shall monitor various important media channels to keep track of media reporting. Suitable corrections / clarifications may also be issued, if required.

13.4 SPOKESPERSON

- GM, DRM and CPRO are competent to interact with press and electronic media.
- Apart from the above, any other officer authorized by GM competent to interact or give interview to press and electronic media.
- They should ensure that only factually correct and confirmed information is relayed.
- No inflated or exaggerated version of any fact should be relayed to the media.

No Railway servant shall express or voice any criticism, or express his personal opinion or views about the accident at any point of time.

13.5 INFORMATION TO BE RELAYED TO PRINT AND ELECTRONIC MEDIA

Information to be given to media can be broadly segregated into the following categories:

A. Accident

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

B. Uninjured Passengers

- Steps taken to arrange hot beverages, refreshments and other catering arrangements etc.,
- Steps taken for clearing them from the site of accident by alternative transport or special trains.
- Expected time of departure of the unaffected coaches from the site of accident.
- Details of cancellation, diversion and termination of trains from time to time.

C. Injured Passengers

- Steps taken by Railways to render immediate medical attention.

- Number of passengers rescued.
- Break-up of the injured passengers (both grievous and simple).
- Name of the hospital where the injured are admitted for treatment.
- List of injured with details such as name, age, sex, compartment number, hospital name where they are undergoing treatment, etc., should be kept with the help centre at the site of accident and at important stations enroute of the train apart from originating and destinating stations of the train. In addition to this, the list shall be available with the Medical Authorities, Commercial Control and other relevant department officials.
- Contact numbers of the injured passengers.
- Communication facilities at the site of accident with landline and mobile services.
- Payment of ex-gratia.
- Facilities given to relatives / dependents and friends of the dead and injured.
- Special trains arranged for transporting the injured and friends/relatives of the injured/dead.

D. Care of the dead

- Number of dead bodies recovered and number identified.
- Railway authorities shall publish the photographs of all the dead bodies by giving number to each dead body.
- Identification of dead bodies consume more time because of the following logistics;
- They may be travelling alone.
- Their companions are injured and are not in a position to identify.
- Their companions are also dead.
- Under the above circumstances, it is possible to identify the dead only when their relatives / friends / dependents arrive at the site of accident.
- This aspect of identification of dead bodies and reasons for delay should be explained to the media.

E. Helpline enquiry booths

- Setting up of enquiry booths.
- Ensuring continuous manning of the both.
- Providing minimum infrastructure like, table, chair, various telephone calls, some registers containing the details of injured and dead, details of trains that are cancelled/diverted/terminated, contact numbers of various officials, passengers injured, FAX facility etc.,
- Internet address of the railway.

F. Press briefings at the site of accident

- DRM or his authorized representative shall collect factual information from the Site Manager and relay the same to the media and headquarters. Thus, an online communication channel will be established to keep media

informed of all the important details.

- CPRO or SPRO or PRO shall be available during press briefings in Headquarters.
 - There shall be a fixed time for press briefings so that there is no confusion regarding different versions given to separate channels at various points of time.
 - Simultaneous press briefings shall be held at the site of accident, from Headquarters and from Divisional headquarters as per the time intimated so that the same version is given by all concerned.
 - All media releases will be uploaded on the SCR web addresses and a separate web page will be opened to give specific information with regard to the accident. The priority of information release to various media will be as under:
 1. TV Channels
 2. News agencies like PTI, UNI etc.,
 3. Print media
 - Convenience of media shall be taken care of by PR Personnel with assistance commercial representative.
-

CHAPTER XIV

14.1 ROLE OF SECURITY DEPARTMENT IN DISASTER MANAGEMENT

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

Railway Protection Force is an 'Armed Force of the Union' constituted by an Act of Parliament, the Railway Protection Force Act 1957, for the protection and security of railway property, passenger area & passengers and for matters connected therewith.

14.2 ROLE OF RPF IN DISASTERS

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

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

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

14.3 CURRENT PREPAREDNESS

As per guidelines of the High-Level Committee, Disaster Management Team of RPF personnel have been constituted on each Division of this Railway. The team is equipped with following equipment:

- (i) Torches and other lighting arrangements.
- (ii) Nylon ropes and poles for segregating the affected areas from unwanted visitors and spectators.
- (iii) Loud-hailer for making announcement.
- (iv) Stretchers and first aid equipment.
- (v) Wireless sets for inter-communication.
- (vi) Cameras for photography of clues.
- (vii) Luminous jackets.

Members of this team have been trained in providing the basic level support in crowd control and functional support in case of Disasters. RPF staff will ensure safe custody and disposal of the luggage of passengers affected by train accidents in

coordination with Commercial staff as recommended by the High-Level Committee.

Co-ordination with State Police and Civil Authorities is ensured at the Divisional and Zonal level by concerned RPF Officials. Regarding clearance from State Police in case of railway accidents due to suspected sabotage, on a reference made by the DG/RPF, the Ministry of Home Affairs has directed Home Secretaries of the State for taking necessary action. This letter of the Ministry of Home Affairs has already been circulated to all the General Managers vide letter No. 2002/Sec (Cr.)/45/47 dated March 27, 2003 of the Security Directorate.

In liaison with, the National Disaster Management Authority (NDMA), 'training for trainers' has been organized so as to develop in house expertise on training. 30 categories of Security equipment have been identified as required by RPF to upgrade their effectiveness. This equipment needs to be procured gradually.

14.4 INTEGRATED SECURITY SCHEME

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

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

14.5 CROWD CONTROL AND MANAGEMENT

For better effectiveness, RPF, GRP and District Police have to act in a synchronized manner in consultation with Magisterial Authorities. In Chapter 10 (Maintenance of Public Order and Tranquility) of the Criminal Procedure Code (CrPC) Part-A deals with 'Unlawful Assemblies', legal procedures are outlined in Sections 129 to 132 of the CrPC for dealing with Unlawful Assemblies. These provisions empower Members and Officers of Armed Forces (RPF is an Armed Force of the Union) to deal with Unlawful Assemblies.

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

14.6 Crowd Control and Management of rush at Railway stations during festivals:

- (i) We should prescribe prevention protocols, when laid down footfalls defined separately for important stations become extraordinarily high, as during Meals or another exceptional situation. It may not be out of place to ban all commercial vending and parcel handling such

occasions; supplement exists if possible, and brings more area under illumination.

- (ii) It is important to press upon the State Government to give an approximate indication of the number of persons likely to reach Railway stations in the days when rush is expected. Even more important is the number of such persons reaching each Railway station within a one- or two-hour time slots, unless this information is given, it would not be possible for Railways to plan special trains. The OD flows of the Passenger are very important to plan destination-wise running of special trains. It may be kept in mind that often the Inward and outward passenger traffic is not equal, there are wide variations. Further the inward rush comes in a staggered and Spaced interval, the outward rush goes back at one go. It would be essential for the Division press upon the State Government (or the District Magistrate) in writing of their peak capacity to clear rush, as also they can do so only direction wise. The District Administration has to regulate and control the entry of more than this number beyond which (in 1-2 hourly slots) the Railway would be unable to evacuate.
- (iii) Specific defined areas of jurisdiction for crowd control and duties assigned to GRP/RPF and the city Police needs to be placed on record much before the expected days of rush. Close coordination has to be maintained between the 3 wings of Police Protection Force RPF and Civil Police GRP and RPF and areas of responsibilities well defined.
- (iv) The car and other vehicle parking facility at a station when where a terrorist strike is expected may be discontinued; sale of Platform Tickets can also be banned for short period of time. RPF and GRP personnel deployed on each platform will monitor crowds and rush build up in the circulating areas, booking windows, station platforms and mainly on the FOBs. Special teams of commercial staff will lie with the RPF /GRP and relay 2/4 hourly position to a centralized location viz. commercial control who will advise the need for running of special trains to specified destination to the operating departments control room.

14.7 EXPLOSION IN TRAINS AND RAILWAY PREMISES

One of the key components of the Integrated Security System is explosive detection and disposal. It provides for effective detection and disposal capability with RPF. Explosive detection and disposal, being a highly skilled and challenging job, requires Bomb Detection and Disposal Squad comprising of personnel. Such RPF personnel have been identified on each zonal railway and they are being trained in phased manner by the National Security Guard (NSG). Preventive measures to be taken in such situation, have been separately circulated vide Security Directorate Secret letter No.2003/Sec (Spl.) 200/14 dated 16.01.2008.

14.8 TERRORIST ACTS & HIJACKING OF TRAINS

Procedures have been outlined in the Crisis Management Plans of the Government of India, of the Ministry of Home Affairs and of the Ministry of Railways to tackle such situations. Above mentioned secret documents are available with concerned Authorities and action has to be ensured in accordance with the provisions mentioned in the above-mentioned plans. Ministry of Home Affairs is the Central Nodal Ministry to tackle hostage or terrorist situations requiring specialized handling. National Security Guard (NSG) has to be requisitioned in such situations. Crisis Management Plan of the Ministry of Railways envisages management of such crisis by the National Crisis Management Committee (NCMC) and Crisis Management Group (CMG) at the Railway Board level and by the zonal management group at the zonal level.

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

14.9 TERRORIST ATTACKS ON A GOODS TRAIN CARRYING INFLAMMABLES:

Railways have an excellent liaison with the Oil companies due to the transport of their commodities such as motor spirits, HSD, Naptha, etc., Traditionally, we have made use of foam-type fire extinguishers along with expertise in fire control available with them. Gradually, Railways may have to develop both the expertise through training in the Railways Rescue Training Institute being set up at Bangalore.

14.10 CAPACITY BUILDING TO REDUCE DESTRUCTION DUE TO EARTHQUAKES, FLOODS, etc.

RDSO has been assigned the task of identifying vulnerable buildings, locations, rail infrastructure including bridges, sensitive locations, waterways, embankments, etc., Based on this, strengthening works would be undertaken by prioritizing essential locations / buildings so as to strengthen railways infrastructure.

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CHAPTER XV

TRAINING AND MOCK DRILL

15.1 Introduction:

Trained manpower is an essential ingredient of any DM system. Mere provision of sophisticated equipment without trained manpower is futile. For handling an unforeseen situation like managing a Disaster, training of all Railway personnel concerned is an inevitable input. To acquire necessary knowledge and skill, all relevant officials should be given periodical training regarding their duties and that of their department. Training to be imparted at levels of officers and staff as per Rly. Board's Lr. No. (Etrg) 2003 (34)/2 dated 16.01.09.

15.2 Training:

Training should be conducted at the following levels:

Individual Training

- (i) For enhancing the skill of staff attached to ARMEs, ARTs etc., Supervisors and staff shall be given general training in Disaster Management.
- (ii) Special training may be arranged in Extrication, Rescue, Medical relief, Rolling stock restoration technique and Civil Defence by departments concerned.

Seminars/Workshops: Seminars should be periodically conducted on Disaster preparedness, and DM plan.

Joint Exercises: Full scale Disaster Management Mock Drill to be conducted as detailed below.

15.3 Disaster Management Training on Zonal Railways and Divisions

With a view to strengthen and revamp the Training on Disaster Management being imparted to several tiers of railway officials through Railway Training Institutes, Board has decided the following training schedule:

S. No.	Categories of Officials	New Training methodology and schedule
1	Top Level Management (GMs, PHODs, DRMs and other SAG/S4 officers)	5-day Disaster Management Module are to be Delivered at IRITM / LKO @ once every 3 months. Frequency of Training: Once every five years for SG/SAG Officers and above.

2	Middle Level Management (SG & JAG officers)	<p>Some of the latest and relevant topics are included in the AMP and MDP programs being delivered at NAIR/BRC.IRITM/LKO is conducting a special module on Disaster Management developed by them.</p> <p>Frequency of Training: Every SG/JAG officer need to undergo the module once every five years either at NAIR as regular MDP/AMP course or special DM module at IRITM.</p>
3	Lower-level Management SS & JS officers including serving Group 'B' officers)	<p>Disaster management training to be imparted at IRITM/LKO</p> <p>Frequency of Training: Once every five years.</p>
4	Probationers and Group 'B' Officers attending induction courses	<p>Topics listed in annexures 4 of detailed instructions are to be covered during the Regular training programme at NAIR / Vadodara.</p> <p>Frequency of Training: As part of the course.</p>
5	Supervisors of all frontline departments (Mechanical, Electrical, Engineering, S&T, Traffic, Commercial & operating)	<p>One week course at ZRTIs.</p> <p>Frequency of Training: Once every five years.</p>
6	Railway Staff on board passenger carrying train (TS, Dy.TS, TTEs & catering staff of Commercial Department, Coach attendants and AC Mechanics from Electrical Department, some of the selected coach cleaners of Mechanical	<p>Disaster Management being a multidisciplinary effort during field operations, training in groups of such on-board staff is more desirable and efficient then training them category wise. Role of on-board railway staff has been a matter of great criticism in most of the serious Train accidents. On board staff are the first railway representatives to respond to any untoward incident and their empowerment will improve railways response in a big way. Such staff is to be trained in appropriate multidisciplinary groups at such locations in the divisions where there is concentration of such staff to obviate the need for their hostel accommodation, non-availability for longer period, etc. Such training can be imparted at the selected country-wide</p>

	Department, some of the RPF escorting staff and catering staff of contractor wherever outsources)	locations to cover maximum number of staff in short period of time. This training can also be imparted in the Customer Care Institute. Only few select staff of Mechanical. Electrical (AC), RPF is to undergo this training who are deputed to escort trains. This training will be made mandatory in a phased manner for any staff to go on-board a passenger train. The staff of catering contractor is also to be imparted this training in phase 2 to leverage their physical presence. Frequency of Training: Once every three years.
7	Nominated ARMY and ART staff of Mechanical and Medical Departments	Composite training of Mechanical and Medical staff for relief and rescue operations is planned to be given at upcoming Disaster Management Railway Institute at Bangalore. Doctors and paramedics nominated for ARMYs and other rescue operations should be Exclusively trained on trauma care management either at some nominated specialized institutions or in-house. IRITM is one of the Training Institutes under consideration. Frequency of Training: Once every three years.

15.4 Instructions on Mock Drill and Full-Scale Disaster Management Exercises (Annexure to RB letter No.2010/Safety (DM)/6/23 dated 09.03.2017)

15.4.1 Aim and Objectives

Mock Drills provide virtually the only means, short of an actual incident, of measuring the state of readiness and of testing the effectiveness of an emergency response plan. The real purpose of mock drill is to make all Railway Staff who have specific duties to perform in case of an accident, to practice their duties regularly and test check the equipment so that in real emergency they perform their duties like a well-rehearsed team. The Aim and objective of Mock drill is to:

- To evaluate response.
- To evaluate readiness of all stakeholders.
- To improve co-ordination within departments.
- To identify the efficacy of SOPs.
- To revise SOPs for enhanced coordination.
- To identify planning gaps.
- To increase emergency preparedness of staff members.
- To enhance the ability to respond faster

15.4.2 Periodicity

Mock drills have to be conducted once in every quarter either during day or night. It is desirable not to repeat the drill again and again at the same time or section. However, if ART/ ARMV is turned out on account of accident in that quarter, the periodicity may be reckoned from that date. At a particular station if both ART/ARMV are stationed, alternatively ART and ARMV needs to be turned out quarterly. Full scale disaster management exercise has to be conducted in a division once in a year as recommended by High Power Committee on Disaster Management.

As per RB. Lr. No 2010/Safety (DM)/6/23 of dt.30.01.2020 regarding mock drills for ART/ARMV and full-scale Disaster Management exercises. The detailed instructions for conducting mock drills of ARTs/ARMVs were issued vide board letters dated 09.03.2017. It has been brought to be notice of board that in some of the divisions, due to ARTs/ARMVs at multiple locations, number of mock drills are required to be carried out every quarter. The matter has been reviewed and in partial supersession of the letter dated 09.03.2017 the following may be adopted;

1. In general, mock –drills have to be conducted once every quarter for every location of ARTs/ARMVs during either day or night.
2. In a division where class 'A' ARTs/ class 'B' ARTs / scale-1 ARMVs are stationed at more than three locations, mock drill may be carried out for all such ARTs/ARMVs in that division at least once in six months evenly spaced out over the period.
3. ART/ARMV turned out on account of accident will qualify as mock drill.
4. Blocks of quarters should be considered from April to June, July to September, October to December, January to March.

15.4.3 Responsibility for conducting the Mock drills and full-scale disaster management exercises.

To have element of surprise mock drills shall be ordered by the DRM mock drills shall be conducted under the direct supervision of Sr. DSO / DSO. Secrecy and confidentiality shall be maintained to extent possible. Sr. DSO / DSO shall be responsible to conduct full scale Disaster Management Exercises who has to associate with these exercises

Doctors, paramedics and the usual break down staff should travel by these trains exactly as they would have to in case of an accident. Railway Ambulance should also be turned out. The officers and staff of such other departments who have specific duties to perform in case of accidents but may not have to accompany such trains should also participate. District administration to the extent required also has to associated with these drills.

15.4.4 Activities to be monitored during Mock drill

- Turning out of relief trains with in prescribed time.
- Speed of specials
- Attendance of staff
- Whether correct information given to control particularly in respect of nature of assistance required.
- Action taken to stop any approaching train if any.
- Medical assistance available mustered in full strength and calling out of local ambulances.
- Time at which first ambulance reached the spot.
- Response of the local administrator like police, fire brigade etc.,
- Time taken to set up field telephone.
- Time taken to set up rescue equipment.
- Staff conversance in usage of equipment.
- Working of select equipment shall be test checked.
- Logging of events.
- Mock drill shall be called off by Sr. DSO / DSO after consulting DRM.

15.4.5 Procedure for full scale Disaster Management Exercises

Full scale disaster management exercise is a planned activity to check complete preparedness, response and functioning of all stake holders in case of disaster. Station at which these exercises are planned should be selected in due consultation with DRM and Operating officers to ensure least disturbance to train operations. In these exercises in addition to the activities to be carried out in mock drill indicated in para 5.0, the following shall be carried out.

- Accident like situation has to be created like one coach over another so that Rescue operations can be similar to an accident site.
- All the stake holders have to be involved in the rescue and relief operations.
- All the activities prescribed in the Accident Manual/Disaster Management Plan regarding setting up of UCC, LCC, CAC etc., have to be carried out.
- Railway staff can double up as injured passengers with various types of injuries and handling of such passengers by rescue staff needs to be observed / recorded.
- Time taken to set up rescue equipment and time taken to rescue first person should be recorded.
- All the equipment is ARMV/ART have to be physically tested for their

performance and endurance.

- All the activities need to be video graphed for post analysis and also for training purpose.

15.4.6 Reporting and follow up action.

Detailed report of the mock drill and full-scale disaster management exercise shall be prepared by Sr. DSO / DSO duly indicating attendance of nominated staff from each branch, non-attender to be reported by same, deficiencies in the equipment, gap in the disaster management plan and SOPs etc. The report should also include any improvement or otherwise in the deficiencies observed in the previous drills. Sr. DSO / DSO shall monitor the action taken on the deficiencies by the respective departments.

15.5 Joint Mock Drills with NDRF (RB.Lr.No.2020/Safety (DM)/6/3 of dt.09.06.2023)

For appropriate conduct of the mock drills and to make them more effective, it has been decided that in addition to other, the following officers must participate in the mock drills with NDRF for the full duration of the drills;

1. PCSO of the Zonal Railway (and the CSO for drills in KRCL & DFCCIL)
2. The HOD in-charge of Disaster Management in the Zonal Railway
3. One SAG level medical officer to be nominated by PCMD
4. One ADRM of the concerned Division (Equivalent officer for drills in KRCL & DFCCIL)
5. The Branch Officers of the concerned Division from Mechanical, Traction, Engineering, Signal & Telecom and Commercial Branches, and one Medical Officer.

After the conclusion of the drill, the PCSO shall conduct a debriefing exercise with the participating personnel and officers and hold discussions with the officer in-charge of the participating NDRF battalion to compile all the lacunae seen and possible areas of improvement. These shall be included in the report of the drill. The report must be forwarded to Railway Board as well as to IRIDM/Bangalore for assessment within 15 days of the conclusion of the drill. The shortcomings identified must be addressed in a time bond manner.

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CHAPTER XVI

DO's AND DONT's FOR FRONT LINE STAFF, FRONTLINE WORKERS AND DM PROFESSIONALS

16.1 DIVISIONAL CONTROL

DO's

- Stop movements of all trains into the affected section.
- Arrange for despatch of Medical Vans and Accidents Relief Trains to the site. In case casualties are more than fifty, ARMVs of the adjoining Divisions have to be called for. As a rough thumb rule, the scale of such assistance required would be one from a division for every additional 50 injuries.
- Inform Divisional Officers, Central Control and controlling SM, Civil Authorities concerned.
- Collect and record systematically all developments at the site of accident.
- Advise Civil, Military, Public and Private Hospitals in the nearby areas to rush doctors, medical aid to the site.
- Arrange for rushing the required Relief & Rescue equipment to the site.
- Inform NGO's and solicit their help.
- Arrange for regulating traffic by diverting or canceling trains.
- Arrange for running duplicate / relief trains for clearing stranded passengers on overriding priority.
- Advise the stations about the changes in the train timings, train diversions etc. so that timely information is given to the public.
- Ensure that list of the injured and the dead is obtained as quickly as possible from the site and relayed to the Zonal Headquarters, concerned stations, officer-in-charge of publicity, etc.,
- Liaison with Commercial Department's emergency team and ensure that information counters are opened at the accident site and at important stations en-route for giving up-to-date information to the public.
- Guide the station staff on the correct method of train working.

DONT's

- Lose patience.
- Ignore the safety aspects.
- Manipulate the control charts.
- Argue with the station staff.

16.2 TRAIN MANAGER (GUARD)

DO's

- Arrange to protect the adjacent line/s and then the affected line.
- Send information through the quickest means to the Control/SMs on either side.
- Take action to save lives/render first-aid.
- Call for doctors and volunteers on the train, seek their assistance.
- Seek assistance of Railway men on the train for attending to the injured and for other relief operations.
- Post a railway employee to man the field telephone to ensure constant flow of information to control.
- Make a quick assessment of the assistance needed and advice control or nearest Station Master.
- Arrange protection of belongings of the passengers and railway property through RPF, GRP and other railway staff.

DONT's

- Forget to note down the time of accident.
- Forget to preserve and safeguard all clues of possible cause of accident.
- Leave the site until permitted to do so by a competent authority.

16.3 STATION MANAGER / STATION MASTER

DO's

- Ensure that no other trains enter the effected section and take other necessary measures for protecting the site.
- Advice the control about the accident, and type of Medical and other assistance required. Also advise the local Civil Authorities.
- Call for assistance locally from nearby hospitals, dispensaries and medical practitioners.
- Call all the 'off' duty staff including Engineering and S&T staff available in nearby areas and allot them specific duties for relief and rescue.
- Inform to Railway Rescue Volunteers Registered at the Station giving preference to doctor and other medical staff. Also to make arrangement for their transportation to site of accident.
- Arrange to provide all sort of assistance to the affected passengers such as catering, drinking water and issue of complimentary passes, arranging free messages to relatives, etc.
- Arrange for protection of both belongings of the passengers and Railway Property.
- Open information counters and booths for giving information to the public regarding names of the injured, dead etc. and about regulation, diversion of trains etc.

- Utilize STD booths located at stations for giving relevant information.

DONT's

- Permit any train to enter in the affected section except ART/ARMV.
- Destroy railway records and clues of possible cause of accident.
- Lose patience.
- Argue or misbehave with the victims and other passengers.
- Give any statement to media and press.
- Use shortcuts and unsafe methods in train operation.

16.4 LOCO PILOT / ASSISTANT LOCO PILOT

DO's

- Switch 'on' Flasher Light of Loco and switch off head lights.
- Note down the date & time and also hectometer Number.
- Sound short whistle frequently to want the Loco Pilot of the approaching train.
- Arrange to protect adjacent line and the same line in accordance with GR/SR 6.03 (I & II).
- Arrange to advise from Control in consultation with Train Manager (Guard).
- Secure the Loco properly.
- Assist the Train Manager (Guard) in assessing the damage to Loco, Rolling Stock and P. Way and the nature required.

DONT's

- Leave Loco unmanned.
- Interfere with any gadgets including speedometer chart.

16.5 PERMANENT WAY STAFF

DO's

- Inspect the site and take track reading as prescribed.
- Sketch of the accident site is made and jointly signed with other Supervisors.
- Seize gang diaries, charts, curb registers, LC gate PN exchanged register and obtained statement of concerned staff.
- Shall assess the damage to P. Way, sleepers and fittings.
- Condition of track including infringement if any shall be noticed.
- In case of Level Crossing accident any damage to gate equipment and infringement to LC/track shall be noted.
- He shall advise Assistance/Material required for restoration.
- Render any assistance required by 'Site Officer'

DONT's

- Attend the affected track without clearance from competent authority.

16.6 S&T STAFF

DO's

- Inspect point crossings and S&T gears and assists for ascertaining the cause of accident.
- Arrange for communication at the accident spot and manning the same.
- Render any assistance enquired by 'Site Officer'

DONT's

- Attend or disconnect any S&T gear without getting clearance from competent authority.

16.7 ELECTRICAL STAFF

DO's

- Provide addition lighting if required at the accident site.
- Preservation of clues in case of fire in coaches. Any statement from passengers should also be recorded with their names and addresses.
- Adequate number of breakdown staff/tower wagons.
- De-energizing and slewing the OHE, as required for ground/crane operations.
- Restoration of OHE expeditiously.
- Supervise restoration operation.
- Ensure joint observation and measurement of the electric loco involved in the accident, in the prescribed format.
- Render any assistance required by 'Site Officer'

DONT's

- Leave the accident spot till the restoration completes.
- Attend the restoration work without permission from competent authority.

16.8 DO'S AND DON'TS FOR FRONTLINE WORKERS AND DM PROFESSIONALS

Acknowledge that it is normal to experience high levels of stress and anxieties by DM workers during these times and it is by no means a sign of weakness or a reflection on your ability to do your job.

- Acknowledge that tiredness, irritability, unhappiness, feeling 'low', sleep difficulties, lack of interest in usual activities, unexplained body aches and pains are normal reactions in stressful situations and most colleagues will feel the same way.
- Apart from physical health, take care of emotional and mental health during these times by employing positive coping strategies such as getting enough sleep, engaging in physical activities, finding respite time during work or between shifts, eating meals (ideally, healthy food, on a schedule) and staying in contact (with appropriate social distancing) with family and friends.

- Ensure that you wear adequate protective gear depending on the task given to you.
- Avoid using unhelpful coping strategies such as substance abuse.
- Speak to your co-workers. It will reduce feelings of isolation and give a sense of mutual understanding and support. It will also reveal that most of your colleagues are in the same boat.
- Try to maintain routines with families and significant others as it gives a break from work and helps to reduce overall stress.
- Monitor yourself for symptoms of depression/stress disorder such as prolonged sadness, difficulty sleeping, intrusive memories and/or feelings of hopelessness. Talk to a trusted colleague or supervisor. Be open to seeking professional help if symptoms persist or worsen over time.
- Be fortified by remembering the importance and meaning of your work. Remind yourself that despite the current challenges and frustrations, yours is a noble calling — taking care of those in need in a time of great uncertainty. Make sure to take time to recognize the efforts and sacrifices made by your colleagues.

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CHAPTER XVII

CRISIS MANAGEMENT

17.1 DIFFERENCE BETWEEN A CRISIS AND A DISASTER:

A crisis indicates either an impending calamity or the occurrence of an incident which would adversely affect the society and human population.

A disaster is a much higher occurrence of an event which would cause largescale devastation, damage to property and loss of human lives, etc., While a crisis may or may not turn into a disaster, the opposite is normally true, but with the condition the crisis situation is more in the initial stage.

17.2 BRIEF

1. Indian railways (IR) are the principal mode of transport of the country. For the last 160 years, IR has played a vital role in the overall development of the country and national integration. IR has a vast network of more than 64,000 route KMs moving an average 1.5 MTs of freight and 14 million passengers per day. In any national crisis, where major transport requirements are envisaged, Indian Railways will have to play an important role. However, Indian Railways can also get involved in a Crisis situation on account of a strike of their own employees, or due to internal disturbances, or due to external aggression, or when the flow of traffic gets disturbed.
2. There are broadly two types of crisis situation which the Ministry of Railways may be confronted with:-
 - (a) When the crisis develops in the Railways which to be managed with the help and assistance of other Ministries; and
 - (b) Where Railways have to help and assist other Ministries in crisis situation.
3. As far as the crisis situation at (1) above are concerned, the following situations are envisaged:
 - All India strike of Railway men.
 - Accidents due to chemical explosion in running train required to be dealt with on National Crisis Basis.
 - External aggression,
 - Hijacking of train(s), and
 - Disruption due to Natural factors like floods, breaches, earthquakes etc.Regarding (2) above, the Ministries concerned will make their own Contingency Plans bringing out the assistance that the Railways will be required to provide to them.
4. The Contingency Plan is intended to deal with the aforesaid crisis situations. The drill to be followed in the Ministry of Railways (Railway Board) as well as

on the Zonal Railways in respect of crisis group, functioning of the Control room, communication etc., are basically the same for all crisis situations and the same general drill will follow and to be supplemented by the special instructions depending upon the nature of the crisis.

17.3 MANAGEMENT OF OCCURRENCES

To deal with the crisis situation, the following committees shall be activated:-

- (a) National Crisis Management Committee (NCMC).
- (b) Central Management Committee (CMC), and
- (c) Zonal Management Committee (ZMC).

17.4 NATIONAL CRISIS MANAGEMENT COMMITTEE (NCMC)

The NCMC is the apex body comprising senior officials of the Government of India to deliberate on the problems at national level. The following officers will represent the Ministry of Railways (Railway Board) in NCMC for the various crisis situations:

(i)	All India Railway men Strike	Member Staff, Member Mechanic (Alternate).
(ii)	Accidents on Railways	Member Traffic, Member Mechanic (Alternate).
(iii)	Terrorism / security related	Member Staff, Member Traffic (Alternate).
(iv)	Disruption due to Natural factors like Floods, breaches, earthquakes, etc.	Member Engineering, Member Traffic (Alternate).
(v)	Crisis where Railways are to assist others	Member Traffic, Member Staff (Alternate).

RESPONSIBILITIES:

- (i) **All India Railwaymen strike:** Ministry of Railways is the nodal ministry.
- (ii) **Accidents on railways:** Ministry of Railways is the nodal ministry.
- (iii) **Terrorism / Security related:** Ministry of Home Affairs is the nodal ministry but Railways have to maintain liaison and flow of information.
- (iv) **Natural factors leading to traffic disruption:** Ministry of Home Affairs is the nodal ministry but Railways have to maintain liaison and flow of information for assistance to restore the affected railway system.
- (v) **Crisis where Railways have to help other ministries:** Concerned ministries will make their own Crisis Management Plans bringing out the assistance that the Railways will be required to provide to them.

Names, telephone numbers and addresses of the Members/alternate members, who will represent the Ministry of Railways in NCMC are contained in **Annexure-I**.

17.5 CENTRAL MANAGEMENT COMMITTEE (CMC)

The CMC is the Executive Authority responsible for dealing with the crisis and shall work under the broad guidelines and directives issued by NCMC. It shall be in constant touch with the NCMC on the one hand and the concerned Zonal Management Committee on the other. In addition to the concerned officers of the Railway Ministry, help of officers from some other Ministries is to be sought through National Disaster Management Control Room at North Block, New Delhi (**Annexure II**) for effectively dealing with the various crisis situations. The overall composition of the Central Management Committee including the names, telephone numbers and addresses of its members for dealing with various crisis situations are given in the enclosed Annexures.

	Crisis situation	Convener / Overall composition of The Central Management Committee
(i)	All India Railway men Strike	Additional Member (Staff) / Annexure – III
(ii)	Accidents on Railways	Adviser (Safety) / Annexure – IV
(iii)	Hijacking of trains	Director General (RPF) / Annexure – V
(iv)	External Aggression	Director General (RPF) / Annexure – VI
(v)	Disruption due to Natural factors like Floods, breaches, earthquakes, etc.	Additional Member (Engineering) / Annexure – VII
(vi)	Where Railways are to assist others	Additional Member (Traffic) / Annexure – VIII

- The list/names of the Members of the CMC will be updated and circulated by the Safety Directorate of Railway Board every year in January.
- NDM division of Ministry of Home Affairs is the nodal agency for mustering Assistance from other Ministries. Contract details of NDM control Room and their officers are given in Annexure II who should be contacted at the earliest telephonically and through fax for taking assistance from other Ministries. Ministry of Defense can also be simultaneously contacted for air support and/or for expert help like divers, boats etc. The contact details of the officers of the concerned Ministry can be taken from NDM Control Room for further follow up after the railway's communication has been passed onto them.
- Members of the CMC will assemble in Emergency Control Room of Railway Board in Room No.474P (Telephone Nos. Railway 43399, 43599; P&T 23382638, which is located on the fourth floor of Rail Bhavan, at Raisina Road, New Delhi-110 001.

- d. The Zonal Management Committee (ZMC) shall be established at the Zonal Railway Headquarters and would comprise of the following Officers of the Zonal Railway Headquarters.
 - (i) Principal Chief Engineer : Convenor
 - (ii) Senior Dy. General Manager : Member/Alternate Convenor
 - (iii) Chief Operating Manager : Member
 - (iv) Chief Mechanical Engineer : Member
 - (v) Chief Electrical Engineer : Member
 - (vi) Chief Signal & Telecommunication Engineer: Member
 - (vii) Chief Security Commissioner : Member
 - (viii) Chief Safety Officer : Member
 - (ix) Chief Public Relations Officers : Member
 - (x) Chief Commercial Manager : Member
 - (xi) Financial Adviser & Chief Accounts Officer: Member
- e. The Zonal Management Committee will assemble in the Emergency Control Room of the Zonal Railway Headquarters and will keep in touch with CMC till the termination of the crisis.

PROCEDURE ON THE OCCURRENCE OF CRISIS

- a. Information of the occurrence of crisis, whether on the Railways or outside the Railways, for which Railways assistance is necessary, should be conveyed to the Emergency Control Room at Room No.476-P in Rail Bhavan (P&T Phone No. **23382638** and Railway Phone No.**43399, 43599**) which is manned round the clock. The official in-charge of the Emergency Control Room would immediately inform all the Members of CMC by the quickest possible means and give brief information about the nature of the crisis. Simultaneously, the Members of the ZMC of the concerned Railway(s) would also be informed through the official in-charge of the Emergency Control Room of the Zonal Railway Headquarters.
- b. All the Members of the ZMC will assemble in the Emergency Control Room at their respective Railway and the Members of the CMC will assemble in Room No. 476P of Rail Bhavan. The Convener of CMC or his representative will convey the information to the Members of NCMC on the one hand and the concerned ZMC on the other. Members of CMC will co-ordinate with other ministers including National Security Guard (NSG) (if needed) to muster all possible assistance in the most expeditious manner.
- c. The ZMC will ensure that all the available information relating to the crisis is furnished to the Convener of the CMC either directly, or through the Central Control.
- d. The CMC shall consider the situation and give such guidelines as may be necessary to the ZMC. When a situation is of an extremely urgent nature which does not permit adequate time to consult the CMC, the ZMC shall handle the

situation in the best possible manner and as per the extant instructions laid down for dealing with the crisis situation.

- e. As soon as the report about the crisis is received, the Emergency Control Room working in the Rail Bhavan (Room No.474 P) will be upgraded and will be manned round the clock under the charge of an Emergency Officer, not below the rank of Joint Director in each shift.
- f. The main functions of the Emergency Control Room will be as under:-
 - (a) To get situation reports on a continuous basis from the site:
 - (b) To keep all the concerned Officers of the various disciplines in the Railway Board as also in the concerned Ministries informed of the developments to convey instructions and guidelines to the Officers In-charge of Relief Operations at site:
 - (c) In case where Railways have to help and assist other Ministries in crisis situations, the Central Control Office will maintain continuous liaison with the Nodal Ministry dealing with the crisis situation, and arrange assistance from the Railways as per the requirements and in coordination with the Nodal Ministry.
- g. The Emergency Control Room at Rail Bhavan will have the names and telephone Nos. of all the Members of the CMC to deal with the various crisis situations. On being informed about the development of the crisis situation by the Official In-charge of Emergency Control Room, the Joint Secretary, Railway Board, will make available adequate numbers of transport and Typists/Stenographers for working in shifts, round the clock with the Emergency Control Room for efficient discharge of its functions.
- h. **MEDIA**
In order to avoid any panic and also with a view to conveying correct information to members of public, the ZMC and CMC will nominate senior officers of the Public Relations Department, at all three places, i.e. the crisis area, the ZMC. Headquarters and CMC Headquarters to co-ordinate the activities of Media and for issuing information bulletins at proper intervals.

17.6 GENERAL INSTRUCTIONS FOR DEALING WITH VARIOUS CRISIS SITUATIONS

A. ALL INDIA RAILWAY MEN STRIKE:

- The composition of the Central Management Committee to deal with the crisis situations is given at **Annexure – II**
- Instructions will be conveyed to all the ZMCs to implement the 'Strike Scheme' (already available with the Zonal Railways) at all levels.

B. ACCIDENT ON RAILWAYS

- The composition of the CMC to deal with this crisis situations will be as per Annexure-IV

- The Railways have issued elaborate instructions for dealing with the crisis arising out of train accidents. The duties required to be performed by the staff and officers are exhaustively covered in the Accident Manual issued by the Railways.
- However, there are certain crisis situations where assistance of a more elaborate nature may be necessary from outside Ministries or other agencies e.g. fire in train carrying petroleum products, chemical explosions on the Railways, large scale sabotage involving blowing up of bridges and tracks, which may have to be tackled at the National Level. Under such situations, Railways need to take the help of other Government and Non-Government Agencies for their expertise. Contact details of all such agencies should be included in the Disaster management Plane of Zonal railways and divisions which should be updated once every year in January. In addition to the hard copies, Railways should also have the web-based electronic versions of Disaster management Plans on their Rail net server for expeditious search of the key information at the time of Crisis.
- Sabotage would normally result in three types of situation: -
 - (a) Sabotage of track/bridge.
 - (b) Sabotage of track/Bridges resulting derailment of a passenger train, and
 - (c) Sabotage or explosion on the Railway Platform(s) or adjacent Railway Premises.

Under these situations, the instructions contained in the Railway Accident Manual would be applicable with suitable modifications as required by local circumstances. In these situations, the GRP and Civil Police would play a more important role as they would be investigating the criminal case relating to sabotage/explosion, which would need a lot of assistance from the railway authorities. While Co-ordination among different railway agencies would be done by the senior-most railway officer present at the site, he should specifically nominate a senior RPF officer to coordinate with the police agencies.

In cases of large-scale incidents of sabotage or explosion on railways, requiring assistance from Ministry of Home Affairs, Cabinet Secretariat and the State Governments, Director General, Railway Protection Force, will coordinate on behalf of the Railways.

- Railway 'Red tariff book' lays down elaborate rules regarding carriage of explosives and dangerous goods and is updated from time to time. These rules lay down various precautions to be taken regarding acceptance, packing, handling, labeling, storage, types of wagons to be used, shunting and delivery of such goods. These rules have been framed in consultation with the Chief Inspector of Explosives, who also has a right of inspection, search, seizure etc. of such dangerous goods. This publication is available with all the Railway Stations and lists out the commodities under the

following 7 heads:-

- (i) Explosives,
 - (ii) Gases; compressed, liquidified or dissolved under pressure,
 - (iii) Petroleum and other inflammable liquids,
 - (iv) Inflammable solids,
 - (v) Oxidizing substances,
 - (vi) Acids and other explosives, and
 - (vii) Poisonous (toxic) substances.
- The Action Plan/Guidelines framed by the respective Ministries in respect of accident(s) involving radio-active elements, poisonous chemicals etc., while in storage or in transit with the Railways, would be followed. The necessary directions in this regard will be incorporated in the Contingency Plan in due course on receipt of the relevant details from the concerned Ministries.

17.7 HIJACKING OF TRAIN

- The composition of the C.M.C. to deal with this crisis situation is given at Annexure- V.

17.7.1 INFORMATION

On receipt of information about hijacking of a train(s) at any railway establishment(s), it should be immediately passed on to the concerned Divisional Railway Control Room, which in turn will immediately pass it on to the Emergency Control Room of the Zonal Railways Headquarters, and the Emergency Control Room of the Railway Board at Rail Bhavan.

Liaison Officer nominated at the Zonal Railway Headquarters will immediately pass on the information to Headquarters NSG at CGO Complex New Delhi to enable the TASK FORCE to move by the fastest mode of transport, to carry out detailed rescue and planning.

NSG Duty officer in the Control Room which is operational round the clock can be advised on the following telephone numbers:-

Telephone Nos. 24360021 (Control Room), 24361093 (O); 26175520

Task Force should continue to carry out planning and rehearsals concurrently while negotiations with the hijackers are in progress.

Simultaneously, Disaster Management Control Room in Ministry of Home Affairs, North Block, and New Delhi which is operational round the clock must be advised. (Annexure – II).

- The Divisional Railway Control Room will also simultaneously communicate the information regarding the crisis to the following:
 - (i) All Branch Officers of the Division including Security.
 - (ii) District Magistrate concerned;

- (iii) District Superintendent of Police concerned;
- (iv) Divisional Medical Officer (Railways), and if necessary, to District Civil Surgeon concerned.
- (v) Chief Fire Officer of the District concerned.
- The Officer In-charge of the Emergency Control Room of the Zonal Railways Headquarters would immediately pass on this information to all Members of the Z.M.C. The convener of the Z.M.C., besides passing on immediately the information regarding the crisis and the developments threat to Convener of C.M.C. will also pass on the same to the following:
 - (i) Chief Secretary,
 - (ii) Director General of Police.
- The Officer In-charge of the Emergency Control Room at Railway Board will immediately pass on the information to Convener and other Members of C.M.C. The Convener his representative will convey information regarding the crisis situation to the Members of N.C.M.C.

17.7.2 The information required can be categorized as under: The information to be furnished has to be specific and clear with visual orientation (road maps etc.) necessary pre- arrangements for which should be institutionalized well in advance before the crisis actually strikes.

(a) Information required by Task Force:

- (i) Location of train.
- (ii) If moving, location where Railway authority plan to stop hijacked train.
- (iii) Is intervention contemplated on moving train? If so, availability of **heliports** and allied facilities, since Heliborne intervention may have to be resorted to.

(b) Information about the terrorists:

- (i) Number of terrorists
- (ii) Identity of terrorists including dress worn or any other specific details which could help in their identification.
- (iii) Details of weapons being carried including explosives / grenades, if any.
- (iv) The group to which the terrorist belongs, including their involvement in any previous activity.
- (v) Rough position of the terrorists in the coach.

(c) Information about the coach/compartment

The details of coach in which the hostage is held to include the following:

- (i) Type of Coach/Compartment e.g. First-Class, Air-Conditioned sleeper, etc.
- (ii) No. of sub compartments.
- (iii) No. of doors and window including type of window e.g. glass of double glass.
- (iv) No. of toilets.

- (v) Information about vestibules.
 - (vi) Whether the Coach/Bogie has been detached or is along with the train.
 - (vii) If along with the train, the number of bogies in the train and the bogie number from the engine.
- (d)**
- (i) No. of Hostages
 - (ii) Status of Hostage/Hostages
 - (iii) Age and Sex of the Hostages
 - (iv) Location within the coach
- (e) Details about the site**
- (i) Details of the area where the Coach/Train is halted/isolated
 - (ii) Vintage points in terms of building etc. in the close vicinity for deploying of snipers
 - (iii) Whether the train/Coach is on the platform or is in open space.
 - (iv) Cover available for approaching the site.
- (f) Details of Assistance available from Railways**
- (i) Availability of flood lights including generator.
 - (ii) Availability of Oxyacetylene Cutters.
 - (iii) Railway Telecommunication.
 - (iv) Demands of terrorists including the dead line set by them for negotiations.

17.7.3 Assistance required by the N.S.G.

- (a) 3 Rooms with communications for setting up Ops Room Complex for the following:
- (i) Common Control Center.
 - (ii) Ops Room
 - (iii) Room for Task Force Cdr.
 - (iv) Dark Room.
 - (v) Rest Room approximately 150 persons and Arrangements for food as available to the other Railway employees at the site.
- Provision of rest facilities operations room and dark room etc. will depend on the situation. If suitable covered area is not available, NSG will manage with their own tented accommodation for which only some open space will be necessary.
- (b) Transport to move to outstation: As a rough guideline, following would be required:
- | | | |
|----------------------|-------|---|
| (i) Cars | | 2 |
| (ii) Jeep/Light Vans | | 2 |
| (iii) Matadors | | 3 |
| (iv) Busses | | 2 |
| (v) Medical vehicles | | 2 |

- (c) Detailed layout of the coach
- (d) Details of the location where the coach/train has been stopped.
- (e) One senior contact officer from the Railways based in Delhi, officially designated as the representative for coordination with the NSG. His name should be in intimate to the NSG.
- (f) Chief Security Commissioner on the Zonal Railways and Addl. DG/RPF (Headquarters) in Railway Board will function as Liaison officers and would brief the Task Force about all aspects of Hijacking.

17.8 ISOLATION AND CORDONING OF THE CRISIS AREA

The Divisional Railway Authorities in coordination with the District Magistrate and District Police Authorities, will immediately make arrangements for isolating cordoning of the crisis area. They will also keep Units of Emergency Services, like Fire and Medical, available at the spot to meet the exigency. The local authorities including Police and RPF must not take any action, which could precipitate the situation especially if the hijackers appear to be desperate and determined. The situation thereafter would be handled by Z.M.C. and C.M.C.

17.9 NEGOTIATIONS

Since negotiations in such situation required a special skill, the C.M.C. will requisition the services of skilled negotiators through N.C.M.C. The negotiation team would be organized and handled by NSG.

17.10 REQUISITION OF THE TASK FORCE

- While the negotiations with hijackers are in progress, the C.M.C. which would be in constant communication with N.C.M.C. would give, if considered necessary, requisition for the Task Force to N.C.M.C. The Task Force i.e., N.S.G. would be provided only with the approval of N.C.M.C. In case it is decided to despatch Task Force to the crisis area, the C.M.C. will make immediate arrangements to provide information, as given at **Annexure IX**, to the Task Force. The C.M.C. will also make arrangements for providing necessary assistance to the Officer In-charge of the Task Force in respect of transport, accommodation and other facilities at the spot. The details of assistance required by the Task Force are at **Annexure-X**. Thereafter, the Task Force will take charge of the situations/s.
- Situation will only dictate the composition of the Task Force; hence no set composition is recommended.

17.11 COMMUNICATION

- Initially the Divisional and later on Z.M.C. and C.M.C. will ensure that an efficient communication network is established between crisis area and Z.M.C. Headquarters between Z.M.C. & C.M.C. Headquarters and between C.M.C. & N.C.M.C. Headquarters. Once the Task Force (N.S.G.) takes over, it will establish its own channel of communication from the crisis and will keep in touch with C.M.C. and N.C.M.C.
- After the Task Force (NSG) takes over, communications are to be maintained as follows:-

Railways to continue operating their exiting channel from Crisis Area. Task Force to be in communication with Headquarters (NSG) Ops to RS Harris, and

- The Railway will provide STD facilities to the Task Force Commander wherever operating.
- Once the NSG start their operations, NSG Operation Commander will give directions and will be totally in command. As far as secrecy etc. is concerned, this will be the responsibility of the NSG. Railway communications system can at best be a parallel communication system, as a standby to be used as and when required.
- The composition of the CMC to deal with the crisis situation is given at Annexure-VI.
- The Railway Ministerial War Book contains instructions for dealing with the situations that may arise out of a war which, inter-alia, include the modality of regulating transport including inland water transport during the War Situations, Railways will initiate action to mobilize stock for the movement of troops and equipment, to regulate other traffic as required and protect their vulnerable installations in accordance with the guidelines given in the War Book, a copy of which is available with all the Zonal Railways and Production Units etc. The ZMC as well as the Sub-Committees at the Divisional level will monitor the movement of the troops and material in coordination with the Defence and State authorities.

17.12 DISRUPTION DUE TO NATURAL FACTORS LIKE FLOODS, BREACHES, EARTHQUAKES etc.

The composition of the CMC to deal with the crisis situation is given at **Annexure-VII.**

17.13 CONTINGENCY PLAN WHERE RAILWAYS HAVE TO HELP AND ASSIST OTHER MINISTRIES IN CRISIS SITUATION:

- Ministry of Railways will provide emergency support and assistance to other Ministries mostly in regard to rail transportation. For this purpose, Ministry of Railways has issued an Emergency support Function Plan (ESF) vide 2003/Safety (DM)/6/3 dated 25.10.04 nominating Quick response Teams (QRTs) at the Ministry level and Zonal railway level as well. QRT at the level of Ministry of railways is CMC for dealing with the crises situation to help other Ministries is given at **Annexure- VIII**.
- The CMC will obtain directions from NCMCs and organize the necessary relief operations through field level QRTs.
- The concerned Ministry will make their own Contingency Plan bringing out the assistance required from the Railways, which will be mobilized.

17.14 DRILL FOR HANDLING CRISIS:

The CMP is intended to deal with the aforesaid crisis situations only. The drill to be followed in the Ministry of Railways (Railway Board) as well as on the Zonal Railways in respect of crisis group, functioning of the Control Room, Communication, etc., are basically the same for all crisis situations and the same general drill will follow, to be supplemented by the special instructions depending upon the nature of the crisis.

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CHAPTER XVIII

MANAGEMENT OF RAIL DISASTER IN TUNNEL / DEEP CUTTING OR IN A WATER BODY

18.1 Expertise to handle rail disasters in tunnels, etc.:

The Railways have no expertise or infrastructure to handle a train disaster if it occurs in a tunnel or in a deep cutting not approachable by land. No machinery or earth moving equipment is available on IR which would be mobilized for this job. Help of other stakeholders or of NDRF has to be taken for this.

18.2 Ventilation arrangements in tunnels:

Adequacy of ventilation arrangement and its efficient operation is always a matter of concern especially in very long tunnels. There is ventilation systems installed with alarms to warn the control room in case of any mishap.

In case a train stalls in long tunnel due to derailment / fire or any other unusual condition, automatically alarm will be sounded in the control room to alert the ventilation operator / controller or if Train Manager (Guard) / LP of a train or any other person gives such call on 'emergency' telephone, the ventilation operator should control the ventilation in tunnel as per the procedure given.

18.3 Lighting system in tunnels for use in emergency:

Depending on length of the tunnel, emergency lighting arrangements may be provided to give immediate assistance in handling a disaster.

18.4 List of Tunnels available in SCR:

<u>S.No.</u>	<u>Div</u>	<u>Tunnel ID</u>	<u>Tun. No.</u>	<u>Tun.Name</u>	<u>Length(m)</u>	<u>Chainage</u>	<u>Section</u>
1.	GNT	26936281	303B	Bogada	1529	221.4-223.0	GNT-DHNE
2.	GNT	26936419	73A	-	300	232.8-233.1	GNT-DHNE
3.	SC	26805311	1	MARGUTTI	1670	58.40-60.20	KHNP-GR
		<u>Ventilation</u>	<u>Lighting</u>	<u>Block-section</u>	<u>Alignment</u>		
		From both the ends	Solar Light	Diguvametta-Chelama	Straight		
		From both the ends	Not provided	Diguvametta-Chelama	Straight		
		From both the ends	Solar Light	Hallikade-Kamalapuram	St+Curve		

CHAPTER-XIX

NDMA POLICY

(POLICY, OBJECTIVES GUIDING THE POLICY FORMULATION, FUNCTIONS AND RESPONSIBILITIES, DISASTER MANAGEMENT CYCLE)

19.0 INTRODUCTION

Policy & Plans Division deals with all matters pertaining to formulation of policies and guidelines as well as approval of plans of all Central Ministries and Departments. Mainstreaming disaster management in development plans is also an important function of this division. As work involved in these fields is enormous and requires a very dedicated effort by all the Ministries and Departments, this division works in a proactive manner with all the stakeholders.

Public Relation & Awareness Generation Division deals with all matters in which NDMA takes the lead in preparing the community and sensitizing all stakeholders, Ministries, Departments and States that are closely involved as partners. It does this through extensive exploitation of media, both electronic and print at both regional and national levels. It also uses other ingenious methods such as publication of brochures, leaflets, posters, street plays, etc.

19.1 POLICY

The National Policy framework has been prepared after due deliberation and keeping in view the National Vision to build a safe and disaster-resilient India by developing a holistic, proactive, multi-disaster and technology-driven strategy for DM. This will be achieved through a culture of prevention, mitigation and preparedness to generate a prompt and efficient response during disasters. The entire process will centre-stage the community and will be provided momentum and sustenance through the collective efforts of all Government Agencies & Non-Governmental Organizations'. In order to translate this vision into policy and plans, the NDMA has adopted a mission-mode approach involving a number of initiatives with the help of various institutions operating at the national, state and local levels. Central ministries, States and other stakeholders have been involved in the participatory and consultative process of evolving policies and guidelines.

This Policy framework is also in conformity with the International Strategy for Disaster Reduction, the Rio Declaration, the Millennium Development Goals and the Hyogo Framework 2005-2015. The themes that underpin this policy are:-

- Community-based disaster management, including last mile integration of the policy, plans and execution.
- Capacity development in all related areas.
- Consolidation of past initiatives and best practices.

- Cooperation with agencies at the national, regional and international levels.
- Compliance and coordination to generate a multi-sectoral synergy.

19.2 FROM THE NATIONAL VISION AND THE THEME MENTIONED EARLIER, THE OBJECTIVES GUIDING THE POLICY FORMULATION HAVE EVOLVED TO INCLUDE:

- Promoting a culture of prevention and preparedness – by center-staging DM as an overriding priority at all levels and at all times.
- Encouraging mitigation measures based on state-of-the-art technology and environmental sustainability.
- Mainstreaming DM concerns into the development planning process.
- Putting in place a streamlined institutional techno-legal framework in order to create and preserve the integrity of an enabling regulatory environment and a compliance regime.
- Developing contemporary forecasting and early warning systems backed by responsive and fail-safe communications and Information Technology (IT) support.
- Promoting a productive partnership with the Media, NGOs and the Corporate Sector in the areas of awareness generation and capacity development.
- Ensuring efficient response and relief with a caring humane approach towards the vulnerable sections of the society.
- Making reconstruction an opportunity to rebuild back better and construct disaster- resilient structures and habitats.

19.3 FUNCTIONS AND RESPONSIBILITIES

NDMA, as the apex body, is mandated to lay down the policies, plans and guidelines for Disaster Management to ensure timely and effective response to disasters. Towards this, it has the following responsibilities: -

- Lay down policies on disaster management;
- Approve the National Plan;
- Approve plans prepared by the Ministries or Departments of the Government of India in accordance with the National Plan;
- Lay down guidelines to be followed by the State Authorities in drawing up the State Plan;
- Lay down guidelines to be followed by the different Ministries or Departments of the Government of India for the Purpose of integrating the measures for prevention of disaster or the mitigation of its effects in their development plans and projects;
- Coordinate the enforcement and implementation of the policy and plans for disaster management;
- Recommend provision of funds for the purpose of mitigation;
- Provide such support to other countries affected by major disasters as may be determined by the Central Government;

- Take such other measures for the prevention of disaster, or the mitigation, or preparedness and capacity building for dealing with threatening disaster situations or disasters as it may consider necessary;
- Lay down broad policies and guidelines for the functioning of the National Institute of Disaster Management.

DISASTER MANAGEMENT CYCLE



A holistic and integrated approach will be evolved towards disaster management with emphasis on building strategic partnerships at various levels. The themes underpinning the policy are:

- Community based DM, including last mile integration of the policy, plans and execution.
- Capacity development in all spheres.
- Consolidation of past initiatives and best practices.
- Cooperation with agencies at national and international levels.
- Multi-sectoral synergy.

CHAPTER XX

NDMA GUIDELINES ON INCIDENT RESPONSE SYSTEM (IRS)

20.1 Disaster risk in India:

India is vulnerable, in varying degrees to a large number of natural as well as manmade disasters. As stated in the National Policy on DM, 2009, in India, 58.6% of the landmass is prone to earthquakes of moderate to very high intensity; over 40 million hectares (12% of the land) are prone to floods and river erosion; of the 7,516 KMs long coastline, close to 5,700 KMs is prone to cyclones and tsunamis; 68% of the cultivable area is vulnerable to drought and hilly areas are at risk from landslides and avalanches. In the context of human vulnerability to disasters, the economically and socially weaker sections of the population are the ones that are most seriously affected.

20.2 Overview of Incident Response System (IRS):

The IRS is an effective mechanism for reducing the scope for ad-hoc measures in response. It incorporates all the tasks that may be performed during DM irrespective of their level of complexity. The main purpose of these guidelines is to lay down the roles and responsibilities of different functionaries and stakeholders at State and District levels and how it coordinates with the multi-tiered institutional mechanisms at the national, state and district level will be done. It also emphasizes the need for proper documentation of various activities for better planning, accountability and analysis. It will also help new responders to immediately get a comprehensive picture of the situation and go in for immediate action.

20.3 IRS Organization:

The IRS Organization functions through Incident Response Teams (IRTs) in the field. In line with our administrative structure and DM Act of 2005, responsible officers have been designated at the state and district level as overall in-charge of the incident response management. The responsible officers may however, delegate responsibilities to the incident commander, who in turn will manage the incident through IRTs. The IRTs will be pre-designated at all levels; state, district, sub-division and Tehsil/block. On receipt of early warnings, the responsible officers will activate them. In case a disaster occurs without any warning, the local IRT will respond and contact responsible officers for further support, if required. The nodal officer has to be designated for proper co-ordination between the district, state and national level in activating air support for response.

20.4 Features of IRS:

IRS is categorized with features like management by objectives, unity of command and chain of command, organizational flexibility, span of control, unified command, accountability, rescue management, etc.,

20.5 Summary of Action Points:

IRS constitutes an important part of the disaster response at the state and district level. These guidelines will help the states and districts in their disaster response. It will also help to reduce chaos and confusion during response. The important thing is to get the team members trained in their respective roles. A time bound strategy with fixed responsibilities is essential to achieve this objective.

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CHAPTER XXI

NDMA GUIDELINES ON SCALING, TYPE OF EQUIPMENT AND TRAINING OF FIRE SERVICES

21. 1 Emergent needs and recent initiatives:

Recent and earlier fire incidents have clearly demonstrated some of the major shortcomings in our firefighting capabilities along the length and breadth of the country. The recent fire incident in a hospital in Eastern India has added another dangerous possibility and dimensions to fire accident. Unless there is a conscious and planned effort in all the states, the firefighting capabilities of the country are not likely to improve and an unacceptable number of deaths along with huge loss of property will continue to occur. To prevent such unwarranted deaths and loss of property there is an urgent need therefore, to start a planned and determined move towards revamping fire services in India.

21.2 Enactment of Fire Act in every State:

It is sad that in many states even today a comprehensive Fire Act does not exist. Considering the increasing vulnerabilities to fire all over the country, it is of utmost importance that every state enacts its own Fire Act so that fire vulnerabilities in the state are adequately dealt with and unacceptable loss of life and property is prevented. The Government of India had prepared a draft model fire bill and circulated to all the states way back in 1958. The states which have not enacted their own Fire Act should immediately enact a suitable Fire Act within a year.

21. 3 Fire Hazard Response and Mitigation Plan:

Fire hazard response and mitigation plan should include a calendar of activities for mass awareness and inspection of firefighting facilities and equipment especially in schools, busy shopping malls, high rise buildings and residential clusters to reduce the fire accidents by controlling it in time. Fire hazard response and mitigation plan broadly includes availability of infrastructure, health care system, industrial locations, school and educational institutions, resource and institutions that can help and support the fire hazard response system, risk and vulnerability assessment, identify the role of the Government Departments, NGOs, expert agencies, continuous evaluation and monitoring is necessary.

21.4 Training:

The aim of training is to ensure that all fire service personnel are given the necessary exposure to develop the knowledge, skills, attitude, physical fitness, vision and mental alertness that they require to carry out their jobs efficiently and provide

every opportunity for career development. The role of Fireman in fire services is to extinguish fire, rescue trapped persons, provide medical first aid and also respond to the various manmade fire accidents and natural disasters. The roles cannot be performed well until and unless sufficient training is imparted to the fire service personnel. The type of training, duration, etc., will depend upon the level of entry.

21.5 Scaling of Fire Stations, Equipment and Manpower:

Operational efficiency of any fire service depends to a large extent upon the location of fire stations in relation to the entire area and population which is required to be protected by the fire station. In the cities with population of more than one million, the type of hazard may be termed as either high or moderate. In the areas of high fire risk, the scale the type of fire station and additional firefighting and rescue equipment should be determined by an actual survey of the area by fire experts. The key to proper response in disasters lies equally in a good communication set up. The fire services need to have all possible connectivity like telephone, fax, computerized voice logger, GIS, HAM Radio, static and mobile wireless sets like Tetra system and satellite-based communication. It is recommended that a standard 3 watch duty system should be introduced in fire services in which the first watch should be on duty for 24 hours at a stretch. On being relieved by the second watch, the fire watch should be on 4 hours off duty and again come on duty for 8 hours on the third day. Similarly, the second watch on being relieved by the third watch should remain off duty for 24 hours and come on 8 hours duty on the third day and so on.

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CHAPTER-XXII

GUIDELINES ON PREVENTION & MANAGEMENT OF THUNDERSTORM & LIGHTNING/SQUALL/DUST/HAILSTORM & STRONG WINDS

22.1 Definition of Thunderstorm:

A thunderstorm is said to have occurred if thunder is heard or lightning is seen. Usually, the thunder can be heard up to a distance of 40 km from the source of origin. Thunderstorms fall in the category of **Meso-gamma weather systems** with a spatial extent of around 2-20 km and temporal scale of a few hours. These are of two types-

1. **Moderate thunderstorm:** Loud peals of thunder with associated lightning flashes, moderate to heavy rain spells and maximum wind speed of 29 to 74kmph.
2. **Severe thunderstorm:** Continuous thunder and occasional hailstorm and maximum wind speed exceeding 74kmph.

Thunder storms occur round the year in different parts of the country. The frequency and intensity are maximum during summer months (March to June) as the most important factor for the occurrence of thunderstorms is the intense heating up of the atmosphere at the surface level.

Thunder storms have some typical characteristics such as the formation of the squall strongest updraft and down draft; towering cumulonimbus clouds associated with turbulence and icing in- cloud electrification and associated lighting.

The “Guidelines for preparation of Action plan” – Prevention and Management of Thunder storm and Lighting aim to facilitate and improve the capacity of the divisions/Zones in preparing their action plan and respond promptly and effectively to mitigate the adverse effects of these incidents.

22.2 Definition of ‘Lightning’:

Lightning is a high-energy luminous electrical discharge accompanied by thunder.

It is of three types:

- 1) Thundercloud or Intra-Cloud Lightning (IC)
- 2) Cloud-to Cloud or Inter – Cloud Lightning (CC)
- 3) Cloud-to-Ground Lightning (CG)

Among the three, third type of lightning takes a toll on lives and property, and therefore, is of more concern to us. Inter-Cloud and Intra-Cloud lightnings are also

dangerous as they may hit aircrafts. These are also the precursor to Cloud-to-Ground lightning.

Peak currents in a lightning discharge range up to hundreds of Kilo Amperes (KA) with its typical value being 40KA. Predicting the precise time and location of lightning is very difficult. However, a season or a period of lightning occurrence is known for many regions.

Lightning is yet another weather-related disaster associated with thunderstorms. Lightning occurs due to electrically charged regions in a cloud which is called intra-cloud lightning (IC) or between cloud to cloud (CC lightning) or between a cloud and the ground (CG lightning). A lightning flash becomes a strike if it involves an object on the ground.

The flow of electric charges can affect any electrically conductive body. Hence electrical appliances if operated during lightning can stop their normal functioning and have a risk of becoming faulty. Similarly, living beings coming in contact with lightning, either directly or indirectly through electrical conductors, can be affected, which may lead to severe burns or even death.

Rural and forest areas are the most vulnerable given the presence of tall trees and water bodies. A majority of the lightning victims are people working in the fields in rural areas.

22.3 Definition of Squall (Storm):

A Squall is defined as a sudden increase of wind speed of at least 29 KMPH (16knots) with the speed rising to 40KMPH (22knots) or more and lasting for at least one minute.

It is of two types:

- 1. Moderate Squall:** If the surface wind speed (in gusts) is up to 74 KMPH.
- 2. Severe Squall:** If the surface wind speed (in gusts) is greater than 74 KMPH.

Rural and forest areas are the most vulnerable given the presence of tall trees and water bodies. A majority of the lightning victims are people working in the fields in rural areas. Lightning is also major cause of electrical power breakdowns and forest fires. It can also damage communication and computer equipment and affect aircraft navigation systems.

A moderate thunderstorm can damage thatched huts, kutcha roads, standing crops, orchards and power and communication lines.

A severe thunderstorm can cause major damage to thatched houses/huts. Rooftops may also blow off. Unattached or loosely tied metal sheets may fly. It can also damage power, Railway communication lines, signalling system etc.,

22.4 HAILSTORM:

Hailstorms are mainly observed during the winter and pre-monsoon seasons with virtually no events after the onset of the southwest monsoon. It appears to be associated with a particular cell of convective cloud rather than storm as a whole. Hail occurs in the mature stage, if at all it occurs. Cells in which hails occur have updrafts of greater than average intensity, exceeding 15 meters per second.

It is of three types:

- **Slight Hailstorm:** If it is sparsely distributed, usually small in size and often mixed with rain.
- **Moderate Hailstorm:** If it is abundant enough to whiten the ground.
- **Strong Hailstorm:** If it includes at least a proportion of large stones.

22.5 DUST STORM:

Northwest India experiences convective dust storms, locally called “*aandhi*”, during the pre- monsoon season with maximum frequency and intensity in May. The frequency of dust storms is maximum over Rajasthan followed by Haryana, Punjab and West Uttar Pradesh.

It is of three types:

- **SLIGHT DUST STORM:** If the wind speed is up to 41 KMPH and visibility is less than 1000 Meters but more than 500 Meters.
- **MODERATE DUST STORM:** If the wind speed is between 42-74KMPH and visibility is between 200 and 500 Meters.
- **SEVERE DUST STORM:** If the surface wind speed (in gusts) exceeds 74 KMPH and visibility is less than 200 Meters.

22.6 Key Strategies

Severe and extended incidents of thunderstorm & lightning/ squall / dust storm /hailstorm /strong winds can disrupt social and economic services. Government agencies have a critical role to play in preparing and responding to such incidents at the local level, working closely with all stakeholders on a short, medium and long-term strategic plan.

- a) Establish a qualitative and effective Early Warning System
- b) Inter-agency coordination and communication
- c) Develop advanced preparedness, mitigation and response plan
- d) Preparedness at the local level for an effective incidence response plan
- e) Capacity building and training
- f) Public awareness and community outreach
- g) Collaboration with Non-Government Organizations and civil society
- h) Assessing the impact – getting feedback for reviewing and updating the plan.

22.7 Checklist for States to develop Heat Action Plan

Step-1: Government Engagement: Setting up a Heat Action Plan requires participation from State and District Government leaders, municipal health agencies, disaster management authorities and local partners. For example, Odisha has dedicated heat wave committee chaired by the Odisha State Disaster Management Authority and has representatives for all other relevant departments such as water and sanitation, animal husbandry etc.

Step-2: Appointing a State Nodal Agency and Officer: The State should appoint a head nodal officer at the State or District levels and depute an agency to oversee the Heat Action Plan. It should also build the capacity of key officials and agencies to recognize their roles in the State Heat Action Plan. The State Nodal Agency and Officer can then conduct table-top exercises, simulations and drills before the heat wave season as well as identify and resolve communication gaps between participating departments, partners and the public.

Step-3: Vulnerable Assessment and Establishing Heat-Health Threshold Temperatures: It is important to identify vulnerable areas and populations in order to establish priorities and minimum thresholds for heat alerts and activities. Threshold temperatures can be determined by several methods: percentile approach and specific approach as well as using combined temperature metrics or a departure-from-normal approach. The state should coordinate with the Indian Meteorological Department (IMD) to develop threshold as well. Identifying local academic/research institutes like medical colleges can provide additional useful partners for coordination.

Step-4: Drafting and Developing the Heat Action Plan: The State Nodal Officer and Agency can then coordinate with the local IMD office to start receiving summer season forecast annually from March to June and set up the early warning and daily alert system with colour codes based on predicted peak daily temperatures relative to different local threshold temperatures.

Step-5: Team Preparation and Coordination: Government should ensure that State Officials and agencies are well prepared for the heat season, key officials are well-trained and have information regarding pre, during and post heat session activities. Team members then develop a clearly defined interagency emergency response plan with roles and information flows clearly marked out.

Step-6: Implementation and Monitoring: While the Government departments (and partners) are responsible for implementing many components of heat action plan concerned, the public should be made aware of how to prepare and respond to extreme heat. Information, education and communication (IEC) plays important role in widely disseminating key messages to communities in advance. Specific messages should be developed to cater to vulnerable such as elderly, young children, outdoor workers and slum residents. "Do's and Don't's" during a heat wave should

be available in local languages and disseminated through media, including social media such as SMS that is easily accessible by vulnerable sections of population.

Step-7: Evaluating and Updating the Plan: The approach towards heat must be flexible and frequently updated to deal with unintended consequences. The process should determine if the strategies to deal with heat wave are effective, such as traditional remedies for mitigating heat that includes eating onions and drinking beverages like raw mango juice that cool the body. After every heat season, the city or State must assess the efficacy of the heat action plan, including the processes, outcomes and impacts. Stakeholders should then identify changes and improvements for the next heat season. The plan should be revised and updated as required. The changes carried out should be brought to notice of key officials and other stakeholders.

Step-8: Strategies for Reducing Extreme Heat Exposures and Adapting to Climate Change (Long term Plans): State should consider mitigation strategies to reduce the impact of extreme heat such as increasing the green cover in a city to reduce the urban heat island effect or implementing cool roofs to provide comfort as well as reduce the impact of increased urbanization. Vulnerability assessment should also consider climate change scenarios wherever possible.

22.8 STEPS TO DEVELOP AN ACTION PLAN:

Step 1: Government Engagement

Setting up an Action Plan requires participation from the State and district administration, line departments, municipal authorities, health agencies, disaster management authorities and local partners. For example, each state can form a dedicated policy decision-making committee chaired either by the Principal Secretary of the State or the State Disaster Management Authority (SDMA) and develop an implementation strategy with the line departments.

Step 2: Appointing a Nodal Department and Officers

The State should appoint nodal officers at the State and district levels, and depute an agency to oversee the implementation of the Action Plan. It should also build the capacity of its key officials and agencies to fulfil their roles and responsibilities as mentioned in the State Action Plan. The State should conduct table-top exercises, simulations, and drills before the thunderstorms and lightning season besides resolving communication gaps between all concerned departments, partners and the public.

Step 3: Vulnerability Assessment and Early Warning System

It is important to identify vulnerable areas, assets and populations in order to establish priority areas for Early Warning, forecast/ alerts activities. The State should coordinate with the IMD to develop reliable and accurate localized early warnings and dissemination plan.

Step 4: Drafting and Developing the Action Plan

The State nodal officer and agency should coordinate with all the concerned line departments and prepare an Action Plan with clearly defined roles and responsibilities.

Step 5: Team Preparation and Coordination

State officials and agencies should be well-prepared, well-trained and informed for the thunderstorms and lightning season. The State should develop a clearly defined inter-agency emergency response plan with clearly marked out roles and information flows.

Step 6: Implementation and Monitoring

While the government departments (and partners) are responsible for implementing many components of the Action Plan, the public should be made aware of how to respond to extreme weather incidents. Information, education and communication (IEC) play an important role in widely disseminating key messages to communities in advance. Specific messages should be developed to cater to vulnerable groups. During the season, “Dos” and Do NOTs” should be available in local languages and disseminated through various media channels. Pre-season consultations should be held at the State as well as the District level every year before the commencement of the peak season (summer season).

Step 7: Evaluating and Updating the Plan

The approach towards extreme weather incidents must be flexible and iterative to determine whether the strategies to deal with them are effective and have no unintended negative consequences. After every season, the State must assess the efficacy of its Action Plan, including the processes, outcomes and impacts. Stakeholders should then identify gaps and make improvements for the next season. The plan should be updated annually with name, designation, contact details, etc., of key officials and concerned department/stakeholders should be made aware of these changes.

Step 8: Strategies for Adapting to Climate Change (Long-term plans)

States should undertake mitigation strategies to reduce the impact of climate change on extreme weather incidents. For example, developing disaster-resilient infrastructure and implementing the “Manual on Hazard Resistant Construction in India” for non-engineered buildings.

22.9 STRUCTURAL MITIGATION MEASURES

The most effective structural measures against thunderstorms, lightning, squall and strong winds are meant to protect against the strong, high-speed winds and against the electric discharge due to a lightning strike.

(a) Protection against Strong Winds –

During strong winds associated with thunderstorms or squalls, the wind velocity is high but it rarely reaches cyclonic levels. Typical wind speeds during thunderstorms are in the range of 50- 80 KMPH. During severe thunderstorms,

the wind speeds may reach around 100 KMPH. The wind velocity is highest in storms that are associated with extensive lightning activities.

Structures do not require any special protection against storms with wind speeds up to 100 KMPH if they are designed and constructed as per approved standards. Buildings that are constructed informally or those which are made using non-engineered materials may not be able to resist the wind forces. These may get damaged even in low wind speed unless special protection mechanisms are adopted. In general, components that provide large areas for the application of wind forces are the first to be damaged. They can become loose and pose a threat to humans as flying debris. In buildings that use lightweight sheets for roofing, the panels may collapse on occupants.

Protection against the lightweight panels under such wind speeds can be provided by properly securing them with their supporting frames. The connection has to ensure that shearing or punching is avoided. The supporting frames also need to have adequate strength to safely transfer the forces imposed on them.

(b) Protection against Lightning — Lightning Shields

Installation of lightning arrestors and sound earthing for each building is essential. Lightning shields are the most commonly employed structural protection measure for buildings and other structures. A lightning shield consists of the installation of a lightning conductor at a suitably high location at the top of the structure. The conductor is grounded using a metal strip of suitable conductance. The grounding of the conductor is also specially designed to ensure rapid dissipation of the electrical charge of a lightning strike into the ground.

Lightning shields are not foolproof in their effectiveness. The ability of lightning shields to complete the cloud-to-ground circuit depends on several variables such as the height of the conductor, the shape and size of adjoining structures or natural conductors. The cone of protection is also highly variable and the angle of protective cone decreases with the increase in height of the shield's conductor. Very tall buildings may require lightning conductors at intermediate levels of the building in addition to the ones at its roof.

Internationally, lightning shields are not used for the protection of open areas such as agricultural fields due to their very high cost and reliability issues.

22.10 ACTION – TO BE TAKEN BEFORE, DURING AND AFTER:

(a) BEFORE THUNDERSTORM AND LIGHTNING-

To prepare for a thunderstorm, you should do the following:

1. Do remember that vivid and frequent lightning indicates the probability of a strong thunder storm.
2. Build an emergency kit and make a family communication plan.

3. Remove dead or rotting trees and branches that could fall and cause injury or damage during a severe thunderstorm.
4. Postpone outdoor activities.
5. Remember the 30/30 Lightning Safety Rule: Go indoors if, after seeing lightning, you cannot count to 30 before hearing thunder. Stay indoors for 30 minutes after hearing the last clap of thunder.
6. Secure outdoor objects that could blow away or cause damage.
7. Get inside a home, building, or hard top automobile (not a convertible). Although you may be injured if lightning strikes your car, you are much safer inside a vehicle than outside.
8. Remember, rubber-soled shoes and rubber tyres provide NO protection from lightning. However, the steel frame of a hard-topped vehicle provides increased protection if you are not touching metal.
9. Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage.
10. Shutter windows and secure outside doors. If shutters are not available, close window blinds, shades or curtains.
11. Unplug any electronic equipment well before the storm arrives.

(b) DURING A HAILSTORM and LIGHENING:

1. Farmers are advised to use hail net for orchard crops to protect from mechanical damage.
2. Provide support to banana crops, young fruit plants and cropping up in sugarcane crop/staking of vegetables to prevent the crops from lodging.
3. Keep harvested produces at a safe place.
4. Keep cattle/goats indoor during a hailstorm.

If thunderstorm and lightning are occurring in your area, you should:

1. Use your battery-operated radio/TV for updates from local officials.
2. Avoid contact with corded phones and devices including those plugged for recharging. Cordless and wireless phones not connected to wall outlets are OK to use.
3. Avoid contact with electrical equipment or cords.
4. Avoid contact with plumbing or pipes. Do not wash your hands, do not take a shower, do not wash dishes, and do not do laundry. Plumbing and bathroom fixtures can conduct electricity.
5. Stay away from windows and doors, and stay off porches.
6. Do not lie on concrete floors and do not lean against concrete walls.
7. Avoid hilltops, open fields, the beach or a boat on the water.

8. Take shelter in a sturdy building. Avoid isolated sheds or other small structures in open areas.
9. Avoid contact with anything metal - tractors, farm equipment, motorcycles, golf carts, golf clubs, and bicycles.
10. If you are driving, try to safely exit the roadway and park. Stay in the vehicle and turn on the emergency flashers until the strong rain ends. Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle.

(c) AFTER LIGHTNING STRIKES A HUMAN BEING

If lightning strikes you or someone, call for medical assistance as soon as possible. You should check the following when you attempt to give aid to a victim of lightning:

- (i) **BREATHING** - If breathing has stopped, begin mouth-to-mouth resuscitation.
- (ii) **HEARTBEAT** - If the heart has stopped, administer Cardiopulmonary Resuscitation (CRH)
- (iii) **PULSE** - If the victim has a pulse and is breathing, look for other possible injuries. Check for burns where the lightning entered and left the body. Also be alert for nervous system damage, broken bones and loss of hearing and eye sight.

CHAPTER-XXIII

PREVENTION AND MANAGEMENT OF HEAT WAVE EXECUTIVE SUMMARY

23.0 Heat wave has emerged as one of major weather hazards in India. Heat Wave is a period of abnormality high temperatures, more than the normal maximum temperature that occurs during the pre-monsoon summer season. Heat wave season typically occurs from March to June and in some cases even extends up to July. On an average, five-six heat wave events occur every year over the Northern parts and eight to ten heat wave events in Southern parts of the country.

There has been an increasing trend of heat wave phenomenon in India over the past several years whereby several States/Districts/Cities/Towns in India have been severely affected.

Consequently, there is an urgent need to evaluate impacts of the heat wave and plan adaptation and mitigation strategies for prevention, preparedness and community outreach to safeguard human lives, livestock and wild life.

23.1 OBJECTIVE:

The Heat Wave Guidelines aims to provide a framework for developing Heat Action Plans for implementation, inter-agency coordination and impact evaluation of heat wave response activities in Cities/Towns.

23.2 BACKGROUND & STATUS – INTRODUCTION

Increasing urbanization and unique challenges associated with it such as Urban Heat Island (UHI) effect in cities will further exacerbate (worsen) the problem of heat wave in many parts of our country.

Extreme temperatures combined with high humidity and associated atmospheric conditions adversely affect people leading to physiological stress, loss of productivity, illness and sometimes even death. Heat wave can affect human and animal health and also cause major disruption in community infrastructure such as power supply, public transport and other essential services.

Heat wave is also called a '**silent disaster**' as it develops slowly and kills and injures Human and Animals. India too is feeling the impact of climate change in terms of increased instances of heat wave with each passing year. The adverse impacts heat wave can be significantly reduced by educating people on the DO's and DON'Ts of Heat Wave (Annexure-4) and developing a culture of reporting health issues

pertaining heat wave to medical facilities in time thereby ensuring timely diagnosis and treatment.

23.3 Definition:

Heat Wave: Heat Wave is a condition of atmospheric temperature that leads to physiological stress which sometimes may cause death. The World Meteorological Organization defines a heat wave as five or more consecutive days during which daily maximum temperature exceeds the average maximum temperature by five degrees Celsius. In India, heat wave conditions are considered if maximum temperatures of a station reach at least 40°C or more for plains, 37°C or more for coastal areas and at least 30°C or more for hilly regions.

Following criteria is used to declare a heat wave condition prevailing-

- a) Based on Departure from Normal:
 - Heat Wave Departure from normal is 4.5°C to 6.4°C
 - Severe Heat Wave : Departure from normal is > 6.4°C
- b) Based on Actual maximum Temperature (for plains only)
 - Heat Wave: When actual maximum temperature $\geq 45.0^{\circ}\text{C}$
 - Severe Heat Wave: When actual maximum temperature $\geq 47.0^{\circ}\text{C}$.

To declare a heat wave the above criteria should be met for at least at two stations in a Meteorological sub-division for at least two consecutive days. A heat wave will be declared on the second day.

On an average, more than eight heat wave days and one to three severe heat wave days are experienced during summer season from March to July over North and Central parts of the country. Also, many of the stations in North West India, Gangetic Plains, Central India and East Coast India have experienced continued heatwave spell of more than 10 days, mostly during May and June. There has been an increasing tendency of extreme summer temperature over most parts of the country in last five decades. Hence, the impact of extreme temperatures is higher along the West Coast of India.

23.4 PREPARING A HEAT WAVE PLAN

23.4.1 Heat Wave and Disaster Management

“Disaster” is defined under section 2(d) of the DM Act 2005 as a catastrophe, mishap, calamity or grave occurrence in any area arising from natural or manmade causes and is of such a nature or magnitude as to be beyond the coping capacity of the affected area. Heat Wave has not been notified as disaster by the GOI yet. It is not in the list of twelve disasters eligible for relief under National/State Disaster

Response Fund norms.

23.4.2 Rationale for Heat Wave Action Plan (HAP)

Firstly, many States are affected during the heat wave season such as Andhra Pradesh, Telangana, Odisha, Gujarat, Rajasthan, Madhya Pradesh, Chhattisgarh, Uttar Pradesh, Maharashtra, Karnataka, Tamil Nadu, Bihar, Jharkhand, West Bengal, Haryana, Punjab and Delhi.

Secondly, the actual numbers of deaths resulting from heat wave are higher than the reported numbers. Mostly the deaths in rural areas due to heat waves are often not reported.

Thirdly, the booming service sector with large number of vegetable vendors, auto repair mechanics, cab drivers, construction workers, road side kiosk operators etc particularly vulnerable to the heat wave conditions.

Fourthly, though the richer sections of India have ability to cope with higher temperatures by investing air conditioners and coolers, the proper population remain vulnerable to the higher temperatures. Therefore, it is not surprising that these workers, homeless people and the elderly constitute the majority of heat wave casualties in India.

Fifthly, this heat related deaths can be prevented with an evidence-based plan, effective implementation and frequent updating in line with recent scientific development. Hence, a national level strategy and plan to combat heat wave should be developed. A comprehensive heat preparedness and response requires involvement from government authorities, non-governmental organization and civil society.

23.5 Objective of Heat Wave Action Plan

The Heat Wave Action Plan aims to provide a framework for developing plans for implementation, inter-agency coordination and impact evaluation of heat wave response activities in cities/towns that reduce the negative impact of extreme heat. The plan's primary objective is to alert those at high risk of heat-related illness in places where extreme heat conditions either exist or are imminent and to take appropriate precautions. The plan also calls for preparedness measures to protect livestock/animals as extreme heat causes significant stress to them as well. The heat wave action plan intends to mobilized departments and communities to help protect communities, neighbors friends, relatives and themselves against avoidable health problems during spells of very hot weather. The plan also intends to help early warning agencies as well as the media to be protective on steps taken

to negate heat wave impacts.

23.6 Key Strategies

Severe and extended heat waves can also cause disruption to general, social and economic services. Government agencies will have critical role to play in preparing and responding to heat waves at the local level, working closely with health and other related departments on a long-term strategic plan.

- Establish Early Warning System and communication systems.
- Developing inter-agency response plan and coordination in field.
- Preparedness at the local level for health eventualities.
- Health care systems capacity building
- Public awareness and community outreach.
- Collaboration with private, non-government and civil society.
- Assessing the impact – feedback for reviewing and updating the plan.

23.7 Roles and Responsibilities of Managing Heat Wave

23.7.1 Need for Data and Analysis

As heat wave is not a notified disaster at the National Level, accurate information and data related to heat wave deaths and illness are not available. In order to prepare for and take necessary mitigative action against heat wave, we need data on age group, sex and occupation of those who die of heat wave. We also need to collect the data on whether the deaths occurred indoors or outdoors. Similarly, data on the economic status of the people who died also needs to be collected.

Data from various domains are very much needed to have a sound evidence-based policy and its proper strategization. Valid and reliable data is needed for mortality as well as morbidity, the health outcomes directly as well as indirectly related heat. Most of the recent work exploring the effects of ambient temperature on human health has not considered the direct heat related health events such as heat strokes, heat exhaustion and fatigues. However, counterintuitive it might seem, these direct health outcomes are often not preferred by the research community. This is because their definitions are not always standardized and application of under estimation of such events. These direct heat outcomes are often biased by other factors the affected area, thus comprising their validity. Instead, the research community has frequently examined the effects of heat on general health indicators that include all-cause mortality, disease-specific mortality and morbidity- cardiovascular and respiratory events being prominent among them,

visits to emergency departments of health facilities, demand for ambulance services and others- which might be casually associated to soaring temperatures.

Reliable meteorological data which constitute the exposure variables are also necessary for robust of evidence generation in this field, this includes data regarding various dimensions of ambient at atmospheric temperature, relative humidity, rainfall and wind flow, standardized atmospheric pollution data are often used to control their variations in these health prediction models which can refine the dependency estimates of health outcomes on atmospheric heat.

Mortality data must be acquired from Register of Births/Deaths at different levels. The determination of threshold values and characterizing the temperature-mortality relationship and vulnerability assessment. It would help in preparation of heat action plan.

23.7.2 Prevention, Preparedness and Mitigation Measures

Cool roofs to provide Affordable Thermal Comfort: Urban residents living in slums have fewer options available to adapt to rising temperatures. This increases their vulnerability to heat and results in great adverse impacts of extreme heat on these communities. In their issue brief “Rising Temperatures, Deadly Threat”, the NRDC and IIPH Gandhinagar identified several specific factors that increase the vulnerability of slum residents to extreme heat:

- **Higher Exposure to Extreme Heat:** Slum residents are more likely to be exposed to heat since they work primarily outside or in unventilated conditions, they live in homes constructed of heat trapping materials with tin or tarpaulin roofs and their communities lack trees and shade.
- **Greater Susceptibility to Heat Effects of Extreme Heat:** Lack of access to clean water, poor sanitation, over-crowding, malnutrition and a high prevalence of undiagnosed/untreated chronic medical conditions due to poor access to healthcare heighten slum community members’ susceptibility to extreme-to-extreme heat’s effects on health.
- **Fewer Adaptation Options Available:** Slum residents lack control over their home and work environments with limited access to (and inability to afford) reliable electricity and cooling methods like fans, air conditioning, insufficient access to cooling spaces and a dearth of health information on which to act. All these factors reduce slum residents’ opportunities adapt to increasing temperatures.

An affordable solution is cool roofs. A cool roof is a white reflective roof

that stays cool in the Sun by minimizing health absorption and reflecting thermal radiation to help dissipate the solar heat gain.

Livestock preparedness during hot weather: Extreme heat causes significant stress to livestock. There is a need to plan well for reducing the impacts of high temperatures on livestock. Keeping an eye on the weather forecasts, and developing a mitigation plan for high to extreme temperature can be effective in ensuring that the 'livestock has sufficient shade and water on hot days.

Prevention, Preparedness and mitigation measures for various stakeholders are enumerated in the Table given below-

23.7.3 Roles and Responsibilities of Managing Heat Wave

S. No.	Key Strategy	Task / Activity	Centre / State Agencies & their Responsibilities			
			Centre	Responsibility	State	Responsibility
Investing in DRR Non-Structural Measures:						
		Ministry of Railways		<div>1. Repair/maintenance of mechanical / electrical system on priority basis including fan and cooling system.</div> <div>2. Ensure drinking water facilities in trains and Railway Stations.</div> <div>3. Issue directives to States for construction of green building. Energy Conservation Building Code (ECBC) related to heat wave risk mitigation.</div> <div>4. Policy formulation to increase forest coverage and green area in view of increasing heat wave risks.</div> <div>5. Afforestation and Mass plantation</div>		<div>1. Repair/maintenance of mechanical / Electrical system on priority basis including fan and cooling system.</div> <div>2. Ensure drinking water facilities in trains and Railway Stations.</div> <div>3. Ensure construction of green building Energy Conservation Building Code (ECBC) related to heat wave risk mitigation.</div> <div>4. Construction Department for plantation of trees at road side, barren lands and other areas.</div> <div>5. Prevention of forest fire and control measures.</div>

CHAPTER-XXIV
NATIONAL DISASTER MANAGEMENT GUIDELINES ON
DISABILITY INCLUSIVE DISASTER RISK MANAGEMENT

24.1 BACKGROUND

India has seen a tremendous increase in the severity and frequency of disasters in the recent years, as a result of which human and material costs have been on a steady rise. Research is simultaneously exposing links between climate change, extreme events and disasters across the world. One group at heightened risk is persons with disabilities. They experience the impact of disasters and climate change disproportionately and are negatively affected due to additional exposure to risk than the general population. Disabled citizens who often fall below the poverty line suffer from additional health conditions and lack family support. Disabled citizens rarely have personal means of evacuation or escape due to limited resources and lack of transportation. Additionally, a significant percentage of affected disabled citizens are women, children or elderly who might be left behind due to the family's limited resources. Many persons with disabilities are aware of their needs in times of disasters but planners seldom consult them or even if they do so, their views are rarely included in disaster management work.

To address disaster and climate related risks inclusive strategic have to promoted as a key solution. Persons with disability should play an active role in contributing to building resilience as their lived experiences of disaster reduction can make meaningful contributions to the disaster Risk Reduction and Management process. In the National Disaster Management Plan, the DRR framework is comprehensive covering disaster preparedness disaster response and post disaster recovery. It is assumed that mainstreaming climate and DRR into development could reverse the rising trend of disaster losses. DRR is thus of critical concern to persons with disabilities as the impact of natural disasters from global warming from 1.5^o to 2.0^o will intensify major fluctuations in weather systems with poverty and disadvantages expecting to increase. It can be assumed that it will affect the population with disability.

We have further challenges about how to convert these transformed strategies into practical implementation, train disabled individuals to become active participants in such implementation steps and offer additional training to disaster management personnel. During the last decade disasters and increasing climate change have had a significant impact on persons with disabilities in India. Their vulnerabilities are linked to a lack of understanding about disabled personnel in times of disasters, under-preparedness of disaster management personnel to serve their needs and their general socio-economic conditions. Their capacity to cope is further compromised by the deteriorating social attitudes towards the disabled group.

24.2 INTRODUCTION TO THE GUIDELINE: PURPOSE AND SCOPE

National hazards pose threats to the well-being of all people. However, it affects some people disproportionately such as those with disabilities. The purpose of the guideline is to provide practical directions to support implementation mechanisms of

DiDRR and Climate change basing on the established and nationally accepted norms and practices so that all stake holders will implement and carry forward the process.

Thus, this guideline will-

- i. Contribute to knowledge base by providing disability inclusion actions in disaster mitigation, preparedness and response and recovery efforts.
- ii. Highlight the strength of persons with disabilities and their representative organization to facilitate action.

It is a short but essential guideline divided into six sections. This section explains the purpose of the guideline; section Two describes the intersection between disaster and disability, the legal framework and the existing institutional structures. Section Three elaborates the risks faced by persons with disabilities and approach to be developed for meeting the challenges. Section Four provides the action to be taken by specific stakeholders for disability inclusion. Section Five gives examples of disability inclusive practices and last section includes with a suggestive timeline followed by important bibliography and URLs on the laws, accessibility, alternative language formats and stakeholders for further assistance to users of these guidelines.

The guidance proposed through this document will inform and assist implementation, aid the stakeholders in reducing vulnerabilities and increasing resilience of persons with disabilities in DRR.

These guidelines intended primarily for Government Officials /Administration working in the field of DRR at National, State and Local Level, International NGOs (INGOs), Persons with Disabilities, Disable People's Organization (DPO), Other stakeholders include Non-Government Organizations (NGOs) working in disability disasters, disability activists, care givers, schools, health actors, elected representatives working in DRR.

24.3 METHODOLOGY

The Guideline is drawn from a detailed review of existing available resources and guidelines and governance mechanisms practiced in disaster risk reduction. It consists of diverse government, UN and academic sources as well as information from Disability International Non-Government Organizations (INGOs) and DPOs. The methodology took into account the activities and sectoral priorities of various stakeholders, available capacities at National, State and Local Levels. An important contribution was made by persons with disabilities and DPOs.

24.4 DISASTER AND DISABILITY FRAMEWORK – PRESENT CONTEXT

24.4.1 INTRODUCTION

Vulnerability of persons with disabilities in disasters is created or reinforced as a result of unequal resource distribution, hierarchy in power relationships and diverse cultural attitudes. Individuals with disabilities are disproportionately affected by disaster because evacuation, response and recovery efforts not geared to their needs. Surveys on disaster and disability highlighting the issues of exclusion show very high levels of non-participation due to lack of training and Information. Education and Communication (IEC) material. While United Nations International Strategy for Disaster Reduction (UNISDR)

stated that 85.7% did not participate in community disaster management and risk reduction process. 72.20% therefore had no personal preparedness plans. Thus, it is required that India's disaster risk reduction system understands the obstacles persons with disabilities face during disasters. It needs to institutionalize the inclusion mechanism (details in section Four) so the gap in the disaster reduction policy framework is filled.

24.4.2 DETERMINING NUMBERS AND MAGNITUDE of DISABILITY

An estimated approximately one Billion of the World's population live with some form of disability. Of the 26.8 Million in India (2.2% of the population) men with disabilities constitute 56% and women with disabilities make up the rest of 44% as per Census 2011. Though prevalence in terms of percentage depicts a low incidence, numerically it is a large population equivalent to the population of Australia. Another Data set is National Sample Survey Organization which was carried out in 2002 is dated.

The disability population faces discrimination and exclusion and therefore is confronted with considerable challenges in accessing the same opportunities as the rest of the population in disaster situations. Inclusion in the legal framework and its implementation however gives them an opportunity of overcoming the barriers in participation.

24.4.3 DISABILITY INCLUSIVE DISASTER RISK MANAGEMENT IN RAILWAYS

Implementation of Di DRR management in Railways:

- SLR is partially converted for 'Divyangs (Physically Handicapped)' with improved toilet facilities. This SLR is called as SLRD in general.
 - Ramps with railing, Wheel chairs and separate Toilet facilities are made available for at Railway Stations.
 - Lifts are used for physically challenged Public at Major Railway Stations.
 - Drinking water Taps provided at lower levels in stations.
 - Stretchers are provided as Brake Van Equipment in SLRs.
 - Stretchers and Wheel Chairs are also provided in SM's Office.
 - For Blind /Vision impaired people Sign Boards at certain locations, Berth Numbers in reserved coaches and special instructions were provided in 'Braille' script.
 - Separate recruitments are carried out to recruit people of Divyang Category into our system. Their services are made use in suitable locations such as at Officers Rest House, Booking Offices etc.,
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CHAPTER-XXV

NDMA GUIDELINES ON TRAINING AND CAPACITY BUILDING OF CIVIL DEFENCE AND SISTER ORGANISATION

25.1 Objective:

The main objective of the guidelines is to promote awareness on various types of disasters and their challenges besides improving competency and skill level of Civil Defence trainers and volunteers on DM and to enable trainees to develop action plans on DM, mitigation and risk reduction at all stages, building the capacity of Civil Defence personnel to work as master trainers, etc.,

25.2 Response to accident related and other disasters:

Every year about 90,000 people in India succumb in road accidents and about 70,000 major and minor accidents occur across the country. Further, every year about 140 accidents occur on IR which operate nearly 12,000 trains and carry more than 20 million passengers every day. The number of deaths due to train accidents is around 200 per year. The main objective of the guidelines is to educate people and the government, road and rail authorities about safety measure, improved capacity to respond to such hazards.

25.3 Riots / Violence – DO's and DON'Ts:

Take down all the emergency phone numbers of Police, Fire Brigade, Red Cross volunteers trained in first aid, psychological support, health, develop communal harmony within the Railway fraternity both in office and in the colonies. Also, we need to avoid discussions / debate of controversial subjects or sensitive topics particularly on religion, etc,

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CHAPTER-XXVI
PRIME MINISTER'S 10 POINT AGENDA
ON
DISASTER RELATED ISSUES

359

SOUTH CENTRAL RAILWAY

Headquarters Office,
Safety Branch,
Rail Nilayam,
Secunderabad – 500 025.
Dt. 12.7.2021.

No. Safety.157/DM Plan/Vol. VII.

PED / Safety,
Railway Board,
New Delhi.

Sub: Hon'ble Prime Minister's 10 Point Agenda on disaster related issues – Reg.

Ref: Railway Board's letter No. 2020/Safety/DM/6/14 dated 16.4.2021 and 2.7.2021.

With reference to the above, Action Taken Report (ATR) of S. C. Railway on Hon'ble Prime Minister's 10 Point Agenda and vulnerability atlas as per the directions of NDMA on Disaster Management and disaster risk reduction is furnished hereunder:-

Sl. No.	10 Point Agenda items	Action Taken Report (ATR)
1	All development sectors must imbibe the principles of disaster risk management.	<ul style="list-style-type: none">The S.C.R. formulated Disaster Management Plan in conformity with the recommendations of High Level Committee on Disaster Management – 2003, Disaster Management Act, 2005 and the guidelines issued by National Disaster Management Authority (NDMA), which is updated periodically from time to time.The objective of this DM Plan is to make the system prompt, receptive and efficient enough to respond quickly in case of any disaster and to establish a disaster management culture and make all officials aware of their respective roles and responsibilities.
2	Work towards risk coverage for all – starting from poor households to small and medium enterprises to multi-national corporations to nation states	<ul style="list-style-type: none">All the railway employees have been covered under free medical treatment in Railway hospitals and referral to approved Corporate Hospitals.The provision for appointment of the eligible ward of the deceased railway employee on compassionate grounds is also available in Railways as part of risk coverage apart from grant of family pension.In case of any rail accident, risk coverage for train passengers and goods transported through rail is covered in terms of relevant provisions contained in Indian Railways Act.

Sl. No.	10 Point Agenda items	Action Taken Report (ATR)
3	Encourage greater involvement and leadership of women in disaster risk management.	<ul style="list-style-type: none"> Many women employees are associated with Disaster Risk Management activities in Railways like rescue and relief operations, medical services at the site of disaster / rail accident, communication of information to general public and security services (RPF/GRP) etc. Services of Guides are also rendered during such exigencies. Women employees are encouraged by suitably rewarding for their contribution towards Railway work including disaster related activities by Railway administration. Women employees (especially doctors, nursing staff, hospital attendants etc.) have rendered commendable services with utmost commitment and dedication during COVID-19 pandemic.
4	Invest in risk mapping globally.	<ul style="list-style-type: none"> Multi hazard risk assessment and risk mapping on account of disasters such as cyclones, floods, breaches, landslides, earthquakes, fire etc. is incorporated in the SCR Disaster Management Plan. Further, detailed risk mapping indicating the vulnerable locations like bridges, tunnels, RATs, deep cutting locations, landslide etc. have also been included in the SCR Blue Book on Monsoon Instructions and Standard Instructions for Monsoon Patrolling, which are updated periodically. Rescue and relief machinery is kept ready at strategic locations as part of disaster risk reduction.
5	Leverage technology to enhance the efficiency of our disaster risk management efforts.	<ul style="list-style-type: none"> The appropriate latest technology is adopted by Railways in regard to various aspects / activities involved in the disaster risk management process such as: Establishment of reliable communication system even from remote areas with installation of satellite based communication equipment (VSAT) and dissemination of information to the general public and the media about the incident. Communication equipments like (VHF sets) walkie- talkies, mobile phones (CUG) provided to the field staff involved in train operations, maintenance of assets etc. in safety categories for conveying / passing on the information about disaster. Fibre Optic assisted PLC based highly reliable communication system for remote access of Brake down sirens installed at SC, KZJ & BPA for faster information of any breakdown/ accidents. The latest technology systems for prevention of train collisions / accidents viz. TCAS, TCWS, ATP etc are being provided on IR and TCAS is under implementation and has been commissioned on some sections over SCR. Modern tools and equipment, machinery etc. are provided in rescue and relief special trains SPART/SPMRV. In addition, the system is in place for mobilizing any extra equipment, machinery, skilled personnel etc. from open market / private agencies in the quickest possible time.

Sl. No.	10 Point Agenda items	Action Taken Report (ATR)
6	Develop a network of universities to work on disaster issues.	<ul style="list-style-type: none"> • Zonal Railways have established network of institutions, training centres such as ZRTI, MDTS, ETTC, STC etc. to cater for the training of Supervisors and staff in different disciplines in regard to train operations, maintenance of assets, disaster management efforts etc. • Further, centralized training institutions such as NAIR, IRIMEE, IRICEN, IRIEEN, IRISSET, IRITM etc. who have collaboration with reputed technical and Management institutions, Universities, research organisations etc. cater to the training of the Railway officers in different streams in respect of train operations, maintenance of assets, disaster management etc. • In the recent past, IRIDM, which caters for training of Officers and Supervisors and staff exclusively in Disaster Management and relief efforts, has been established in Bangalore.
7	Utilize the opportunities provided by social media and mobile technologies.	<ul style="list-style-type: none"> • Helpline numbers are provided at major stations for giving information on disaster to all concerned and public. Also these numbers are shared with electronic and print media for communicating to the people. • Various platforms of Social media i.e., twitter / facebook are being used to disseminate information to rail users and their relatives in case of any untoward incident. • Wireless remote monitoring of power supply at CLS panels to monitor real time status of CLS panel input & output power supplies at various remote locations & display the same in the PC of divisional control office and send alarms in the form of SMS to the concerned official mobile phones for faster rectification. This was implemented as a pilot project in BPA section of SC Division. • To ensure better DM, VSAT, drones are effectively utilized for real time onsite videography to provide required inputs even in those areas which are not approachable and inaccessible.
8	Build on local capacity and initiative.	<ul style="list-style-type: none"> • Station wise DM phone numbers are exhibited in every station to take the help of local bodies for relief and rescue operations during train accidents. DM board is provided at all stations showing the information of local authorities like Dist. Collector, S.P., hospitals, Disaster Management Teams etc. Whenever it is needed, Railways seek assistance from the local authorities. • On hand practical training and skill development programmes are imparted periodically / regularly to the Supervisors and staff in different technical categories in handling of equipment, tools & plant, machinery etc, by senior railway staff / OEM officials is imparted. • Further, Mock drills in coordination with respective regional NDRF units, Fire department of the respective State Government are conducted at different stations / mid sections duly simulating disaster / accident scenario. This enables better co-ordination of Railways with other local agencies and facilitates better disaster management. • Electrical Safety Week, International Level Crossing Awareness Week etc. are organised involving railway staff, road users and all concerned stake holders.

Sl. No.	10 Point Agenda items	Action Taken Report (ATR)
9	Ensure that the opportunity to learn from a disaster is not wasted.	<ul style="list-style-type: none"> • The mechanism is in place on Railways for detailed analysis of every disaster / accident so as to improve the response and disaster governance and also to improvise policy guidelines. Each Railway Disaster / Accident is analyzed through inter-disciplinary committee of officials at appropriate level to arrive at the cause of the accident and recommendations to avoid recurrence of such incidents and also to bring out the system deficiencies if any and to make suggestions for further improvement and to enhance safety. • Serious accidents are analysed through enquiry by Commissioner of Railway Safety (an independent Authority under the Ministry of Civil Aviation), their recommendations are considered by Ministry of Railways for implementation. • All the accident enquiry reports are uploaded by zonal railway in SIMS (Safety Information Management System), so that the information is shared among the Officers and Supervisors of all Zonal Railways, which serves as a platform for learning so as to set right such shortcomings / deficiencies (that resulted in accidents), if any, in their respective work areas. • Apart from the above, the case studies of such disasters / accidents are also discussed as part of the Initial and Refresher courses in the training institutes at different levels. • Periodical safety bulletins at zonal and divisional level are published by safety wing of zonal Railways for circulation among the Railway staff. In addition, monthly fly leaves are issued by safety wing detailing the safety precautions to be observed, rules and regulations to be adhered to etc. in respect of the disasters / accidents that have occurred in the recent past. • Fortnightly / Monthly safety drives are ordered and undertaken by Railways on different aspects related to safe train operations, maintenance of assets so as to prevent accidents. The deficiencies noted in such safety drives are attended in time-bound manner as part of disaster risk reduction.
10	Bring about greater cohesion in international response to disasters	<ul style="list-style-type: none"> • Indian Railways have played a vital role in providing logistic support, in terms of transport of requisite relief materials like food grains, clothes etc. in case of disasters / exigencies to neighbouring countries as per the guidelines of Govt. of India. • During the COVID 19 pandemic, Liquid Medical Oxygen (LMO) in containers by rail has been transported by running oxygen express trains across length and breadth of the country which served as life saving to many hospitalized patients due to COVID 19 pandemic. This LMO produced domestically and imported from other countries has been transported through these oxygen specials via Green corridors to meet the oxygen demand during the peak surge of COVID 19.

II. Vulnerability Atlas

S No.	Subject/Topics	Action Taken Report (ATR)
i	<p>Using the Vulnerability Atlas prepared by Building Material Technology Promotion Council (BMTPC) in 2019 for various preparedness, mitigation and prevention activities for Disaster Management by the stakeholders.</p> <p>Everyone concerned with building construction (real estate, road construction, laying gas pipelines etc.) industry to use this atlas for reducing the vulnerability and while carrying development State and central Government development works need to take into consideration the Vulnerability Atlas and the Tenders may be prepared accordingly.</p>	<p>Vulnerability Atlas issued by BMTPC consists Earth quake Hazard map, wind hazard map, flood hazard map, land slide incidence map etc.</p> <p>The relevant details are incorporated in various Railway Codes & Rules such as concrete substructure code, bridge rules, steel bridge code which are made use of for the Design & Construction of new structures such as buildings, bridges etc. The relevant ISI codes pertaining to Earth quake forces, wind loads etc., are adopted in respect of design of the different type of structures on Railways. The vulnerability aspect specific to different reasons/areas is accounted for in railway developmental works. Structural drawings are issued accordingly based on which works are executed.</p>

(M. Ravindranath Reddy)

Principal chief safety officer

CHAPTER XXVII

(OFFICERS NOMINATED TO REPORT TO DISASTER CONTROL, RAILNILAYAM AND TO PROCEED TO THE SITE OF ACCIDENT)

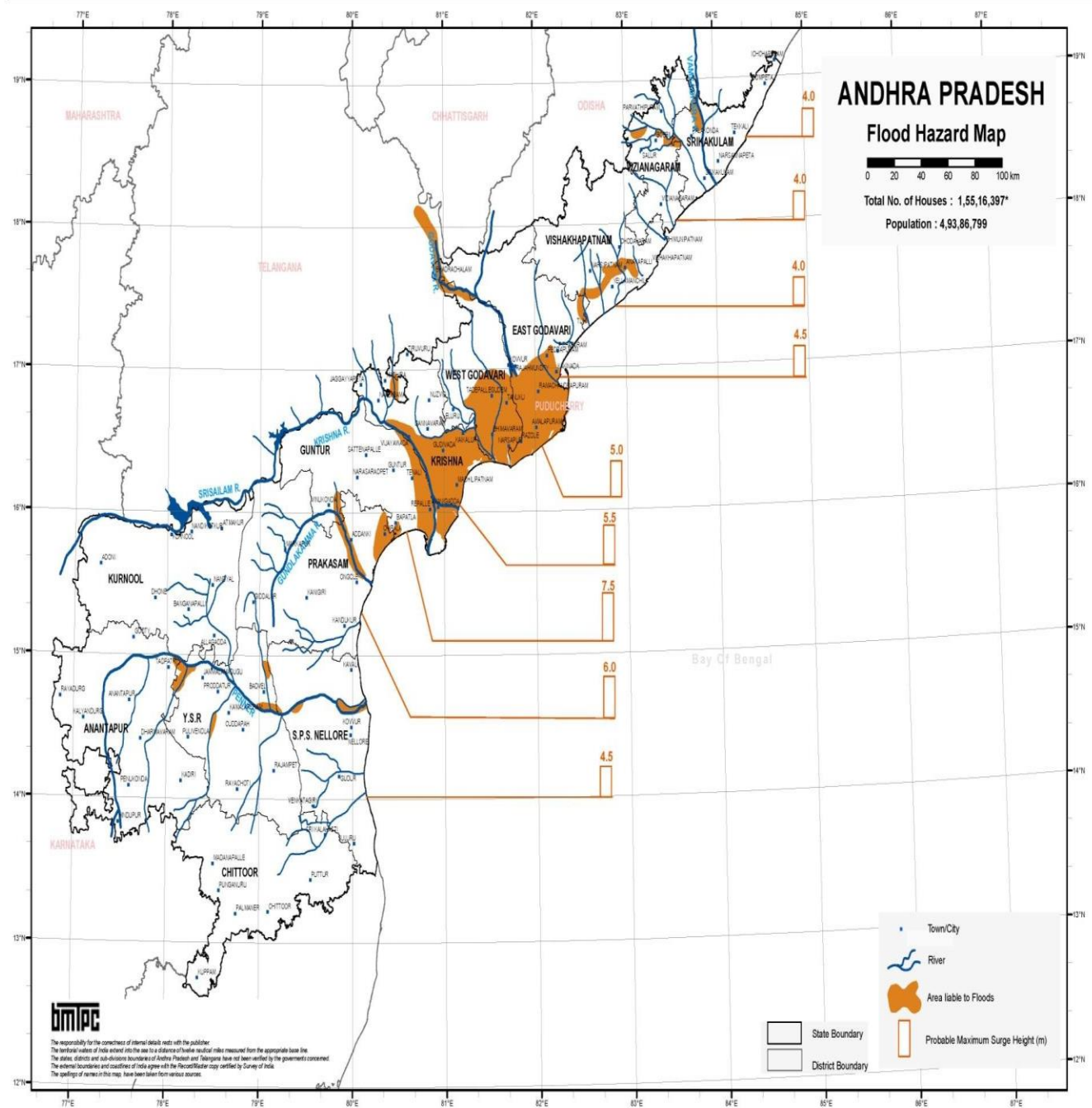
Zonal Head Quarter's-level

Department	To report to Disaster Control (Main Line)		To report to Disaster Control (Branch Line)		To proceed to Spot		
	Passenger carrying trains	Goods	Passenger carrying trains	Goods	Passenger carrying trains	Goods ML	Goods BL
Engineering	CTE Stand-by CE/TM orCE/TP	Dy. CE-Tr.I Stand-by Dy. CE-Tr. II	CTE Stand-by CE/TM orCE/TP	Dy. CE-Tr.I Stand-by Dy. CE-Tr. II	Will be nominated by PCE on case-to-case basis		
Mechanical	CME/Plg Stand-by CWE	CRSE Stand-by CMPE/Dsl	CME/Plg. Stand-by CWE	Dy.CME/C&W Stand-by Dy.CME/WS	CRSE Stand by CMPE/Dsl	CRSE Stand-by CMPE/Dsl	Divisional Officers
Electrical	CELE (OHE) Stand-by Dy.CEE/Loco CEGE(Non- OHE) Stand-by Dy.CEE/Plg.	CELE(OHE) Stand-by Dy.CEE/Loco CEGE(Non- OHE) Stand-by Dy.CEE/Plg.	CELE(OHE) Stand-by Dy.CEE/Loco CEGE(Non- OHE) Stand-by Dy.CEE/Plg.	CELE(OHE) Stand-by Dy.CEE/Loco CEGE(Non- OHE) Stand-by Dy.CEE/Plg.	CEDE(OHE) Stand-by Dy.CEE/TRD CESE Stand-by Dy.CEE/TRD	CEDE(OHE) Stand-by Dy.CEE/TRD CESE Stand-by Dy.CEE/TRD	CEDE(OHE) Stand-by Dy.CEE/ TRD CESE Stand-by Dy.CEE/TRD

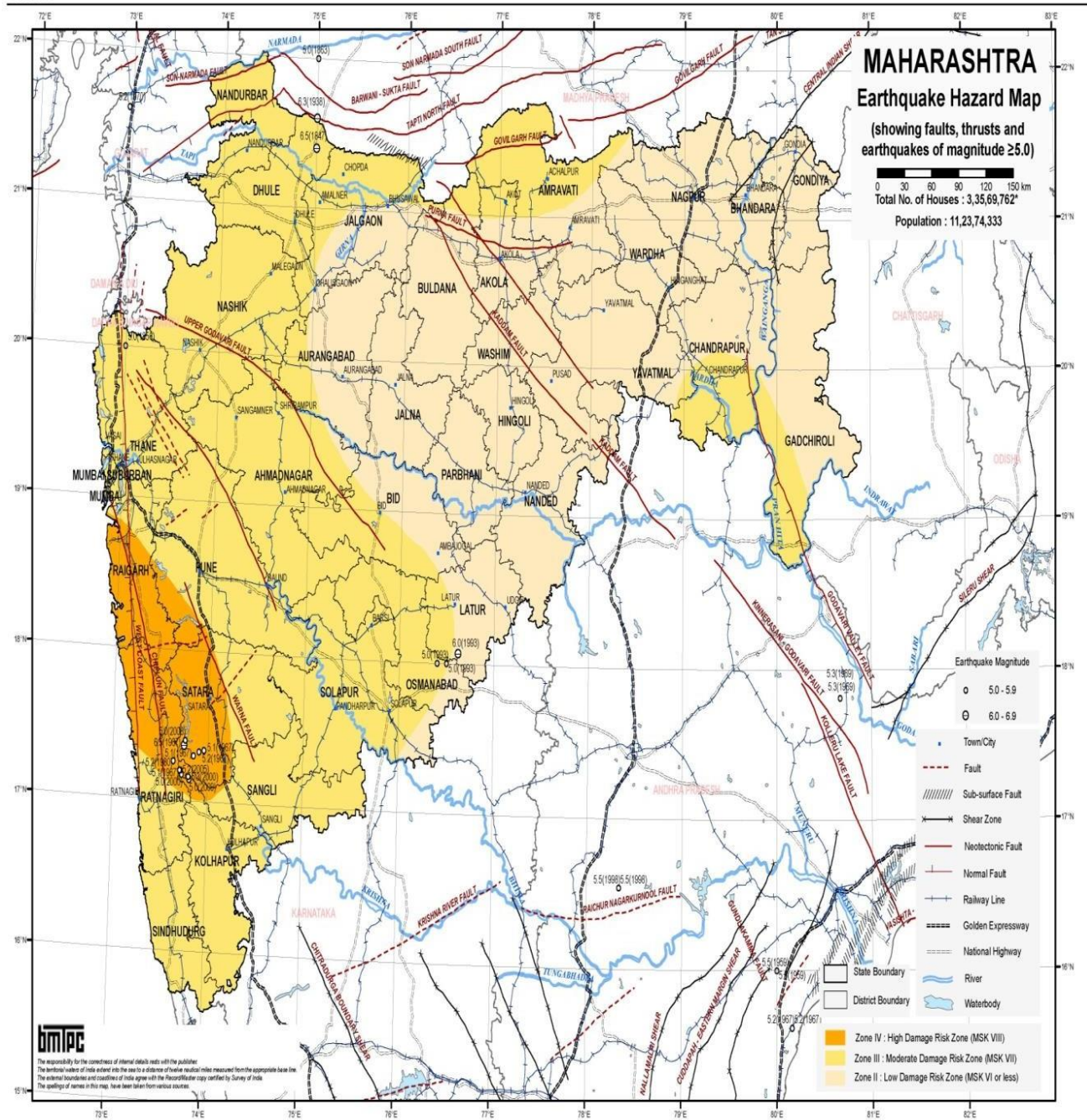
Operating	CPTM Standby Dy.COM/Chg	CPTM Standby Dy.COM/Chg	Dy.COM/Chg Standby STM/Chg	Dy.COM/Chg Standby STM/Chg	Depending upon the severity of the accident, COM will nominate, if required		
Commercial	CCM/PS Stand-by Dy.CCM/G Dy.CCM/PRS	CCM/PS Stand-by Dy.CCM/CL & PO	CCM/PS Stand-by Dy.CCM/FS Dy.CCO				
Security	ASC/CIB & IPF/CIB	ASC/CIB & IPF/CIB	ASC/CIB & IPF/CIB	ASC/CIB IPF/CIB	*CSC/Dy.CSC (*major Accidents only)		
Medical	CHD/Dy.CMD	CHD/Dy.CMD	CHD/Dy.CMD	CHD/Dy.CMD	CMD Stand-by CHD		
S&T	Dy.CSTE/Tele Stand-by SSTE/Tele *CSE/CCE to give information to Signal Directorate	Dy.CSTE/Tele Stand-by SSTE/Tele *CSE/CCE to give information to Signal Directorate	Dy.CSTE/Tele Stand-by SSTE/Tele *CSE/CCE to give information to Signal Directorate	Dy.CSTE/Tele Stand-by SSTE/Tele *CSE/CCE to give information to Signal Directorate	CSE (within station limits) CCE (Outside station limits) Stand-by CSTE/P or CSTE/Plg.	CSE (within station limits) CCE (Outside station limits) Stand-by CSTE/P or CSTE/Plg.	CSE (within station limits) CCE (Outside station limits) Stand-by CSTE/P or CSTE/Plg.

STATE MAPS (1-3)

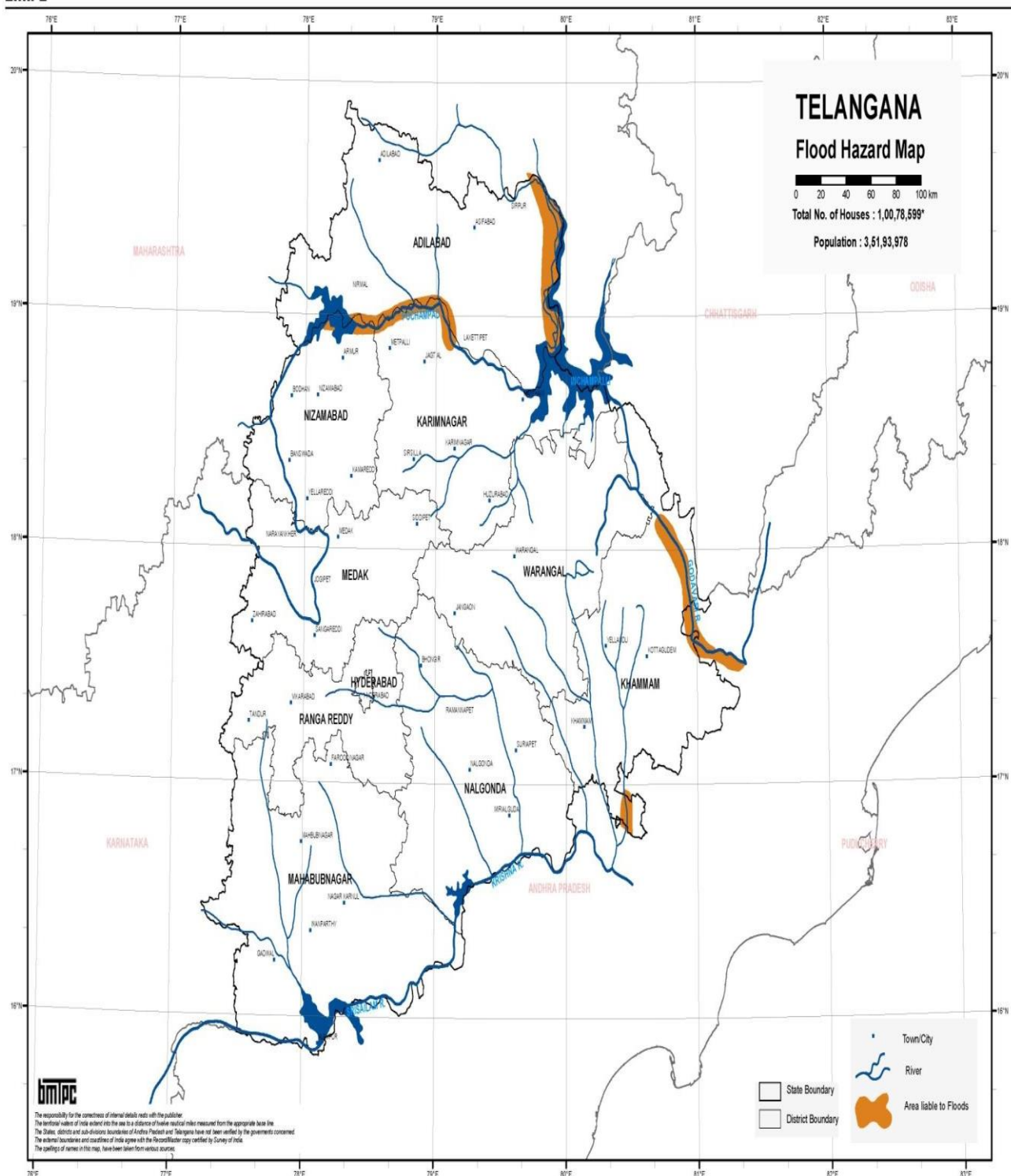
bmtpc



BMTPC : Vulnerability Atlas - 3rd Edition; Peer Group, MoHUA; Map is Based on digitised data of SOI, GOI; Census of India 2011; Flood Atlas (1987), Task Force Report (2004), C.W.C., G.O.I. Houses/Population as per Census 2011; * Houses including vacant & locked houses.
 Disclaimer: The maps are solely for thematic presentation.



BMTPC : Vulnerability Atlas - 3rd Edition : Peer Group, MoHUA, GOI; Map is Based on digitised data of SOI; Seismic Zones of India Map IS: 1893 (Part I); 2002, BIS; Earthquake Epicentre from IMD; Seismotectonic Atlas of India and its Environs, GSI; Houses/Population as per Census 2011; *Houses including vacant & locked houses. Disclaimer: The maps are solely for thematic presentation.



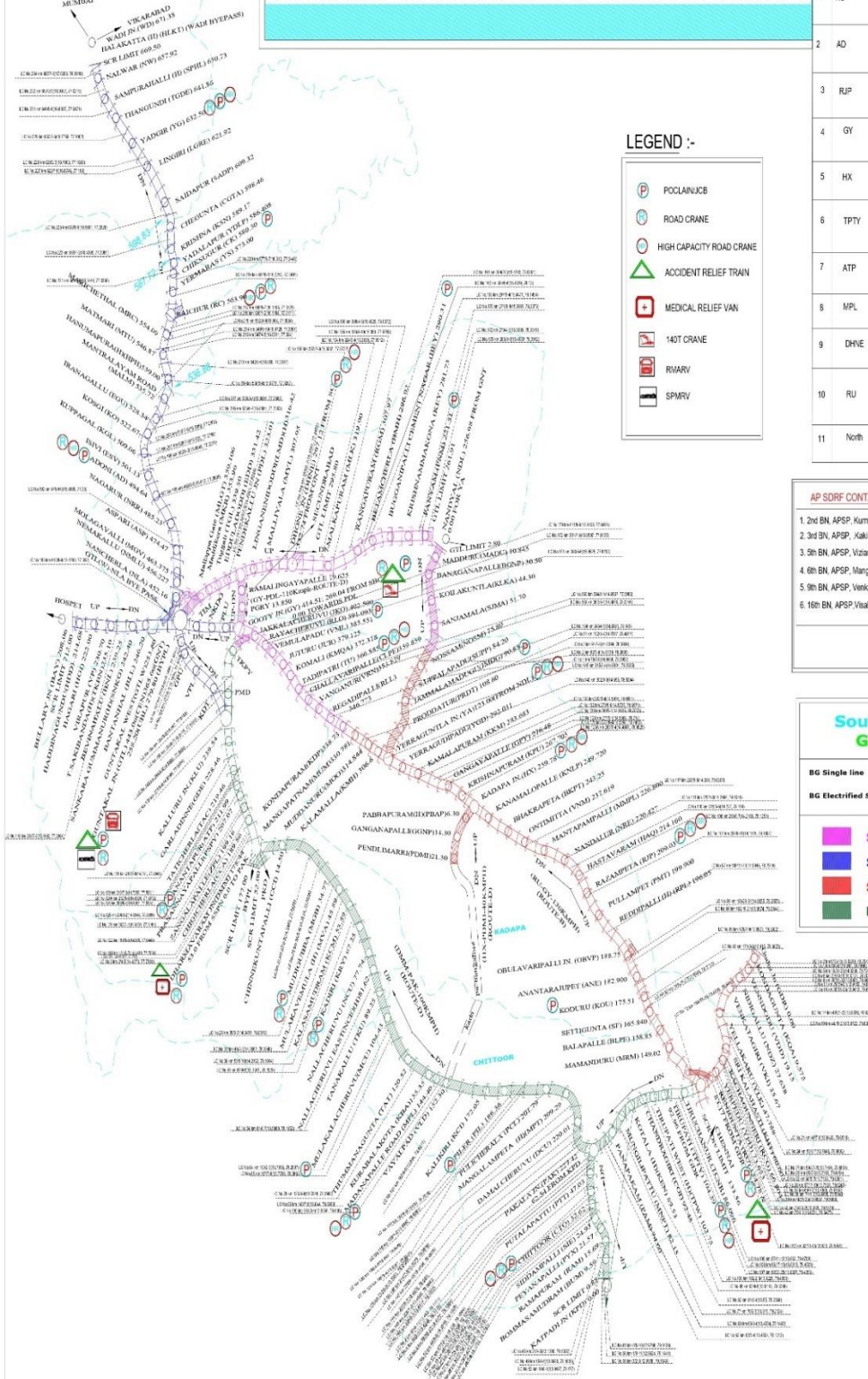
BMTPC : Vulnerability Atlas - 3rd Edition; Peer Group, MoHUA; Map is Based on digitised data of SOI, GOI; Census of India 2011; Flood Atlas, Task Force Report, C.W.C., G.O.I. Houses/Population as per Census 2011; * Houses including vacant & locked houses.Disclaimer: The maps are solely for thematic presentation.

BZA Division.



GTL Division.

RESCUE MAP OF GTL DIVISION OF SCR AS ON 01.05.2025



SNo.	ADEN	Name of owner	Mobile number	Position/CB/Attach/Crane
1.	RC	Reliance Construction Corporation	9820010000 9820010001 9820010002	ADEN-RC ADEN-RC ADEN-RC
2.	AD	Aditya Development Corporation	9720010000 9720010001 9720010002	ADEN-AD ADEN-AD ADEN-AD
3.	RJP	Rajiv Jayaram Corporation	9820010000 9820010001 9820010002	ADEN-RJP ADEN-RJP ADEN-RJP
4.	GY	Gyanendra Corporation	9820010000 9820010001 9820010002	ADEN-GY ADEN-GY ADEN-GY
5.	HX	Hindustan Construction Corporation	9820010000 9820010001 9820010002	ADEN-HX ADEN-HX ADEN-HX
6.	TPTY	Tamil Nadu Transport Corporation	9820010000 9820010001 9820010002	ADEN-TPTY ADEN-TPTY ADEN-TPTY
7.	ATP	Andhra Pradesh Transport Corporation	9820010000 9820010001 9820010002	ADEN-ATP ADEN-ATP ADEN-ATP
8.	MPL	Madhya Pradesh Transport Corporation	9820010000 9820010001 9820010002	ADEN-MPL ADEN-MPL ADEN-MPL
9.	CHVE	Chennai Highway Engineering Corporation	9820010000 9820010001 9820010002	ADEN-CHVE ADEN-CHVE ADEN-CHVE
10.	RU	Railway Union Corporation	9820010000 9820010001 9820010002	ADEN-RU ADEN-RU ADEN-RU
11.	North	North India Corporation	9820010000 9820010001 9820010002	ADEN-North ADEN-North ADEN-North

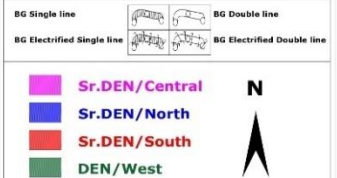
AP SDRF CONTACTS

- 2nd BN, APSP, Kurnool.
- 3rd BN, APSP, Kakinda (E.G.)
- 5th BN, APSP, Vizianagaram.
- 6th BN, APSP, Mangalagiri (SNT)
- 9th BN, APSP, Venkatagiri (Nellore)
- 16th BN, APSP, Visakhapatnam.

NDRF CONTACTS

1. THE COMMANDANT-10TH NDRF, GANNAWARAM, DISTT- KRISHNA
PH No. 8333098559
2. THE COMMANDANT-10TH NDRF, YELAHANKA, BENGALURU
PH No. 802831055, 942978715
3. THE COMMANDANT-10TH NDRF, SHAKPET, HYDERABAD
PH No. 040-2556555, 8333098559

South Central Railway Guntakal Division



GORTHY
BHASKARA SATYA
SRINIVAS

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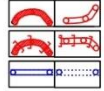
S MANI KUMAR
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DADI
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DADI
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Sr.DSO/GTL

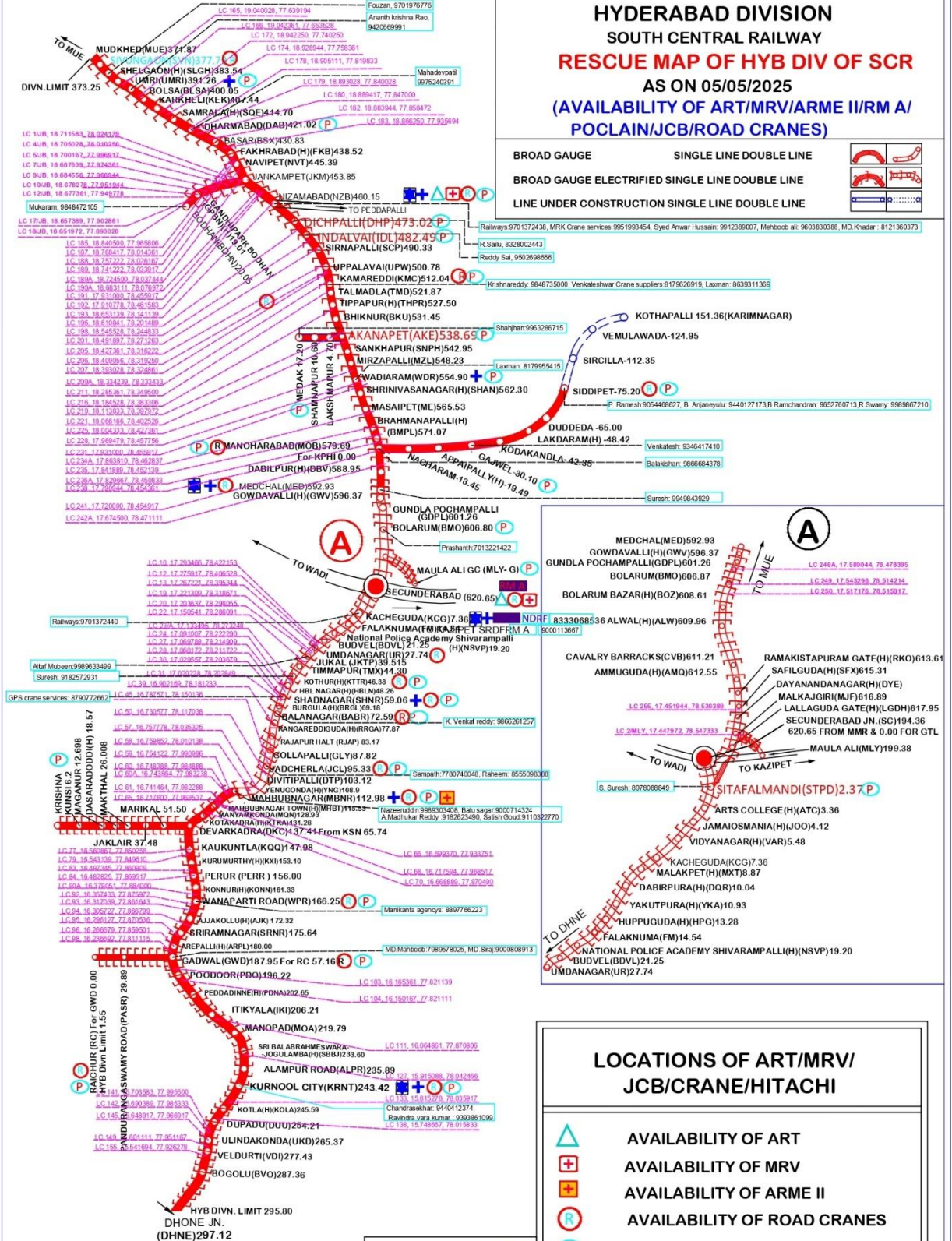
Sr.DEN/Co-Ord/GTL

HYDERABAD DIVISION SOUTH CENTRAL RAILWAY RESCUE MAP OF HYB DIV OF SCR AS ON 05/05/2025 (AVAILABILITY OF ART/MRV/ARME II/RM A/ POCLAIN/JCB/ROAD CRANES)

BROAD GAUGE SINGLE LINE DOUBLE LINE
BROAD GAUGE ELECTRIFIED SINGLE LINE DOUBLE LINE
LINE UNDER CONSTRUCTION SINGLE LINE DOUBLE LINE



Railways 9701372438, MRK Crane services 9951993454, Syed Anwar Hussain: 9912389007, Menboob ali: 9603830388, MD Khadar: 8121360373
R Sahu, 8328002433
Reddy Sai, 9502686656
Kishanreddy, 9848735000, Venkateshwar Crane suppliers 8179626919, Luxman: 8633011309



LOCATIONS OF ART/MRV/ JCB/CRANE/HITACHI

AVAILABILITY OF ART
AVAILABILITY OF MRV
AVAILABILITY OF ARME II
AVAILABILITY OF ROAD CRANES
AVAILABILITY OF POCLAIN / JCB
AVAILABILITY OF ROAD MOBILE ART

DURGA
PRASAD
P TV
Sr.DEN/CO-ORD/HYB

KATTIPAGA
VIJAYA KUMAR
Sr.DSO/HYB

Kama
Kant
Sr.DME/HYB

ADEN's Hqtrs
SSE(P)'s Hqtrs

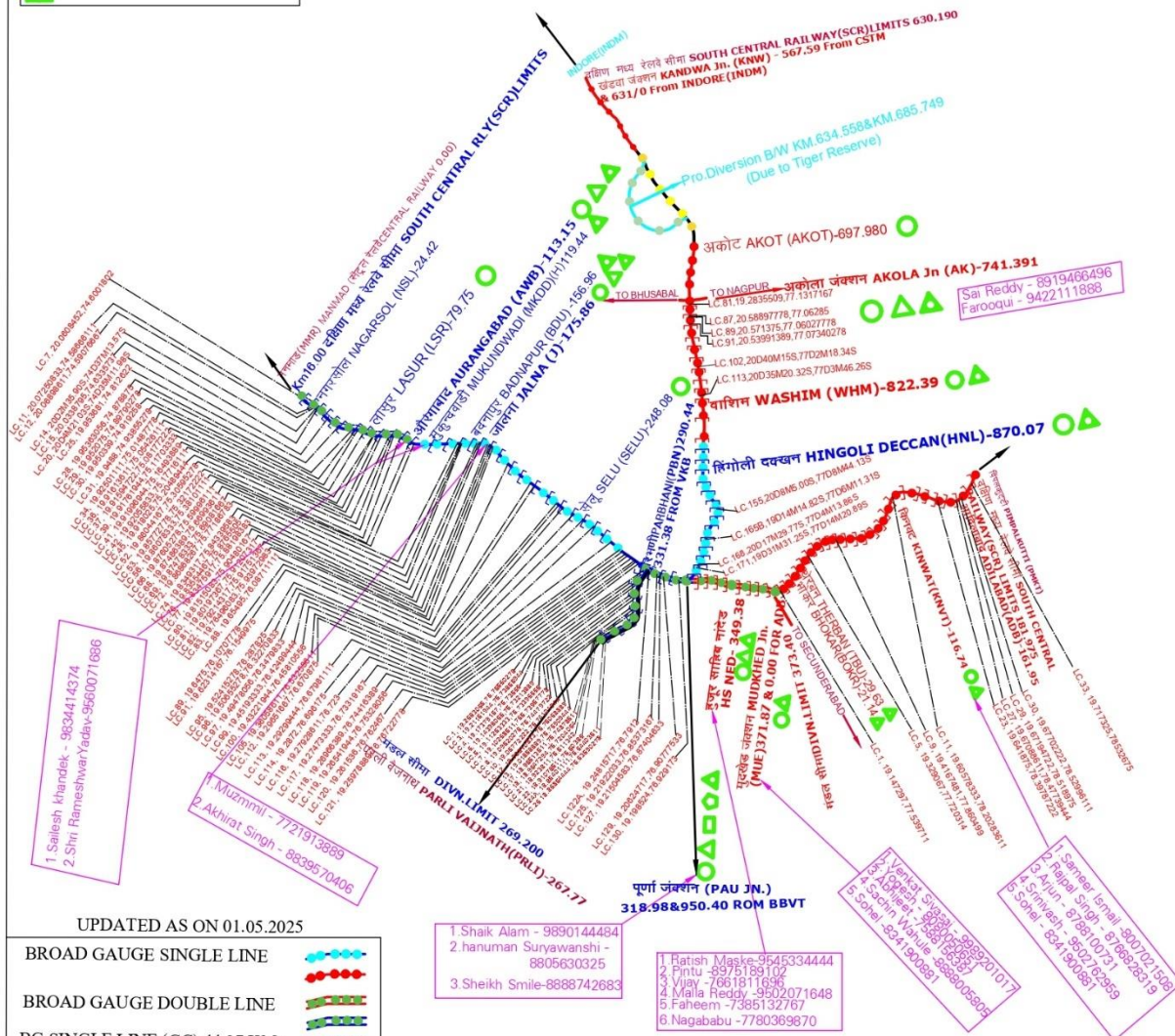


 SSE/P.WAY HEAD QUARTERS
 ADEN HEAD QUARTERS
 ART/SPMRV LOCATION
 ROAD ART LOCATION
 ROAD MACHINERY LOCATION

SOUTH CENTRAL RAILWAY

NANDED DIVISION

(RESCUE MAP SHOWING AVAILABILITY OF CRANE 200MT, POCLAIN & JCB)



UPDATED AS ON 01.05.2025

BROAD GAUGE SINGLE LINE	
BROAD GAUGE DOUBLE LINE	
BG SINGLE LINE (GC) 44.37 KMs.	
ELECTRIFICATION COMPLETED	
Doubling Work in Progress	
परिवर्तन मार्ग Diversion Line	
MG LINE CLOSED FROM 01.01.2017	

KV
HARIKRISHNA
Sr. DSO/NED

RUDRA MOORTHY
POKALA CHENGAL

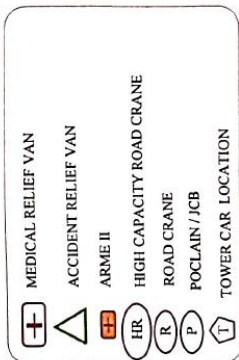
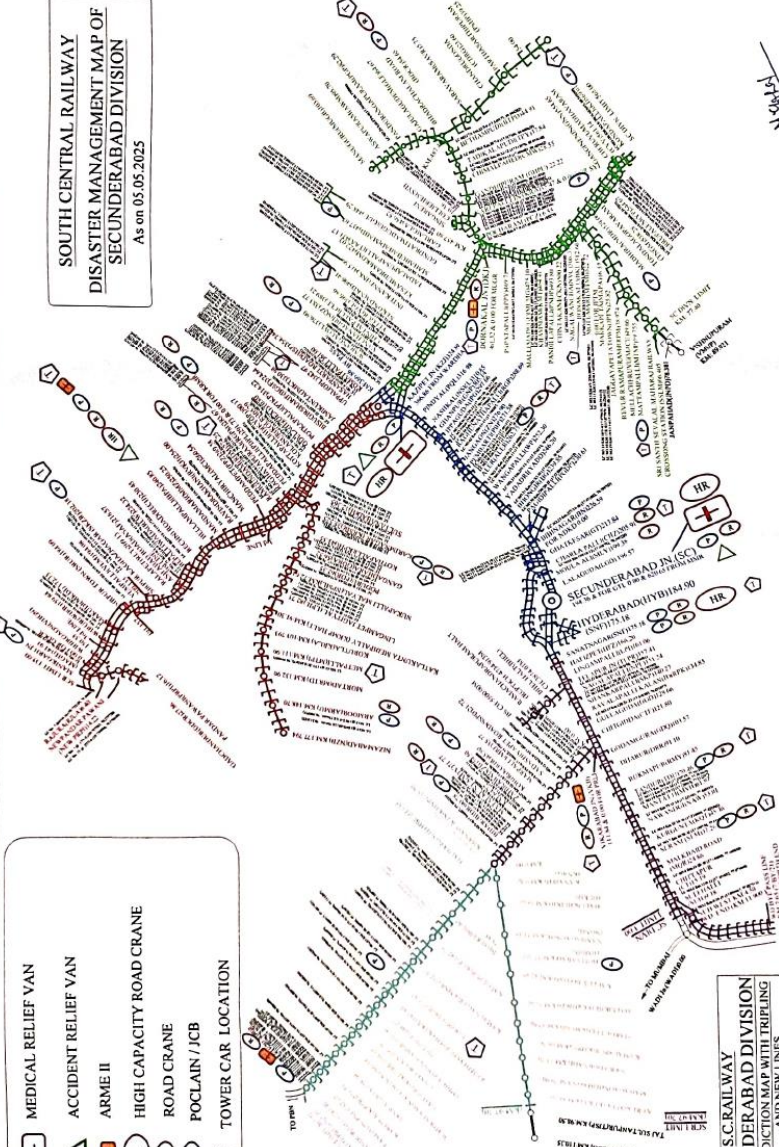
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MOORTHY POKALA CHENGAL
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Sr. DEN/Co-ord/NED

ROUTE/RUNNING KM		
SECTION	ROUTE KM	RUNNING KM
ANKAL-PBN	274.00	274.00
PBN-MUE(DL)	83.44	165.311
PALJ-AK	209.22	209.22
PBN-PARLI	63.61	63.61
MUE-PMKT	181.975	181.975
AK-KNW	173.55	173.55
(GC + MG)		
TOTAL	697.796	1,067.822

SECUNDERABAD DIVISION: RESCUE MAP

SOUTH CENTRAL RAILWAY
DISASTER MANAGEMENT MAP OF
SECUNDERABAD DIVISION
As on 05.05.2025



**S.C. RAILWAY
SECUNDERABAD DIVISION
SUBDIVISION MAP WITH TRIPPLING
AND NEW LINES
REFERENCE**

SUDENNSC	---
SUDENWSC	---
UDENWSC	---
DENWSC	---
B.G TRIPLE LINE	---
B.G DOUBLE LINE	---
B.G SINGLE LINE	---

Sr. DEE/TRD/SC
 Sr. DEN/Co-Ord/SC
 Sr. DSO/SC

S.No	SSE	Name of the Owner	Mobile No.	JCD
1	MAGH	Devakar nagesh choudhary A/haanibhai	9077082391 908754245	JCB
2	SKZR	Rafiq Akbar	9032249786 9045510042	JCB
3	BPA	Tinupati	9493656545	JCB
4	NCT	Chirupati	9000942609	JCB
5	PDPL	Nareb	9963900915	JCB
6	KRMK	Tinupati	9848205113	JCB
7	ARMU	Vijay	9182221091	JCB
8	NKZJ	MANABOOR BASIA	9963246228	JCB
9	WL	P. Babu	9490266410	JCB & Hitachi
10	MABD	YADAGIRI	9889959041	JCB
11	DSU	G Babu Rao	9000108091	JCB
12	BDCR	Suresh Naga Raju Veerabhadram	9012311952 9182457238 8074578226	JCB
13	NTMP	Hari Babu	9948730333	JCB
14	MDR	S Ravi	9705402789 & 9000318798	JCB
15	KI	Ravi	7901344728	JCB
16	KKA	Suresh	800571487	JCB
17	CNZJ	Suresh	9989338197	JCB
18	ALER	Raju	9848179269	JCB
19	GT	Ramana Reddy Kishore Kishore	9844472099 9844472099 8309281791	CRANES
20	SC	SEKHAR REDDY Publiadar	9959006566 & 9064870183 9849919777	Crane Crane JCB
21	SNE	Mallesh	9315330661	CRANES
22	LPI	Narayana	998741913	JCB
23	VKB	M Anil J Shiva	8305316668 9556551596	JCB
24	TDU	Salluddin	7829970689	JCB
25	SDM	Gunda	9480073211 & 8217686669	JCB
26	ZB	Roddy	9400990210	JCB
27	IMBD	Iswara pujari	9916432524	JCB
28	DIDR	Laba	9766504455	JCB
29	UDCR	Hari Prasad	9766504455	JCB
30	PRLI	AMOL PHAD	8649140004	JCB

GOVERNMENT OF INDIA (भारतसरकार)
MINISTRY OF RAILWAYS (रेलमंत्रालय)
RAILWAY BOARD (रेलवेबोर्ड)

Rail Bhawan, New Delhi-110001

No. 2023/TC-III/49/1/Ex-gratia

Dated: 18.09.2023

The General Managers (Claims)
All Indian Railways

Sub.: Ex-gratia relief payable in case of death/injury of railway passengers in Train Accidents and Untoward Incidents as defined under Section 123 read with Section 124/124-A of the Railways Act, 1989 and to the road users in Manned Level Crossing gate accidents.

Ref: Railway Board's previous instructions to be superseded:-

- (1) 2011/TC-III/27/29/Ex-gratia dated 26.07.2012 and 07.05.2013
- (2) 2006/TC-III/27/2 dated 20.12.2006
- (3) 2002/TC-III/28/3 dated 12.06.2002
- (4) 93/TC-III/122/1/Ex-gratia dated 21.08.1995, 26.04.1996 and 18.11.1999

In supersession of Board's Instructions referred above and all other instructions issued on the above subject, it has now been decided to revise the amount of ex-gratia relief to be paid to the dependents of dead and injured passengers involved in Train Accidents and Untoward Incidents as defined under Section 123 read with Section 124 and 124-A of the Railways Act, 1989 and to the road users who met with an accident due to Railway's prima facie liability at Manned Level Crossing Gate Accident. The revised rates and compiled instructions are as below:-

1. Amount of Ex-gratia for Train Accidents, Untoward Incidents and Manned Level Crossing Gate Accidents

	Type of accident	Amount of ex-gratia for Death	Amount of ex-gratia for Grievous Injury	Amount of ex-gratia for Simple Injury
1)	Train Accident (as defined under Section 124 of the Railways Act, 1989)	Rs. 5,00,000/- (Rupees Five lakh only)	Rs. 2,50,000/- (Rupees Two lakh Fifty thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)
2)	Untoward Incident (as defined under Section 124-A of the Railways Act, 1989)	Rs. 1,50,000/- (Rupees One lakh Fifty Thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)	Rs. 5,000/- (Rupees Five Thousand only)
3)	Accident at Manned Level Crossing (due to Railway's prima facie liability)	Rs. 5,00,000/- (Rupees Five lakh only)	Rs. 2,50,000/- (Rupees Two lakh Fifty thousand only)	Rs. 50,000/- (Rupees Fifty Thousand only)

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

In case of Train Accident	In case of Untoward Incident
Rs. 3,000/- per day to be released at the end of every 10 day period or date of discharge, whichever is earlier.	Rs. 1,500/- per day to be released at the end of every 10 day period or date of discharge, whichever is earlier upto further six month of hospitalization.
	Thereafter, Rs. 750/- per day be released at the end of every 10 day period or date of discharge, whichever is earlier upto further five month of hospitalization.
<p>(a) Lump sum amount of ex-gratia for hospitalization of grievously injured passenger upto first 30 days is as mentioned in table at para (1) above.</p> <p>(b) The maximum period for which ex-gratia is payable to the grievously injured passenger will be 12 months.</p>	

2.1 This ex-gratia relief will be exclusively for passengers who are grievously injured in train accidents or untoward incidents as defined under Section 123, read with Section 124/124-A, of the Railways Act, 1989.

2.2 The period for treatment as indoor patient for more than 30 days would need to be certified by a Railway Doctor for the purpose of further ex-gratia payment upto the period of remaining 11 months. In case where the injured is taking treatment in other than Railway hospital, the treatment has to be certified by Railway Doctor.

2.3 Sr. Divisional Medical Officers shall also keep track of such injured person taking treatment in other than Railway hospitals. Sr. DCM/DCM shall keep coordination with Sr. DMO for the purpose and arrange payment of ex-gratia as per the prescribed schedule mentioned in the table in Para-2 above at the doorstep of injured person. Every care shall be taken by Sr. DCM/DCM to avoid any inconvenience to injured person in such cases.

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

3.1 Maximum amount of upto Rs. 50,000/- to be paid in cash as an immediate relief for taking care of initial expenses.

3.2 Remaining amount to be paid by Account Payee Cheque/RTGS/NEFT/Any other online payment mode.

3.3 Notwithstanding anything contained in Para 3.1 and 3.2 above, Railways may disburse the entire amount of ex-gratia/enhanced ex-gratia by Account Payee Cheque/RTGS/NEFT/Any other online payment mode, if deemed appropriate.

I/3077765/2023

4. **Other terms and conditions:**

4.1 No ex-gratia relief would be admissible to road users in case of accident at Unmanned Level Crossing, trespassers, persons electrocuted by OHE (Over Head Equipment).

4.2 Ex-gratia payment in case of train accidents and untoward incidents are not to be taken into account at the time of final claim for compensation.

4.3 The amount of ex-gratia relief admissible to road users, who meet with an accident due to Railway's prima facie liability at Manned Level Crossing Gate Accident, will be counted towards the amount of compensation payable, if action is tenable against the Railways under the Law of Torts and an award is actually granted by a Court of Law.

4.4 Ex-gratia payments should also be made to railway servants killed or injured by a moving train while performing their duty, for example, gangman working on track run over accidentally by a moving train.

4.5 Payments should be sanctioned/arranged preferably on the spot by a Senior Scale Officer nominated by the General Manager after making such enquiries as can be reasonably made on the spot after the immediate needs by way of medical attendance etc. to injured persons are attended to.

5. This issues with the concurrence of Finance Directorate of Ministry of Railways.

6. These instructions will come into force from **18 September, 2023**.

Kindly acknowledge receipt of this letter.

Ratnesh Kumar Jha
18/9/23

(Ratnesh Kumar Jha)
Executive Director (Public Grievances)
Railway Board

No. 2023/TC-III/49/1/Ex-gratia

Dated: 18.09.2023

Copy to:

1. PFA, All Indian Railways
2. The Deputy Comptroller and Auditor general of India (Railways), (with 36 spares)

Ratnesh Kumar Jha
18/09/2023

for Member (Finance), Railways

No. 2023/TC-III/49/1/Ex-gratia

Dated: 18.09.2023

2023/TC-III/49/1/Ex-Gratia

I/3077765/2023

Copy to :

1. Principal Chief Commercial Managers, All Indian Railways
2. The Chief Medical Officers, All Indian Railways
3. Principal Chief Security Commissioners, All Indian Railways
4. Chief Claims Officers, All Indian Railways
5. Konkan Railway Corporation, New Delhi

per
18/9/23

(Ratnesh Kumar Jha)
Executive Director (Public Grievances)
Railway Board

No. 2023/TC-III/49/1/Ex-gratia

Dated: 18.09.2023

Copy to :For information please - OSD/MR, ED(PG)/MR, Adviser/MR, PS/MoSR (D), EDPG/MoSR (D), PS/MoSR (J), EDPG/MoSR (J), PSO/Sr.PPS/PPS to Chairman & CEO, M(F), M(O&BD), M(Infra), M(T&RS), Secretary, Railway Board, DG (RHS), DG (HR), DG (RPF), DG (Safety), AM(Commercial), Adviser (Safety), All AMs, Advisers and EDs of Board's Office.

Standard Operating Procedure (SOP) to deal with fire accidents in railway coaches / trains.

SOUTH CENTRAL RAILWAY
दक्षिणमध्यरेलवे / SOUTH CENTRAL RAILWAY

मुख्यसंरक्षाअधिकारीकाकार्यालय
Office of the PCSO
Safety Branch
सिकंदराबाद/Secunderabad

सं. No. संरक्षा Safety. 157/DM PLAN/Vol. VII

दिनांक Date: 09-10-2023

DRM/SC, BZA, GTL, NED, GNT, HYB

Sub: Standard Operating Procedure (SOP) to deal with fire accidents in Railway Coaches / Trains –regarding.

Ref: 1. Railway Board letter No. 2018/Safety (DM)/12/1/SOP, dt: 17-05-2021.

2. This Office letter of even No., dt. 18.5.2021.

A copy of the Standard Operating Procedure (SOP) to deal with fire accidents in Railway Coaches / Trains is being reiterated herewith.

It is requested that necessary action may please be taken to implement the same and educate the concerned staff/stakeholders accordingly.

Enc: As above


(K.L. Meena)
Dy. CSO/Electrical
कृते प्रमुसंधि/ सिकंदराबाद
For PCSO/SC

Copy to PCE, PCEE, PCOM, PCSTE, PCME, PCCM, PCSC for information please.

SOUTH CENTRAL RAILWAY

Headquarters Office,
Safety Branch,
2nd Floor, Railwaynilayam,
Secunderabad.
Date:18.05.2021

No.Safety.157/DM Plan/Vol.VII

DRMs- SC, BZA, GTL, HYB, NED and GNT

Sub: Standard Operating Procedure (SOP) to deal with fire accidents in Railway Coaches/Trains – Regarding.

Ref: RB Lr.No.2018/ Safety(DM)/SOP dated 17.05.2021

At the aftermath of various incidents of fire in train during 2019-2020 and 2020-2021, Standard Operating Procedure (SOP) to deal with various fire accidents in Railway Coaches/Trains issued by Railway Board vide their letter cited in reference is enclosed here with in soft copy. However, if any suggestions to improve the SOP, the same may be conveyed to this office and a soft copy may also be sent to email id csoscr@ymail.com

Enclosed- Soft copy of SOP



(M.Ravindranath Reddy)
Principal Chief Safety Officer

Copy to: PCOM, PCME, PCCM, PCEE, PCE & PCSC for information

Copy to Sr.DSOs - SC, BZA, GTL, HYB, NED and GNT divisions for necessary follow up action.

RB's Standard Operating Procedure (SOP) to deal with fire accidents in railway coaches / trains.

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
रेलवे बोर्ड (Railway Board)

No.2018/Safety(DM)/12/1/SOP

New Delhi, dated 17.05.2021

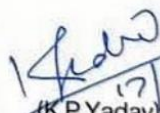
The General Managers
All Indian Railways and CMD/KRCL

**Sub: Standard Operating Procedure (SOP) to deal with fire accidents
in railway coaches / trains- regarding.**

There have been various incidents of fire in trains in 2019-2020 and 2020-2021. Thus need was felt for a proper Standard Operating Procedure for better handling of fire incidents in coaches/ trains (freight / passenger). Suggestions were also sought from various Chief Safety Officers vide Board's letter No. 2020/Safety(DM)/6/14 dated 20.07.2020.

Keeping in view the suggestions received from various Zonal Railways, the Standard Operating Procedure (SOP) has been prepared to deal with various fire accidents in railway coaches / trains (freight / passenger) and enclosed herewith. The SOP has been approved by the Railway Board. However, if any Railway has any valuable suggestion to further improve the SOP, the same may be conveyed to this office and a soft copy also sent to email id sosafetydm@gmail.com and edsafetyrb@gmail.com.

DA: As above


(K.P. Yadav)
17/05/2021
Exec. Director/Safety-II
Railway Board

Copy to : PCSOs of all the Zonal Railways and KRCL Ltd.



Standard Operating Procedure On Fire Accidents in Trains

May, 2021



**Government of India
Ministry of Railways
Safety Directorate**

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Preface

The objective of the Standard Operating Procedure (SOP) on Fire Accidents in Trains is to provide consistency of approach across all the railways in handling Fire incidents. This will help to ensure prompt, effective and coordinated action by all concerned so that the fire is controlled quickly, with least loss to human life and property.

The purpose of these guidelines is to assist persons/staff on the spot to respond in a way, which is safe, risk assessed, efficient and proportionate to the extent of Fire, while attending and dealing with such incidents involving rail coaches/trains.

For preparing this SOP, inputs have been taken from Safety Department of Zonal Railways and also from Security Directorate, Health Directorate, Electrical Engineering Directorate, Mechanical Engineering Directorate, Tourism & Catering Directorate, Coaching Directorate, Passenger Marketing Directorate of Railway Board.

This is issued with the approval of Member (Infra), Member (O&BD), Member (T&RS) and Chairman & CEO, Railway Board.

Introduction - Purpose and Scope

1

The fire incidences in trains are among the most serious disasters impacting human lives as well as property of Indian Railways and other stake holders. Thus prevention of train fire has been a serious concern for the Indian Railways. A train fire is different from a fire in other places in the manner in which it breaks out, grows and spreads, and in the method of fighting it, as well as the damages it causes. Fire in a running train is more dangerous than a static one, because the fanning effect may spread the fire very quickly to other coaches.

Fire especially in uncontrolled state, is a source of very rapid destruction and this gets compounded when loss of human life is involved. Hence all possible steps should be taken to prevent fire from breaking out in coaches, and if it breaks out, to prevent it from spreading and causing further damage.

The following points summarize the characteristics of a train fire, which need special consideration when deciding upon counter measures: -

- 1) A train consists of long narrow vehicles coupled with each other with limited exits.
- 2) High traveling speeds prevent quick escape and assist rapid spread of fire.
- 3) Wide range of track conditions, including confined sections such as bridges, tunnels, Ghats, etc., may make it difficult for passengers to get off the vehicle easily in times of emergency.
- 4) Restriction in movement of passengers and fast spread of fire aggravates the situation.
- 5) A large number of passengers traveling on trains have to be attended to by a small team of on-board staff.
- 6) Even a delay of **few initial seconds** due to inadequacy of direct communication with the crew can be devastating.
- 7) Smoke emission in a confined place may also lead to panic.

Sources, Main Causes of Fire Accidents and Fire Extinguishers

2

Characteristics of Fire

The fire requires three elements to ignite: heat, fuel, and an oxidizing agent (usually oxygen). By eliminating any one of the element, fire can be extinguished.



Classification of Fire

Fires are classified according to the type of fuel that is burning. If wrong type of fire extinguisher is used for extinguishing the fire, it might make matters worse. The four different fire (fuel) classifications are as under:

- 1) **Class A:** Wood, paper, cloth, trash and plastics - solids that are not metals.
- 2) **Class B:** Flammable liquids - gasoline, oil, grease, acetone etc. Includes flammable gases.
- 3) **Class C:** Electrical - energized electrical equipment (as long as it's "plugged in" or supply ON), electrical panel, wiring etc.
- 4) **Class D:** Combustible Metals - potassium, sodium, aluminum, magnesium. Requires Metal foam, and other special extinguishing agents.
- 5) **Class K:** Class K fires involve vegetable oils, animal oils, or fats in cooking appliances. Extinguishers with a K rating are designed to extinguish fires involving vegetable oils, animal oils, or fats utilized in commercial cooking appliances.

		Ordinary Combustibles	Wood, Paper, Cloth, Etc.
		Flammable Liquids	Grease, Oil, Paint, Solvents
		Live Electrical Equipment	Electrical Panel, Motor, Wiring, Etc.
		Combustible Metal	Magnesium, Aluminum, Etc.
		Commercial Cooking Equipment	Cooking Oils, Animal Fats, Vegetable Oils

Probable Causes of Fire in Railway Coaches

- 1) Carrying inflammable goods like stove, gas cylinder, kerosene oil, petrol, fireworks, poll posters etc. in passenger coaches.
- 2) Making/using fire near paper, wood, petrol or such other inflammable articles.
- 3) Throwing waste material outside dust bin, near door, non-removal of garbage from pantry cars/coaches.
- 4) Bad habits like carelessly throwing lighted match sticks, cigarette butts and Bidi butts etc.
- 5) Leakages/Blasts of pantry gas cylinders.
- 6) Gas regulator, flame arrester and pressure gauge in pantry car are not in proper working order.
- 7) Improper storage of inflammable materials like newspapers, edible oil etc. in pantry cars.
- 8) Insertion of cigarette butts, Bidi butts, Gutkha wrapper etc. in fan base, fuse distribution board, roof openings and ventilators etc.
- 9) Sabotage.
- 10) Mishandling/Careless use of pantry equipment by pantry car staff.
- 11) Poor maintenance of electrical equipment and short circuits.
- 12) Loose or temporary connection, hanging wires/exposed joints etc.
- 13) Defects in locomotive/traction unit causing fire.
- 14) Use of open fire near trains carrying petrol/gas/other flammable material.

Type of Fire Extinguishers & its uses:

Portable fire extinguishers are classified by the type of fires they are designed to extinguish. There are five basic classifications of fire extinguishers. Extinguishers are labeled with either letter-shaped or pictorial symbols that indicate what types of fires they are intended for.

It is vital to know about type of extinguishers. Using the wrong type of extinguisher for extinguishing of fire can be life-threatening. Locos, EMU's and AC coaches are being provided with DCP types of fire extinguishers, considering it is the most suitable for electrical fires.

- a) **Wet Chemical extinguisher** - The wet chemical extinguisher is a specialized type primarily focused on class K fires, those involving cooking media such as animal and vegetable fats or oils. These extinguishers contain a solution composed of potassium that effectively launches a two-pronged assault on fires. First, the liquid mist it sprays acts to cool the fire. Second, due to the chemical reaction of the solution with the cooking medium, a thick soap-like substance forms, sealing the surface of the liquid to prevent re-ignition.

- b) **DCP (Dry Chemical Powder) extinguishers** come in a variety of types and are suitable for a combination of Class A, B, C & D fires. These are filled with foam or powder and pressurized with nitrogen.

DCP (Dry Chemical Powder) extinguishers have an advantage over CO₂ extinguishers since that leave a non-flammable substance on the extinguished material, reducing the likelihood of re-ignition.

- c) **Water extinguisher or APW extinguishers** (air pressurized water) are suitable for Class A fires only. Never use water extinguishers on grease fires, electrical fires, or Class D fires – the flames will spread and make the fire bigger. Water extinguishers are filled with water and are typically pressurized with air. Again water extinguishers can be very dangerous in the wrong type of situation. Only fight the fire if you're certain as it contains ordinary combustible materials only.
- d) **Foam extinguisher** - Foam fire extinguishers are suitable for class A and the flammable liquids of class B, though not effective for gaseous fires. They spray a type of foam that expands when it hits the air and blankets the fire. This blanket prevents the vapours from rising off the liquid to feed the fire, thus starving it of fuel. Also, because the foam is mixed with water, it has a cooling effect as well. Foam extinguishers are some of the best for liquid fires, such as gasoline fires, but can also be used on Class A fires involving solid combustibles like wood.
- e) **Carbon Dioxide (CO₂) extinguishers** are used for Class A, B and C fires. (CO₂) extinguishers contain dioxide, a non-flammable gas, and are highly pressurized. The pressure is so great that it is not uncommon for bits of dry ice to shoot out the nozzle. They don't work very well on class A fires because they may not be able to displace enough oxygen to put the fire out, causing it to re-ignite. CO₂ extinguishers have an advantage over DCP (Dry Chemical Powder) since they don't leave a harmful residue – a good choice for an electrical fire on a computer or other favourite electronic device such as a stereo or TV.



Fire Fighting System in Coaches

3

Fire Fighting Arrangement in Coaches/Trains

Guard-cum-Brake Van, AC coaches and Pantry Cars in all trains are provided with portable fire extinguishers to cater for emergencies due to fire accidents. Presently, in sleeper coaches, fire extinguishers are not provided. It may be provided in those coaches with TTE seats. Efforts may be made to provide portable fire extinguishers in other Non AC coaches also. Ball-type fire extinguishers may be proliferated in trains for ease of use.

All AC coaches are being provided with smoke and fire detection systems which give alarm in case of fire or smoke. The pantry and power cars are being provided with smoke and fire detection as well as suppression systems. The suppression systems provided may be manual or automatic.

Fire Extinguishers

The fire extinguishers provided in railway coaches are of **Dry Chemical powder (DCP)** type. Dry chemical fire extinguishers come in a variety of types and are suitable for a combination of Class A, B, C & D fires. These are filled with foam or powder and pressurized with nitrogen. It puts out fire by coating the fuel with a thin layer of dust. This separates the fuel from the oxygen in the air.

1. Using a DCP type Fire Extinguisher

- i. Remove the safety clip of fire extinguisher.
- ii. Tilt the extinguisher at 60 degrees to avoid injury to user.
- iii. Break the cartridge by hitting the plunger duly holding the pipe.
- iv. Direct the jet towards the near edge of the fire with a rapid sweeping motion.

2. Operation of Automatic/Manual Fire Suppression Systems

- i. The Operating Instruction is pasted by the side of the Suppression System and members of Instant Action Team should be well aware of.
- ii. In case of Manual Suppression System, whenever there is a fire / smoke inside the coach, sensor will activate smoke alarm which will give audio / visual signal at this stage, if required. Fire Suppression System can be activated by pressing manual activation switch.

- iii. In case of Automatic Suppression System, whenever there is a fire / smoke inside the coach, sensor will activate heat alarm which will give audio / visual signal and the Suppression System will automatically operate within 30 seconds.
- iv. If in case the system is not functioning, the suppression system can still be activated manually by pressing the lever in the nitrogen cylinder as detailed in the operating instruction pasted near the suppression system. Staff travelling should be trained to operate the system.

The Dry Chemical Powder (DCP) Type Fire Extinguishers should be provided at the following locations on trains–

S.No.	Locations	No. of Fire extinguishers
1.	Each Electric / Diesel Loco	4
2.	Each Brake Van (SLR) (Front & Rear)	2
3.	Each AC Coach	2
4.	Each Pantry Car	4
5.	Each Generator Van	4
6.	Each Motorman Cabin of EMU coaches	2

Action Taken Against Fire in Trains

4

Necessity of Immediate Action

In case of fire on train, typical time available for rescue is a few minutes before smoke fills up and passengers start getting disoriented. Smoke (toxic/non-toxic) can cause suffocation and loss of consciousness in two minutes. Fire in personal clothing causes loss of consciousness in 10-15 seconds and Death or incapacitation (followed by death) can happen in five minutes. A fire in train destroys the train carriage(s) completely in a few minutes.

In most of the cases, relief reaches a burning train after the carriages are completely burnt and passengers dead or badly burnt. Under such situation, role of on-board Railway officials becomes vital and they should get into action to save the precious lives on priority. On-board officials who accompany trains need to react immediately to put-off / extinguish fire and rescue passengers / save the railway property.

All on-board Railway officials need to have basic knowledge on fire, fire fighting methods, handling of Fire Extinguishers and operation of Fire Suppression system now being introduced in Coaches. They have to be imparted hand on practice in the methods of rescue through various training programs.

In case of LHB rakes, coupling unlocking key may be provided to Guard and LP for detachment of coaches if required.

A Railway servant noticing a fire, likely to result in loss of life or cause damage to property, shall take all possible steps to save life and property, to prevent it from spreading and to extinguish it.

Instant Action Team

An instant action team comprising of all or some of the following personnel as available on the train may be immediately formed:

- 1) Train crew (Assistant Loco Pilot, Loco pilots, Guard).
- 2) Train Superintendent, TTEs and other commercial on-board staff.
- 3) AC Coach attendants/mechanics, Power Car staff, other electrical on-board staff.
- 4) TXR staff, On-board Housekeeping Staff (railway and / or contractor).

- 5) S&T on-board staff.
- 6) RPF/ GRP staff.
- 7) Pantry car (railway and / or contractor) staff.
- 8) On board Railway employees either on duty or on leave travelling as passengers.
- 9) Doctors travelling by the train.
- 10) Passengers travelling on the train who volunteer for rescue and relief work.
- 11) Railway staff working at site or available near the site of the fire incident.

All on-board staff including RPF/GRP/AC and Mechanical Staff including Contract staff needs to share the details with mobile number with TTE Batch in Charge and Guard for better coordination in case of any contingency. Similarly, Batch in charge mobile numbers may be shared with passengers through SMS.

Role of members of Instant Action Team

The members of instant action team should carry out the following task by distributing the work among them:

- 1) Do not panic.
- 2) Pull the Alarm Chain and stop the train immediately. Inform the Loco Pilot and Guard of the train.
- 3) Inform all concerned about the fire and seek their assistance in extinguishing the fire.
- 4) Do not wait for others to arrive or help to arrive. Start with rescue and fire controlling immediately.
- 5) Inform the local administration, local hospital and take help of local people, if available.
- 6) Report it to the nearest station/control/fire station. (fire services: 101, it can be dialed by mobile also), Disaster Helpline no.138 & Security Control no.182
- 7) Open emergency windows/break glasses for evacuation of the passengers.
- 8) Responsibility may be assigned to certain specific members of team for keeping the doorway and vestibules clear of obstructions.
- 9) Evacuate passengers to coaches which are away from fire through vestibules, if fire is not extinguished. After complete evacuation, rolling shutters of coaches on fire to be closed to contain spread of fire to other coaches.

- 10) More people expire due to suffocation from smoke rather than due to actual burning.

During Fire, the poisonous gases such as Carbon Monoxide (CO), Carbon Di-oxide (CO₂) etc. being lighter in weight circulates in the upper part of coach/space while oxygen is present in the lower part of the space. While running or walking, passengers may inhale poisonous gases quickly and thus resulting suffocation and asphyxiation. Passengers should be advised to crawl on the floor instead of running. They should also be advised to take a wet cloth and cover their nostrils. This reduces the smoke inhalation & subsequently its bad effects.

- 11) Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
- 12) Advise passengers to remain calm and not panic.
- 13) Isolate the affected coaches/wagons from other coaches/wagons by decoupling both Mechanical & Electric couplers. Create and maintain adequate distance between the affected coach and other coaches so that fire does not spread to other coaches due to proximity.
- 14) Locate fire extinguishing equipment viz, fire extinguishers, water bucket with water/sand, etc. and use these to extinguish fire. Use water from coaches to extinguish fire.
- 15) Whenever alarm is triggered through Automatic Fire Detection system in coaches (Power car/ SLR, Pantry car & AC coaches) fitted with Fire Detection System (Manual/Automatic), extinguish fire as per the instructions pasted in coaches.
- 16) Try and put out the very source of the fire before it becomes a big blaze.
- 17) Turn off Electrical Appliances. In case of fire from electricity, switch off the source.
- 18) In case of the fire is discovered when the train is near the tank or a watering station, the Guard and Loco Pilot shall use their discretion to proceed there, but no such attempt shall be made until the portion of the train in rear of burning vehicle has been detached.
- 19) Provide wheel skids to prevent roll back of isolated coaches and train as well. Train shall be protected by Loco Pilot and Guard at both ends according to the provision of GR.

- 20) Loco Pilot to put flasher light of loco "ON" or make all possible efforts to attract attention of Loco Pilot of crossing train to stop his train and ask him for assistance.

When a Person is on Fire

- 1) Approach him holding the nearest available wrap in front of you.
- 2) Wrap it round him.
- 3) Lay him flat and smother the flames.
- 4) He may roll on the floor, smothering the flames.
- 5) On no account should he rush into the open air.
- 6) Call for assistance.

Handling of Injured Passengers

- 1) Building up confidence of injured passengers by suitable advice is of great importance.
- 2) First aid should be rendered to the injured passengers.
- 3) Ordinarily give nothing ORALLY to injured one, but if medical treatment is delayed more than 4 hours, give Oral Rehydration Solution (ORS) drinks preferably bio carbonated soda.
- 4) In serious case, remove the patient quickly to hospital as the injured may require an aesthetic, medical soothing.

General Safety Instructions and Roles of Various Stakeholders

5

Crew (Loco Pilot/Assistant Loco Pilot/ Co-Pilot/ Guard)

- 1) Stop the train immediately and switch on the flasher light after observing fire or on receiving intimation about fire. Arrange to stop the train coming from other direction so as to pool help to tackle fire.
- 2) In the event of fire in a tunnel or over a bridge, the LP/ALP will not stop the train in the tunnel or over the bridge as far as possible. The LP/ALP, however, should slow down the train while clearing the tunnel/bridge. The stopping distance in case of LHB rakes after Alarm Chain Pulling is less and the Loco Pilot has little scope of stopping beyond a tunnel or bridge in case of fire. In some cases, the railway bridges are not having any pathway. Thus the Loco Pilot should apply his best judgment in case of handling such an eventuality while passing through a tunnel or bridge.
- 3) Loco Pilot & Guard will immediately inform the control directly by mobile telephone or talking to nearest Station Master on walkie-talkie about the incident of fire and preliminary details about the fire.
- 4) Guard and Loco Pilot will protect their train, as per provisions of GR & SR, secure the train to prevent rolling down and protection of adjacent line, if any.
- 5) Arrange for isolating the affected coaches from other coaches by decoupling both Mechanical & Electric couplers.
 - i. The vehicle behind the one on fire shall be detached and the front portion of the train moved forward so as to prevent the rear vehicles catching fire.
 - ii. As soon as the front portion of the train has moved forward a sufficient distance, to secure the desired object, the burning vehicle shall be detached and the vehicles in front of it shall then be moved forward to a safe distance.
 - iii. If required hand shunting may be carried out by taking help of passengers & railway staff travelling in the train.
- 6) Provide anti-rolling arrangements on isolated coaches and train as well by taking help of railway staff travelling in train & passengers.
- 7) Report it to the nearest station/control/fire station, Civil police, RPF/GRP Control post through mobile telephone.
- 8) Use available fire extinguishers, sand, loose earth, water, blankets etc. to extinguish the fire and help passengers trapped in fire.
- 9) Guard of the train to arrange stretcher and first-aid box for providing assistance to the injured passengers.

- 10) Render first aid to injured passengers, by obtaining assistance of the railway staff, doctors and/or volunteers on the help of ambulance service, means available.
- 11) If the fire cannot be controlled, inform the traction power controller through the emergency telephone or any other mode of communication to arrange the affected section of the over-head equipment to be made dead after isolating the affected coaches.
- 12) In case of fire in Freight train, in addition to action to be taken on relevant points above, the crew shall carry out the following;
 - i. The train will be controlled immediately and brought to the nearest station/yard in the loop line or yard line in consultation with the nearest station & Section Controller.
 - ii. The affected wagon or wagons shall be separated from the rest of the train.
 - iii. Provide anti-rolling arrangement on the isolated wagons and train.
 - iv. Guard and Loco Pilot shall try to extinguish the fire from nearby tank or water columns at stations.
 - v. Guard of the train should lodge a FIR, if required.
- 13) In the event of fire on electric engine
 - i. Loco Pilot shall immediately switch off the circuit breaker and lower the pantograph as provided in GR&SR.
 - ii. The locomotive should be separated from the rest of the train after securing the train to avoid rolling down of the train. Anti-Rolling Arrangement should be provided in locomotive after moving adequate distance from rest of the train.
- 14) In the event of fire on EMU/MEMU, in addition to above mentioned action, following is also to be carried out;
 - i. The train shall then be brought to a stop at once.
 - ii. The Loco Pilot/Motorman shall immediately switch off the circuit and lower the pantograph.
 - iii. The Guard shall give all possible assistance to the Loco Pilot in putting out the fire, isolate the other coaches from the affected coach and help the passengers.

Trains Superintendent/TTEs and other commercial staff

- 1) Pull the Alarm Chain and stop the train immediately. Inform the crew of the fire incident.
- 2) Observe any alarm or buzzer from smoke detectors provided in AC coaches. In case of any buzzer from smoke detectors, find out where smoke or fire is from.

- 3) Report to the Commercial Control immediately & also dial 101 to call fire service people by giving the location as Km No. & Train No. Also call 138 Helpline to arrange rescue & relief on war footing.
- 4) Use fire extinguishers available in coaches to extinguish fire or use water available in coaches.
- 5) Evacuate passengers to the adjacent coaches which are away from the fire through vestibules, if fire is not extinguished. After complete evacuation, rolling shutters of coaches on fire to be closed with the help of available railway men and passengers to contain spread of fire.
- 6) Advise passengers to take a cloth, wet it in their drinking water and cover their nostrils. This reduces smoke inhalation and subsequently its bad effects.
- 7) Insist that passengers should save themselves first and not to bother about their valuables/luggage which can be retrieved later on.
- 8) Take assistance of volunteers from passengers, travelling Railway employees, doctors on trains, on board contractor staff etc. in rescue operation.
- 9) Call the doctor after checking the charts & advise him about the passengers affected by fire.
- 10) Take the help of other railway staff including RPF and GRP and Samaritan passengers to help the doctor in providing first aid and other aid to the affected passengers.
- 11) Arrange stretcher and first aid box for the injured passengers.

Pantry Car Staff

- 1) In case of fire in pantry car
 - i. Immediately pull chain to stop the train.
 - ii. Inform TTEs etc of the fire incident and seek assistance.
 - iii. Immediately switch off all electrical appliances and isolate them electrically.
 - iv. Close all cooking gas appliances in the pantry and remove the gas cylinders into the open away from fire.
 - v. Protect the inflammable material available at pantry car.
 - vi. Extinguish fire by using fire extinguishers available at pantry.
- 2) In all other cases of fire, follow the instructions laid down above for instant action team.
- 3) Provide necessary assistance to TTEs and other staff in extinguishing the fire and extricating the trapped passengers.

- 4) Cooking in pantry should not be done unless specifically permitted.
- 5) Storage of gas cylinders in pantry cars should not be done unless specifically permitted.

C&W Staff and On Board Housekeeping Staff

- 1) Open the doors of both sides of coaches.
- 2) Open Emergency Windows for Evacuation of the passengers.
- 3) Evacuate the passengers to the adjacent coaches which are away from the fire through the vestibules; if the fire is not extinguished. After complete evacuation, close the rolling shutters of coaches on fire to contain the spread of fire.
- 4) Help the train crew in physically isolating/separating the affected coaches from the remaining train.
- 5) Follow the instructions laid down above for instant action team.
- 6) Provide necessary assistance to TTEs and other staff in extinguishing the fire and extricating the trapped passengers.

AC Coach Maintenance Staff

- 1) Immediately isolate the affected coach/coaches electrically.
- 2) Break the box and take out hammer to break glass panes of AC coaches so that fresh air flows in and smoke goes out.
- 3) Follow the instructions laid down above for instant action team.
- 4) Provide necessary assistance to TTEs and other staff in extinguishing the fire and extricating the trapped passengers.

Power Car Staff

- 1) In case of fire in power cars,
 - i. Stop train by pulling alarm chain immediately.
 - ii. Inform Guard / Loco Pilot / TTEs etc of the fire incident and seek their assistance.
 - iii. Shut down the power car engines and disconnect power supply.
 - iv. Use fire extinguishers and fire ball provided in engine room in case of fire in power car to extinguish fire.
 - v. In case fire is not controlled, detach power car from the train in consultation with crew and Guard and taking help of Railway men and fellow passengers.

- 2) In all other cases of fire, follow the instructions laid down above for instant action team.
- 3) Provide necessary assistance to TTEs and other staff in extinguishing the fire and extricating the trapped passengers.
- 4) When alarm is triggered through Automatic Fire Detection System in Power Car fitted with Fire detection system, operation of Fire Suppression system has to be ensured.

RPF/GRP

- 1) Pull alarm chain to stop the train.
- 2) Rush to the affected coach/coaches immediately and provide necessary assistance to TTEs and other staff in extinguishing the fire and extricating the trapped passengers.
- 3) Follow the instructions laid down above for instant action team.
- 4) In case doctor/doctors are available, necessary assistance will be provided to ease working of doctor.
- 5) Separate the area of incident by establishing temporary barriers and ensure that the on lookers and spectators do not enter the affected area to disturb the scene or hamper the rescue operations.
- 6) Baggage of passengers should be isolated and protected and should be taken care of, till they are handed over to claimants or taken over by Railway authorities.
- 7) RPF personnel should respond to any call for assistance to rescue victims and transport them to the nearest hospital.
- 8) Check, save and record the evidences/clues of the fire.
- 9) Help Guard in lodging of FIR.

Station Master at Station or Nearby Station of Fire Incident

- 1) Inform the nearest Fire Brigade office of the location of the incident and requisition their services.
- 2) Advise the Section Controller and/or TPC of the fire incident indicating the affected section and/or for OHE isolation.
- 3) Inform the local hospitals and requisition the services of the doctors and para medical staff as per the requirement.
- 4) Inform all officers and supervisors of all departments available at the station.
- 5) The controlling station master shall proceed to the site with staff of various departments to help in rescue and relief operations.
- 6) Station Master shall not allow any train to enter on the adjacent track of the affected section.

- 7) After clearance of affected train from the section, advice Section Controller.
- 8) On receipt of advice from Section Controller allow the train service on the section on releasing the emergency power block and OHE power is switched on in the section.

Section Controllers

- 1) Section Controller, on receipt of fire incident, shall advice adjacent stations/station masters to regulate the train services in the affected section.
- 2) Depending on the requirement, order ART/ARME.
- 3) Immediately inform Traction Power Controller (TPC) to switch off OHE power supply in the affected section, if required.
- 4) In case of fire in Freight train, train will be controlled immediately and brought to the nearest station/yard in the loop line or yard line in consultation with Dy.CHC/CHC.

Traction Power Controllers

- 1) The Traction power controller shall switch off the OHE power supply of both the lines of relevant affected section on the advice of Section Controller.
- 2) Advice Section Controller in writing that OHE power supply has been switched-off in the affected section.
- 3) On advice of Section Controller, TPC shall switch-on the OHE power supply in the affected section.

Role of Dy. CHC/CHC

- 1) Inform the Fire Brigade office of the location of the incident and requisition their services.
- 2) Inform casualty of Divisional Hospital to inform Doctors.
- 3) Inform the local hospitals and requisition the services of the doctors and Para medical staff as per the requirement.
- 4) Promptly inform all the concerned officers.
- 5) Order ARME/ART immediately & arrange Diesel/Electric power accordingly with Crew & Guard.
- 6) Hooter to be sounded in the Divisional control and in the Loco shed.
- 7) Promptly inform C&W, Engineering, Loco, Commercial, Security, and TRD Controllers.
- 8) In case of fire to a passenger carrying train, Civil authorities should be promptly advised.

- 9) In case of fire in Freight train, that train will be controlled immediately and brought to the nearest station/yard in the loop line or yard line.
- 10) Fill the proforma about the accident as applicable and advise all concerned.

In the event of Fire Caused by Petrol or any other Inflammable Liquids, Acids, Gases, Explosives, Dangerous Goods etc.

- 1) Segregate the affected wagon, coach or area involved.
- 2) On opening a coach/wagon do not enter it immediately so as to escape fumes, which may be dangerous. Allow the fumes to let away from the affected area.
- 3) In case of fire due to LPG tank wagon, close the valves to isolate LPG feed or by other suitable controls.
- 4) If you smell gas or vapour, hold a wet cloth loosely over your nose and mouth and breathe through it in as normal as possible.
- 5) Use DCP/Foam type fire extinguishers and sand to extinguish gas or oil fire.
- 6) Do not use water or soda acid type fire extinguishers.
- 7) Do not bring burning object near the site of fire.
- 8) Warn the people living in the surrounding area.
- 9) Stay away from ends of tanks, as tanks normally burst from the ends.
- 10) Cool tanks that are exposed to flames with water from the sides only after the fire is put out.
- 11) Withdraw immediately in case of rising sound from venting safety device or any discoloration of tank due to fire.
- 12) Inform the nearest Railway or Civil Fire Stations intimating that the fire has been caused by Petrol or any other inflammable liquids, acids or gases.
- 13) In case of fire from cylinders, following steps shall be taken if no undue risk is involved:
 - i. Move unheated cylinders to a safe place after ensuring closing of valves.
 - ii. Cool the hot cylinders by spraying water from a safe position. The person directing the spray should take up a position where he would be protected from possible explosion.
 - iii. If the cylinder containing inflammable/toxic gas which develops leak during transport, remove it to an isolated open place away from any source of ignition and advise the filler or consignor as required.
 - iv. Inform the Chief Controller of Explosives by fax/ telephone.
 - v. Inform Officer in charge of nearest police station.

Fire Risk Management and Safety Review

6

Safety Drive & Campaigns

Safety Drives and Campaigns must be launched at periodic intervals to thoroughly examine all fire safety measures to eliminate any potential fire hazard.

Safety Audit and Inspections

For ensuring implementation of prescribed rules and guidelines for safe operation of trains and fire safety, audits and inspections are conducted by Zonal Railways on periodic intervals. The basic purpose of these audits and inspections is to identify weak areas in asset maintenance as checking fire buckets, fire extinguishers, automatic fire alarms etc., safety procedures and systemic defects and to provide ways and means to prevent fire.

Training, Mock drill exercises and Counseling of Railway Officials.

All on-board officials of all departments including crew and Guards whether departmental or contractual may be given basic training in firefighting and use of various fire fighting on-board equipment. Training to TTEs in the use of fire extinguishers at station level organized by Station Manager once in a year may be ensured. For Guards, training should be given for use of fire extinguishers during refresher course once in three years. Basic training in rescue operations may also be provided to such officials. Mock drills may be conducted for checking the preparedness of ARMVs/ARTs as well as concerned staff.

Fire and Hospital Directory

Every station should have the contact details of local or nearby Fire Stations and hospitals. In case of Fire emergency, station staff should inform Local Fire Stations immediately for necessary help. Hospitals may also be informed as per the need for necessary help. For this purpose, every Zone / Division may prepare a directory of authorized personnel and contact numbers of local area fire stations and hospitals. It may also be circulated to running staff and escorting staff of trains.

Emergency Response System

7

Fire in train has been classified in B1 to B7 Categories as indicated below:

Accident Classification 'B' – Fire in train		Officials to be advised	Enquiry to be conducted by
B-1	Fire in a train carrying passengers, resulting in i. Loss of human life and /or grievous hurt and /or ii. Damage to Railway property of the value exceeding Rs. 2 crores and /or iii. Interruption of any important through line of communication for at least 24 hours.	CRS, GM, OC/RPF, DRM, TI, SE/C&W, Officer in charge of Railway Police Station, SE/Works, P-Way, if Concerned, RMS if Mails affected, Chief Inspector/Explosives in case of Fires and explosives/ and suspected to be due to explosives, dangerous or inflammable goods, AEE/RS, TPC, TLC if concerned. AEE/TRD, ATFO/OHE in case of electrified section.	JA Grade officers and in their absence, by Branch Officers.
B-2	Fire in a train not carrying passengers, resulting in i. Loss of human life and /or grievous hurt and /or ii. Damage to Railway property of the value exceeding Rs. 2 crores and /or iii. Interruption of any important through line of communication for at least 24 hours.	-do-	-do-
B-3	Fire in a train carrying passengers not falling under B-1 above but i. Loss to Railway property is Rs.50,000/- or above and /or ii. Interruption to traffic is more than the threshold value and / or iii. Resulting into detachment of coaching stock/ stocks from the train.	CRS, GM, OC/RPF, DRM, TI SE/C&W, Officer in charge Railway Police Station, SE/Works, P-Way, if Concerned, Supdt. RMS (if Mails affected), Chief Inspector/Explosives in case of Fires and explosives/ and suspected to be due to explosives, dangerous or inflammable goods, AEE/TRD, ATFO/OHE in case of OHE in case of electrified section.	-do-

Accident Classification 'B' – Fire in train		Officials to be advised	Enquiry to be conducted by
B-4	Fire in a train not carrying passengers not falling under B-2 above but i. Loss to Railway property is Rs.50,000/- or above and /or ii. Interruption to traffic is more than the threshold value and / or iii. Resulting into detachment of goods stock/ stocks from the train.	-do-	-do-
B-5	Fire in a train carrying passengers not falling under B-1 or B-3 above.	-do- (except CRS)	Sr. Scale/ Jr.Scale
B-6	Fire in a train not carrying passengers and not falling under B-2 or B-4 above.	-do-	-do-
B-7	Fire occurring in shunting, marshalling yards, loco yards and siding etc. involving rolling stock but not involving a train.	-do-	-do-

Annexure-I

Zone-wise Location of Accident Relief Cranes

SN	Railway	Location	Total
1	Central	DAUND, BHUSAWAL, KALYAN/KURLA, AJNI, MIRAJ, MANMAD	06
2	East Coast	KANTABANJI, VISHAKHAPATNAM (140T & 120T), SAMBHALPUR, KHURDA ROAD, KORAPUT(140T & 120T), KIRANDUL(120T)	08
3	East Central	BARWADIH, MUGHALSARAI, DANAPUR, SONEPUR, DHANBAD, SMASTIPUR	06
4	Eastern	AJIMGANJ/RAMPURHAT, HOWRAH, SAHIBGANJ, ASANSOL, BELIGHATA	05
5	North Central	AGRA, JHANSI, KANPUR	03
6	North Eastern	GORAKHPUR, MAILANI(35T), KASGANJ	03
7	Northeast Frontier	NEW GUWAHATI, NEW BONGAIGAON, NEW JALPAIGURI, TINSUKIA, BADARPUR, RANGAPARA,	06
8	Northern	DELHI, MORADABAD, LUDHIANA, AMBALA, LUCKNOW, PATHANKOT, , KATRA , BHATINDA	08
9	North Western	ABU ROAD, JAIPUR, JODHPUR, LALGARH	04
10	South Central	SECUNDERABAD, KAZIPET, VIJAYAWADA, GOOTY, PURNA	05
11	Southeast Central	GONDIA, BILASPUR, BHILAI	03
12	South Eastern	KHARAGPUR, CHAKRADHARPUR, BONDAMUNDA, BOKARO STEEL CITY, ADRA(120T), HATIA	06
13	Southern	ERODE, TONDIARPET, MADURAI, TIRUCHIRRAPALLI, ERNAKULAM, SHORANUR	06
14	South Western	HUBLI, ARSIKERE, BANGALORE.	03
15	West Central	KOTA, NEW KATNI JN., BINA, ITARSI	04
16	Western	UDHNA, KANKARIA, RATLAM, RAJKOT	04
17	KRCL	VERNA	1
TOTAL			81

Annexure - II

Accident Relief Trains over Indian Railways

ARME Scale-I		A-Class ART	B-Class ART	C-Class ART
SPART/ SPARMV	Conventional			
82	83	79	79	24
		182		

SN	Zone	Divisions	ARME Scale-I		A-Class ART	B-Class ART	C-Class ART
			SPART/ SPARMV	Conventional			
1	CR	Mumbai	Kalyan	Igatpuri	Kurla	Kalyan, Igatpuri	Lonavala
		Bhusaval	Bhusaval	-	Bhusaval, Manmad	-	-
		Nagpur	Amla, Wardha	Nagpur,	Ajni	Amla, Wardha	-
		Pune	-	Pune, Miraj	Miraj	-	Pune
		Solapur	Solapur	Wadi, Daund	Daund	Wadi	-
		Total	5	6	6	5	2
2	ECoR	Waltair	VSKP, Koraput, Rayagada	-	VSKP, Kirandul (120T), Koraput (120T)	Rayagada	VSKP
		Khurda Road	Khurda Road	Palasa, Bhadrak	Khurda Road	Palasa, Bhadrak, Talcher	PRDP, TLHR, PURI
		Sambalpur	Sambalpur	Titlagarh	Sambalpur, Kantabanji	-	-
		Total	5	3	6	4	4
3	ECR	Sonepur	Sonepur	Barauni	Sonepur	Barauni	-
		Samastipur	Samastipur	-	Samastipur	-	-
		Danapur	Danapur	Jhajha	Danapur	Jhajha	-
		Mugalsarai	Mugalsarai	Gaya	Mugalsarai	Gaya	-
		Dhanbad	Gomoh,	Dhanbad, Barwadih, Chopan	Dhanbad, Barwadih	Chopan, Gomoh, Barkakana, Patherdih	-
		Total	5	6	6	7	-
4	ER	Sealdah	Beliaghata	Ranaghat	Beliaghata	Ranaghat	-
		Howrah	Rampurhat, Howrah	Bardhaman	Howrah, Rampurhat	Bandel Bardhaman	-
		Asansol	Asansol	-	Asansol	Andal Madhupur	-
		Malda	Malda	Jamalpur, Sahibganj	Sahibganj	Malda, Jamalpur	-
		Total	5	4	5	7	-

SN	Zone	Divisions	ARME Scale-I		A-Class ART	B-Class ART	C-Class ART
			SPART/SPARMV	Conventional			
5	NCR	Allahabad	Allahabad, Kanpur	Tundla,	Kanpur	Allahabad, Tundla	-
		Jhansi	Banda	Banda, Jhansi	Jhansi	Gwalior(NG)	-
		Agra	Agra		Agra	-	-
		Total	4	3	3	3	-
6	NER	Izzatnagar	Lalkuan	Kasganj	Kasganj	-	-
		Lucknow	Gorakhpur	Gonda, Nanpara, Lucknow	Gorakhpur, Mailani(MG)	Gonda, Lucknow	-
		Varanasi	Chhapra, Banaras	Mau	-	Nanpara, Mau	-
		Total	4	5	3	4	-
7	NFR	Katihar	New Jalpaiguri	Katihar	New Jalpaiguri	Katihar	-
		Alipur Duar	Alipur Duar	-	-	Alipurduar	-
		Rangiya	Rangapara	New Bongaigaon	New Bongaigaon, RPAN	-	-
		Lumding	Guwahati, Badarpur	Lumding	NGC, Badarpur	Lumding	-
		Tinsukia	-	Tinsukia, Mariani	Tinsukia		Mariani
		Total	5	5	6	3	1
8	NR	Delhi	Delhi	-	Delhi	-	-
		Ambala	Saharanpur Bhatinda	Ambala, , Kalka(NG)	Ambala, Bhatinda	Saharanpur, Kalka(NG)	-
		Firozpur	Badgam, Amritsar	Firozpur, Ludhiana, Pathankot, BJPL(NG)	Ludhiana, Pathankot	Firozpur, Amritsar, Pathankot(NG),	BJPL(NG) JAT
		Moradabad	Moradabad	RAC	Moradabad	Roza(RAC)	-
		Lucknow	Lucknow	Faizabad	Lucknow	Faizabad	-
		Total	7	8	7	7	2
9	NWR	Ajmer	Udaipur,	Ajmer, Mavli(MG)	Abu Road	-	Ajmer
		Bikaner	Churu	Lalgarh, Suratgarh	Lalgarh	-	
		Jaipur	Rewari,	Jaipur	Jaipur	-	-
		Jodhpur	Barmer	Jodhpur, Merta Road	Jodhpur	-	-
		Total	4	7	4	-	1

SN	Zone	Divisions	ARME Scale-I		A-Class ART	B-Class ART	C-Class ART
			SPART/SPARMV	Conventional			
10	SCR	Secunderabad	SC, Kazipet	-	SC, Kazipet	Bellampalli, SC & Kazipet (SPART- only HRE)	-
		Vijayawada	Vijayawada, Bitragunta, Rajamundry	-	Vijayawada (SPART + 140T – only HRE)	Rajamundry, Bitragunta	-
		Guntakal	Guntakal	Dharmavaram, Renigunta	Gooty	Guntakal, Dharmavaram, Renigunta	-
		Nanded	Purna	-	Purna	Purna	-
		Hyderabad	Nizamabad	-	-	Nizamabad	-
		Guntur	Guntur	-	-	Guntur	-
		Total	9	2	5	11	-
11	SECR	Bilaspur	Raigarh	Bilaspur, Shahdol	Bilaspur	Sahdol, Korba	Brajrajnagar, Manendragarh
		Raipur	Bhilai	-	Bhilai	-	
		Nagpur	Gondia	Itwari,	Gondia	Itwari,	Dongargarh
		Total	3	3	3	3	3
12	SER	Adra	Adra	Adra, Bokaro	Adra(120T), Bokaro	-	-
		Kharagpur	Kharagpur	Santaragachi	SRC	Santragachi	-
		Chakradharpur	CKP	Tata, Bondamunda, Dangoaposi	Tata, Bondamunda DPS	Tata, Dangoaposi	JSG
		Ranchi	Hatia	-	-	Hatia	-
		Total	4	6	6	3	1
13	SR	Chennai	MGR Chennai Central	Jolarpettai	Tondiarpet	MGR Chennai Central, Jolarpettai	-
		Salem	Erode	-	Erode	-	-
		Palakkad	Soranur	Mangalore	Soranur	Mangalore	-
		TVC	Ernakulam	TVC	ERM	TVC	-
		Madurai	Madurai		Madurai	Tirunelveli	-
		TPJ	TPJ	Villupuram	TPGY	Villupuram	-
		Total	6	4	6	6	-
14	SWR	Hubli	Hubli	Castle Rock, Vijayapura	Hubli	Castle Rock,	Hospet, VSG, Vijayapur
		Bengaluru	Bengaluru	-	Bengaluru + 01		
		Mysore	Mysore	Arsikere Harihar, Sakleshpur, Shivamogga	Arsikere	Sakleshpur	Harihar
		Total	3	6	3 + 01	2	4

SN	Zone	Divisions	ARME Scale-I		A-Class ART	B-Class ART	C-Class ART
			SPART/ SPARMV	Conventional			
15	WCR	Jabalpur	NKJ	Satna, Jabalpur	NKJ	Jabalpur	Satna
		Bhopal	Guna	Bhopal, Itarsi, Bina	Itarsi, Bina	Bhopal	-
		Kota	Kota	Gangapur City	Kota	Gangapur City	-
		Total	3	6	4	3	1
16	WR	Mumbai Central	Bandra Udhna	BCT, Valsad,	Udhna	Valsad	Nandurbar, Billimora(NG)
		Vadodara	BRC	-		BRC	Miyagam Karjan
		Ahmedabad	Ahmedabad Gandhidham	Palanpur,	KKF	GIM	-
		Bhavnagar	Bhavnagar	VRL, Porbandar	-	Bhavnagar, VRL	-
		Rajkot	HAPA	Rajkot	Rajkot	-	-
		Ratlam	Ratlam	Ujjain, Chittaurgarh, DADN(MG)	Ratlam	Ujjain, Chittaurgarh, DADN(MG)	Dahod
		Total	8	9	4	8	5
17	KRCL		Ratnagiri, Verna	-	Verna	-	-
		Total	2	-	1	-	-
18	Metro	Kolkata	-	-	-	Noapara Car Shed, Kavi Subhash Car Shed Central Park Depot	-
		Total	-	-	-	3	-
Grand Total			82	83	79	79	24

ANNEXURE-III

List of Hospitals over Indian Railways

CENTRAL HOSPITALS

S.No.	ZONE	NAME OF HOSPITAL	PLACE OF HOSPITAL
1	CR	B.A.M. Hospital	Bvculla
2	ER	B.R. Singh Hospital	Sealdah in Kolkata
3	ECR	Central Hospital	Patna
4	ECOR	Central Hospital	Bhubaneswar
5	NR	Central Hospital	New Delhi
6	NCR	Central Hospital	Allahabad
7	NER	LNMR Hospital	Gorakhpur
8	NFR	Central Hospital	Maligaon
9	NWR	Central Hospital	Jaipur
10	SR	Central Hospital	Perambur
11	SCR	Central Hospital	Lallaguda
12	SER	Central Hospital	Garden Reach/Kolka
13	SECR	Central Hospital	Bilaspur
14	SWR	Central Hospital	Hubli
15	WR	J.R.H. Hospital	Mumbai
16	WCR	Central Hospital	Jabalpur

DIVISIONAL HOSPITALS

S.No.	ZONE	NAME OF DIVISION	TYPE OF HOSPITAL
1	CR	Kalyan	Divisional
2		Pune	Divisional
3		Bhusawal	Divisional
4		Nagpur	Divisional
5		Solapur	Divisional
6	ER	Howrah	Orthopaedic Hospital
7		Asansol	Divisional
8		Malda	Divisional
9	ECR	Danapur	Divisional
10		Mugalsarai	Divisional
11		Dhanbad	Divisional
12		Sonepur	Divisional
13		Samastipur	Divisional
14	ECOR	Vishakhapatnam/Waltair	Divisional
15		Khurda Road	Divisional
16		Sambalpur	Divisional
17	NR	Delhi	Divisional
18		Moradabad	Divisional
19		Lucknow	Divisional
20		Ferozpur	Divisional
21		Ambala	Divisional
22	NCR	Jhansi	Divisional
23		Agra	Divisional

S.No.	ZONE	NAME OF DIVISION	TYPE OF HOSPITAL
24	NER	Izatnaqar	Divisional
25		Lucknow	Divisional
26		Varanasi	Divisional
27		Varanasi	CRI/Varanasi
28	NFR	Katihar	Divisional
29		Alipurduar	Divisional
30		Lumding	Divisional
31		New Bongaigaon	Divisional
32	NWR	Tinsukia	Divisional
33		Ajmer	Divisional
34		Bikaner	Divisional
35		Jodhpur	Divisional
36	SR	Arakonam	Divisional
37		Golden Rock	Divisional
38		Madurai	Divisional
39		Palghat	Divisional
40	SCR	Trivendrum	Divisional
41		Viiawada	Divisional
42		Guntakal	Divisional
43		Nanded	Divisional
44	SER	Adra	Divisional
45		Chakradharpur	Divisional
46		Ranchi	Divisional
47		Kharagpur	Divisional
48	SECR	Raipur	Divisional
49	SWR	Bangalore	Divisional
50		Mysore	Divisional
51	WR	Vadodara	Divisional
52		Amhmedabad	Divisional
53		Ratlam	Divisional
54		Rajkot	Divisional
55	WCR	Bhavnagar	Divisional
56		Bhopal	Divisional
57		Kota	Divisional

SUB- DIVISIONAL HOSPITALS

S.No.	ZONE	PLACE OF HOSPITAL	TYPE OF HOSPITAL
1	CR	Igatpur	Sub-divisional
2		Manmad	Sub-divisional
3		Amla	Sub-divisional
4		Kurduwadi	Sub-divisional
5		Daund	Sub-divisional
6	ER	Andal	Sub-divisional
7		Kanchrapara	Workshop Hospital
8		Liluah	Workshop Hospital
9	ECR	Jamalpur	Workshop Hospital
10		Gaya	Sub-divisional
11		Patratu	Sub-divisional
12	NR	Garhara	Sub-divisional
13		Amritsar	Sub-divisional
14		Saharanpur	Sub-divisional
15	NCR	Jagadhari	Workshop Hospital
16		Kanpur	Sub-divisional
17		Tundla	Sub-divisional
18	NER	Gonda	Sub-divisional
19	NFR	New/Jalgaipuri	Sub-divisional
20		Badarpur	Sub-divisional
21		Rangapara	Sub-divisional
22		Tinsukia	Sub-divisional
23		Tindharia	Sub-divisional
24	NWR	Abu Road	Sub-divisional
25		Ranapratap Nagar	Sub-divisional
26		Bandikuan	Sub-divisional
27		Rewari	Sub-divisional
27	SR	Perambur	P.U.Hospital./ICF
28		Villupurum	Sub-divisional
29		Erode	Sub-divisional
30		Podanur	Sub-divisional
31		Shoranur	Sub-divisional
32	SCR	Raynapadu	Sub-divisional
33		Purna	Sub-divisional
34		Kazipet	Poly Clinic
35	SER	Tatanagar	Sub-divisional
36		Bondamunda	Sub-divisional
37	SECR	Bhilai/Shahdol	Sub-divisional
38		Nainpur	Sub-divisional
39		Raipur	BMV
40	WR	Valsad	Sub-divisional
41		Gandhidham	Sub-divisional
42		Dahod	Workshop Hospital
43	WCR	New katni	Sub-divisional
44		Itarsi	Sub-divisional
45		Bina	Sub-divisional
46		Gangapur City	Sub-divisional

S.No.	ZONE	PLACE OF HOSPITAL	TYPE OF HOSPITAL
47	CLW	Chittranjan	K.G. Hospital CLW
48	DLW	Varanasi	P.U.Hospital./DLW
49	DMW	Patiala	Workshop Hospital
50	ICF	Chennai	PU Hospital
51	RCF	Kapurthala	Workshop Hospital
52	RWF	Yelahanka	P.U. Hospital/RWF
53	RDSO	Lucknow	Workshop Hospital RDSO



SOUTH CENTRAL RAILWAY

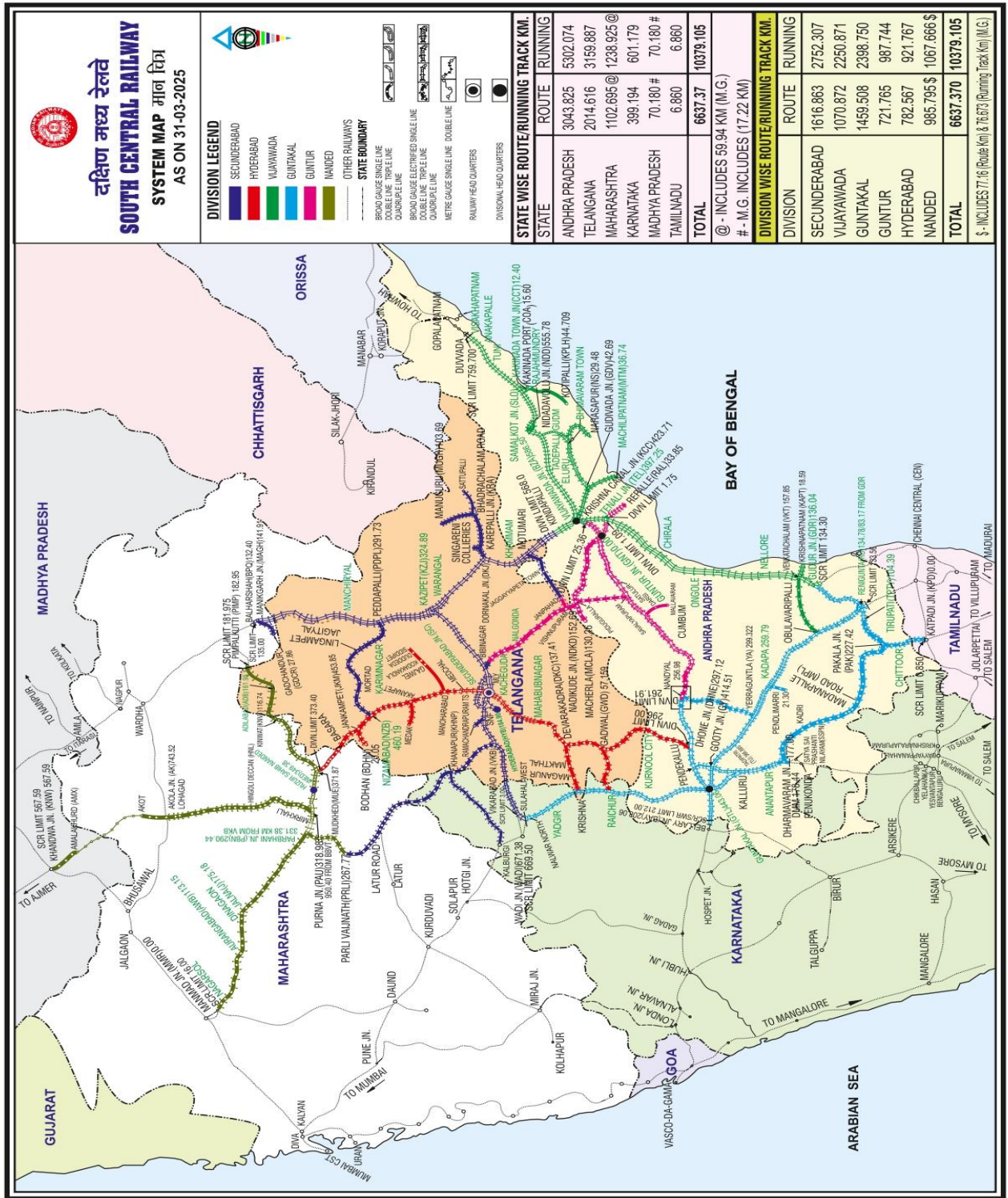
DISASTER MANAGEMENT PLAN

PART – B

(EDITION – 2025)



SAFETY ORGANISATION



DISCLAIMER.

Every effort has been made to ensure the correctness of the contact numbers provided in this booklet.

Any updation required may please be brought to the notice of HQ Safety Organisation.

DISASTER MANAGEMENT PLAN – PART-B

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IMPORTANT TELEPHONE NUMBERS OF RAILWAY BOARD'S OFFICIALS FOR REPORTING ACCIDENTS.



Designation	Rly Tel No. (Off.)	IP Intercom No.	Rly Tel No. (Resi.)	MTNL Tel No. (Off.)	MTNL Tel No. (Resi.)	MTNL / Rly FAX	Mail Address
Principal Executive Director / Safety	47406	6211	-	23047406	-	23386215	pedsafety@rb.railnet.gov.in
PS/PED/Safety	43302, 47406	6212	-	23381344	-	-	-
ED/Safety (S&T)	47407	6213	-	23047407	-	-	brijender.tripathi@gov.in
PPS/ED Safety (S&T)	47407	6214	-	23047407	-	-	-
ED/Safety Traffic	47408	6215	-	23047408	20818333	-	-
ED/Safety/EE	47427	6225	-	23047427	-	-	nakra.ak@gov.in
PPS/ED/Safety/EE	43000	6248	-	23047427	-	-	dips.mess@gov.in
ED/Safety/Civil	47425	6254	-	23047425	-	-	-
PS/ED/Safety (Civil)	45511	9219	-	47845511	-	-	dalipkr.shiv@gov.in
EDME (Safety)	47428	6238	-	23047428	-	23047428	utkarsh.irsme@gov.in
PS/EDME (Safety)	47428	6239	-	23047428	-	-	-
DD/Safety(A&R)-I	47415	6228	-	23047415	-	-	-
DD/Safety(A&R)-II	47414	6227	-	23047414	-	-	ajeet.singh17@gov.in
DD/Safety (Inquiries)	44480, 47417	6230	-	23304480	-	-	anupam.verma@gov.in
SO/Safety (Impl)	47419	6232	-	47847419	-	-	apoorva.bajpairb@gov.in
SO/Safety-1	47422	6235	-	23047422	-	-	-
SO/Safety/DM	43771, 47420	6233	-	23303771	-	-	sosafetyar@rb.railnet.gov.in
SO/Safety (A&R)	47418	6231	-	23047418	-	-	pankaj.nayan74@gov.in
SO/Safety	47464	6240	-	23047467	-	-	Santosh.kumar1@gov.in
Chief Cntr. Safety	43599, 43399, 47423	-	-	23382638	-	-	-
Safety Inspector	44425, 47421	-	-	23304425	-	-	kankheria.1011@gov.in

MR Secretariat

Designation	Rly Tel No. (Off.)	Rly Tel No. (Resi)	MTNL Tel No. (Off.)	MTNL Tel No. (Resi)	MTNL / Rly FAX	Mail Address
Minister of Railways	44740 (Rail Bhawan), 44750 (Parliament House)	-	23386645 (Rail Bhawan), 23017061 (Parliament House)	-	23387333	officeofmr@gov.in appt.mr@gov.in (for appointment/invitation)
OSD / MR	44794	-	23382657	-	-	osdmr@rb.railnet.gov.in
	44745	-	23388246	-	-	-
OSD (Co-ord) / MR	44742	-	23388402, 23386645	-	-	-
EDPG / MR	44747	-	23388514	-	-	edpgmr@rb.railnet.gov.in
Adviser / MR	44748	-	23782395	-	-	-
Addl. Private Secy. / MR	44744	-	23387871	-	-	-
Addl. Private Secy. / MR	44745	-	23388246	-	-	-
PA/APS/MR	44745	-	23388246	-	-	vipin.vk268@gov.in
Director / MRCC (S)	43066	-	47843066	-	-	-
Director / MRCC (V)	44755	-	47844755	-	-	dir2mrcc@rb.railnet.gov.in
JDPGMR Sectt	43064	-	47843064	-	-	jdpgmrsectt@rb.railnet.gov.in
JD – II / MRCC	44740, 43051	-	23386645	-	-	-
Dy. Dir. / MRCC	43047	-	47843047	-	-	-
DD (PG) / MRCC	44756	-	-	-	-	ddpgmrcc@rb.railnet.gov.in

MoSR (S) Secretariat

Designation	Rly Tel No. (Off.)	Rly Tel No. (Resi)	MTNL Tel No. (Off.)	MTNL Tel No. (Resi)	MTNL/Rly FAX	Mail Address
Minister of State Railways (S)	44765, 43181	-	23388190, 23382490	-	-	office.mosrs@gov.in
PS / MoSR (S)	43181	-	47843181	-	-	santanuk.agrahari@nic.in
JDPG / MoSR (S)	43185	-	-	-	23383668	office.mosrs@gov.in
APS / MoSR (S)	43182	-	47843182	-	-	office.mosrs@gov.in

MoSR (R) Secretariat

Designation	Rly Tel No. (Off.)	Rly Tel No. (Resi)	MTNL Tel No. (Off.)	MTNL Tel No. (Resi)	MTNL / Rly FAX	Mail Address
Minister of State Railways (R)	44760 43160	-	23384413, 23382323	-	-	mosr@rb.railnet.gov.in
EDPG / MoSR (R)	44760 43071	-	23382323	21612001	-	-
APS / MoSR (R)	44760	-	23384413	-	-	-
PA / MoSR (R)	44760	-	23385125	-	-	-

Board Members

Designation	Rly Tel No. (Off.)	Rly Tel No. (Resi)	MTNL Tel No. (Off.)	MTNL Tel No. (Resi)	MTNL / Rly FAX	Mail Address
Chairman & Chief Executive Officer	44700 43111	-	23384010	-	23381453	crb@rb.railnet.gov.in
PSO / Chairman & CEO	44700 43111	-	23384010	-	-	sanjay.sehgal@gov.in
PS / Chairman & CEO	44700	-	23384010	-	-	-
SO / CRB Cell	43111	-	-	-	-	jha.pravin@gov.in
SO (Conf.)	44719	-	23304719	26878199	-	soconf@rb.railnet.gov.in
Dir. (Conf.) / Chair Man & CEO	44718	-	23382295	-	-	sc.krishna@nic.in
Member (Finance)	44702 43101	-	23382754	-	23385095	fc@rb.railnet.gov.in
PPS / M (Finance)	44702 43101	-	23382754	-	23385095	-
PS / M (Finance)	44702 43101	-	23382754	-	-	-
PS / M (Finance)	44702 43101	-	23382754	-	23385095	-
OSD / M (Finance)	47018	-	23047018	-	-	Rajat.agarwal91@gov.in
Member (Infrastructure)	44706 43124	-	23383879 47843124	-	23385114	mi@rb.railnet.gov.in

PSO / M (Infra)	44706 43124	-	23383879	-	-	-
PPS / M (Infra)	44706 43124	-	23383879	-	-	ppsminfra@rb.railnet.gov.in
Member (Traction & Rolling Stock)	44708	-	23381477	-	23385113	membertrs@rb.railnet.gov.in
PSO / M (T&RS)	44708 43104	-	23381477	-	-	-
PPS / M (T& RS)	44708 43104	-	23381477	-	-	-
Member (Operations & Business Development) L/A	44712	-	23382776	-	23388237	memberobd@rb.railnet.gov.in
PSO / Member (O&BD)	44712 43102	-	23382776	-	-	anil.singhal67@gov.in
PPS / Member (O&BD)	44712 43102 44726	-	23382776	-	23388237	ppsm@rb.railnet.gov.in
OSD / Member (O&BD)	47337 43792	-	23047337 23074460	-	-	mallela.srikant@gov.in
Secretary / Rly Board	44714 43108	-	23385227	24673303	23382068 44728	secyrb@rb.railnet.gov.in
Sr. PPS / Secy. / Rly Board	44714	-	23385227	-	23382068	rvps.murthy@gov.in
PS / Secretary	44714	-	23385227	-	23382068	sunil.kumars@gov.in
DG (HR)	44704 43105	-	47843105		23385111 23382762	dghrrailway.rbr@nic.in
PSO / DG (HR)	44704 43105	-	23382762 47843105	-	23385111	-
PS / DG (HR)	44704 43105	-	23382762 47843105	-	23385111 44721	jai786.maury@gov.in
DG (RHS)	43130	-	47843130	-	-	dgrhs@rb.railnet.gov.in
Sr. PPS / DG (RHS)	43130	-	47843130	-	-	sanjay.kohli1@gov.in
PS / DG (RHS)	43130	-	47843130	-	-	vinay.krishnakumar@gov.in
DG (RPF)	41511	-	23382209 23041511	-	-	dgrpf@rb.railnet.gov.in
Sr. PPS / DG (RPF)	41511	-	23382209 23041511	-	-	dalip.singh11@gov.in
PPS / DG /RPF	41511	-	23382209	-	-	jai.bhagwan1@gov.in
DG (Safety)	47490	-	23047490	-	23382674	dgsafety@rb.railnet.gov.in
PPS / DG (Safety)	47490	-	23047490	-	-	-
PS / DG (Safety)	47490	-	23047490	-	-	malhotra.ajay@gov.in

Corporate Co-ordination.

CRB's Secretariat

Designation	Rly Tel No. (Off.)	Rly Tel No. (Resi)	MTNL Tel No. (Off.)	MTNL Tel No. (Resi)	MTNL / Rly FAX	Mail Address
ED / CC	44716 43110	-	23382834	-	23304729 44729	edcc@rb.railnet.gov.in
PS / EDCC	44716 44730	-	23382834	-	23304729	amit.lowada@gov.in
JD / CC	43113	-	47843113	-	47843113	krishan.rora@gov.in
DS / Dir / CC	44730	-	23382834	-	23304729 44729	Kishan.singh1@gov.in
SO / CC	44716, 44730	-	-	-	23304729	as.karki@gov.in

Telephone numbers of the CRS Organisation

S. No.	Name & Designation	Office & Residence
1	C. C. R. S., New Delhi	STD Code – 011 (O) 23369778. O/o Chief Commissioner of Railway Safety, Commission of Railway Safety, Ministry of Civil Aviation, 3 rd Floor, Traffic Accounts Office, State Entry Road, New Delhi – 110 055. Email : ccrs-moca@gov.in
2	Deputy Commissioner of Railway Safety (G)	011 – 23369778 Email : Avinash.kumar17@gov.in
3	Personal Private Secretary to CCRS	011 – 23369778 Email : Sukhvindersingh.edu@nic.in
Technical Wing, CCRS Office, New Delhi		
4	Deputy Commissioner of Railway Safety (ET)	Email : gyan.katiyar@gov.in
5	Deputy Commissioner of Railway Safety (S&T)	Email : upendra.verma@gov.in
6	Deputy Commissioner of Railway Safety (Op.)	Email : neha.ratnakar@gov.in
Northern Circle, New Delhi.		
1	Commissioner of Railway Safety	011 – 26886589 Email : crs-northern@gov.in

2	Deputy Commissioner of Railway Safety (Tech.)/S&T	011 – 26886589 Email : dycrs-nc@gov.in
North Eastern Circle, Lucknow		
1	Commissioner of Railway Safety	0522 – 2234538 Email : pran.jeev@gov.in
2	Deputy Commissioner of Railway Safety (Tech.)/S&T	Email : ashish.pandey@gov.in
Western Circle, Mumbai		
1	Commissioner of Railway Safety	022 – 22034351 Email : crsw@wr.railnet.gov.in
2	Deputy Commissioner of Railway Safety (Tech.)/S&T	022 – 22034351 Email : dycrs@wr.railnet.gov.in
Central Circle, Mumbai.		
1	Commissioner of Railway Safety	022 – 22056058 Fax : 022 – 22056058 Email : crscc.mum-moca@gov.in
2	Deputy Commissioner of Railway Safety (Tech.)/ET	022 – 22056058 Email : dycrstech-cc-moca@gov.in
Eastern Circle, Kolkata.		
1	Commissioner of Railway Safety	033 – 22483945 033 – 22105514 Email : singhal.sumeet@gov.in
2	Deputy Commissioner of Railway Safety (Tech.)/S&T	033 – 22483945 033 – 22105514 Email : monirul.1305@gov.in
Northeast Frontier Circle, Kolkata.		
1	Commissioner of Railway Safety	Email : singhal.sumeet@gov.in
2	Deputy Commissioner of Railway Safety (Tech.)/S&T	Email : jyothirmoy.ray@gov.in
South Eastern Circle, Kolkata.		
1	Commissioner of Railway Safety	033 – 22484858 Email : crssec@er.railnet.gov.in
2	Deputy Commissioner of Railway Safety (Tech.)/Civil	033 – 22484858 Email : dycrssec@ser.railnet.gov.in
Southern Circle, Bengaluru.		
1	Commissioner of Railway Safety	080 – 22260650 Email : crsscsbc@swr.railnet.gov

2	Deputy Commissioner of Railway Safety (Tech.)/Civil	080 – 22260651 Email : nitish.ranjan@gov.in
Southern Central Circle, Secundrabad		
1	Commissioner of Railway Safety	040-27820104 Email : crs@scr.railnet.gov.in
2	Dy. Commissioner of Railway Safety (Tech.)/Civil	040-27788851 Email : gseenu.14@gov.in
Office of Commissioner of Metro Railway Safety, New Delhi		
1	Commissioner of Metro Railway Safety	011-20893945 Email : cmrs-moca@nic.in
2	Dy. Commissioner of Metro Railway Safety	

NDMA CONTROL ROOM

Name & Designation	Contact Nos.	E-mail address & Mobile No.
NDMA Control Room	011-26701700 011-26701728 Fax-011-2701729	9868891801 9868101885 controlroom@ndma.gov.in, ndmacontrolroom@gmail.com,
JS (Mitigation)	011-26701780 011-26701864 (Fax)	js-mitigation@ndma.gov.in

NATIONAL DISASTER RESPONSE FORCE (NDRF)

NDRF – Head Quarters :

Name & Designation	Contact Nos.	E-Mail address
Shri Piyush Anand (IPS) Directorate General, NDRF, 6th Floor, NDCC-II Building, Jai Singh Road, New Delhi - 110001	011-23438020, 011-23438119 011-23438091 (Fax)	dg.ndrf@nic.in
Shri Narendra Singh Bundela (IPS) Inspector General NDRF, 6th Floor, NDCC-II Building, Jai Singh Road, New Delhi - 110001	011-23438021 011-23438091 (Fax)	ig.ndrf@nic.in
Control Room Directorate General, NDRF, 6th Floor, NDCC-II Building, Jai Singh Road, New Delhi - 110001	011-23438091 011-23438136 011-24363261	hq.ndrf@nic.in
NDRF Helpline Number	+91 9711077372 011-23438017 011-23438019	

NDRF – Force Head Quarters

Name, Designation & Address		Telephone No.	Fax No.	E-Mail
Director General	Directorate General, NDRF, 6th Floor, NDCC-II Building, Jai Singh Road, New Delhi - 110001	011-23438020 011-23438119	011-23438091	dg.ndrf@nic.in
Inspector General	-- do --	011-23438021	011-23438091	ig.ndrf@nic.in
Financial Advisor	-- do --	011-24368148	011-23438091	--
Deputy Inspector General (Proc / Prov)	-- do --	011-23438022	011-23438091	digprov-ndrf@nic.in
Deputy Inspector General (Trg / Pro / Academy / NCDC / East	--do--	011-23438140	011-23438091	dig.es.ndrf@nic.in

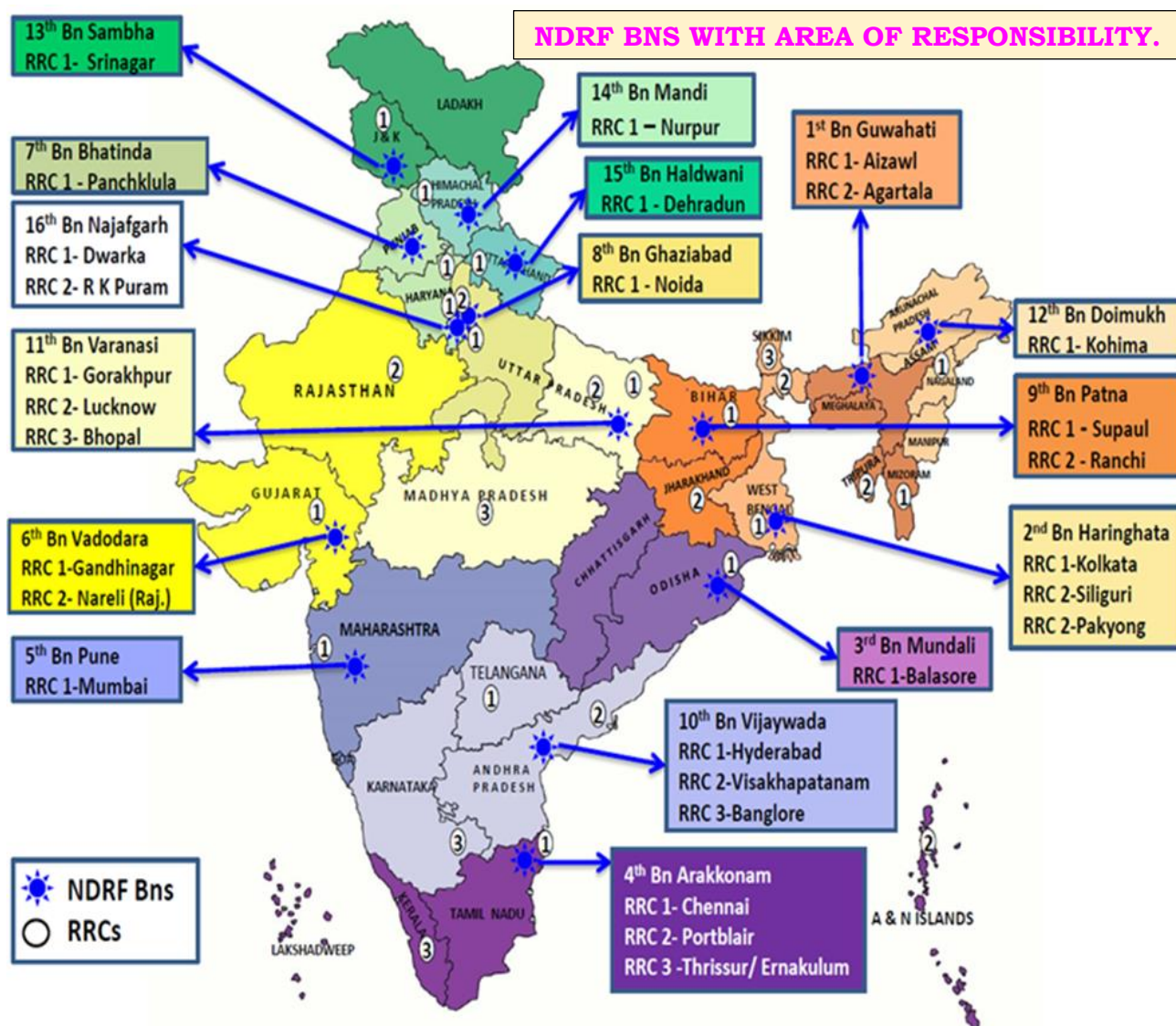
& North East Sector)				
Deputy Inspector General (Estt / Ops / North-West Sector)	--do--	011-23438023	011-23438091	dig.ns.ndrf@nic.in
Deputy Inspector General (Admn. / Works / South Sector)	-- do --	011-23438185	011-23438091	dig.ss.ndrf@nic.in
Commandant (PROC / PROV / NDRR)	-- do --	011-23438183	011-23438091	--
CMO (SG)	-- do --	011-23438091	011-23438091	cmo.ndrf@gov.in
Second-in-Command (DDO)	--do--	--	011-23438091	--
Deputy Commandant (ADM)	--do--	--	011-23438091	hq.ndrf@nic.in
Deputy Commandant (Trg)	--do--	011-23438138	011-23438091	hq.ndrf@nic.in
Deputy Commandant (OPS)	--do--	011-23438024	011-23438091	hq.ndrf@nic.in
Deputy Commandant (Engineer)	--do--	--	011-23438091	--
DC (IT / COMN / PRO)	--do--	011-23438024	011-23438091	deep.del@gov.in
AC (ADM & SO to DG)	--do--	011-23438118	011-23438091	dc.adm.ndrf@nic.in
AC / MIN	--do--	011-23438091	011-23438091	hq.ndrf@nic.in
--	--do--	011-23438091, 8136	011-23438091	hq.ndrf@nic.in

CONTROL ROOM DETAILS

No. 011 - 24363260, FAX No. 011 - 23438091.

CISF Battalion, Arakkonam has Tamil Nadu, Puducherry, Kerala and Andhra Pradesh (except Srikakulam and Vizianagaram Districts) in its areas of responsibility. The Battalion is headed by Senior Commandant, under the administrative / operational control of Inspector General (Adm.), CISF HQRs., New Delhi and Deputy Inspector General (DM), CISF HQRs., New Delhi.

Presently, the NDRF comprises 16 Battalions drawn from the CAPF, viz BSF, CISF, CRPF, ITBP, SSB and Assam Rifles. Each battalion is composed of 18 self-sufficient specialized search and rescue teams, consisting of 47 members each, encompassing structural engineers, technicians, electricians, canine units, and medical/paramedic personnel. With a total strength of 1,149 personnel battalion. All 16 units are proficiently equipped and trained to handle any type of natural and manmade disasters.



Details of NDRF battalions are as under :-

Designation	Address	Control Room	Fax No.	Telephone No.	E-Mail
Commandant	1 st BN, Patgaon PO – Azara, Distt. Kamrup Metro, Guwahati – 781017	0361– 2840027	0361– 2840284	7637011337 9435117246	assam01- ndrf@nic.in

Designation	Address	Control Room	Fax No.	Telephone No.	E-Mail
Commandant	2 nd BN, Near RRI Camp. Haringhata, Mohanpur, Nadia, (WB) – 741246	033– 25875032	033– 25875032	033– 25875032, 9474061104 9474116775	wb02-ndrf@nic.in
Commandant	3 rd BN, PO– Mundali, Cuttack – Odisha – 754013	0671– 2879710	0671– 2879711	0671– 2879711, 9437581614	ori03-ndrf@nic.in
Commandant	4 th Bn, PO – Suraksha Campus, Arrakonam, Distt. Ranipet, TN – 631152	04177– 246269	04177– 246594	04177– 246594 9442140169	tn04-ndrf@nic.in
Commandant	5 th Bn, Sudumbare Taluka Mavel, Distt –Pune (MH) – 412109	9422315628 9422318427	–	9423506765 9479001168	mah05-ndrf@nic.in
Commandant	6 th Bn, Jarod Camp, Teh– Wagodia, Vadodara – 391510	9429199493	–	02668– 299201, 9870006730	guj06-ndrf@nic.in
Commandant	7 th Bn, Bibiwala Road, Bhatinda (Punjab) – 151001	0164– 2246030	0164– 2246570	0164– 2246193 0164– 2246570	pun07-ndrf@nic.in
Commandant	8 th Bn, Kamla Nehru Nagar, Ghaziabad (UP) – 201002	0120– 2766013	0120– 27666012	0120– 2766618, 9412221035	up08-ndrf@nic.in
Commandant	9 th Bn, Bihata Patna, Bihar – 801103	06115– 253942	06115– 253939	06115– 253939, 8544415050 9525752125	patna-ndrf@nic.in
Commandant	10 th Bn, Village Kondapavuluru, PO - Surampalli,	8333068559	–	8333068559 8333068540 8897900037	ap10-ndrf@nic.in

Designation	Address	Control Room	Fax No.	Telephone No.	E-Mail
	Gannavaram Mandal, Krishna Dist (AP) - 521212				
Commandant	11 th Bn, Sanskritik Sankul, Maqbool Alam Road, Varanasi, UP - 221002	0542- 2501202	0542- 2501101	0542- 2501101, 8004931410	up-11ndrf@gov.in
Commandant	12 th Bn, Itanagar, Arunachal Pradesh-791112	0360- 2999577	0360- 2277106	0360- 2999545, 9485235464	bn12.ndrf@gov.in
Commandant	13 th BN NDRF, Ladhowal, Ludhiana, Punjab-141008	0161- 2921304	-	0161- 2921305	jk13.ndrf@gov.in
Commandant	14 th BN NDRF, Nurpur, Jassur, Kangra, Himachal Pradesh PIN- 176201	01893- 292602	-	01893- 292478	co14.ndrf@gov.in
Commandant	15 th BN NDRF, PO-Gadarpur, Distt - Udhamsingh Nagar, Uttarakhand PIN- 263152	05949- 231199	-	05949- 231198, 7579098442	co15.ndrf@gov.in
Commandant	16 th BN NDRF, Near Dada Dev Mandir Road, Sector-7, Dwarka New Delhi, PIN-110077	011- 20893564	011- 20892672	011- 20892672	co16.ndrf@gov.in

RRC – Regional Response Centres of NDRF over SCR.

Name of RRC	Landline Number	Mobile Number
NDRF RRC, Port Blair, Andaman	03192289174	9442112269
NDRF RRC, Vizag Steel Plant, Vishakhapatnam, Andhra Pradesh	--	8333068565 8333068560
NDRF RRC, Fire Station, Mahadevapura, Bangalore, Karnataka	--	9482978715 9482978719
NDRF RRC, Shaikpet Sport Complex, Hyderabad, Telangana	04023565666	8333068536 8333068547
NDRF RRC, Adayar, Chennai	04424420269	9442112269
RRC Mumbai	--	94223 17684
RRC Nagpur	--	94223 17967

Railway Board have also empowered Divisional Railway Managers to directly requisition the relevant NDRF Battalion for relief and rescue operations depending upon the gravity of situation so that their services could be made available expeditiously at the time of major Railway disasters without any loss of time. However, requisitioning of NDRF should be judicious and NDM Control Room under **Ministry of Home Affairs (Tele No.011-23092885 Fax No.011-23093750), Security Control Room (Tele No.011-23387981 Fax No.011-23303983) and safety cell (Tele Fax No.011-23382638) in the office of Railway Board must be kept informed.**

This instruction is issued by Railway Board in consultation with National Disaster Management Authority (NDMA) having the administrative control on NDRF.

SOUTH CENTRAL RAILWAY – IMPORTANT OFFICIALS

Designation	Rly. Office	Rly. Residence	MTNL / BSNL Office	MTNL / BSNL Residence	E-mail ID
GM	86499	86500	040-27822874	044-27825309	gm@scr.railnet.gov.in
Secy to GM	86491	89529	040-27833020	-	-
AGM	86497	89000	040-27824216	-	-
SDGM	86495	89957	040-27830516	-	-
PCE	86399	89000	040-27823710	040-27789000	-
PFA	86599	-	040-27833355	-	-
PCSO	86438	89943	040-27832342	-	-
PCSC	86849	89664	040-27822223	-	-
PCMD	86809	-	040-27821373	-	-
PCPO	86969	-	040-27820462	-	-
PCEE	86929	-	040-27825243	-	-
PCME	86749	-	040-27822582	-	-
PCOM	86439	-	040-27834267	-	-
PCCM	86249	-	040-27834275	-	-
PCSTE	86299	89955	040-27824755	-	-
PCMM	86339	-	040-27832181	-	-
CPRO	86481	89585	040-27820583	-	-
DRM/SC	86199	89988	040-27830449	040-27821641	drm@sc.railnet.gov.in
ADRM/Infra/SC	86198	-	040-27834083	-	-
ADRM/OP/SC	86192	-	040-27786192	-	-
DRM/HYB	86099	89960	040-27820152	040-27006868	drm@hyb.railnet.gov.in
ADRM/Infra/HYB	86097	89545	040-27829755	-	-

Designation	Rly. Office	Rly. Residence	MTNL / BSNL Office	MTNL / BSNL Residence	E-mail ID
ADRM/OP/ HYB	86098	86250	040-27825757	040-27833170	–
DRM/NED	52200	52400	02462-213333	02462-213435	drm@ned.railnet.gov.in
ADRM/NED	52201	52401	02462-213694	02462-213629	–
DRM/BZA	67000	67001	0866-2572690	0866-2475425	drm@bza.railnet.gov.in
ADRM/Infra/BZA	67002	67003	0866-2573302	0866-2492926	–
ADRM/OP/BZA	67010	67011	040-2574300	040-2471300	–
DRM/GNT	32000	32001	0863-2234229	0863-2596656	drm@gnt.railnet.gov.in
ADRM/Infra/GNT	32008	32003	0863-2243541	0863-2596054	–
ADRM/OP/GNT	32008	32009	–	–	–
DRM/GTL	27000	27001	08552-226467	08552-226468	drm@gtl.railnet.gov.in
ADRM/Infra/GTL	27002	27003	08552-226674	08552-226792	–
ADRM/OP/GTL	27009	27010	08552-227903	–	–

Zonal Railway Disaster Management Cell

HQ / Division	Location	Rly No.	BSNL	Mobile Nos.
HQ	Disaster Management Conference Hall / Room	88430 88431 88512 88513 88560 88561	040-27821430 040-27821466	97013 70084
HQ	FAX	88433	040-27821488	97013 70086
Various Controls at Zonal Head Quarters (Rail Nilayam)				
HQ	Emergency Control	86412 88122	040-27823486	93909 75312
HQ	Central Control	86447 86160	-	93909 75311
HQ	Commercial Control	86834 88585	040-27834044	97013 70083
HQ	Electrical Control	88131 88507	-	97013 70947
HQ	Engineering Control	86725 85025	-	97013 70277
HQ	Mechanical / C & W Control	86720 88195 88510	040-27823266	97013 70441
HQ	Mechanical / (Diesel)	85330 86446 86103	-	97013 70992
HQ	Operating	88160 86455 86447	-	93909 75311

HQ	S & T Test Room	88326 88622	-	93474 00012
HQ	Security	85200 88383	27831129	97013 70711

Divisional Disaster Management Numbers over SCR.

Division	Location	Rly No.	BSNL	Mobile Nos.
HYDERABAD	DM Cell / Control Conference Hall	88272 86800	040-27823019	76709 04832
	Punctuality	88294	-	76709 04719
GUNTAKAL	DM Cell / Control Conference Hall	27630	0855-2220947 0855-2220837 0855-2220761	97013 44720 (CHC)
	Punctuality	27687 28640	-	78159 15605
GUNTUR	DM Cell / Control Conference Hall	32705 32929	0863-2216434	97013 79502 63058 01558
	Punctuality	32977	0863-2216435	63058 01558
NANDED	DM Cell / Control Conference Hall	52258	-	92090 31216
	Punctuality	52258 52999	-	92090 31216
SECUNDERABAD	DM Cell / Control Conference Hall	86134 86641 88402	040-27821657 040-27821612 040-27820377	93469 00850 89911 12745
	Punctuality	86634 88116	-	78159 06458 78159 06437
VIJAYAWADA	DM Cell / Control Conference Hall	67233 67040 67070	0866-2576924	75693 05739
	Punctuality	68130 68134	-	78159 09455 78159 09457

ART's Satellite / Mobile Numbers over SCR.

Division	Satellite / Mobile Phone Nos.
Secunderabad Division.	
Secunderabad	8991112741
Kazipet	8991112743
Bellampalli	8991112744
Hyderabad Division.	
Nizambad	8991112757
Nanded Division.	
Purna	8991112761
Vijayawada Division.	
Vijayawada	8991112747
Rajahmundry	8991112749
Bitragunta	8991112750
Guntakal Division.	
Guntakal	8991112751
Gooty	8991112754
Dharmavaram	8991112753
Renigunta	8991112755
Guntur Division.	
Guntur	8991112758

MRV's Satellite / Mobile Numbers over SCR.

Names of Zone	Division Railways and Stations.	Location	Satellite / Mobile PhoneNos.
SCR	Secunderabad Div.	SC	8991123618
SCR	Kazipet	KZJ	8991123619
SCR	Hyderabad Div.	NZB	70935 51085
SCR	Nanded Div.	Purna	8991112760
SCR	Vijayawada Div.	BZA	8991112748
SCR	Vijayawada Div.	RJY	8991122620
SCR	Vijayawada Div.	BTTR	8991122619
SCR	Guntakal Div.	GTL	8991112752
SCR	Guntur Div.	GNT	8991112759

Railway Hospitals and Health units on SCR

South Central Railway :

Railway Central Hospital, Lalaguda, Secunderabad.

Secunderabad Division :

Health units – Hyderabad, Chilakalaguda, Poly Clinic–Kazipet, Diesel Shed Colony–Kazipet, Ramagundam, Bellampalli, Vikarabad, Parlivaiddynath, Dornakal, Bhadrachalam Road

Vijayawada Division :

Divisional Hospital – Vijayawada.

Sub-divisional Hospital : Rayanapadu. Health units : Bhimavaram, Samalkot, Bitragunta, Ongole, Tenali, Rajahmundry, Tuni, Eluru, Gudur, Satyanarayanapuram and Gudiwada.

Guntakal Division :

Divisional Hospital – Guntakal.

Health units : Pakala, Nandaluru, Reniguntal, Raichur, CRS/TPSY/RU, Dharmavaram, Dhone, Madanapalli Road, Gooty and Kadapa.

Guntur Division :

Divisional Hospital – Guntur.

Health units : Donakonda, Nadikudi and Nandyal.

Nanded Division :

Divisional Hospital – Nanded.

Sub Divisional Hospital – Purna and Health Units : Kinwat, Jalna & Akola.

Hyderabad Division :

Health Units : Kacheguda, Moul-Ali, Mahaboobnagar, Kurnool Town and Nizamabad.

IMPORTANT CONTACT NUMBERS – GOVERNMENT OF TELANGANA
REVENUE (DM) DEPARTMENT – TELANGANA SECRETARIAT

Officer / Office	Contact Number/s
CM Office	
Principal Secretary	040-23454664, 9491144333,
Secretary	Fax: 040-23454828, 09830056753
Special Secretary	040-23454664, 9491144333
Special Secretary	040-23452421
Principal Secretary	040-23454071, 66975289
Chief Secretary	(O) 040-23455340 (F) 040-23452620 Mob : 09908569998 Email : cs@telangana.gov.in
Principal Secretary / Relief Commissioner	(O) 040-23450779 (F) 040-23454293 (M) 9246542888 Email : commr_dm@telangana.gov.in
Revenue (DM) Department. Commissioner for Disaster Management	
Commissioner & EO Secretary	040-23450779, 9246542888, Fax: 23454293
Special Commissioner	040-23450779, 23454088, 23454293, 9491105705
Commissioner Spl. Chief Secretary(FAC)	040-23450779 9849020575 Fax: 23451819

Telangana State Disaster Response (SDRF) Services,

2nd floor, Police Head Quarters Building, (CID Building), Lakdi-ka-pul, Hyderabad – 500004

Contact No. 040-23442944, 23442955,

e-mail: ts_firechief@yahoo.com

S. No.	Designation	Contact Details	Address
1	Director General	040-23442944 ts_firechief@yahoo.com 040-23442955	Hyderabad, Telangana State
2	Director	040-23442944 9849906105 adfire.telangana@gov.in	
3	Addl. Director	040-23442944 7396888101 adfs4u@yahoo.com	
4	Administrative Officer	8978823440 aofire.telangana@gov.in	
5	Junior Administrative Officer	9963741793 jaofirehyd.telangana@gov.in	
6	Junior Administrative Officer	9701367590 jaofire.telangana@gov.in	
7	P. A. to DGFS	8096311013 dgpafire.telangana@gov.in	
8	Addl. Public Prosecutor	addlpp_fire@yahoo.com	

Fire Officers

S. No.	Designation	Contact Details
1	Regional Fire Officer – Central Region	8008559142 rfo_cr@yahoo.com
2	Dy. Director, TFSCDTI, Vattinagulapalli	9989607711 rfo_dd@yahoo.com

Web Information Manager / Nodal Officer

S. No.	Designation	Location	Contact Details	Address
1	Dy. Director, TFSCDTI, Vattinagulapalli		9989607711 rfo_dd@yahoo.com	Telangana State Disaster Response & Fire Services, 2 nd floor, Police Head Quarters Building, (CID Building), Lakdi-ka-pul, Hyderabad-500004.

Forensic Laboratories

S. No.	Address of laboratories	Phone No
1.	The Director Forensic Science Laboratory Red Hills, Hyderabad – 500 004	040 – 23307138
2.	Assistant Director – Vijayawada	0866 – 2577535

FORECASTING OF CYCLONE / STORM WEATHER WARNING CENTERS

S. No.	Weather Warning Center	STD number	Telephone Number	Email id
1	Visakhapatnam	0891	2543033, 2543031	cwcvsrk@gmail.com cwcvsrk@imd.gov.in
2	Machilipatnam	08672	231291, 222800	dwr.mpt@imd.gov.in, dwrmpm@gmail.com
3	Secunderabad	040	27904852, 27908508	cs.hyd@imd.gov.in
4	Chennai	044	28271951, 28276752	acwctp@gmail.com

LIST OF ZONES ON S. C. RAILWAY WITH THEIR AREAS COVERED BY EACH ZONE FOR WHICH WARNING TELEGRAMS ARE ISSUED

S. No.	Zone	State & District	Railway Section	Telephone Nos. & email addresses	Regional Meteorological Centre issuing the warning
1	II	Telangana Adilabad, Karimnagar, Nizamabad, Warangal, Medak	KZJ-BPQ, KZJ- DKJ, SSPD-ZB, MAGH-GDCR, PDPL-KRMR	040-27823156 drmsc.railnet.gov.in	SMC, Hyderabad-500 019 Tel No. 040-27908506 27904950
			ME-BSX	040-278223905 drmhyb@scr.railnet.g ov.in	

2	III	Telangana Khammam, Nalgonda, Hyderabad, Mahaboobnagar	DKJ-MDR DKJ-BDCR- MUGR KRA-SYI SC-ALER BMT-HYB SC-NWG VKB-SSPD	040-27823156 drmsc.railnet.gov.in	SMC, Hyderabad-500 019 Tel No. 040-27908506 27904950
			SC-ME, SC-KRNT	040-278223905 drmhyb@scr.railnet.gov.in	
3	IV	Andhra Pradesh Kurnool, Anantapur, Kadapa, Chittoor	GTL-MALM, GTL-RU,RU-VKI, GTL-DMM, DMM-PAK PAK- KPD,PAK-RU, GTL-BVL, GTL- DHNE, DHNE- NDL,PDKL-GY, GTL-KLU	08552-227882 drmgtl.railnet.gov.in	SMC, Hyderabad-500 019 Tel No. 040-27908506 27904950
			KRNT-DHNE,	040-278223905 drmhyb@scr.railnet.gov.in	
5	V	Andhra Pradesh Guntur, Prakasham, Nellore	BZA-GDR	0866-2578860 drmbza@scr.railnet.gov.in	CWC, Andhra University Campus, Visakhapatnam – 530 003; Tel. No. 0891- 2543034, 2543036
		Nalgonda, Kurnool	MRGA-NDKD, GNT-DKD, GNT- TEL-RAL, GNT- KCC, DKD-NDL PGDP-NLDA MRGA-GNT- MCLA	08663-2234152 drmgnt@scr.railnet.gov.in	
		Nellore	GDR-VKI	08552-246351, 245427 drmgtl@scr.railnet.gov.in	
6	VI	Andhra Pradesh Visakhapatnam, East Godavari, West Godavari, Krishna.	BZA-VSKP, SLO- COA, BZA-GDV- MTM, GDV- BVRM-NS, BVRM-NDD- CCTOKPLH	0866-2578860 drmbza@scr.railnet.gov.in	CWC, Andhra University Campus, Visakhapatnam – 530 003 Tel. No. 0891- 2543034, 2543036
			MDR-KI, MTMI- JPTN	040-27823156 drmsc.railnet.gov.in	SMC, Hyderabad-500 019 Tel No. 040-27908506 27904950

NODAL OFFICERS.

1. A P Flood Control Room,

- Office Mobile No. : 0866-2574726,
- Office Email : apfloodcell@gmail.com
- Address : Vijayawada

2. AIR FORCE

Chief Operations Officer

- Office Land Line No. : 040-27813064,
- Office Mobile No. : 9441697054,
- Office Email : coobegumpet@gmail.com
- Address : Hyderabad

Chief Administrative officer

Office Land Line No. : 040-27813064,
Office Mobile No. : 9441697054,
Office Email : coobegumpet@gmail.com Address : Hyderabad

3. AP Fire Services

Addl. Director

- Office Land Line No. : 0866-2570102,
- Office Mobile No. : 9849906390
- Office Email : adfs_apfireservices@yahoo.com
- Address : Vijayawada

4. Cost Guard

Asst. Commd

- Office Mobile No. : 9987497241
- Office Email : cgs_knd@indiancoastTrain Manager (Guard). nic.in

5. Indian Army Area Commander Secunderabad

Area Commander

- Office Mobile No. : 9403567888
- Office Email : goldenpalmasa@gmail.com

6. National Institute of Disaster Management (NDMA)

Duty Officer (Nodal Officer)

- Office Land Line No. : 011-26701728
- Office Mobile No. : 9810340841
- Office Email : do.ops@ndma.gov.in

Sh. Deepak Ahlawat Duty Officer (Alternate Nodal Officer)

- Office Land Line No. : 011-26701728,
- Office Mobile No. : 7678537083
- Office Email : ahlawat@ndma.gov.in

7. NAVY

Commander

- Office Land Line No. : 0891-2812415,
- Office Mobile No. : 7382264169
- Office Email : noicap_navy@nic.in
- Address : Visakhapatnam

8. NDRF

Dy. Commandant

- Office Land Line No. : 08656-233100.
- Office Mobile No. : +917003982093.
- Office Email : commandant10thndrf@gmail.com
- Address :

NDRF Control Room, Kondapavuluru Village, Surampalli Post, Gannavaram Mandal, Krishna Dt., Andhra Pradesh PIN : 521 212

- Unit Control Room Nos. : 08333068559, 08333068540, 08897900037.

9. Petroleum and Explosives Safety Organization –

Visakhapatnam Sub Circle Office

Office Deputy Chief Controller of Explosives

- Office Land Line No. : 0891-2722257

10. SC RAILWAY

Dy. CE

- Office Land Line No. : 040-27823720,
- Office Mobile No. : 9701370212
- Office Email : dy.celchq@gmail.com
- Address :: Hyderabad

IMPORTANT CONTACT NUMBERS – GOVERNMENT OF ANDHRA PRADESH
REVENUE (DM) DEPARTMENT – A. P. SECRETARIAT

Officer / Office	Contact Number/s
CM Office 1st Block, 1st Floor, Interim Government Complex, A. P. Secretariat Office, Velagapudi, Guntur, Andhra Pradesh.	Shri. Dr. K. S. Jawahar Reddy, Chief Secretary to Government of Andhra Pradesh, Phone: 0863-2441024, +91-863-2441029 (Fax) Email : cs@ap.gov.in Shri. P. S. Pradyumna, IAS, Secretary to C.M. Phone: 0863-2446646/42 Email : secy1-apcm@ap.gov.in Shri. Muddada Ravichandra, IAS, Principal Secretary to Chief Minister, Phone: 0863-2446637 Email : prsecy-cm@ap.gov.in
NDMA Vice Chairman Member Member Member	BSNL: 011-26701710 Mobile: 09211822999 BSNL: 011-26701775 Mobile: 09871837999 BSNL: 011-26701777 Mobile: 09810111328 BSNL: 011-26701735 Mobile: 09810203406 BSNL: 011-26701736 Mobile: 09848046677 & 09810809456
Andhra Sub-area : Army Commander HQ Colonel General Staff	BSNL: 040-27862278 Mobile: 09849044764 BSNL: 040-27862086 Mobile: 09849005243
Air Force : Wing Commander Group Captain, Begumpet Air Force Stn. Air Office Commander, Hakimpet	BSNL: 040-27862282 Ext.407 Mobile: 9866638796 BSNL: 040-27753905 Mobile: 09849022747 BSNL: 040-27862064, 2282 to 87
D M Control Room	Phone/Fax : +91 8645246600 Email : seoc-apsdma@ap.gov.in Toll Free No : 18004250101
Command control Vijayawada	08520909409
Police control room Vijayawada	0866-2576956, Cell: 9440906878, DIAL 100
Control Room/s	Toll free No.1077 common to all districts within the district limits only Toll free No.1070 – Main Control Room, Secretariat

Andhra Pradesh State Disaster Management Authority (APSDMA)

1. Contact Details - APSDMA:

Name of the Officer	Designation	Phone	Email Id
Shri Madireddy Pratap I.P.S.,	Director General	0866-2570101 Fire Control Room: +91 9100108101	peshi_apfire@yahoo.com
Dr. C. Naga Raju	Executive Director	+91967695778, 0863-2377105	ed-apsdma@ap.gov.in
Dr. MM Ali	SEOC In charge	+918333905033	seoc-apsdma@ap.gov.in
Smt. Anantha Lakshmi Kumari	Administrative Officer	8712755473	anantha.lakshmikumari2023@gmail.com

2. SDRF Officers :

S. No.	Name & designation	Mobile No	Address
1.	SDRF Control Room	9440906254 apsdrf@gmail.com	Kunchanapalli, Tadepalli Mandal, Andhra Pradesh 522501
2.	COMMANDANT	9440796203	
3.	Asst. Commandant, APSDRF Liaison Officer	08645-237347 9440627425 devaacmt@gmail.com	
4.	Inspector General of Police, APSP & APSDRF Battalions	08645-237347 9440906775 cctoaddgpapsp@gmail.com	

3. SDRF State battalions in AP

S. No.	Location	Commandant	Asst. Comdt.	RI	RSI's	C.C
1	2 nd Bn APSP, Kurnool	9440795503	9440906152	9440906194	9491416025 9441155464	PC-809, 9989729585
2	3 rd Bn APSP, Kurnool	9440627423	9440627425	9440906214	9492574379 9985152402	HC-268, 9492160766
3	5 th Bn APSP, Vizianagaram	DIGP (HAC), 9440795903	9440627434	9440906336	9440906368 9493023268	PC, 9502121076
4	6 th Bn APSP, Vizianagaram	9440796203	9440627435	9440906395	9440906553 9440906392	HC- 9440085448
5	9 th Bn APSP, Venkatagiri	Addl. Cmt, 9440627447	9440627559	9440906540	9440906541 9704184949	HC-191, 9490014668
6	16 th Bn APSP, VSKP.	7382299780	732633234	8332957727	9491334196	HC-498, 9493808291

Fire services

Director General of Fire Safety, Government of Andhra Pradesh, Office of the Director General, State Disaster Response & Fire Services Department, Near Police Control Room, Governor pet, Vijayawada – 520002.

Contact Nos. Land line : 0866-2570101, Mobile : + 91 9154309839 and e-mail : peshi_apfire@yahoo.com

IMPORTANT CONTACT NUMBERS - GOVERNMENT OF MAHARASHTRA

S. No.	Designation	Telephone Nos.(Office)	Telephone Nos. (Residence)
1	Mumbai DM Helpline	108	-
2	Chief Secretary	022 - 22025042	022 - 22846604
3	Principal Secretary & Special Enquiry	022 - 22028762 / 22025162	022 - 22040546
4	Additional Chief Secretary (Home)	022 - 22029059	022 - 22836688
5	Principal Secretary (Home & Law and Order)	022 - 22023572	022 - 23678620
6	Principal Secretary (Earth quake re-habilitation)	022 - 22025073 / 22023039 / 22021984	022 - 22818226
7	Principal Secretary (Public Health)	022 - 22873848 / 22026579	022 - 24966116
8	Director General of Police	022 - 22026672	
9	Commissioner of Police	022 - 22621855 / 22625020	
10	Civil Defense	022 - 22611928	
11	BEST	022 - 22085888 / 22856262	
12	GRP Control (Byculla)	022 - 23081725	
13	IG - GRP, Byculla	022 - 22051914	022 - 24965887
14	Air Force Exchange	022 - 23714982 / 23714963	
15	Naval Exchange	022 - 22663030 / 22664949	
16	Military Exchange, Coast Guard	022 - 22151701	
17	HPCL - Sr. Manager	022 - 25540531	022 - 25545169
18	IOC	022 - 26400926 / 26423272	
19	GM Operation / IOC	022 - 26400524	022 - 28147764
20	BPCL Ballard Pier	022 - 22713000 / 22714000	
21	Fire Brigade	101 022 - 23076111 / 23086181	
22	Chief Fire Officer	022 - 23086181, 182, 183	022 - 22882787
23	Commissioner, MGCM	022 - 22620251 Ext. 3109 / 22620525	022 - 24937290 / 24954680
24	Additional Commissioner, MGCM	022 - 22620251 Ext. 2314 / 22620149	022 - 23670078

Director & Fire Adviser,

Government of Maharashtra, Head quarter of Directorate of Maharashtra Fire Service,
Vidyanagari, Hans Bhugra Marg, Santacruz East, Mumbai - 400098, 022-26677555 /
26670438 / 439 (F) 26660287, 26871144

e-mail Ids : directormfs@live.com and directormfs@mahafireservice.gov.in

IMPORTANT CONTACT NUMBERS – GOVERNMENT OF MADHYA PRADESH

S. No.	Designation	Telephone Nos. (Office)	Telephone Nos. (Residence)
1	Chief Secretary	0755 – 2441370 / 2441848	0755 – 2553090
2	Dy. Secretary	0755 – 2441085	0755 – 2441145
3	Secretary (CM's Secretariat)	0755 – 2441742	0755 – 2441514
4	Secretary (CM's Secretariat)	0755 – 2441386	0755 – 2466153
5	Principal Secretary (Home)	0755 – 2441619	0755 – 2441738
6	DGP	0755 – 2443500	0755 – 2443333
7	ADG (Railway)	0755 – 2773405	0755 – 2768021
8	IG (Railway)	0755 – 2770652	0755 – 2575011
9	Principal Secretary (Information & PR)	0755 – 2441816 / 2556831	0755 – 2571466
10	Principal Secretary (Medical, Health & FP)	0755 – 2441424	0755 – 2441681

IMPORTANT CONTACT NUMBERS – GOVERNMENT OF KARNATAKA

Designation	Office	Residence	Mobile
Chief Secretary	080 – 22252442	080 – 22353124	09880003696
Home Secretary	080 – 22256774	080 – 25355353	09845666077
DGP	080 – 22842111	080 – 22293525	09741262262
ADGP (L&O)	080 – 22211834	080 – 26684668	09449084688
State Police Control Room	080 – 22211777		
Disaster Management Agency (Secretary)	080 – 22032582	080 – 23512222	09448290807
Deputy Secretary	080 – 22392451	080 – 23118988	09449446182

Director General of Police Fire Service, Government of Karnataka,

Karnataka State Fire Force, No. 1 & 2 Annaswamy Mudaliar Road, Bangalore – 560 042,
Karnataka. 080-25570733, 22971504 / 22971501 / (F) 22971501,
directorksfes@gmail.com / ghcdhqrsban@gmail.com

TELANGANA STATE DISTRICT OFFICIALS (COLLECTOR and SP)

District Name	Designation	Office Phone	Email
Adilabad	Collector	08732-227402	collector_adbd@telangana.gov.in
Adilabad	Superintendent of Police	9440795000	sp@add.tspolice.gov.in
Bhadradi Kothagudem	Collector (FAC)	08732-226203	collector-bdd@telangana.gov.in
Bhadradi Kothagudem	Superintendent of Police	08744-243666	sp@kgm.tspolice.gov.in
Hyderabad	Collector	040-23202833	collector_hyd@telangana.gov.in
Hyderabad	Commissioner of Police	040-23261666	cp@hyd.tspolice.gov.in
Jagtial	Collector	08724-222204	collector-jgtl@telangana.gov.in
Jagtial	Superintendent of Police	08724-222133	sp@jgl.tspolice.gov.in
Jangaon	Collector	8978600744	collector-jgn@telangana.gov.in
Jangaon	Deputy Commissioner of Police	9491089147	dcpwestzonejgn@gmail.com
Jayashankar Bhoopalpally	Collector	7995088365	collector-jsk@telangana.gov.in
Jayashankar Bhoopalpally	Superintendent of Police (I/c)	08713-222380	sp@bhp.tspolice.gov.in
Jogulamba Gadwal	Collector	9100901600	collector-gdwl@telangana.gov.in
Jogulamba Gadwal	Superintendent of Police	08546-273000/01	spjlm@jlm.tspolice.gov.in
Kamareddy	Collector	8468220252	collector-kmr@telangana.gov.in
Kamareddy	Superintendent of Police	8332931100	sp@kmr.tspolice.gov.in
Karimnagar	Collector	0878-2265206	collector_krmn@telangana.gov.in
Karimnagar	Commissioner of Police	0878-2262303	cp@knr.tspolice.gov.in
Khammam	Collector	08742-224641	collector_kmm@telangana.gov.in
Khammam	Commissioner of Police	08742-220000	cp@kmm.tspolice.gov.in
Kumuram Bheem Asifabad	Collector	08733-279401	collector-kb@telangana.gov.in
Kumuram Bheem Asifabad	Superintendent of Police	08733-279833	-
Mahabubabad	Collector (FAC)	7995085423	collector-mbd@telangana.gov.in
Mahabubabad	Superintendent of Police	08719-242666,	sp@mbd.tspolice.gov.in
		240000	
Mahabubnagar	Collector	08542-242210	collector_mbnr@telangana.gov.in

Mahabubnagar	Superintendent of Police	08542-243300	sp@mbnr.tspolice.gov.in
Mancherial	Collector	9492120800	collector-mncl@telangana.gov.in
Mancherial	Deputy Commissioner of Police	08736-252534	
Medak	Collector	08452-223111	collector_mdk@telangana.gov.in
Medak	Superintendent of Police	08452-221666/67	sp@mdk.tspolice.gov.in
Medchal-Malkajgiri	Collector (FAC)	040-29700824	collector-mdl@telangana.gov.in
Medchal-Malkajgiri	Superintendent of Police	040-27854081	
Mulugu	Collector	08715-223322	collector-mlg@telangana.gov.in
Mulugu	Superintendent of Police	7901100333	sp-mulugu@tspolice.gov.in
Nagarkurnool	Collector	9100101425	collector-ngkl@telangana.gov.in
Nagarkurnool	Superintendent of Police	08540-230333	sp@nkl.tspolice.gov.in
Nalgonda	Collector	08682-232302, 232345	collector_nlgd@telangana.gov.in
Nalgonda	Superintendent of Police	08682-222306	sp@nlg.tspolice.gov.in
Narayanpet	Collector	9000342342	collector-nrpt@telangana.gov.in
Narayanpet	Superintendent of Police	9440795700	-
Nirmal	Collector	8331997099	collector-nml@telangana.gov.in
Nirmal	Superintendent of Police	08734-240233	-
Nizamabad	Collector & District Magistrate	08462-221966	collector_nzbd@telangana.gov.in
Nizamabad	Superintendent of Police	08462-232203	sp@nzb.ts.gov.in
Peddapalli	Collector	8978887713	collector-pdpl@telangana.gov.in
Peddapalli	Commissioner of Police	8332941100 / 9440900683	cp.rgm.tspolice@gov.in
Rajanna Sircilla	Collector	7032867111	collector-rsl@telangana.gov.in
Rajanna Sircilla	Superintendent of Police	8332831100	spsircilla@gmail.com
Rangareddy	Collector	040-23235642, 23234774	collector_rr@telangana.gov.in
Rangareddy	Superintendent of Police	08416-255601	
Sangareddy	Collector	08455-276555	collector-srd@telangana.gov.in
Sangareddy	Superintendent of Police	08455-276600	sp@sgr.tspolice.gov.in
Siddipet	Collector	7893206745	collector-sdpt@telangana.gov.in
Siddipet	Commissioner of Police	08457-226533	cp@sdpt.tspolice.gov.in
Suryapet	Collector	9493721234	collector-srpt@telangana.gov.in
Suryapet	Superintendent of Police	08684-254100	sp@spt.tspolice.gov.in
Vikarabad	Collector	9959090781	collector-vkb@telangana.gov.in
Vikarabad	Superintendent of Police (FAC)	08416-255601/02	sp@vkb.ts.gov.in

Wanaparthi	Collector	08545-233550	collector-wnp@telangana.gov.in
Wanaparthi	Superintendent of Police	08545-233321	sp@wnp.tspolice.gov.in
Warangal (Rural)	Collector	0870-2511777	collector-wglr@telangana.gov.in
Warangal (Rural)	Commissioner of Police	0870-2578155	sp@wrlr.tspolice.gov.in
Warangal (Urban)	Collector	0870-2567107	collector_wgl@telangana.gov.in
Warangal (Urban)	Commissioner of Police	0870-2567107/65	cp@wrlc.tspolice.gov.in
Yadadri Bhuvanagiri	Collector	8331997001	collector-ydr@telangana.gov.in
Yadadri Bhuvanagiri	Deputy Commissioner of Police	08685-242504	dcp-bngr-rck@tspolice.gov.in

ANDHRA PRADESH STATE DISTRICT OFFICIALS (COLLECTOR and SP)

S. No.	District	Designation	Phone Number	Mail Id
1.	Alluri Sitharama Raju	Collector		collector-alluri@ap.gov.in
		SP	9440796002	sp@asr.appolice.gov.in
2.	Anakapalli	Collector	7396696638	collector-ankp@ap.gov.in
		SP	08924-2320024 9440796000	spanakapalli[@gmail.com
3.	Anantapur	Collector	9493188801	collector_antp@ap.gov.in
		SP	08554-240105 9440796800	sp@atp.appolice.gov.com
4.	Annamayya	Collector		collector-annamayya@ap.gov.in
		SP	08572-235828 9440796700	spctrl@appolice.gov.com
5.	Bapatla	Collector	8712655900	collector-bapatla@ap.gov.in
		SP	08643-293533 9121102200	spbapatla@gmail.com sp@bpt.appolice.gov.in
6.	Chittoor	Collector	08572240333	collectorchittoor@gmail.com
		SP	08572-235828 9440796700	spctr@appolice.gov.in
7.	Dr.B.R.Ambedkar Konaseema	Collector	8977935211	collector-ksm@ap.gov.in
		SP	08856- 235100 9154965855	spkonaseema@gmail.com
8.	East Godavari	Collector	8977935601	Adhavalatha.k@nic.in
		SP	0883-2427187 9440796502	sp@rjy.appolice.gov.in
9.	Eluru	Collector	08812-230051	eluru@ap.gov.in

		SP	08812- 232662, 230760. 9440796600	spelurudistrict@gmail.com
10.	Guntur	Collector	0863-2234990	collector_gntr@ap.gov.in
		SP	0863-2234222, 2260151. 8688831300	sp@gtr.appolice.gov.in
11.	Kakinada	Collector	0884-2365424	collector-kkd@ap.gov.in
		SP	0884-2362000 9440796500	kkd@appolice.gov.in
12.	Krishna	Collector	08672252668	collector_krsn@ap.gov.in
		SP	08672- 223057 9440796400	sp@kri.appolice.gov.in
13.	Kurnool	Collector	08518220006	collector_krnl@ap.gov.in
		SP	08518-225700 9440795500	sp_kur@kur.appolice.gov.in
14.	Nandyal	Collector	08514-220006	collector-nandyal@ap.gov.in
		SP	08514-294915 9121101110	sp@ndl.appolice.gov.in
15.	NTR	Collector	08662478090	collector_ntr@ap.gov.in
		SP	0866-2488223 9440627051	sp@ntr.appolice.gov.in
16.	Palnadu	Collector	9440886006	collector-palnadu@ap.gov.in
		SP	08647- 222999 9440796200	sp@pld.appolice.gov.in
17.	Parvathipuram Manyam	Collector	08963-293046	Collector-pmanyam@ap.gov.in
		SP	8977749613	sppvpmanyam@gmail.com
18.	Prakasam	Collector	8886616001	
		SP	08592-286100 9121102100	sp@pkm.appolice.gov.in
19.	Sri Potti Sriramulu Nellore	Collector	9121615828	
		SP	0861-2328800, 2331700. 9440796300	sp@nlr.appolice.gov.in
20.	Sri Sathya Sai	Collector		collector-sssai@ap.gov.in
		SP	08555-292433 9493696800	sp@sss.appolice.gov.in
21.	Srikakulam	Collector	08942-222565	collector_sklm@ap.gov.in
		SP	08942-222508 6309990800	sp@skl.appolice.gov.in

22.	Tirupati	Collector		collector-tirupati@ap.gov.in
		SP	0877-2289000 9440796702	sp@tptu.appolice.gov.in
23.	Visakhapatnam	Collector	08912563121	collector_vspm@ap.gov.in
		SP	0891-2551104 9440231222	Babujee.attada@gov.in
24.	Vizianagaram	Collector	08922-276720	collector_vznm@ap.gov.in
		SP	08922-276163 9121109400	sp@vzm.appolice.gov.in
25.	West Godavari	Collector	08812-246656	collector_wgd@ap.gov.in
		SP	08816-293100 9440796600	sp@wg.appolice.gov.in
26.	YSR	Collector	08562-244676	collector_kdp@ap.gov.in
		SP	08562- 242198 9121100500	sp@kdp.appolice.gov.in
27.	Vijayawada.	CP	0866-2492222, 0866-2493333	cp@vza.appolice.gov.in
28.	Visakhapatnam	CP	2562709 (O) 2562763 (F) 2525500 (R) 2569811 (F)	cp@vspc.appolice.gov.in

MAHARASHTRA STATE DISTRICT OFFICIALS (COLLECTOR and SP)

District Name	Designation	Office Phone	Mobile
Akola	Collector	0724-2424442	9921044466
Akola	Superintendent of Police	0724-2435002	9823885899
Beed	Collector	02442-222201	
Beed	Superintendent of Police	02442-222302	
Latur	Collector	02382-224001	
Latur	Superintendent of Police	02382-243000	
Nanded	Collector	02462-237101	9004444338
Nanded	Superintendent of Police	02462-234504	9158888338
Parbhani	Collector	02452-223555	9422434299
Parbhani	Superintendent of Police	02452-223444	7798885176
Jalna	Collector	02482-224700	7798977831
Jalna	Superintendent of Police	02482-225601	8007611453
Aurangabad	Collector	0240-2331200	7720010751
Aurangabad	Superintendent of Police R	0240-2380808	9823691000
Nashik	Collector	0253-2578500	9922648400
Nashik	Superintendent of Police	0253-2309700	9823133910
Hingoli	Collector	02456-221701	9922897000
Hingoli	Superintendent of Police	02456-221744	9421887774
Washim	Collector	07252-233400	8806268811
Washim	Superintendent of Police	07252-232134	9594477714

KARNATAKA STATE DISTRICT OFFICIALS (COLLECTOR and SP)

District Name	Designation	Office Phone	Email
Bidar	Collector	08482-225409	
Bidar	Superintendent of Police	08482-226700	
Kalaburagi	Collector	08472-263602	
Kalaburagi	Superintendent of Police	08482-278601	

Vellore District Disaster Management Contact Details

Toll Free No. : 1077

Tahsildar, Disaster Management

Mobile No. : 93840 56214

Telephone : 0416 – 2258016

Fax No. : 0416 – 2253034

Personal Assistant (General) to The District Collector

Mobile No. : 9445008159

Telephone : 0416 – 2252501

Fax No. : 0416 – 2253034

Designation	Mobile No.	Landline No.	Email
DISTRICT COLLECTOR		0416-2252345	collrvel@nic.in
District Revenue Officer	9445000904	0416-2253502	dro.tnvlr@nic.in
Superintendent of Police	9498111101	0416-2256802	spvellore@gmail.com

LIST OF HOSPITALS – PRIVATE AND GOVERNMENT WITHIN THE TERRITORY OF SOUTH CENTRAL RAILWAY.

Note : The numbers stated below may be ascertained based on the numbers mentioned in DM Plan Part-B of respective divisions which are being updated from time to time.

(WITHIN HYDERABAD AREA)

S. No	Name of the hospital	Location	Telephone nos. with STD code
1	Apollo	Kukatpally	040 – 23160039, 23160041 & 23607777
2	BHEL Hospital	Ramachandrapuram	040 – 23182556
3	Poly clinic	Moula-Ali	040-27145555 & 27006268
4	Andhra Mahila Sabha	Vidyanagar	040 – 27617801
5	CDR	Hyderguda	040 – 2322221
6	CDR	Secunderabad	040 – 26200066
7	CARE Hospital	Nampally	040 – 24735465
8	CARE Hospital	Banjara Hills	040 - 55517777
9	Cancer Hospital	Jubilee Hills	040 – 23318422
10	Gandhi Hospital	Secunderabad	040 – 27702222
11	Global Hospital	Secunderabad	040 – 23244444
12	Government Chest Hospital	Hyderabad	040 – 23814421
13	Government ENT Hospital	Koti	040 - 24740245
14	Kamineni Hositals	LB Nagar	040 – 24022272
15	Mahaveer Hospital	Mehdipatnam	040 – 23393134
16	Mediciti	Near Secretariat	040 – 23237644
17	Medinova	Hyderabad	040 – 23311122
18	Medwin	Hyderabad	040 – 23202902
19	Newciti Hospital	Hyderabad	040 – 26260004
20	Nilofer Hospital	Hyderabad	040 – 23320332
21	Osmania Hospital	Koti	040 – 24600122
22	Railway Hospital	Lallaguda	040 – 27001134
23	Usha Mullapudi	Medchal	040 – 23090609
24	Vijaya Marie	Secunderabad	040 – 23315055
25	Yashoda	Somajiguda	040 – 23319999
26	Yashoda	Malakpet	040 – 24555555
27	Heritage Medical Centre	Hyderabad	040 – 23379999, 23379201
28	LV Prasad Eye Institute	Banjara Hills	040 – 23608262
29	St. Theresa Hospital	Hyderabad	040 – 23701013
30	NIMS	Hyderabad	040 – 23320332, 23396552
31	Yashoda Hospital	Secunderabad	040 – 27713333
32	KIMS Hospital	Ministers Road, SC	040 – 27814910
33	SIGMA Hospital	Secunderabad	040 – 39123456
34	Vijaya Health Care	Secunderabad	040 – 66262929
35	Meena Nursing Home	Tukaram gate, LGD	040 – 27730674
36	KG Hospital	Tukaram Gate, LGD	040 – 27730384, 32001398
37	Manjari Narsing Home	Lalapet	040 – 27061399
38	Military Hospital	Lalbazar	040 – 27852545

(Within HYB Division other than City area)

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
1.	Government Hospital	ALPR	9885232860
2.	Government Hospital	AKE	9440054642
3.	Osmania Govt Hospital	BDVL	040 – 24618136
4.	Government Cantonment Hospital	BMO	9848258009
5.	Government Hospital	BKU	9000501429
6.	Government Hospital (UMRI)	BLSA	7875193054
7.	Government Hospital (DHNE)	BVO	9490010044
8.	Government Hospital	BSX	7730941934
9.	Government Hospital	NVT	9866126439
10.	Government Hospital	DAB	9511627875
11.	Government Hospital	DHP	9676938579
12.	Government Hospital	DKC	9985373893
13.	Government Hospital (KRNT)	DUU	9849903110
14.	Government Hospital	FM	040 – 24600146
15.	Government Hospital	GLY	8333811710
16.	Government Hospital (GWD)	GWD	8310089790
17.	Government Hospital	GJWL	9000957775, 9951866133
18.	Government Hospital	IDL	8297754217
19.	Government Hospital	IKI	6302625564
20.	Government Hospital	KMC	9440921550
21.	Government Hospital	KRNT	9849903110
22.	Government Hospital	MBNR	9182072860
23.	Aditya Hospital	MDAK	8500419911
24.	Sushma Hospital Toopran	ME	9440132700
25.	Government Hospital	MED	9866574405, 8520076205
26.	Government Hospital	MOA	8123872086
27.	Government Hospital (MBNR)	MQN	9182072860
28.	Government Hospital	NVT	9866126439
29.	Government Hospital	NZB	9991114875
30.	Government Hospital	NCRM	8374830730
31.	Government Hospital (GWD)	PASR	8310089790
32.	Government Hospital (GWD)	PDO	8310089790
33.	Government Hospital	SIPT	08457 – 222036
34.	Government Hospital	SVN	7875193054
35.	Government Hospital	SHNR	9121076211
36.	Ratnamma Pvt Hospital	SRNR	9052579889
37.	Government Hospital	TMD	8985177374
38.	Government Hospital	TMX	9440495450
39.	Government Hospital	UKD	8247272715
40.	Government Hospital (KMC)	UPW	9440921550
41.	Trident Hospital	UR	8008700951
42.	Government Hospital	VDI	9440504922
43.	Government Hospital	WDR	9014510845
44.	Government Hospital	WPR	9398944952

(Within SC Division other than City area)

S. No.	Name of the Hospital	Location	Telephone nos. with STD code
1	Government Hospital	ALER	08685 - 281644
2	Area Hospital (Rly)	BDCR	08744 - 242267, 244955
3	Rajeshwari Maternity Hospital	BGSF	08727 - 253225
4	Government Hospital	BHLK	08464 - 262400
5	Methodist Hospital	"	08464 - 261061
6	Government Hospital	BIDR	08482 - 227392, 225474, 226426
7	Lalithamma Hospital	"	08482 - 225323, 09440042491
8	Apex Hospital	"	08482 - 225728, 220501, 9449825728
9	Government Hospital	BKL	08749 - 275511
10	Government Hospital	BN	08685 - 278244, 278384, 9440439164
11	PHC Hospital	CKN	08742 - 284686, 284372
12	Government Hospital	CT	08474 - 236180, 9248163770
13	Dr. Girish Clinic	DKJ	08719 - 217877, 9966059088
14	Government Hospital	GNP	08711 - 220889, 9849467513
15	Teja Nursing Home	"	08711 - 220468
16	JVM Nursing Home	"	08711 - 220348
17	Sai Nursing Home	"	08711 - 220219
18	Government Hospital	GTU	02446 - 252539
19	Government Hospital	HBU	08484 - 263625
20	Siddappa Hospital	"	08484 - 263615
21	Government Hospital	HER	02385 - 267686
22	Government Hospital	HSP	0870 - 255211
23	Government Hospital	JMKT	9849310138
24	Umapriya Nursing Home	"	08727 - 253307
25	JMKT Nursing Home	"	08727 - 253453
26	Government Hospital	JOA	02381 - 254082
27	Government Hospital	JPTN	08654 - 222484
28	Government Hospital	KDM	9440166578
29	Government Hospital	KMNR	08485 - 285228, 285229
30	Dr. Vishwanadha Hospital	"	08485 - 285234, 9448519207
31	Cure Hospital	KMT	08742 - 234077, 234088
32	Kinnera Hospital	"	08742 - 228366
33	Government Hospital	KOHR	08451 - 289323
34	Government Hospital	KQT	08441 - 228573
35	Railway Poly Clinic	KZJ	0870 - 2546124
36	T.B. Hospital	KZJ/HNK	0870 - 2578100, 2423090
37	Jaya Hospital	"	0870 - 2553844, 2578100
38	Government Hospital	LTRR	02381 - 222008
39	Government Hospital	MABD	08719 - 240403
40	Private Hospital	"	08719 - 240332
41	G.V. Hospital	MAGH	07173 - 222136
42	Government Hospital	MCI	08736 - 252028
43	Krithi Nursing Home	"	08736 - 253854
44	Samatha Nursing Home	MDR	08749 - 273212, 274224, 274811, 273390, 274201
45	Praja Vidyasala	"	08749 - 274243
46	Government Hospital	MRF	08416 - 268236
47	Private Hospital	MTMI	9440186056, 9948849451
48	Sai Ramprasad Hospital	NAW	08411 - 248256, 248604

S. No.	Name of the Hospital	Location	Telephone nos. with STD code
49	Dr. Krishnamurthy Nursing Home	PBP	08716 – 255152, 220210
50	Government Hospital	PDPL	08728 – 221014, 9603366784, 9949016111
51	Gupta Hospital	"	08728 – 224010
52	Jaya Nursing Home	"	08728 – 222227
53	Government Hospital	PNF	02382 – 236554, 236478
54	Railway Hospital	PRLI	02446 – 225606, 9730471544
55	Government Hospital	"	02446 – 223098
56	Accident Hospital	"	02446 – 222086
57	Munde Hospital	"	02446 – 223111, 942240866
58	Karad Hospital	"	02446 – 223344, 9422330358
59	Laxmi Clinic	PTKP	9849608407
60	Sirua JPS	RDM / GDK	08728 – 242700, 244567, 246789
61	Medbone Hospital	"	08728 – 247788
62	Railway Health Unit	"	08728 – 2551088
63	Kavitha Clinic	RGP	9490854252
64	Government Hospital	SEM	08441 – 276163, 9448577384
65	Dr. Desai Hospital	"	08441 – 276229
66	Dr. Deshpande Hospital	"	08441 – 276239
67	Government Hospital	SKP	08417 – 222294, 9440684466
68	Government Hospital	SKZR	08738 – 238078, 238038
69	G.V. Hospital	SRUR	08738 – 241418
70	Private Hospital	SSPD	08416 – 267536
71	Government Hospital	TDU	08411 – 272100
72	Balaji Nursing Home	"	08411 – 274066
73	Venkata Padmavathi Hospital	"	08411 – 272116
74	Government Hospital	UDGR	02385 – 256336, 9422468082
75	Private Hospital	VKB	08416 – 255888
76	Private Hospital	"	9440248777
77	Private Hospital	"	9866761949
78	Private Hospital	"	9949135143
79	P.V. Hospital	WIRR	07173 – 255124
80	MGM Hospital	WL	0870 – 2433376, 2421398
81	CKM Hospital	"	0870 – 2435606
82	ESI, Shivanagar	"	0870 – 2444936
83	Pruthivi Hospital	"	0870 – 2435804
84	Laxmi Nursing Home	"	0870 – 257611
85	Warangal Hospital	"	0870 – 2434353, 2434363
86	Lifeline Hospital	"	0870 – 2568378
87	Apple Hospital	"	0870 – 2565230
88	Jaya Hospitals	"	0870 – 2577234
89	Rohini Hospital	"	0870 – 2579297
90	Dr. Srinivas Nursing Home	YSPM	08716 – 224210
91	Government Hospital	ZB	08451 – 282361
92	Ravali Nursing Home	ZN	08716 – 220921
93	Madhavi Nursing Home	"	08716 – 220505

(Within BZA Division)

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
1.	Govt. Hospital	KAPT	9989979027
	KIMS Hospital, Nellore	"	0861 – 2315835, 2317805, 9666777335
	Narayana Hospital	"	0861 – 2317963, 2317964, 2355511
2.	Govt. Hospital, Rapur	VIKU	8297954895, 08621 – 226855
3.	Govt. Hospital	RAPR	8297954895, 08621 – 226855
4.	Railway Health Unit, GDR	KUMU	9701373513
	KIMS Hospital, Nellore	"	966677335, 0861 – 2315835, 2315836
	Narayana Hospital	"	0861 – 2317963, 2317964, 2355511
5.	Railway Hospital, NLR	MGPR	9701374505, 0861 – 22342
	Govt Hospital	"	9966975835, 08566 – 256777
	Dr. Prabhakar Hospital	"	9885991161
6.	Govt. Hospital	ARPI	9490002338
7.	Railway Health Unit, GDR	BMPE	9701373513
	Medi Cover	"	8008404108, 8008104224
	KIMS Hospital, Nellore	"	0861 – 2315835, 2317805, 9666777335
	RR Hospital, Proddutur	"	9346341595
	Govt. Hospital	"	9700273955
8.	Govt. Hospital	NGPM	0861 – 2330024, 9849902361
	Bollineni Hospital, Nellore	"	0861 – 2315835, 2317805
	Narayana Hospital, Nellore	"	0861 – 2317963, 2317964
9.	Govt. Hospital	VRJN	08612 – 383584, 8008807696
	Swarna Bharathi	"	08612 – 383444
10.	Govt. Hospital	GDR	08624 – 251717, 251804
	C. R. Reddy	"	08624 – 253167
	Mtyhili Hospitals	"	08624 – 253896
	B. Jagendra Rao	"	08624 – 251316
	Prabhakara Reddy	"	08624 – 251550
	M. Ramanaiah	"	08624 – 251226
	V. B. Rao	"	08624 – 251316
11.	Govt. Hospital	MBL	8897882104
	V. Ashok Kumar	"	251804, 251717
	M. L. Narasimhulu	"	251666
	P. Bhaskara Rao	"	251825
	Gangadara Reddy	"	251280
	Swarna Bharathi Trust	"	0861 – 2383444
	Emergency Ambulance	"	0861 – 2325999
12.	Govt. Hospital, GGH	VKT	0861 – 2383584, 9000181699
	DMO & HO	"	9700273955
	Community Heath Centre	"	9398421191
	Narayana Hospital	"	0861 – 2317963
	Bollineni Hospital	"	0861 – 2315835
	Swarna Bharathi Trust, NLR	"	0861 – 2383444, 996384400
13.	Govt. Hospital	VDE	9000181699
	Narayana Hospital	"	0861 – 2317963, 2355511, 2310041
	Bollineni Hospital, NLR	"	0861 – 2317805, 2315835, 9666226104
	Jaya Bharath Hospital	"	0861 – 2338858
	Vijaya Hospital	"	0861 – 2321828, 2331828
	Nightingale Hospital	"	9347032279
14.	Govt. Hospital, GGH	NLR	9000181699

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
	DM & HO	"	9700273955
	Ramachandra Reddy Hospital	"	0861 – 2347701, 02
	St. Joseph's Hospital	"	0861 – 2331845
	Kumar Hospital	"	9848173055
	Bollineni Hospital	"	0861 – 2317805, 2315835, 9666226104
	Samathas Nursing Home	"	0861 – 2325299
	Nightingale Hospital	"	9347032279
	Medi Cover Hospital	"	8008104200
	Vijaya Hospital	"	0861 – 2321828, 2331828
15.	Govt. Hospital	PGU	9491349130
	Gummadi Hospital	"	8331833733
	Medi Cover Hospital	"	8008104200
	Bollineni Hospital	"	9666226104
	Ramachandra Reddy Hospital	"	0861 – 2347701
	Medi Cover Hospital	"	8008104200
16.	Govt. Hospital, Kodavalur	KJJ	08522 – 275196, 9502905094
	Govt General Hospital, Nellore	"	0861 – 233024, 9700273955
	Babu Rao Hospital	"	08522 – 275114
	Sarojanamma	"	08522 – 275111
	P. Balasubrahmanyam	"	08522 – 275135
16.	Govt. Hospital, Kodavalur	TMC	08522 – 275196, 7981476140
	A. Babu Rao, Hospital	"	08522 – 275114, 9849045638
	Sarojanamma	"	08522 – 275111
	P. Balasubrahmanyam	"	08522 – 275135
17.	Govt. Hospital, Kavali	AXR	0826 – 243524, 9844946493
18.	Govt. Hospital, Kavali	BTTR	08626 – 243524, 9844946493
	Govt. PHC, Kovurupalli	"	9154330859, 9154330829
	Railway Health Unit	"	61444 (Rly), 7569305705
19.	Govt. Hospital	SVPM	08626 – 243524, 9844946493
	Ravi Nursing Home	"	08626 – 243713
	Padmavathi Hospital	"	08626 – 242938
	GMD Memorial Hospital	"	08626 – 245166, 9247108877
	Sri Sai Multi Spl. Hospital	"	08626 – 244933
	Life Care Hospital	"	08626 – 244441
20.	Govt. Hospital	KVZ	08626 – 243524, 9844946493
	GMD Memorial	"	08626 – 225166, 9247108877
	Praveen Kumar Hospital	"	08626 – 243436
	Life Care Hospital	"	08626 – 24441
	Sri Sai Multi Spl. Hospital	"	08626 – 244933
21.	Govt. Hospital	TTU	9949276808
	Railway Heath Unit, Ongole	"	9701373531
	Primary Health care unit	"	9393223737
22.	Govt. Hospital	UPD	9949276808
	Railway Heath Unit, Ongole	"	9701373531
	Primary Health Care Unit	"	9393223737
	Praja Vaidyasala	"	9985590131
	Kamala Dental Hospital	"	9160136324
23.	Govt. Hospital PHC	SKM	7672060410, 6300099639
	B Sri Sivarama Reddy	"	9848413275
	B Sri Hari Babu	"	9848722308

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
24.	Govt. Hospital, Tangutur	TNR	6304668654, 9349352743
	Srinivasa Multi Spl. Hospital	"	08592 – 242537
	Madhuri Sugar Thyroid Nursing Home	"	9848748923
	Aradya Hospital	"	08592 – 223434
25.	Ramesh Sangamithra	SDM	08592 – 234599, 221007, 988544729
	KIMS Multispecialty Hospital	"	08592 – 667788, 888666917, 8886667919
	Venkataramana Nursing Home	"	08592 – 221638, 9100679099
26.	Govt. Hospital	OGL	08592 – 233270, 7799866666
	KIMS Hospital	"	08592 – 667788, 8886667917, 8886667919
	Aster Ramesh Sangamitra	"	08592 – 234599, 221007, 988544729
	Venkata Ramana Nursing Home	"	08592 – 271636, 9100679099
	Govt. Hospital	"	08592 – 233270, 7799866666
	KIMS Hospital	"	08592 – 667788, 8886667917, 8886667919
	Aster Ramesh Sangamitra	"	08592 – 234599, 221007, 988544729
	Venkata Ramana Nursing Home	"	08592 – 271636, 9100679099
27.	Govt. Hospital	ANB	9848137271
	B. Harichandra	"	9989605134
28.	Govt. Hospital, CJM	UGD	9704073101
	Dr. Subba Rao	"	9440787890
29.	Govt. Hospital, PHC	CJM	9704073101
	Dr. Ramakrishna Hospital	CJM	92471033082
	Ramesh Hospital	CJM	08592 – 234599, 221007
	Gorantla Super Specialty Hospital, Chirala	"	08594 – 238080, 7330722272, 7680082068
30.	Govt. Hospital	VTM	08594 – 246201, 9949332862
	K. Ramanujam	"	9346682355
	B. S. Chakravarthy	"	9848714516, 08594 – 246226
31.	Govt. Hospital	CLX	9849114277
	Shankar Nursing Home	"	08594 – 233075, 233095, 9848152056
	Naga Sayan Nursing Home	"	08594 – 232846
32.	Govt. Hospital	SPF	08643 – 224038, 224150, 9545474589
	Govt. Hospital, Vedullapalli	"	08643 – 271169, 271159, 9848057882
33.	Govt. Hospital	BPP	08643 – 224038, 9642053077, 9704073101
	Govt. Hospital, RMO	"	9848474589
	Rishi Care Hospital	"	8143726111
	Sri Venkateswara Poly Clinic	"	08643 – 224243, 9885750819
	Preethi Nursing Home	"	8008811197
	Srujana Hospital	"	08643 – 224010, 224928, 9848365061
34.	Govt. Hospital, Bapatla	APL	08643 – 224038, 9848474589
	Lakshmi Kanthamma	"	08643 – 224150, 8143736111
	Srujana Hospital, Bapatla	"	08643 – 224010, 224928, 9848365061
	T. Srinivasa Rao	"	08643 – 225247, 9848365066
35.	Govt. Hospital	NDO	08643 – 224038, 9848474589
	Ravi Cardiac and Diabetic Centre	"	08643 – 243415
	Dr. Sajja Chandra Mouli Hospital	"	0863 – 242004, 242328

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
36.	Govt. Hospital, Bapatla	TSR	9642053077, (RMO) 9848474589
	Dr. M B K Sastry	"	9963823625
	Dr. Umamaheswara Rao	"	9346436876
37.	Govt. Hospital	TEL	8008553550
	Health Hospital	"	08644 - 222229, 7660004092
	J K Hospital	"	08644 - 221225, 9949795300
	JVM Hospital	"	08644 - 222213, 9848190369
	Kondala Rao	"	9959357600
38.	Vijaya Lakshmi	"	7947241402
	Govt. Hospital, Tenali	DIG	8008553550
39.	Health Hospital, Tenali	"	08644 - 222229, 7660004092
	Govt. Hospital PHC Pedavadlapudi	PVD	9640996196
	NRI Hospital	"	9849989813, 9849989814
40.	RMP	"	9848150355, 9441692782
	Govt. PHC	MAG	9640998196
	NRI Hospital	"	9849989813, 9849989814
41.	RMP	"	9441692782, 9848150355
	Govt. Hospital - Private Hospital	KCC	8985948988, 7673937732
	Ram Hospital	"	81215795579
	Sudha Hospital	"	9553690579
42.	Manipal Hospital	"	0866 - 2469700
	Railway Hospital	BZA	0866 - 2767710
	Govt. Hospital	"	0866 - 2576027, 2572854
	Nagarjuna Hospitals	"	0866 - 2463555, 2554701, 9963414242
	Ramesh Cardiac Multi Specialty	"	0866 - 2463463, 9848054321
	KIMS Hospitals	"	8008335577, 0866 - 2474150
43.	Andhra Hospitals	"	0866 - 2574757
	Government Hospital	GALA	0866 - 2577699
	City cardiac	"	9963414242
	Nagarjuna Hospital	"	0866 - 2463555, 2554701, 9963414242
	KIMS Hospital	"	8008335577, 0866 - 2474150
44.	Ramesh Cardiac Multi Speciality	"	0866 - 2463463, 9848054321
	Govt. PH Unit	MBD	0866 - 2452244
	Global Hospital	"	0866 - 2578854
	Aayush Hospital	"	0866 - 2541414, 9603929292
45.	Ramesh Hospital	"	0866 - 2463463, 9848054321
	Government Hospital	RYP	0866 - 2452244
46.	Andhra Hospital	"	0866 - 2417577
	Government Hospital	KI	8309728076
	SR Hospital	"	0866 - 2872078, 9110783177
	Rama Nursing Home	"	0866 - 2872295
47.	Mohan Rao Memorial Hospital	"	9049851768
	Govt. Hospital	GWM	08676 - 253811, 9948701956
	Pinnamaneni Siddhartha	"	08676 - 257311
48.	Neelima Nursing Home	"	08676 - 252543
	Govt. Hospital	PAVP	0866 - 257311
	Global Hospital	"	0866 - 2578854
	Aayush Hospital	"	0866 - 2541414
	Ramesh Hospital	"	0866 - 2463463
	Neelima Nursing Home	"	08676 - 252543

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
49.	Govt. Hospital	TOU	08656 – 221533
50.	Govt. Hospital, Bapulapadu	NZD	9032466192
	AIMS Hospital, Hanuman Junction	"	08656 – 243399
	Pinnamaneni Siddhartha	"	08676 – 257311
	Dr. Chappiya	"	08676 – 259666
	Sita Mahalakshmi Nursing Home	"	08656 – 243100
51.	Govt. Hospital	VAT	0861 – 230401, 8008553480
	Ashram Hospital	"	08812 – 288288, 288299, 9491044811
	Andhra Hospital	"	08812 – 234522, 222272, 8466998597
52.	Rly. Health Unit	EE	08812 – 230564
	Govt. Hospital	"	08812 – 230401, 230403, 249749, 9566561606, 8341257949
	Ashram Hospital	"	08812 – 288288, 288299, 9491044811
	Andhra Hospital	"	0812 – 222272, 234522, 8466998597
	M. L. V. Prasad Hospital	"	08812 – 236292
53.	Govt. Hospitals	DEL	08829 – 255005, 08812-230401
	PHC	"	9490240316
	Andhra Hospital	"	08812 – 222272
	Ashram Hospital	"	08812 – 288288, 288299, 9491044811
54.	Govt. Hospital PHC	BMD	08829 – 295005, 99493006567
	Katra Gadda Nursing Home	"	08829 – 222280
	Balu Nursing Home	"	8008685400
55.	Govt. Hospital	PUA	08814 – 273535, 9949956916
	Ashram Hospital	"	08812 – 288288, 9491044811
56.	Govt. Hospital	CEL	8886555038, 08818 – 252515
	Durga Nursing Home	"	9848036568
	Vijaya Lakshmi Hospital	"	9491251225
57.	Govt. Hospital	BPY	08818 – 225567, 221144, 8500814033
	Chinni Nursing Home	"	9440951290
58.	Govt. Hospital	TDD	08818 – 221144, 8500814033
	A.P. Vidhan Parishad Hospital	"	7428250520
	Bathina Hospitals	"	954811266, 9848112666
	Chaitanya Emergency Hospital	"	9348259972, 9494311333
	Star Hospital	"	9577655099, 9577685999
	RR Hospital	"	08818 – 228777, 8978782555
59.	Govt. Hospital, TDD	NBM	08818 – 221144, 7428250426
	Nawab Palem, HU	"	9059379630
	Madhavaram HU	"	08818 – 222158
	Sai Sanjeevini Hospital	"	08818 – 225747
60.	Govt. Hospital	NDD	08813 – 221049, 9849054101
	Susruta Multi Specialty	"	08813 – 222158, 222725
	Surya Hospital	"	08813 – 225747
	Ratna Nursing Home	"	08813 – 221267
61.	Govt. Hospital, PHC	CU	08813 – 271292, 8560498800, 8106725600
	Dr. Samba Siva Rao	"	08813 – 271463, 9866566833
	B. V. G. Krishna	"	9440104673
	B. G. RAO	"	9494340796
62.	Govt. Hospital	KVR	08813 – 231450, 8096094721
	Sai Hospital	"	08813 – 231470

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
	Manaswi Hospital	"	08813 – 231470, 7799747888
	Sri Krishna Hospital	"	08813 – 235779, 231470
	Govt. Hospital	GVN	9390111376, 9390111380, 7680036834
	Railway HU (DMO)	"	9110524672
	Sri Latha Hospital	"	0883 – 2461950
63.	Buddhudu Ortho Hospital	"	0883 – 2473603
	Aditya Hospital	"	0883 – 2447444
	KIFI Hospital	"	8500023456
	Chakradhar Orthopaedic Hospital	"	9348291119
	Govt. Hospital	RJY	9848038309
	Railway Health Unit	"	9110524672
	Delta Hospital	"	9613613613
	KIMS Hospitals	"	0883 – 2477770
64.	Sri Latha	"	0883 – 2461950
	Buddhudu Ortho	"	0883 – 2473603
	Raju Neuro Hospital	"	0883 – 5225199
	Coastal Cardic Hospital	"	0883 – 2441133
	Aditya Hospital	"	0883 – 2447444
65.	Govt. Hospital	KYM	9490760303
	AMG	"	0883 – 2453428
66.	Govt. Hospital, APT	DWP	996313973
	Govt. Hospital PHC	APT	9849247789
	Railway Hospital, SLO	"	9966398837
67.	Railway Hospital, RJY	"	9110524672
	Gangireddy Nursing Home	"	08857 – 227260, 9291645632
	Sagar Children Hospital	"	08857 – 227336
	Govt. Hospital	BVL	8008540157
	Govt. PHC (R. S Peta)	"	8106032665
	Y Anantha Kumar	"	08857 – 236079
68.	Venkata Kondal Rao	"	08857 – 236479, 7997236479
	G. G. H Kakinada	"	0884 – 2302131, 9849903870
	Apollo, Kakinada	"	0884 – 2345700
	Govt. Hospital, Kakinada	MPU	0884 – 2302132
69.	PHC Vetapalem	"	7396712180
	Rly HU	"	9502218282
	G. G. H. Kakinada	SLO	0884 – 2355153, 9849903870
	Govt. Hospital, Samalakota (CHC)	"	8008288125
	Rly Hospital	"	9701373514, 9966398837
70.	Apollo Kakinada	"	0884 – 2302600, 9949711066
	Srirama Clinic	"	9030452882
	Vision Multi Speciality Hospital	"	9491766405
	Govt. Hospital	SPVM	0884 – 2375831, 2302131, 9849903870
71.	Rly HU, SLO	"	9502218282,
	Surya Global Hospital, Madhavapatnam	"	0884 – 2326000
	Railway Hospital, Samalkota	CCT	9490502629
	Govt. Hospital	"	9849903870, 0884 – 2302131, 2375831
72.	T. V. Bala Krishna	"	9848160229
	P. Venkata Rao	"	9440118948
	Apollo Hospital	"	0884 – 2302600, 2345700, 9949711066

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
73.	Govt. Hospital	COA	9849903870, 0884 - 2302131, 2375831
	T. V. Bala Krishna	"	9848160229
	P. Venkata Rao	"	9440118948
	Rly HU, SLO	"	9701373514
	Apollo Hospital	"	0884 - 2302600, 2345700, 9949711066
74.	Govt. Hospital	PAP	08869 - 294776, 6305060209
	C. H. C. Hospital	"	08869 - 251423
	Christian Medical Hospital	"	08869 - 251423
	Chopde	"	08869 - 252495, 9848151525
75.	Govt. Hospital	GLP	7780703713
	Gowthami	"	8464990667
76.	Govt. Hospital, Ravikampadu	RVD	888677969
	Railway Hospital, Tuni	"	9701373514
	Referral Hospital private Kathipudi	"	7661099745
77.	Govt. Hospital, Tuni	ANV	9912105770
	Railway Hospital, Tuni	"	9701373514
	Raghu Nursing Home	"	08854 - 253363
	Referral Hospital, Kattipudi	"	08868 - 234408
	Surya Hospital	"	9581691666
78.	Govt. Hospital	HVM	99102105770
	Railway hospital (Tuni)	"	66342, 9701373514
	Pandu Ranga Praja Vaidyasala	"	08854 - 256092, 9390953248
	Raghava Nursing Home	"	08854 - 253248
79.	Govt. Hospital	TUNI	9912105770
	Rly Hospital	"	9701373514
	Pandu Ranga Praja Vaidyasala	"	08854 - 256092, 7947451343
	Sri Sai Chest Hospital	"	9581177377
	Mamata Multi Specialty Hospital	"	8019246667, 8332082428
80.	Govt. Hospital, Tuni	GLU	9912105770
	Govt. Hospital, Nakkapalli	"	9553219179
	ADMO, Tuni (Rly.)	"	66342, 9908261541
81.	Govt. Hospital, Nakkapalli	NRP	9553219179
	Sun shine	"	8797925959
	Varma	"	8374531132
	Govt. Hospital, Yalamanchili	"	08931 - 231101
82.	Govt. Hospital	REG	08931 - 230104
	Railway Hospital	"	66342
	Kalyani Nursing Home	"	9848240468
	Ramya Sai	"	08924 - 226099, 9848190629
	Usha prime	"	08924 - 224848
83.	Govt. Hospital	YLM	08931 - 230104
	Sri Rama Vera Nursing Home	"	9440126380
	Vijaya Hospital	"	9441341408
84.	Govt. Hospital	NASP	08931 - 230104
	PHC M. O.	"	8317679991
	Sagar Health Care	"	08924 - 226060
	Usha Prime	"	08924 - 224848
85.	Govt. Area NTR Hospital	BVM	9059736855
	Govt. Amav Maternity Hospital	"	9573974198

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
	Kalyani Nursing Home	"	9848240468
	Ramya Sai Nursing Home	"	9848190629
	Medicon Hospital	"	08924 - 2222012, 226060
	Usha Prime	"	08924 - 224848
	Benerji Hospital	"	9848190629
	Govt. Hospital	AKP	08924 - 221356, 9059736855
	Kalyani Nursing Home	"	9848240468
86.	Ramya Sai	"	08924 - 226099, 9848190629
	Nirmala Maternity	"	08924 - 224965, 9848292558
	Usha Prime	"	08924 - 224848
	Govt. Hospital, AKP	THY	08924 - 796021, 9059736855
87.	Kalyani Nursing Home	"	9848240468
	Usha Prime	"	08924 - 224848
	Govt. Hospital	RYP	63612, 8309728076
88.	Andhra Hospital	"	0866 - 2417577
	Latha Hospital	"	0866 - 2414545
	Govt. Hospital	KI	8309728076
89.	SR Hospital	"	0866 - 2767789, 9110783177
	Rama Nursing Home	"	0866 - 2872295
	Govt. Hospital	RMV	970137350
90.	KIMS	"	8008335577
	Nagarjuna Hospitals	"	0866 - 2463555, 9963414242
	Ramesh Cardiac	"	0866 - 2463463, 8662484800
	Govt. Hospital, UGH, BZA	NDM	0866 - 2452344
91.	Railway Hospital, BZA	"	0866 - 276789, 9701373500
	Dr. Srihari	"	9494475131
	Dr. Narmada, Nidamanuru	"	8328569255
	Govt. Hospital, GWM	UPL	08676 - 253811
92.	PHC Kankipadu	"	0866 - 2812754
	Railway Hospital, BZA	"	0866 - 2767744
	Uppaluru PHC	"	9912465370, 6305513503
	Dr. Sitaramayya	"	9177815822
	Govt. Hospital, GDV	IDP	08676 - 253811
93.	R.H BZA.	"	08662 - 767789
	M. Ramesh, RMP	"	9849415457
	Govt. Hospital	GDV	9848211899
94.	DMO, Gudivada	"	9701373510
	EVR Super Specialty	"	08019912235
	Annapurna Multi Specialty	"	08674245425, 9848153030
	Homeopathy Hospital	"	08674 - 243491
	Sri Rama Nursing Home	"	08674 - 244773, 970158708
	Govt. Hospital, PHC	KVM	08674 - 245040, 9848211899
95.	Dr. Venugopala Rao	"	08674 - 273475, 9959139842
	Dr. V. Vijay Sri	"	08674 - 273254
	Dr. Hari Das	"	08672 - 248478
	Govt. Hospital	PAV	08672 - 294484
96.	Ashok Hospital	"	08672 - 295571, 248119, 9701373500
	Srikali Nursing Home	"	08672 - 248313, 9441887958
	Ravi Nursing Home	"	9440346556, 8008553520
97.	Govt Hospital	MTM	8712164376

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
	V. R. Mohan Rao	"	08672 – 223766
	R. Chandra Sekhar	"	08672 – 221105
	A. Sridhar	"	08672 – 223343
	Dr. Mallikarjuna Rao	"	08672 – 229957
	K. Sai Prasad (Ortho)	"	08672 – 225200
	Dr. Jagadheesh	"	08672 – 22899
98.	Govt. Hospital, PHC, GDV	OTR	08674 – 245040, 9848211899
	T. D. Prasad, RMP	"	9346464836
	T. S. N. M. Rao	"	9490877570
99.	Govt. Hospital	MDVL	8985837806
	DMO, GDV	"	9701373525
	Dr. Kumar Singh	"	9704713449
	Annapurna Multispecialty	"	08674 – 245425, 9848153030
	Dr. P. Vamsi Krishna	"	08674 – 244773
100.	Govt. Hospital	KCLR	9000407263
	Kamineni	"	08677 – 222077
	Dr. M. Surekha	"	9392347177
	EVR Super Specialty	"	08019912235
101.	Govt. Hospital	AKVD	7569199299
	Pratap Kumar	"	08816 – 252433, 9440123253
	Ranganath Raju	"	08816 – 253688, 9490171688
102.	Govt. Hospital	UNDI	9490718217
	Dr. Victor	"	8332933148
103.	Govt. Hospital	BVRM	7207265667
	Rly. Health Unit	"	64544, 9440105669, 9177601404
	ST. Mary's Hospital	"	08816 – 237295
	Varma Hospital	"	08816 – 222701
104.	Govt. Hospital, BVRM	PAGM	08816 – 233662, 9177998889
	St. Mary Hospital	"	08816 – 237295
	Varma Hospital	"	08816 – 222701
105.	Govt Hospital, Bhimavaram	VVM	7207265667
106.	Govt. Hospital	PKO	08814 – 222900
	Sowmay Hospital	"	08814 – 221766, 9848608862
107.	Govt. Hospital	NS	9014727018
	Rly Hospital	"	9701373532
	Mission Hospital	"	08814 – 273323, 274529
	Janaki Nursing Home	"	08814 – 274948
	Vani Nursing Home	"	8198962860
108.	Govt. Hospital, AL	AVLI	08819 – 257724, 8639880697
109.	Govt. Hospital	AL	08819 – 255489, 9908357080
	Private Hospital	"	9440866146
110.	Govt Hospital	TNKU	08819-222175
	Sri Chaitanya orthopedic	"	08819-229728
	Apple Hospital	"	08819-221114
	Vamsi Hitech Hospital	"	08819-222696

(Within GNT Division)

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
1	Bellamkonda	Primary Health Center	08641 – 220035
2	Bommaipalli	Mamatha Hospital	08685 – 242727
3	Chityala	Primary Health Center	08682 – 242448
4	Cumbum	Surya Nursing Home	9866434881
5	Donakonda	Primary Health Center	08408 – 272088, 9703983166
6	Gazulapalli	Primary Health Center	08514 – 282528, 9963875403
7	Giddalur	Govt. Community Hospital	08405 – 242044, 9885789484
8	Gurajala	Govt. Hospital	08649 – 241148
9	Kurichedu	Primary Health Center	08408 – 276540
10	Macherla	Govt. Hospital	08642 – 222180
11	Mangalagiri	Gen. Hospital	08645 – 232530
12	Mangalagiri	NRI Hospital	9849989814
13	Markapur Road	Madhu Clinic	9347311955
14		Sravani Hospitals	08596 – 222550
15	Miryalaguda	Jeevan Jyothi Hospital	08689 – 244858
16	Nadikudi	Kranti Nursing Home	9440447895
17		Laxmi Gayatri Nursing Home	9849888281
18	Nagireddypalli	Government Hospital	08685 – 242535, 8008553176
19	Nalgonda	Govt. Hospital	08682 – 22200, 9866178581
20		Sri Rama Ortho Hospital	08682 – 233033
21	Nambur (Pedakakani)	Govt. Hospital	9491338851
22	Nandyal	Govt. Hospital	08514 – 240004
23		Madhumani Nursing Home	08514 – 243210, 9849590460
24		Gelivi Nurshing Home	9440290846, 9849399990
25	Narsaraopet	Govt. Hospital	08647 – 223232
26		Nikhil Hospital	08647 – 222359
27		Aravind Hospital	08647 – 223625
28		Ramalingareddy Hospital	08647 – 222761
29	Nudurupadu	Primary Health Center	08647 – 257117
30	Pedakurupadu	Primary Health Center	08640 – 247795
31	Piduguralla	Govt. Hospital	9030900260
32		Vijaya Nursing Home	08649 – 252083, 9440087925
33		Teja Hospitals	08649 – 253010, 9849453010
34		Saidutta Nursing Home	08649 – 253605, 9666692527
35		Dr. B. Sivareddy	9704258698
36	Ramannapeta	Primary Health Center	9490034304
37	Repalle	Community Health Center	08648 – 222488
38	Sangamjagarlmudi	Primary Health Center	08644 – 224481
39		KIMS Hospital	08644 – 229415
40	Sattenapalli	Govt. Hospital	08641 – 232213, 9989248377
41		Dr. Y. Sudhakar	08641 – 232296
42		Dr. Sreedhar Reddy	08641 – 232133
43		Dr. Aruna Kumari	08641 – 232227
44	Savalyapuram	Primary Health Center	08646 – 259353, 9885625542
45	Srirampuram	Police Hospital, Anneparthi	08682 – 284002
46	Tarlupadu	Government Hospital	9494470925
47	Tipparthi	Primary Health Center	08682 – 288036
48	Valigonda	Primary Health Center	08694 – 254682

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
49	Vemuru	Mandal Primary Center	08644 – 246941
50	Vinukonda	Government General Hospital	08646 – 275238
51		Dr. Dastagiri	08646 – 274488
52	Vishnupuram	Primary Health Center	08689 – 242050
53	Yadadri	Govt. Hospital	9676567839
Private Hospitals			
54	Bhattiprolu	Nargarjuna Nursing Home	08648 – 248245
55	Bommaipalli	Navya Hospital	08685 – 243123
56		Mamatha Hospital	08685 – 242727
57	Chityala	Haritha Hospital	08682 – 242089
58		Divya Hospital	08682 – 243641
59	Cumbum	Peoples Nursing Home	08406 – 232254
60		Surya Nursing Home	9866434881
61	Donakonda	St. Anns Clinic	08408 – 272226
62	Giddalur	R. R. Nursing Home	08405 – 241446
63		Dr. Nagendrudu	08405 – 242171
64	Guntur	St. Joseph Gen. Hospital	0863 – 2322700
65		Lalitha Super Specialty Hospital	0863 – 5683369
66	Gurajala	Ranga Rao Nursing Home	0863 – 2223479
67		Sambasiva Nursing home	08649 – 2408619
68		G. V. Reddy Memorial Hospital	08649 – 248555
69		Sirkanthi Nursing Home	08649 – 248501
70	Macherla	Dr. K. N. Murthy	08642 – 222605
71		Dr. Mohan Rao	08642 – 222279
72		Dr. Parvathaiah	08642 – 222047
73		Dr. Venkata Reddy	08642 – 222155
74		Dr. Rajasekhara Reddy	08642 – 223690
75	Mangalagiri	NRI Hospital	08645 – 248521, 9849989813
76			9849989814
77		NRI Ambulance	9494999062
78		Manipal Super Spl. Hospital	0866 – 2498200, 9866577738
79	Markapur Road	Samatha Clinic	08596 – 222801
80		Madhu Clinic	08596 – 226461, 9347311955
81		Sravani Hospitals	08596 – 222550
82		Santhi Nursing Home	08596 – 222222
83		Satyam Hospital	08596 – 222533, 9247122965
84	Miryalaguda	Jeevan Jyothi Hospital	08689 – 244858
85		Kamala Nursing Home	9848259679
86		Sai Ortho Care	08689 – 240522
87		Sai Rekha Multi Spl. Hospital	08689 – 230044
88	Nadikudi	Kranti Nursing Home	08649 – 257695, 9440447895
89		Adithya Hospitals	9652436571
90		Laxmi Gayatri Nursing Home	9849888281
91	Nalgonda	Sandhya Nursing Home	08682 – 222933
92		Suraksha Hospitals	08682 – 231234
93		Greenland Hospital	08682 – 233080
94		Medicity Center	08682 – 222567
95		Aparna Hospital	08682 – 234555
96		Sri Rama Ortho Hospital	08682 – 233033
97		Leelavathy Hospital	08682 – 245367

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
98		Dr. Sucharitha	08682 – 232143
99	Nallapadu	Uma Clinic	0863 – 2596345
100	Nambur	Sankar Eye Hospital	0863 – 2293903
101		NRI Hospital	0863 – 248520
102	Nandyal	Suraksha Emergency Hospital	9247345021
103		Madhumani Nursing Home	08514 – 243210, 9849590460
104		Gelivi Nurshing Home	9440290846, 9849399990
105		Shantiram Genl. Hospital	08514 – 222818, 9866308482
106	Narsarao pet	Mission Hospital	08647 – 222008
107		Gandhi Hospital	08647 – 230008
108		Nikhil Hospital	08647 – 222359
109		Aravind Hospital	08647 – 223625
110		Sushmitha Hospital	08647 – 229667
111		Kadiyala Venkateswararao	9848148599
112		Ramalingareddy Hospital	08647 – 222761
113		Blood Bank	08647 – 224455
114	Piduguralla	Dr. Anji Reddy	08649 – 254002, 9989897305
115		Vijaya Nursing Home	08649 – 252083, 9440087925
116		Teja Hospitals	08649 – 253010, 9849453010
117		Sai Dutta Nursing Home	08649 – 253605, 9666692527
118		Dr. B. Siva Reddy	9704258698
119	Ramannapet	Kamineni hospital / Narketpalli	08682 – 304500
120	Sattenapalli	Sujana Hospital	08641 – 232395
121		Dr. Y. Sudhakar	08641 – 232296
122		Dr. Sreedhar Reddy	08641 – 232133
123		Dr. Sujatha Lakshmi	08641 – 232009
124		Dr. Sai Prabhakar	08641 – 232494
125		Dr. Ch. N. Rajareddy	8886961847
126		Dr. Kalyana Chakravarthy	08641 – 232150
127		Dr. Aruna Kumari	08641 – 232227
128	SJL/TEL	KIMS Hospital	08644 – 229415
129		Amrutha Nursing Home	08644 – 232780
130		J. K. Hospital	08644 – 221225
131	Vinukonda	Dr. Adi Reddy	08646 – 272097
132		Dr. Rama Devi	08646 – 274276
133		Dr. Dastagiri	08646 – 274488
134		Dr. Musala Reddy	08646 – 272790
135		Dr. Kasi Reddy	08646 – 272351
136		Dr. G. Sambasivarao	08646 – 272323
137		Dr. Kalidas (Dental)	08646 – 274151
138	Vishnupuram	ICL Hospital	9490758063
139	Yadadri	Mamatha Nursing Home	08685 – 242718, 242727

(Within GTL Division)

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
1	Government Hospital	AD	9154869717
2	Private Hospital	"	7095555612, 9849904851 (Madhu Hospital)
3	Government Hospital	ATP	08554 – 275001
4	Private Hospital	"	08554 – 277562
5	Government Hospital	BAY	9740350999
6	Private Hospital	"	08392 – 243411
7	Government Hospital	CTO	9866089161
8	Private Hospital	"	9121672929 (Life Line Hospital) 6301896856 (Ashraya Hospital)
9	Government Hospital	DMM	9440948868 (Dr. Madhavi)
10	Private Hospital	"	9440289919 (Spandana Nursing Home)
11	Government Hospital	DHNE	9440504922
12	Private Hospital	"	9848054922 (Maha Lakshmi Nursing Home)
13	Government Hospital	GY	9490130357
14	Private Hospital	"	08552 – 250250 (Matru Sri Hospital)
15	Government Hospital	GTL	7799645505
16	Private Hospital	"	9059493801 (Swapna Nursing Home)
17	Private Hospital	GDR	9100455654 (Balaji Hospital)
18	Government Hospital	KRY	9866365247
19	Private Hospital	"	9440017399 (Dr. G. Sankaraiah)
20	Government Hospital	HX	9701501045 (RIMS Hospital)
21	Private Hospital	"	08562 – 256100 (Himalaya Hospital)
22	Government Hospital	KDP	8309459996
23	Government Hospital	KHT	08578 – 222712 (Nikhila Nursing Home)
24	Government Hospital	KOU	8106142779
25	Private Hospital	"	08566 – 245336 (Dr. P. Ayub Khan)
26	Government Hospital	MALM	9866813004
27	Private Hospital	"	8328010759, 08512 – 279487 (Raghavendra Mutt Hospital)
28	Government Hospital	SADP	8197632104 (Dr. Uma)
29	Private Hospital	"	8867011411 (Dr. Eswar Lal)
30	Government Hospital	RU	08772 – 222867 (Ruya Hospital, Tirupati)
31	Private Hospital	"	9441265111 (Praja Nursing Home)
32	Government Hospital	RC	9886299033 / 08532 – 238512 (RIMS)
33	Private Hospital	"	08532 – 223234 (Navodaya Medical Hospital)
34	Government Hospital	RJP	9000389048 (Dr. P. V. N. Raju)
35	Private Hospital	"	8106794288 (Sri Balaji Nursing Home)
36	Government Hospital	TPTY	08772 – 222867 (SVRR Hospital)
37	Private Hospital	"	08772 – 287156 (Rama Devi Hospital)
38	Government Hospital	WADI	7420058725 / 51550 (Rly No.)
39	Government Hospital	YG	9591634732
40	Private Hospital	"	9448914099, 08473 – 250331 (Ashrivad Hospital)

(Within NED Division)

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
1	Government Hospital	ADB	9848057606
2	Private Hospital	"	9849424498, 9441711955, 9505023964, 944252762, 9849287515
3	Government Hospital	AK	8855035197, 9730985603
4	Railway Hospital	"	9096071515, 9096071517
5	Private Hospital	"	9372612905
6	Government Hospital	AKOT	07258 – 222570
7	Private Hospital	"	07258 – 222115, 222081, 222578
8	Government Hospital	ABX	8830360055, 8975414115, 9420101499
9	Private Hospital	"	9822130555
10	Government Hospital	AMW	7350711408
11	Private Hospital	"	9763024001
12	Government Hospital	AWB	0240 – 2402412/13/14
13	Private Hospital	"	0240 – 6482000, 02402321239, 02402377999
14	Government Hospital	BDU	9869133586
15	Private Hospital	"	9422219987, 9404041944
16	Government Hospital	BSQ	9529244146
17	Private Hospital	"	9325055211, 8149912125
18	Government Hospital	BMF	9175550143
19	Private Hospital	"	8830715820
20	Government Hospital	CTH	0240 – 2402412/13/14
21	Private Hospital	"	0240-6482000, 02402321239, 02402377999
22	Government Hospital	CRU	9822769686 (Civil Hospital/PAU)
23	Private Hospital	"	9545837444, 9890611135, 7588354452
24	Government Hospital	DLB	0240 – 2402412 / 13 / 14
25	Private Hospital	"	0240 – 2354022, 6632111, 2245200, 8888889944
26	Govt. Hospital	HEM	9767204667
27	Private Hospital	"	9422174908, 7350355789
28	Government Hospital	NED	02462 – 234003, 232867
29	Railway Hospital	"	9730471500 (CMS/NED), 9730471503 52137 (Rly Auto No.)
30	Private Hospital	"	8408911911 (Narayana Hospital) 02462 – 235611 (Ashwini Hospital) 9673423553 (Lotus Hospital)
31	Government Hospital	J	9011779793, 8788572965
32	Private Hospital	"	02482 – 230149, 9823713900 (Sanjivni hospital)
33	Railway Hospital	"	50673, 9730471507
34	Government Hospital	KAJG	8788966161
35	Private Hospital	"	02436 – 22220, 9422978676, 9422204400
36	Government Hospital	KNRG	8208649929
37	Private Hospital	"	8830042182, 9860228956
38	Government Hospital	KMV	9552584388
39	Private Hospital	"	0240 – 6482000, 0240 – 2321239, 0240 – 2377999
40	Government Hospital	KXX	9881428056
41	Private Hospital	"	9850280465
42	Government Hospital	KNVT	8830360055, 8975414115, 9420101499
43	Private Hospital	"	9822130555
44	Government Hospital	KODI	8668249640
45	Private Hospital	"	9421959940
46	Government Hospital	KSAE	08732 – 220521, 9182223909
47	Private Hospital	"	9849424498, 9441711955, 9505023964,

S. No.	Name of the Hospital	Location	Telephone Nos. with STD code
			944252762
48	Government Hospital	LSR	9850274134
49	Private Hospital	"	8779922795, 9850274134, 9423450307
50	Government Hospital	LBG	02462 – 234003
51	Private Hospital	"	9890465996, 9423193021
52	Government Hospital	MVO	8888520085, 8826330887
53	Private Hospital	"	9766665066
54	Government Hospital	MQL	9822769686
55	Private Hospital	"	9423142202, 9890611135 (Waghamare Hospital.), 7588354452 (Shri Varadh Hospital), 9545837444
56	Government Hospital	MUE	8459234966, 8010746787
57	Private Hospital	"	9850246721, 7972523663
58	Government Hospital	MGC	02462 – 234003
59	Private Hospital	"	02462 – 235611, 8408911911
60	Government Hospital	NSL	9545040725
61	Private Hospital	"	8805002644, 9922104830
62	Government Hospital	NDPR	9960345901
63	Government Hospital	NVLN	9765138433
64	Private Hospital	"	7776903863
65	Government Hospital	PBN	8888589777, 02452 – 229900
66	Private Hospital	"	02452 – 222830
67	Government Hospital	PSD	8788966161
68	Private Hospital	"	02436 – 22220, 9422978676, 9422204400
69	Government Hospital	POZ	0240 – 2402412/13/14
70	Private Hospital	"	9890707822, 9423450307
71	Government Hospital	PTU	9689710797, 9765003190
72	Private Hospital	"	9422796177 (Dr Nawal)
73	Government Hospital	PKNS	9370081291
74	Private Hospital	"	9822851763, 02452 – 2232709 (Deshmush Hospital), 9422496575 (Dhanjay Hospital) 9011282407 (Shishodiya Hospital)
75	Government Hospital	PAU	9822769686 (Civil Hospital, Purna)
76	Private Hospital	"	9890611135, 7588354452
77	Railway Hospital	"	9730471898, 54255 (Rly Auto No.)
78	Government Hospital	RNE	7350358822
79	Private Hospital	"	02482 – 232400, 231111, 9823713900
80	Government Hospital	RGO	8788966161
81	Private Hospital	"	9422978676, 9422214400, 02436 – 222220
82	Government Hospital	SVD	9960856518
83	Private Hospital	"	02482 – 230149, 239001
84	Government Hospital	SCO	8378096295, 8421669259
85	Private Hospital	"	9422175353 (Apurva Hospital)
86	Government Hospital	SELU	9422179707
87	Private Hospital	"	9422175353 (Apurva Hospital)
88	Govt. Hospital	SHSK	9404062417
89	Govt. Hospital	TR	9545040725
90	Private Hospital	"	9922104830, 9921295233
91	Government Hospital	UPR	9689710797, 9765003190
92	Private Hospital	"	9422796177, 9422796309
93	Government Hospital	WHM	07252 – 232001, 9975762049
94	Private Hospital	"	9921001984, 8080161068

ANNEXURE – 1

NAME AND ADDRESSES OF THE MEMBERS / ALTERNATIVE MEMBERS FROM THE MINISTRY OF RAILWAYS

S.No.	Name of the Member with Designation	Name of the Crisis	Telephone Nos.		Addresses		Remarks
			Office & Rly. No.	Residence & Mobile No.	Office	Residence	
1.	Smt. Jaya Varma Sinha, Chairman & CEO, Railway Board	All Indian Railway Men Strike	23384010 Rly. 44700 Fax 23381453	8595902790	236, Rail Bhawan, New Delhi	Bungalow No. 30 S. P. Marg, New Delhi	Member
	Shri. Naveen Gulati, Member (Traction & Rolling stock) Railway Board	All Indian Railway Men Strike	23381477 Rly. 44708 Fax 23385113	8076048000	217, Rail Bhawan, New Delhi	Bungalow No. 6 S. P. Marg, New Delhi	Alternate Member
2.	Smt. Jaya Varma Sinha, Chairman & CEO, Railway Board	Terrorism / Security related crisis	23384010 Rly. 44770 Fax 23381453	8595902790	236, Rail Bhawan, New Delhi	Bungalow No. 30 S. P. Marg, New Delhi	Member
	Smt. Jaya Varma Sinha, Member (Operations & Business Development) Railway Board (L/A)	Terrorism/ Security related crisis	23382776 Rly. 44712 Fax 23388237	8595902790	228, Rail Bhawan, New Delhi	Bungalow No. 30 S. P. Marg, New Delhi	Alternate Member
3.	Shri. Roop Narayan Sunkar, Member (Infrastructure) Railway Board	Natural Factor(s) related crisis	23383879 Rly. 44704 Fax 23385114	6260070000	233, Rail Bhawan, New Delhi	Bungalow No. 5 Hospital Road, Moti Bagh-1, New Delhi	Member
	Smt. Jaya Varma Sinha, Member (Operations & Business Development) Railway Board (L/A)	Natural Factor(s) related crisis	23382776 Rly. 44712 Fax 23388237	859590270	228, Rail Bhawan, New Delhi	Bungalow No. 30 S. P. Marg, New Delhi	Alternate Member
4.	Smt. Jaya Varma Sinha, Member (Operations & Business Development) Railway Board (L/A)	Major Train Accident	23382776 Rly. 44712 Fax 23388237	8595902790	228, Rail Bhawan, New Delhi	Bungalow No. 30 S. P. Marg, New Delhi	Member

	Shri. Naveen Gulati, Member (Traction & Rolling stock) Railway Board	Major Train Accident	23381477 Rly. 44708 Fax 23385113	8076048000	217, Rail Bhawan, New Delhi	Bungalow No. 6 Hospital Road, Moti Bagh-1, New Delhi	Alternate Member
5.	Smt. Jaya Varma Sinha, Member (Operations & Business Development) Railway Board (L/A)	Crisis where Railways have to help other ministries	23382776 Rly. 44712 Fax 23385237	8595902790	228, Rail Bhawan, New Delhi	Bungalow No. 30 S. P. Marg, New Delhi	Member
	Smt. Jaya Varma Sinha, Chairman & CEO, Railway Board	Crisis where Railways have to help other ministries	23384010 Rly. 44700 Fax 23381453	8595902790	236, Rail Bhawan, New Delhi	Bungalow No. 30 S. P. Marg, New Delhi	Alternate Member

ANNEXURE – 2**LIST OF MEMBERS / ALTERNATE MEMBERS OF THE NATIONAL CRISIS MANAGEMENT COMMITTEE (NCMC) AS ON 01-07-2023.**

Ministry of Home Affairs Control Room Nos. 011 – 23093054, 23093563, 23093564, 23093566, 23092923.

S. No.	Name / Designation & Telephone Number of the Member	Name / Designation & Telephone Number of the Alternate Member
1.	Shri. Rajiv Gauba, Cabinet Secretary, Cabinet Secretariat, Tel : Off – 23016696 / 23011241 Res : 23011863, Rax : Off – 2323 Fax : Off – 23018638 Mobile : 9871155114	Shri. Ashutosh Jindal, Additional Secretary, Cabinet Secretariat Tele : Off – 23012697 Rax : Off – 2285 Mobile : 7042373555
2.	Dr. P. K. Mishra, Principal Secretary to PM, Prime Minister's Office, Tel : Off – 23013067 / 23013040 Res : 23013816 Rax : Off – 2408, Fax : Off – 23017475 Mobile : 9013990097	-
3.	Shri. Ajay Kumar Bhalla, Union Home Secretary, Tel : Off : 23092989 / 23093031 Res : 23013658, Rax : Off – 2235 Fax : Off – 23093003 Mobile : 9650422244	Shri. Anil Subramaniam, Joint Secretary, MHA, Tel : Off – 23092785 Rax : Off – 3171 Mobile : 9891101040 jsis@mha.gov.in
4.	Shri. Giridhar Aramane, Defence Secretary, Ministry of Defence, Tel : Off – 23012380, Res – 21610342 Rax : Off – 2225, Rax : Res – 3188 Fax : Off – 23010044 Mobile : 9810381133 defsecy@nic.in	-
5.	Shri. Pradip Kumar Tripathi, Secretary (Coordination), Cabinet Secretariat Tel : Off – 23017075, Res – 35687731 Rax : Off – 2237, Tel / Fax : Off – 23018949 Mobile : 9868871124 secycoord@gov.in	Shri. Satendra Singh, Additional Secretary, Cabinet Secretariat. Tel : Off–23013662, Res–0120-4298600 Rax : Off – 3840, Fax : Off – 23010457 Mobile : 9934111171 satendra.singhias@gov.in
6.	Shri. Swagat Das, Secretary (Security) Cabinet Secretariat Tel : Off – 23094227 (T/F), 23094382 Rax : Off – 2351 Mobile : 9810998063 secy.security@nic.in	Smt. D. Sai Amrutha Devi, Joint Secretary (Security), Cabinet Secretariat Tel : Off – 23093648, Rax : Off – 2147 Res – 0120-2973008 Mobile : 9953242522 js.security@gov.in
7.	Shri. Pankaj Kumar Singh, Deputy NSA, National Security Council Secretariat,	Shri. Rajinder Khanna, Deputy NSA & Secretary, National Security Council Secretariat,

	1 st Floor, Sardar Patel Bhawan, New Delhi Tel : Off – 23349314, Rax : Off – 2848 Fax : Off – 23451951, Mobile : 9772011111 dynsa-ia.nscs@nic.in	3 rd Floor, Sardar Patel Bhawan, New Delhi Tel : Off – 23345287, Res – 21610880 Fax : Off – 23742811, Rax : Off : 2263 Mobile : 8826911244 dy.nsa@nic.in
8.	Shri. Tapan Kumar Deka, Director, IB, North Block, New Delhi Tel : Off – 23094897 / 23093330 / 23090128 Res – 23012161 Rax : Off – 2259, Res – 2437 Fax : Off – 23090120 Mobile : 8130231199	Shri. Rahul Rashotra, Special Director, IB, 35, Sardar Patel Marg, Chanakypuri, New Delhi. Tel : Off – 23092365 Mobile : 8826584545
9.	Shri. Ravi Sinha Secretary (R) Cabinet Secretariat Room No. 1001, B-1 Wing, 10 th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi. Tel : Off – 23796647, Res – 35930299 Rax : Off – 2566 Fax : Off – 23796462, Mobile : 9560581730	Shri. Parag Jain, Spl. Secretary, (R&AW) Cabinet Secretariat, Room No. 1001, B-1 Wing, 10 th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi. Tel : Off – 24362560 Rax : Off – 2236 Mobile : 8962365136
10.	Shri. Kamal Kishore, Member Secreatary in-charge, NDMA, NDMA Bhawan, A-1, Safdarjung Enclave, New Delhi, Tel : Off – 26701751 / 26701753 Mobile : 9818143429 kkishore@ndma.gov.in	Lt. Gen Syed Ata Hasnain (Retd) Member, NDMA, NDMS Bhawan, A-1, Safdarjung Enclave, New Delhi, Tel : Off – 26701783 Mobile : 9871213193 syedata.hasnain@ndma.gov.in
11.	Shri. Apurva Chandra, Secretary, M/o. Information & Broadcasting, 654, A – Wing, Sastri Bhavan, New Delhi Tel : Off – 23382639 / 23386530 Rax : Off – 2390, Fax : Off – 23383513 Mobile : 9818672326 secy.inb@nic.in	Shri. Vikram Sahay, Joint Secretary (P&A) M/o. Information & Broadcasting, 552, A – Wing, Sastri Bhavan, New Delhi Tel : Off-23388771, 23073775 (Tele Fax) Res : 20815177, Rax : Off – 3231, Mobile : 9810139799 jspna-moib@gov.in
12.	Shri. Vinay Kwatra, Foreign Secretary, Room No. 178, Ministry of External Affairs, South Block, New Delhi. Tel : Off – 23012318, 23012196, 23016781 Rax : Off – 2226, Res -2583 Mobile : 7428897149 psfs@mea.gov.in	Shri. Sanjiv Ranjan, Additional Secretary (AD) Ministry of External Affairs, Room No. 144-B, South Block, New Delhi. Tel : Off – 23015461, Res – 20862041 Rax : Off – 3587 Fax : Off – 23015466 Mobile : 9811218802 asad@mea.gov.in

IMPORTANT CONTACT Nos. FOR DEALING ON DISASTER MANAGEMENT

MINISTRY OF HOME AFFAIRS CONTROL ROOM, ROOM NUMBER 12, NORTH BLOCK	
Tele No.	23093054, 23093563, 23092885, 23092923, 26701728.
Fax	23093750, 23092398.

FOR NATURAL DISASTERS	
(i) Shri. Sanjeev Kumar Jindal, Joint Secretary (DM), Room No. 193 – A – 1, North block, Ministry of Home Affairs.	
Tele No.	23092722 (Office)
Fax	23438098.
Mobile	9910391422
Email	jsdm@nic.in
(ii) Shri. Ashish V Gawai, Director (DM-I), Ministry of Home Affairs, Nodal Officer	
Tele No.	23438154 (Office)
Fax	23438154
Mobile	9818122971
(iii) Shri. R. K. Ahluwalia, DS (DM-III), Ministry of Home Affairs, Nodal Officer	
Tele No.	23438071
Fax	23438071
Mobile	9810967969

FOR MANMADE DISASTERS	
(i) Shri. Dharmender Kumar, DS (CT-III) (Counter Terrorism and Counter Radicalization (CTCR) – II, Room No. 96, North Block, Ministry of Home Affairs) (Nodal Officer).	
Tele No.	23092457 (Office)
Mobile	886058049
(ii) Shri. Praveen Vashista, AS (CTCR) (Counter Terrorism and Counter Radicalization (CTCR), Room No. 193 – A/2, North Block, Ministry of Home Affairs.	
Tele No.	23092456 (Office)
Fax	23093465

Mobile	9839099965
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MINISTRY OF DEFENCE	
(iii)	Col. Arun Nain, Department of Ops Lgs, HQ IDS, Ministry of Defence, Kashmir House, Rajaji Marg, New Delhi.
Mobile	8803508477
Office	23006567, 23006495
Fax	23015285

LIST OF SECRETARIES / NODAL / ALTERNATE MEMBERS OF NODAL MINISTRIES / DEEMARTMENTS AS ON 01.10.2023.

S. No.	Ministry / Department	Name / Designation of Nodal Officer / Alternate Nodal Officer	Telephone Fax Mobile numbers
1.	Department of Agriculture & Farmer Welfare, Krishi Bhawan, New Delhi.	Shri. Manoj Ahuja, Secretary, Room No. 115, Krishi Bhawan, New Delhi.	Off-23382651 / 23388444 Fax - 23386004 RAX - 2499 (O) Mobile - 9937210000 secy-agri@gov.in
		Ms. Maninder Kaur Dwivedi, Addl. Secretary (DM), Room No. 135, Krishi Bhawan, New Delhi	Off - 23388656 Mobile - 9717195050 mkaurdwivedi@yahoo.com
		Ms. S. Rukmani, Joint Secretary (DM), Room No. 149, Krishi Bhawan, New Delhi	23381305 (O) 9868246000 (M) s.rukmani@nic.in
		Smt. Shubha Thakur, Joint Secretary (Admn) Room No. 155, Krishi Bhawan, New Delhi	Off - 23383744 Mobile - 9818333583 sthakur@nic.in
	Department of Animal Husbandry, and Dairying, Krishi Bhawan, New Delhi.	Smt. Alka Upadhyay, Secretary, Room No. 218, Krishi Bhawan, New Delhi.	Off - 23382608 Res - 35938126 Fax - 23388006 Mobile - 9425009065 secyahd@nic.in
		Smt. Sarita Chauhan, Joint Secretary (LH), Room No. 190-A, Krishi Bhawan, New Delhi.	Off - 23382354 Fax - 23386674 Mobile - 9419184464 jslh-dadf@nic.in
		Shri. G. N. Singh, Joint Secretary (Admn) Room No. 248-C, Krishi Bhawan, New Delhi.	Off - 23389620 Res - 26253557 Fax - 23070866 Mobile - 9899333013 gn.singh13@nic.in
2.	Department of Atomic Energy, South Block, New Delhi.	Dr. Ajit Kumar Mohanty, Room No. 145-A, South Block, New Delhi.	Off-23011773 / 230211737 Fax - 23013843 Rax - 2398 (O)
		Dr. Deep Prakash,	M Off - 022-22022543 U Res - 022-23610298 M Fax - 022-22843888 B Mobile - 9757000700 A chairman@dae.gov.in I chmnoff@dae.gov.in

		Scientific Officer (H), Room No. 132-D, South Block,	Fax – 23013843 Mobile – 9867260854 osd.del-dae.gov.in
	Department of Atomic Energy, Anushakti Bhawan, C. S. M. Marg, Mumbai - 400101.	Dr. A. K. Nayak, Head, NCPW, DAE and Chairman, CMG – DAE	Off-022-22043041 / 22862553 Fax – 022-22043041 Mobile – 9372832712 headncpw@dae.gov.in
		Shri. Saras Seth, Member Secretary, CMG	Off-022-22836901 / 22862718 Fax – 022 – 22830441 Mobile – 7023063060 ms.cmg@dae.gov.in cmgdae@dae.gov.in
3.	Ministry of Civil Aviation, “B” Block, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi – 110003	Shri. Vumlunmang Vualnam, Secretary, Room No. 294, 2 nd floor, “B” wing, Rajiv Gandhi Bhawan, New Delhi – 110003	Off – 24610358 / 24610368 Fax – 24602397 Rax – 2361 Mobile – 8527452939 secy.moca@nic.in
		Shri. Sanjeev Kumar, Chairman, AAI, C Block, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi – 110003	Off – 24632930 Fax – 20818201 Mobile – 9560276348 chairman@aai.aero
		Shri. Vikram Dev Dutt DG DGCA, DGCA opp. Safdarjung Airport, Arbindo Marg, New Delhi - 110003	Off – 24627830 / 24652491 Fax – 24652760 Mobile – 9999498903 dgoffice.dgca@nic.in
		Shri. Zulfiquar Hasan, DG BCAS	Off – 23311381 Fax – 23310949 Mobile – 9868252381 dg.bcas@gov.in
		Shri. P. K. Thakur, DDG, MoCA, Room No. 351-B, Rajiv Gandhi Bhawan	Off – 24610372 Res – 26873644 Fax – 24653446 Mobile – 8376858701 Pk.thaku@nic.in
4.	Ministry of Coal, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi.	Shri. Amrit Lal Meena, Secretary, Room No. 317, A-Wing Shastri Bhawan.	Off – 23384884 Fax – 23381678 Rax – 2651 Mobile – 9471006271 secy.moc@nic.in
		Shri. Anandji Prasad, Adviser (P) Room No. 307-A, Shastri Bhawan.	Off – 23386347 Mobile – 9470596006 advp.moc@nic.in
5.	Ministry of Communications, Department of Telecommunications,	Dr. Neeraj Mittal, Secretary, Room No. 210, Sanchar Bhawan	Off – 23719898 / 23711209 Fax – 23711514 Mobile – 9958811444 secy-dot@nic.in

	Sanchar Bhawan, 20 – Ashoka Road, New Delhi	Shri. Sanjay Kumar Agarwal, DDG (DM), Room No. 616, 6 th floor, Mahanagar Doorsanchar Bhawan, Old Minto Road, New Delhi	Off – 23220696 Mobile – 9414002280 ddgdm-dot@gov.in
6.	Ministry of Electronics and Information Technology, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi	Shri. S. Krishnan, Secretary, Room No. 1002, Electronics Niketan, New Delhi.	Off – 24364041 / 24364566 Mobile – 8754429111 secretary@meity.gov.in
		Dr. Sanjay Bahl, Director General, CERT – In, Room No. 4067, Electronics Niketan	Off – 24368544 Res – 49987978 Fax – 24366806 Mobile – 9891379595 sanjay.bahl@nic.in
		Shri. Bhuvnesh Kumar, Adl. Secretary (Gen. Admn), Room No. 4007 Electronics Niketan	Off – 24363114 Res – 46039288 Mobile – 9415066201 bhuvnesh.k@meity.gov.in
7.	Ministry of Defence, South Block, New Delhi	Shri. Giridhar Aramane, Defence Secretary, Room No. 101–A, Ministry of Defence, South Block	Off – 23012380 Res – 21610342 Fax – 23010044 Rax – 2225 (O), 3188 (R) Mobile – 9810381131 defsecy@nic.in
	Indian Coast Guard, National Stadium Complex.	Shri. Rakesh Pal, Adl. DG & DGICG (Addl Charge) Indian coast Guard	Off – 23382546 / 23387361 Fax – 23385185 Mobile – 9925695402 dg@indiancoastguard.nic.in
		IG M V Pathak, DDG (Ops. & Coastal Security), Indian Coast Guard HQrs. National Stadium Complex, New Delhi.	Off – 23387237 Fax – 23383196 Mobile – 9958866599 ddgops@indiancoastguard.nic.in
8.	Ministry of Environment, Forests & Climate Change, Level – V, Agni Wing, Indira Paryavaran Bhawan, Jor Bagh Road, Aliganj, New Delhi.	Mrs. Leena Nandan, Secretary, Room No. P-407, Indirta Paryavaran Bhawan	Off – 20819308 / 20819408 Fax – 20819238 Mobile – 9810021515 secy-moef@nic.in
		Shri. R. Raghu Prasad, Inspector General of Forests (FPD), Room No. A – 201, Agni Wing, Indira Paryavaran Bhawan.	Off – 20819186 Mobile – 9437102244 raghu.prasad@gov.in
	<u>For Chemical Disaster :</u> Ministry of Environment,	Shri. Naresh Pal Gangwar,	Off – 20819247 Fax – 20819205

	Forests & Climate Change, Hazardous Substance Management Division, Level – II, Jal Wing, Jor Bagh Road, Aligarh, New Delhi	Addl. Secretary, (HSM Division) & CP, Room No. 505, Indira Paryavaran Bhawan,	Mobile – 9982070704 asnpg.mefcc@gov.in
		Shri. Ved Prakash Mishra, Director Hazardous Substance, Management division, Indira Paryavaran Bhawan.	Off – 20819236 Mobile – 9013850643 mishra.vp@gov.in
		Shri. Dinesh Runiwal, Scientist “E” (HSM Division) Room No. J – 231, Jal Wing, Indira Paryavaran Bhawan	Off – 20819289 Mobile – 8604445993 d.runiwal@gov.in
9.	Ministry of External Affairs, South Block, New Delhi	Shri. Vinay Kwatra, Foreign Secretary, Room No. 178, South Block.	Off – 23012318 / 23012196 Res – 23014414 Fax – 23016781 Rax – 2226 Res – 2583, Mobile – 7428897149 psfs@mea.gov.in
		Shri. Vijay Bhatia, Joint Secretary (Pers.)	Off – 23015749 Mobile – 9910063746 jspers@mea.gov.in
10.	Department of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi.	Shri. Vivek Joshi, Secretary, Room No. 6–A, 3 rd floor, Jeevan Deep Building	Off – 23340222 / 23343478 Fax – 23340027 Mobile – 9810190110 secy-fs@nic.in
		Shri. Mukesh Kumar Bansal, Joint Secretary, Room No. 37, 3 rd floor, Jeevan Deep Building	Off – 23347571 Mobile – 9425274165 jssi-dfs@nic.in
11.	Ministry of Health & Family Welfare, Directorate of Health Services, Nirman Bhavan, New Delhi	Shri. Sudhansh Pant, Secretary, Room No. 156 A Wing, Nirman Bhawan	Off – 23061863 / 23063221 Fax – 23061252 Mobile – 9560067674 secyhfw@nic.in
		Ms. L. S. Changsan, Addl. Secretary & MD Room No. 145 – A Wing Nirman Bhawan, New Delhi	Off – 23061723 Mobile – 9435080055 ischangsan@nic.in
		Dr. L. Swasticharan, Addl. DDG & Dir. (EMR) Room No. 743 – A, Nirman Bhawan, New Delhi	Off – 23063537 Mobile – 9818988281 swasticharan.l@nic.in
		Dr. Pradeep Khasnabis,	Off – 23063230

		DDG (DM Cell), Health Emergency Operations Centre, Ground Floor, Nirman Bhawan	Mobile – 9868289921 Pradeep.khasnobis@gov.in
12.	Ministry of Home Affairs, North Block, New Delhi	Shri. Ajay Kumar Bhalla, Union Home Secretary, Room No. 113, North Block.	Off – 23092989 / 23093031 Res – 23013658 Fax-23093003, Rax-Off-2235, Mobile - 9650422244
		Shri. Hitesh Kumar S Makwana, Addl. Secretary (DM), Room No. 171 B, North Block.	Off – 23092478 Mobile – 9810254777 asdm-ffr@mha.gov.in
		Shri. Sanjeev Kumar Jindal, Joint Secretary (DM) Room No. 193 A – 1, North Block.	Off – 23092722 Res – 35564735 Mobile – 9910391422 jsdm@gov.in
13.	Ministry of Labour and Employment, Shram Shakti Bhawan, New Delhi	Ms. Arti Ahuja, Secretary, Room No. 104, Shram Shakti Bhawan.	Off – 23710265 Rax – Off – 2660 Mobile – 9411793984 secy-labour@nic.in
		Shri. Ramesh Krishna Murthi, Addl. Secretary, Room No. 110, Shram Shakti Bhawan.	Off – 23710178 Mobile – 9013853693 as-labour@nic.in
14.	Ministry of Petroleum & Natural Gas, Shastri Bhawan, New Delhi.	Shri. Pankaj Jain, Secretary, Room No. 206, A-Wing, Shastri Bhawan	Off – 23383562 / 23383501 Fax – 23070723 Mobile – 9810453050 sec.png@nic.in
		Ms. Sujata Sharma, Joint Secretary (M&OR) Room No. 214, A-Wing, Shastri Bhawan	Off – 23388164 Mobile – 8604811711 js.mkt-png@gov.in
15.	Ministry of Ports, Shipping & Waterways, Transport Bhawan, Sansad Marg, New Delhi	Shri. T. K. Ramchandran, Secretary, Room no. 401, 4 th floor, Transport Bhawan.	Off – 23714938 Fax – 23716656 Rax – 2618 (O) Mobile – 9445541144 secyship@nic.in
		Shri. Rajesh Kumar Sinha, Addl. Secretary (Shipping) Room No. 406, 4 th floor, Transport Bhawan.	Off – 23736125 Mobile – 9495060500 as-psw@gov.in
16.	Ministry of Railways, Rail Bhawan, Raisina Road, New Delhi – 110001 (as on 01.11.2023)	Smt. Jaya Varma Sinha, Chairman & CEO, Railway Board, Room No. 234, Rail Bhawan.	Off – 23384010 Fax – 23381453 Mobile – 8595902790 crb@rb.railnet.gov.in
		Shri. Amit Varadhan,	Off – 23047406 Res - 24107420 Fax – 23386215

		Principal Executive Director (Safety), 301, Rail Bhavan	Mobile – 9310811279 pedsafety@rb.railnet.gov.in
		Shri. Rajesh Pathak, Principal Executive Director, Traffic Transportation (M) Room No. 259, Rail Bhawan.	Off – 23389500 / 23047301 Mobile – 9289921145 rajesh.pathak@gov.in
		Shri. Utkarsh, Executive Director, ME/Safety, Room no. 419 – A, Rail Bhawan.	Off – 23047428 Fax – 23382638 Mobile – 8851036848 utkarsh.irsme@gov.in
		Shri. Pradeep Kumar Ojha, Executive director, Traffic Transportation (F) Room No. 261, Rail Bhawan.	Off – 23047303 Off – 23383506 Mobile – 9717641161 pradeepkumar.ojha@gov.in
17.	Ministry of Power, Shram Shakti Bhawan, Rafi Marg, New Delhi – 110001	Shri. Pankaj Agarwal, Secretary, Room No. 204, 2 nd floor, Shram Shakti Bhawan	Off – 23710271 / 23711316 Fax – 23721487, Rax – 2484 Mobile – 9425176715 secy-power@nic.in
		Shri. Narender Singh, Chief Engineer, Room No. 427, 4 th floor, Shram Shakti Bhawan	Off – 23714100 Mobile – 9650947799 narenersingh.cea@gov.in
18.	Ministry of Road Transport & Highways, 1 Parliament Street, Transport Bhawan, Sansad Marg, New Delhi.	Shri. Anurag Jain, Secretary, Room no. 509, Transport Bhawan.	Off – 23714104 Res – 21610510 Fax – 23356669, Rax – 3523 (O) Mobile – 9910441062 secy-road@nic.in
		Shri. P. V. V. S. S. Ravi Prasad, Director General (RD & SS) Room No. 210, Transport Bhawan.	Off – 23739088 Mobile – 8377005672 dgrdss-rth@nic.in ravi4691p@gmail.com
		Shri. Amit Kumar Ghosh, Addl. Secretary (RT&H) Room No. 316, Transport Bhawan.	Off – 23710140. Mobile – 8756662220 as-highways@nic.in
19.	Department of Space, ISRO HQrs. Antariksha Bhawan, New BEL Road, Bangalore – 560231	Shri. S. Somanath, Secretary.	Off – 080-23416181 / 23415241 / 22172333 Fax – 080 – 23518551 Mobile – 9496050045 secydos@isro.gov.in chairman@isro.gov.in
			Delhi Off – 26400742 Fax – 26400704

		Ms. Sandhya Venugopal Sharma, Addl. Secretary	Off-080-22172303 / 23416393 Mobile – 9845643366 asoffice@isro.gov.in sandhyavs@isro.gov.in
	Department of Space, National Remote Sensing Centre, Balanagar, Hyderabad - 500037	Dr. Prakash Chauhan, Director, National Remote Sensing Centre, Dr. Brinda V. Director, DSRQ, ISRO HQrs.	Off-040-23884000 / 23884001 Mobile – 9427001498 director@nrsc.gov.in Off – 080-22172272 / 73 Mobile – 9446510036 brinda@isro.gov.in
20.	Department of Water Resources, River Development and Ganga Rejuvenation, Shram Shakti Bhawan, Rafi Marg, New Delhi.	Ms. Debashree Mukherjee, Secretary, Room No. 412, Shram Shakti Bhawan.	Off – 23715919 / 23710305 Fax – 23731553 Off – Rax – 2478 Mobile – 9013990010 secy-mowr@nic.in
		Shri. Atul Jain, Commissioner (FM) Room No. 827, 8 th floor, Block-11, CGO Complex, New Delhi.	Off – 24368238 Fax – 24362780 Mobile – 9968652152 comer-mowr@nic.in
	Central Water Commission, Sewa Bhawan, R. K. Puram, New Delhi – 110066	Shri. Kushvinder Vohra, Chairman, Central Water Commission, Room No. 210 (S), Sewa Bhawan, R. K. Puram,	Off – 26715351 / 26195415 Mobile – 9810467966 chairman-cwc@nic.in
		Shri. Sharad Chandra, Director (FFM), Central Water Commission, Ground Floor, Wing – 7, West Block-2, Sewa Bhawan, R. K. Puram.	Off – 29583829 Mobile – 9868232398 sharadchandra-cwc@nic.in
21.	Department of Drinking Water and Sanitation, Ministry of Jal Shakti.	Ms. Vini Mahajan, Secretary, Room No. 401, Pt. Deendayal Antyodaya Bhawan, CGO Complex, New Delhi	Off – 24361011 Mobile – 8872090003 secydws@nic.in
		Shri. Samir Kumar, Joint Secretary (Estt. & Coord.) Room No. 409, Pt. Deendayal Antyodaya Bhawan, CGO Complex, New Delhi	Off – 24361043 Mobile – 9810593082 samirkumar@gov.in

ANNEXURE – 5**CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION OF ALL INDIA
RAILWAY STRIKE**

S.No.	Name of the Member with Designation	Name of the Ministry	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Smt. Aruna Nayar, Addl. Member, (Staff)	Ministry of Railways	23047170, 5211 (IP/IC)	23364317 7011194301	202, Rail Bhavan, New Delhi	57-C, Rly Officers Flat, S. P. Marg, Chanakyapuri, New Delhi	Convenor
2.	Shri. Deepak Peter Gabriel, Principal Executive Director (I.R.)	Ministry of Railways	23383086 (Fax), 47172 (Rly)	8882207150	402, Rail Bhavan, New Delhi	24-D, S. P. Marg, Chanakyapuri, New Delhi	Alternate Convenor
3.	Ms. Saumya Mathur, Addl. Member (Finance)	Ministry of Railways	23047011, 47011 (Rly)	9267909500	207, Rail Bhavan, New Delhi	Suite No.303, S. P. Marg, Rly Officers Enclave, New Delhi	Member
4.	Shri. Manoj Yadava, Director General, (RPF)	Ministry of Railways	23041511, 41511 (Rly)	20815352, 7042927733	440, Rail Bhavan, New Delhi	C-9, Tower-4 New Moti Bagh, New Delhi	Member
5.	Shri. Chhatrasal Singh, Addl. Member, (TT)	Ministry of Railways	23047300, 43575 (Rly)	26882541, 9560297588	264, Rail Bhavan, New Delhi	Suite No.6, S. P. Marg, Rly Officers Enclave, New Delhi	Member
6.	Shri. R. K. Mangla, Addl Member, (Mech. Engg.)	Ministry of Railways	23047431, 47431 (Rly)	9310812150	517-A, Rail Bhavan, New Delhi	Flat No. 503, G – Block, DDU Marg, New Delhi.	Member
7.	Shri. Vijay Pratap Singh, Addl. Member (Traction.)	Ministry of Railways	47845410, 45410 (Rly)	9625939600	115, Rail Bhavan, New Delhi	31-A, Rly Officers Enclave, New Delhi	Member
8.	Shri. Brijesh Kumar Gupta, Addl. Member, (Civil Engg.)	Ministry of Railways	47845450, 45450 (Rly)	8920036270	120, Rail Bhavan, New Delhi	Room No. 206, Yamuna Rest House, New Delhi	Member
9.	Shri. Ravinder Goyal, Addl. Member (Commercial)	Ministry of Railways	23047351, 23072028, 45351 (Rly)	8076046000	473, Rail Bhavan, New Delhi	7, S. P. Marg, Rly Officers Enclave, New Delhi	Member
10.	Smt. Aruna Singh,	Ministry of	23383815,	7217803000	153, Rail Bhavan,	B-6, Tower-8 New Moti Bagh,	Member

	Addl. Member, (Tele.)	Railways	22304686, 43010 (Rly)		New Delhi	New Delhi	
11.	Vacant, Addl. Member (Signal)	Ministry of Railways	23382122, 44600 (Rly)	24670720	119, Rail Bhavan, New Delhi	-	Member
12.	Shri. Y. K. Baweja, DG/Public Relations	Ministry of Railways	47845371, 45371 (Rly)	9818018560	302, Rail Bhavan, New Delhi	C – II / 17, Ravinder Nager, New Delhi.	Member

ANNEXURE – 6**CENTRAL MANAGEMENT GROUP FOR TERRORISM / SECURITY RELATED CRISIS.**

S.No.	Name of the Member with Designation	Name of the Ministry	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri. Manoj Yadava, Director General, (RPF)	Ministry of Railways	23041511, 41511 (Rly)	20815352, 7042927733	440, Rail Bhavan, New Delhi	C-9, Tower-4 New Moti Bagh, New Delhi	Convenor
2.	Shri. S. C. Parhi, ADG (RPF)	Ministry of Railways	23385140, 44055 (Rly)	8595954834	435, Rail Bhavan, New Delhi	Vatika Officers Mess, Brar Square, Delhi Cantt, New Delhi.	Alternate Convener
3.	Dr. Sugandha Raha, DG (RHS)	Ministry of Railways	47843130, 43130 (Rly)	7011193967	401, COFMOW Building, New Delhi	B-602, RVNL Officers Enclave, Chanakyapuri, New Delhi	Member
4.	Shri. Chhatrasal Singh, Addl. Member, (TT)	Ministry of Railways	23047300, 43575 (Rly)	26882541, 9560297588	264, Rail Bhavan, New Delhi	Suite No.6, S. P. Marg, Rly Officers Enclave, New Delhi	Member
5.	Shri. Ravinder Goyal, Addl. Member (Commercial)	Ministry of Railways	23047351, 23072028, 45351 (Rly)	8076046000	473, Rail Bhavan, New Delhi	7, S. P. Marg, Rly Officers Enclave, New Delhi	Member
6.	Shri. R. K. Mangla, Addl Member, (Mech. Engg.)	Ministry of Railways	23047431, 47431 (Rly)	9310812150	517-A, Rail Bhavan, New Delhi	Flat No. 503, G – Block, DDU Marg, New Delhi.	Member
7.	Vacant, Addl. Member (Signal)	Ministry of Railways	23382122, 44600 (Rly)	24670720	119, Rail Bhavan, New Delhi	-	Member
8.	Shri. Brijesh Kumar Gupta, Addl. Member, (Civil Engg.)	Ministry of Railways	47845450, 45450 (Rly)	8920036270	120, Rail Bhavan, New Delhi	Room No. 206, Yamuna Rest House, New Delhi	Member
9.	Smt. Aruna Singh, Addl. Member, (Tele.)	Ministry of Railways	23383815, 22304686, 43010 (Rly)	7217803000	153, Rail Bhavan, New Delhi	B-6, Tower-8 New Moti Bagh, New Delhi	Member
10.	Shri. Y. K. Baweja, DG/Public Relations	Ministry of Railways	47845371, 45371 (Rly)	9818018560	302, Rail Bhavan, New Delhi	C – II / 17, Ravinder Nager, New Delhi.	Member

ANNEXURE – 7**CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION OF NATURAL DISASTERS.**

S.No.	Name of the Member with Designation	Name of the Ministry	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri. Brijesh Kumar Gupta, Addl. Member, (Civil Engg.)	Ministry of Railways	47845450, 45450 (Rly)	8920036270	120, Rail Bhavan, New Delhi	Room No. 206, Yamuna Rest House, New Delhi	Convenor
2.	Shri. Chhatrasal Singh, Addl. Member, (TT)	Ministry of Railways	23047300, 43575 (Rly)	26882541, 9560297588	264, Rail Bhavan, New Delhi	Suite No.6, S. P. Marg, Rly Officers Enclave, New Delhi	Alternate Convenor
3.	Shri. Ravinder Goyal, Addl. Member (Commercial)	Ministry of Railways	23047351, 23072028, 45351 (Rly)	8076046000	473, Rail Bhavan, New Delhi	7, S. P. Marg, Rly Officers Enclave, New Delhi	Member
4.	Shri. R. K. Mangla, Addl Member, (Mech. Engg.)	Ministry of Railways	23047431, 47431 (Rly)	9310812150	517-A, Rail Bhavan, New Delhi	Flat No. 503, G – Block, DDU Marg, New Delhi.	Member
5.	Shri. Vijay Pratap Singh, Addl. Member (Traction.)	Ministry of Railways	47845410, 45410 (Rly)	9625939600	115, Rail Bhavan, New Delhi	31-A, Rly Officers Enclave, New Delhi	Member
6.	Smt. Aruna Singh, Addl. Member, (Tele.)	Ministry of Railways	23383815, 22304686, 43010 (Rly)	7217803000	153, Rail Bhavan, New Delhi	B-6, Tower-8 New Moti Bagh, New Delhi	Member
7.	Vacant, Addl. Member (Signal)	Ministry of Railways	23382122, 44600 (Rly)	24670720	119, Rail Bhavan, New Delhi	-	Member
8.	Shri. Manoj Yadava, Director General, (RPF)	Ministry of Railways	23041511, 41511 (Rly)	20815352, 7042927733	440, Rail Bhavan, New Delhi	C-9, Tower-4 New Moti Bagh, New Delhi	Member
9.	Dr. Sugandha Raha, DG (RHS)	Ministry of Railways	47843130, 43130 (Rly)	7011193967	401, COFMOW Building, New Delhi	B-602, RVNL Officers Enclave, Chanakyapuri, New Delhi	Member
10.	Shri. Y. K. Baweja, DG/Public Relations	Ministry of Railways	47845371, 45371 (Rly)	9818018560	302, Rail Bhavan, New Delhi	C – II / 17, Ravinder Nager, New Delhi.	Member

ANNEXURE – 8**CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION OF MAJOR TRAIN ACCIDENTS.**

S.No.	Name of the Member with Designation	Name of the Ministry	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri. Chhatrasal Singh, Addl. Member, (TT)	Ministry of Railways	23047300, 43575 (Rly)	26882541, 9560297588	264, Rail Bhavan, New Delhi	Suite No.6, S. P. Marg, Rly Officers Enclave, New Delhi	Convenor
2.	Shri. Ravinder Goyal, Addl. Member (Commercial)	Ministry of Railways	23047351, 23072028, 45351 (Rly)	8076046000	473, Rail Bhavan, New Delhi	7, S. P. Marg, Rly Officers Enclave, New Delhi	Alternate Convenor
3.	Shri. R. K. Mangla, Addl Member, (Mech. Engg.)	Ministry of Railways	23047431, 47431 (Rly)	9310812150	517-A, Rail Bhavan, New Delhi	Flat No. 503, G – Block, DDU Marg, New Delhi.	Member
4.	Shri. Brijesh Kumar Gupta, Addl. Member, (Civil Engg.)	Ministry of Railways	47845450, 45450 (Rly)	8920036270	120, Rail Bhavan, New Delhi	Room No. 206, Yamuna Rest House, New Delhi	Member
5.	Shri. Vijay Pratap Singh, Addl. Member (Traction.)	Ministry of Railways	47845410, 45410 (Rly)	9625939600	115, Rail Bhavan, New Delhi	31-A, Rly Officers Enclave, New Delhi	Member
6.	Smt. Aruna Singh, Addl. Member, (Tele.)	Ministry of Railways	23383815, 22304686, 43010 (Rly)	7217803000	153, Rail Bhavan, New Delhi	B-6, Tower-8 New Moti Bagh, New Delhi	Member
7.	Shri. Manoj Yadava, Director General, (RPF)	Ministry of Railways	23041511, 41511 (Rly)	20815352, 7042927733	440, Rail Bhavan, New Delhi	C-9, Tower-4 New Moti Bagh, New Delhi	Member
8.	Shri. Amit Varadhan, PED (Safety)	Ministry of Railways	23047406, 47406 (Rly)	9310811279	301, Rail Bhavan, New Delhi	T5/27, Rly Officers Enclave, San Martin Marg, Chanakyapuri New Delhi.	Member
9.	Shri. Y. K. Baweja, DG/Public Relations	Ministry of Railways	47845371, 45371 (Rly)	9818018560	302, Rail Bhavan, New Delhi	C – II / 17, Ravinder Nager, New Delhi.	Member

ANNEXURE – 9**CENTRAL MANAGEMENT GROUP FOR THE CRISIS SITUATION WHERE RAILWAYS
HAVE TO HELP AND ASSIST OTHER MINISTRIES.**

S.No.	Name of the Member with Designation	Name of the Ministry	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri. Chhatrasal Singh, Addl. Member, (TT)	Ministry of Railways	23047300, 43575 (Rly)	26882541, 9560297588	264, Rail Bhavan, New Delhi	Suite No.6, S. P. Marg, Rly Officers Enclave, New Delhi	Convenor
2.	Shri. Ravinder Goyal, Addl. Member (Commercial)	Ministry of Railways	23047351, 23072028, 45351 (Rly)	8076046000	473, Rail Bhavan, New Delhi	7, S. P. Marg, Rly Officers Enclave, New Delhi	Alternate Convenor
3.	Shri. R. K. Mangla, Addl Member, (Mech. Engg.)	Ministry of Railways	23047431, 47431 (Rly)	9310812150	517-A, Rail Bhavan, New Delhi	Flat No. 503, G – Block, DDU Marg, New Delhi.	Member
4.	Shri. Brijesh Kumar Gupta, Addl. Member, (Civil Engg.)	Ministry of Railways	47845450, 45450 (Rly)	8920036270	120, Rail Bhavan, New Delhi	Room No. 206, Yamuna Rest House, New Delhi	Member
5.	Shri. Vijay Pratap Singh, Addl. Member (Traction.)	Ministry of Railways	47845410, 45410 (Rly)	9625939600	115, Rail Bhavan, New Delhi	31-A, Rly Officers Enclave, New Delhi	Member
6.	Smt. Aruna Singh, Addl. Member, (Tele.)	Ministry of Railways	23383815, 22304686, 43010 (Rly)	7217803000	153, Rail Bhavan, New Delhi	B-6, Tower-8 New Moti Bagh, New Delhi	Member
7.	Shri. Manoj Yadava, Director General, (RPF)	Ministry of Railways	23041511, 41511 (Rly)	20815352, 7042927733	440, Rail Bhavan, New Delhi	C-9, Tower-4 New Moti Bagh, New Delhi	Member
8.	Shri. Amit Varadhan, PED (Safety)	Ministry of Railways	23047406, 47406 (Rly)	9310811279	301, Rail Bhavan, New Delhi	T5/27, Rly Officers Enclave, San Martin Marg, Chanakyapuri New Delhi.	Member
9.	Shri. Y. K. Baweja, DG/Public Relations	Ministry of Railways	47845371, 45371 (Rly)	9818018560	302, Rail Bhavan, New Delhi	C – II / 17, Ravinder Nager, New Delhi.	Member

ANNEXURE – 10**CENTRAL MANAGEMENT GROUP OF THE MINISTRY OF RAILWAYS FOR THE CYBER
CRISIS SITUATION.**

S.No.	Name of the Member with Designation	Name of the Ministry	Telephone Nos.		Address		Remarks
			Office	Residence	Office	Residence	
1.	Shri. B. K. Dadabhoy, Addl. Member (M & BD)	Ministry of Railways	47845394, 45394 (Rly)	8384086300	429, Rail Bhavan, New Delhi	A-6, Tower-9 New Moti Bagh, New Delhi	Convenor
2.	Shri. Ravinder Goyal, Addl. Member (Commercial)	Ministry of Railways	23047351, 23072028, 45351 (Rly)	8076046000	473, Rail Bhavan, New Delhi	7, S. P. Marg, Rly Officers Enclave, New Delhi	Alternate Convenor
3.	Shri. Chhatrasal Singh, Addl. Member, (TT)	Ministry of Railways	23047300, 43575 (Rly)	26882541, 9560297588	264, Rail Bhavan, New Delhi	Suite No.6, S. P. Marg, Rly Officers Enclave, New Delhi	Member
4.	Shri. Vijay Pratap Singh, Addl. Member (Traction.)	Ministry of Railways	47845410, 45410 (Rly)	9625939600	115, Rail Bhavan, New Delhi	31-A, Rly Officers Enclave, New Delhi	Member
5.	Shri. R. K. Mangla, Addl Member, (Mech. Engg.)	Ministry of Railways	23047431, 47431 (Rly)	9310812150	517-A, Rail Bhavan, New Delhi	Flat No. 503, G – Block, DDU Marg, New Delhi.	Member
6.	Shri. Brijesh Kumar Gupta, Addl. Member, (Civil Engg.)	Ministry of Railways	47845450, 45450 (Rly)	8920036270	120, Rail Bhavan, New Delhi	Room No. 206, Yamuna Rest House, New Delhi	Member
7.	Smt. Aruna Singh, Addl. Member, (Tele.)	Ministry of Railways	23383815, 22304686, 43010 (Rly)	7217803000	153, Rail Bhavan, New Delhi	B-6, Tower-8 New Moti Bagh, New Delhi	Member
8.	Shri. Manoj Yadava, Director General, (RPF)	Ministry of Railways	23041511, 41511 (Rly)	20815352, 7042927733	440, Rail Bhavan, New Delhi	C-9, Tower-4 New Moti Bagh, New Delhi	Member
9.	Shri. Amit Varadhan, PED (Safety)	Ministry of Railways	23047406, 47406 (Rly)	9310811279	301, Rail Bhavan, New Delhi	T5/27, Rly Officers Enclave, San Martin Marg, Chanakyapuri New Delhi.	Member
10.	Shri. Y. K. Baweja, DG/Public Relations	Ministry of Railways	47845371, 45371 (Rly)	9818018560	302, Rail Bhavan, New Delhi	C – II / 17, Ravinder Nager, New Delhi.	Member

IMPORTANT TELEPHONE NUMBERS OF NDMA / NDRF.

S. No.	Name & Designation	Office No.	Mobile	e-mail ID
1.	Shri. Kamal Kishore, Member Secretary, NDMA	011-26701701 (O) 26701716 (Fax)	9818143429	secretary@ndma.gov.in kkishore@ndma.gov.in
2.	Lt. Gen (Retd) Syed Ata Hasnain, Member	011-26701775	9871213193	syedata.hasnain@ndma.gov.in
3.	Shri. Rejendra Singh, Member	011-26701738	9899078007	rajendra.59@ndma.gov.in
4.	Shri. Krishna S. Vaatsa, Member	011-26701776	9971697232	krishna.vatsa@ndma.gov.in
5.	Control Room NDMA	011-26701728 (O) 26701729 (Fax)	9868891801 9868101885	controlroom@ndma.gov.in

NDRF

Shri. Atul Karwal, IPS DG / NDRF, Mob : 9816617595, Off : 011 – 23438020, 011 – 23438091, Email : dg.ndrf@nic.in	Shri. Narendra Singh Bundela, IPS IG / NDRF, Mob : 9013882417, Off : 011 – 23438021, email : ig.ndrf@nic.in Fax : 011 – 23438091.	Mr. Mohsen Shahedi, DIG/Ops/Trg./PRO/Comn & IT/NDRF, Off : 011 – 23438022, Email : dig.ops.ndrf@gov.in
NDRF Control Room, Tel : 011-23438091, 23438136, Fax : 011-23438091, email : hq.ndrf@nic.in		

NDRF Battalions :

S. No.	COMDT NDRF BN	Location	Office Tel No.	Mobile No.	Fax No.
1.	1 st NDRF BN	Guwahati (Assam)	0361 – 2840027	7637011337 9435117246	0361-2840184
2.	2 nd NDRF BN	Haringhata, Nadia (West Bengal)	033-25875032	9474061104 9474116775	03325875032
3.	3 rd NDRF BN	Mundali, Cuttak (Odisha)	0671-2879710	9437581614	0671-2879711
4.	4 th NDRF BN	Arakonam, Ranipet (Tamilnadu)	04177-246269	9442140269	04177-246594
5.	5 th NDRF BN	Pune (Maharashtra)	02114-247001	9422315628	02114-247008

6.	6 th NDRF BN	The-Wagodia, Vadodara (Gujarat)	02668- 299182	9870006730	-
7.	7 th NDRF BN	Bhatinda (Punjab)	0164- 2246030	0164- 2246193	0164- 2246570
8.	8 th NDRF BN	Ghaziabad (U.P.)	0120- 2766013	9412221035	0120- 27666012
9.	9 th NDRF BN	Bihta, Patna, (Bihar)	06115- 253942	8544415050 9525752125	06115- 253939
10.	10 th NDRF BN	Kondapavuluru, Gannavaram Mandal, Krishna. (A.P.)	8333068559	8333068540 8897900037	-
11.	11 th NDRF BN	Varanasi (U.P.)	0542- 2501202	8004931410	0542- 2501101
12.	12 th NDRF BN	Itanagar (Arunachal Pradesh)	0360- 2999577	9485235464	0360- 2277106
13.	13 th NDRF BN	Ladhowal, Ludhiana (Punjab)	0161- 2921304	0161- 2921305	-
14.	14 th NDRF BN	Nurpur, Kangra (Himachal Pradesh)	01893- 292602	01893- 292478	-
15.	15 th NDRF BN	Gadarpur, Udhamsingh Nagar (Uttarakhand)	05949- 231199	7579098442	-
16.	16 th NDRF BN	Dwaraka (New Delhi)	011- 20893564	011- 20892672	011- 20892672

ZONAL NODAL OFFICERS AND HELP LINE NUMBERS OF ALL ZONAL INDIAN RAILWAYS.

ZONAL RAILWAY	Nodal Officer and Mobile No.	Coordinating Officer	Mobile & Landline Nos. of Coordinating Officer
Central Railway, Mumbai.	PCSO, 8828110730	Dy. CSO/Elect.	8828110733, 022-22697276
East Central Railway, Hajipur.	PCSO, 9771425940	Dy. CSO/Engg.	9771425943, 06224-23316
East Coast Railway, Bhubaneswar.	PCSO, 8455885940	Dy. CSO/Traffic	8455885943, 0674-54564.
Eastern Railway, Kolkata.	PCSO, 9002020990	Dy. CSO/Traffic	9002020994, 033-22316056
North Central Railway, Allahabad.	PCSO, 9794835902	Dy. CSO/Traffic	9794835911, 0532-2230291
North Eastern Railway, Gorakhpur.	PCSO, 9794810901	ATM/Safety	9794840914, 0551-2200835.
North Western Railway, Jaipur.	PCSO, 9001195910	Dy. CSO/Mech.	9001192912, 0141-2725934
Northeast Frontier Railway, Guwahati.	PCSO, 9957550730	Dy. CSO/Traffic	9957550731, 0361-2675359
Northern Railway, New Delhi.	PCSO, 9717630904	Dy. CSO/Mech.	9717630420, 011-23381597
South Central Railway, Secunderabad.	PCSO, 9701970730	Dy. CSO/Mech.	9701370734, 040-27820519
South East Central Railway, Bilaspur	PCSO, 9752475550	Dy. CSO/Traffic	9752475554, 07752-63462
South Eastern Railway, Kolkata	PCSO, 9002080660	Dy. CSO/Engg.	9002080664, 033-44356
South Western Railway, Hubli	PCSO, 9731665730	Dy. CSO/Traffic	9731668731, 0836-26156
Southern Railway, Chennai	PCSO, 9003060940	Dy. CSO/Traffic	9003060944, 044-28192281
West Central Railway, Jabalpur	PCSO, 9752415650	Dy. CSO/Traffic	9752415653, 0761-256029
Western Railway, Mumbai	PSCO, 9004490730	Dy. CSO/Traffic	9004490731, 022-230152
Metro, Kolkata	PCSO, 9007958400	Dy. CSO	9007041903, 033-22267569
Konkan Railway Corporation Ltd.	PCSO, 9004470480	Dy. CSO/Traffic	9004470385
Dedicated Freight Corridor Corporation of India Ltd.	GM / Safety, 9910487395	DGM/Safety	9717647382

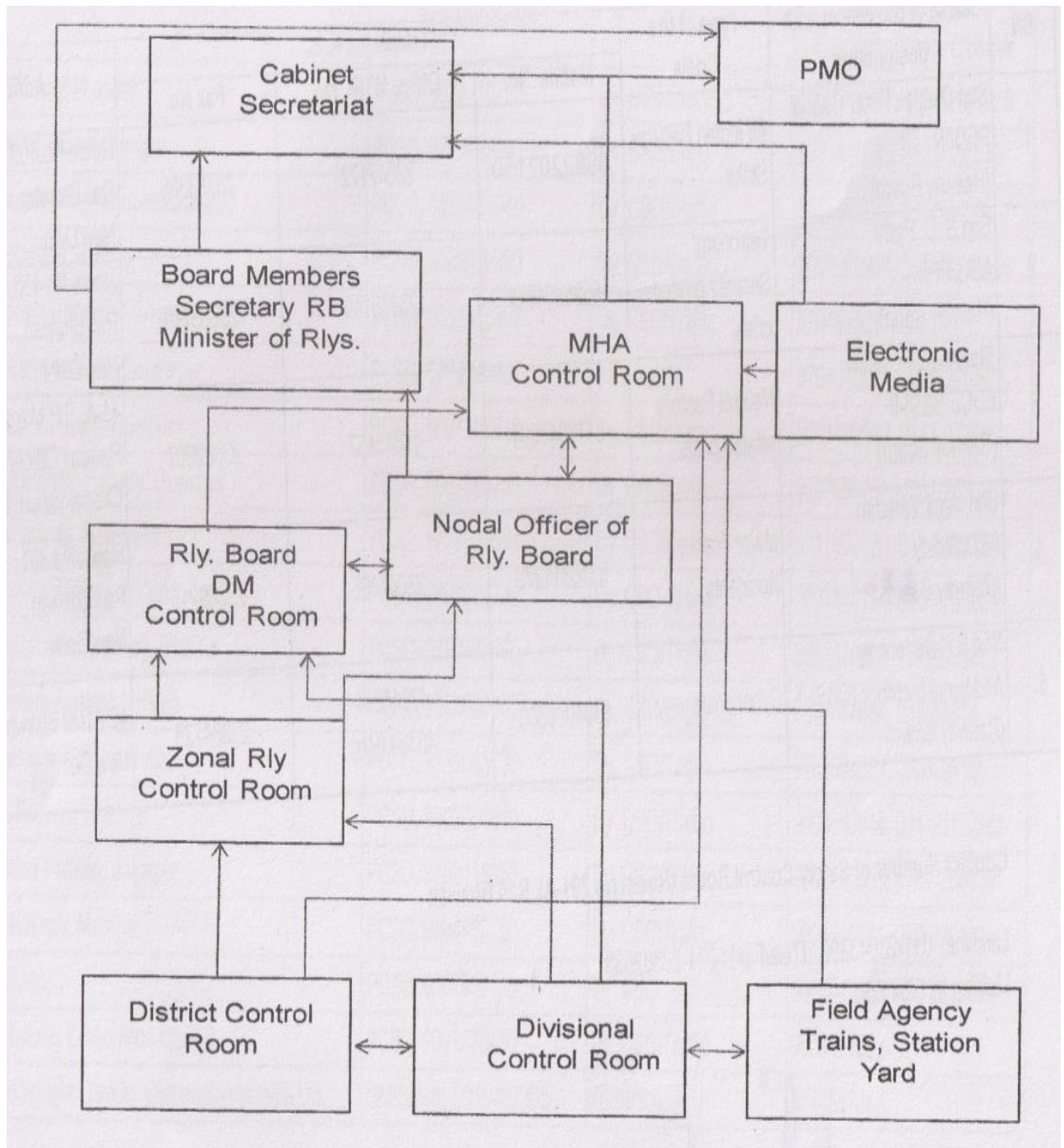
ANNEXURE – 13**NAMES AND ADDRESSES OF THE NODAL OFFICERS FROM THE MINISTRY OF RAILWAYS TO INFORM CRISIS SITUATION TO MHA CONTROL ROOM.**

S. No.	Name of the Officer with Designation	Type of the Crisis	Telephone Nos.			Addresses
			Mobile No.	Office MTNL No.	FAX No.	
1.	Shri. Deepak Peter Gabriel, PED / IR, (Railway Board)	All India Railway Strike	8882207150	23047172	23383086	Room No.402, Rail Bhawan, New Delhi
2.	Shri. S. C. Parhi, ADG / RPF, (Railway Board)	Terrorism / Security related crisis	8595954834	23385140	23385140	Room No.435, Rail Bhawan, New Delhi
3.	Shri. Anupam Singh, EDCE (B&S)-II, (Railway Board)	Natural Factors related crisis	8178043004	47845457	23382607	41-A, S. P. Marg, Railway Officers Enclave, Chanakyapuri, New Delhi
4.	Shri. Amit Varadan, PED / Safety, (Railway Board)	Major Train Accidents	9310811279	23047406	23386215	Room No.301, Rail Bhawan, New Delhi
5.	Shri. B. K. Dadabhoy, Additional Member (O&BD), (Railway Board)	Cyber crisis	8384086300	47845394 45394 (Rly)	23384728	Room No.429, Rail Bhawan, New Delhi

Contact Number of Safety Control Room (Room No. 201-A), Rail Bhawan.

1. Land line : 011 – 23043399, (Tele/Fax) : 011 – 23382638
2. Mobile : 9717641291

FLOW CHART FOR INFORMATION.



ABBREVIATIONS :

ADMO	Assistant Divisional Medical Officer
ADRM	Additional Divisional Railway Manager
ADEN	Assistant Divisional Engineer
AGM	Additional General Manager
ADME	Assistant Divisional Mechanical Engineer
ARME	Accident Relief Medical Equipment
ARMV	Accident Relief Medical Van
ART	Accident Relief Train
ASTE	Assistant Signal & Telecommunication Engineer
BCX	8 wheels covered vacuum brake wagon
BFR	Wheel open flat vacuum brake wagon
C&W	Carriage and Wagon
CBE	Chief Bridge Engineer
CCM	Chief Commercial Manager
CCM(G)	Chief Commercial Manager (General)
CCRS	Chief Commissioner of Railway Safety
CE	Chief Engineer
CEE	Chief Electrical Engineer
CFTM	Chief Freight Transportation Manager
CHC	Chief Controller
Chg.	Coaching
CHOD	Coordinating Head of Department
CMD	Chief Medical Director
CME	Chief Mechanical Engineer
CMI	Commercial Inspector
CMM	Chief Materials Manager
CMPE	Chief Motive Power Engineer (Diesel)
CMS	Chief Medical Superintendent
COM	Chief Operations Manager
Con.	Construction
COS	Controller of Stores
CPO	Chief Personnel Officer
CPRO	Chief Public Relations Officer
CRS	Commissioner of Railway Safety
CRSE	Chief Rolling Stock Engineer
CSC	Chief Security Commissioner
CSE	Chief Signal Engineer
CSO	Chief Safety officer
CSTE	Chief Signal & Telecommunication Engineer
CTE	Chief Track Engineer
CWE	Chief Workshop Engineer
DCM	Divisional Commercial Manager
DCOS	Divisional Controller of Stores

DEE	Divisional Electrical Engineer
DEN	Divisional Engineer
DM	District Magistrate
DME	Divisional Mechanical Engineer
DMO	Divisional Medical Officer
DMU	Diesel Multiple Unit
DOM	Divisional Operations Manager
DPO	Divisional Personnel Officer
DR	Disaster Response
DRM	Divisional Railway Manager
DSC	Divisional Security Commissioner
DSO	Divisional Safety Officer
DSTE	Divisional Signal & Telecommunication Engineer
DTM	Divisional Traffic Manager
Dy CCM	Deputy Chief Commercial Manager
Dy COM	Deputy Chief Operations Manager
Dy CSO	Deputy Chief Safety Officer
EMU	Electrical Multiple Unit
Engg.	Engineering
ETL	Emergency Train Lighting
FA & CAO	Financial Advisor and Chief Accounts Officer
G & SR	General & Subsidiary Rule
GM	General Manager
GRP	Govt. Railway Police
HRE	Hydraulic Rerailing Equipment
HRD	Hydraulic Rescue Device
IAF	Indian Air Force
IAT	Instant Action Team
IG	Inspector General of Police
IRCM	Indian Railway Commercial Manual
IRCTC	Indian Railway Catering & Tourism Corporation
IRMM	Indian Railway Medical Manual
JCB	Jack cum Bulldozer
JE	Junior Engineer
Jn.	Junction
LC	Level Crossing
OHE	Over Head Equipment
PA	Public Address
PCCM	Principal Chief Commercial Manager
PCE	Principal Chief Engineer
PCEE	Principal Chief Electrical Engineer
PCMD	Principal Chief Medical Director
PCME	Principal Chief Mechanical Engineer
PCOM	Principal Chief Operations Manager

PCPO	Principal Chief Personnel Officer
PCSC	Principal Chief Security Commissioner
PCSO	Principal Chief Safety Officer
PCSTE	Principal Chief Signal and Telecommunication Engineer
PHOD	Principal Head of Department
POL	Petroleum & Oil
PR	Public Relations
PRC	Power Controller
PRO	Public Relations Officer
P. Way	Permanent Way
PWI	Permanent Way Inspector
RCT	Railway Claims Tribunal
RE	Railway Electrification
RPF	Railway Protection Force
S&T	Signal & Telecommunication
SCR	South Central Railway
SDGM	Senior Deputy General Manager
SE	Section Engineer
SI	Signal Inspector
SJAB	St. John Ambulance Brigade
SLR	Second Class cum Luggage cum Brake Van coach
SM	Station Manager
SP	Self-Propelled
SPARMV	Self-Propelled Accident Relief Medical Van
SPART	Self-Propelled Accident Relief Train
Sr. DAO	Senior Divisional Accounts Officer
Sr. DCM	Senior Divisional Commercial Manager
Sr. DEE	Senior Divisional Electrical Engineer
Sr. DEN	Senior Divisional Engineer
Sr. DME	Senior Divisional Mechanical Engineer
Sr. DMO	Senior Divisional Medical Officer
Sr. DOM	Senior Divisional Operations Manager
Sr. DPO	Senior Divisional Personnel Officer
Sr. DSC	Senior Divisional Security Commissioner
Sr. DSO	Senior Divisional Safety Officer
Sr. DSTE	Senior Divisional Signal & Telecommunication Engineer
SSE	Senior Section Engineer
STD	Subscriber Trunk Dialing
STM	Senior Transportation Manager
SS	Station Superintendent
TCM	Telecommunication Maintainer
TCI	Telecommunication Inspector
TI	Traffic Inspector
TRD	Traction Distribution

TS	Train Superintendent
TTE	Traveling Ticket Examiner
TXR	Train Examiner
VHF	Very High Frequency
VPU	Vehicle Parcel Van
WLI	Welfare Inspector
WTT	Working Time Table