

## CHAPTER - V

### DISASTER MANAGEMENT - Duties and Responsibilities

#### The essential tenets of successful Accident management are :-

- (1) The resources of all departments including men and material should be promptly made available, rendering assistance to passengers and for restoration of traffic.
- (2) Every facility must be afforded to the civil police, medical officers and the Commissioner of Railway Safety to enable them to proceed to site, in case of a serious accident
- (3) All Railway men whether on duty or otherwise should report to the Guard of the train to involve in rescue and relief operations.
- (4) Utmost speed in rushing medical and other relief to the site of accident.
- (5) Utmost care, consideration and courtesy towards the passengers involved in the accident.
- (6) Adequate and swift arrangements for supply of food, drinking water etc. to the affected passengers.
- (7) Preservation of clues.
- (8) Proper planning of restoration operations and proper execution thereof.
- (9) The responsibilities of employees for restoration at the site to be clearly defined to avoid any confusion.
- (10) Quick transmission of information, particularly details of dead and injured to their relatives & others.
- (11) Proper preservation and care of the dead.
- (12) Security of passenger's luggage and Railway property.
- (13) Timely dissemination of information to passengers about transport arrangements, to relieve panic and create re-assurance.
- (14) Proper liaison with Civil Administration and Press.

#### RESPONSIBILITIES OF RAILWAY OFFICIALS PRESENT AT SITE:

- (i) Duties of a Guard in case of an accident:- At the time of an accident the Guard of the train must Immediately:-
  - (1) Note the date / time and exact site of the accident.

- (2) Ensure protection of the adjacent line/lines and then protect the same line in accordance with GR-6.03 and SR-6.03(ii) taking the assistance of any qualified staff, such as, Assistant Guard, Assistant Loco Pilot, Gangmen, Gatemen etc.
  - (3) Convey information through the quickest possible means giving details of the accident and the nature of assistance required to the Controller/Stations on either side as detailed in sub para 4(a).
  - (4) Stop the trains passing on the adjacent line for assistance and conveying information.
  - (5) Make a quick survey of the Casualties, injuries, damage to the rolling stock, assistance required at the site of accident and advise nearest SM or Controller. Mobilise the available Railway staff at site, issue arm bands to enable easy identification of railway staff and assign different duties.
  - (6) Render First Aid to injured persons and take action to save lives with the assistance of the Railway staff, doctors and/or volunteers on the train or near the site of accident and make entry in the Guard's Journal.
  - (7) Arrange to shift the seriously injured passengers through road transport with local help to nearest hospitals whenever possible.
  - (8) Arrange for Tea, Water and Refreshments to injured persons with the help of Ticket Checking Staff and other commercial staff available.
  - (9) Preserve and Safe-guard all clues of probable cause of accident.
  - (10) Arrange protection of belongings of passengers and Railway property with the help of RPF/GRP and other Volunteers.
  - (11) Post a Railway Servant to man the field telephone to ensure regular flow of information to the Control
  - (12) Remain in general charge till replaced by a senior Railway Official and shall not leave the site unless permitted by the site officer.
- (ii) **Duties of Loco Pilot and Assistant Loco Pilot in case of an Accident:-**  
At the time of an accident the Loco Pilot and Assistant Loco Pilot must immediately :
- (1) Switch on the flasher light of the engine and switch off the head light of the engine.
  - 2) Note the date / time and exact site of the accident.

- (3) Sound short whistles frequently to warn the driver of an approaching train.
  - (4) Arrange to protect the adjacent line and then the same line in accordance with GR- 6.03 and SR- 6.03(i)&(ii). Information should be exchanged with Guard on walkie- talkie set or other means available.
  - (5) Arrange to advise control and adjacent stations about the accident by available means as detailed in sub para 4(a).
  - (6) Take such technical precautions as may be necessary or as prescribed by special instructions to make the Train/Loco safe.
  - (7) Render all possible assistance to the Guard particularly, in the assessment of damage to rolling stock and/ or locomotive and the nature of assistance required.
- (iii) **Duties of Staff in the event of the Guard or Engine Crew being killed or seriously injured:-** In the event of any train staff suffering casualties or incapacitated, due to injuries their duties must be carried out by other available competent staff.
- (iv) **Following particulars should be given in First Information from the site of accident :-**
- (a) Time and date of accident.
  - (b) Train No. and description of Train/Trains.
  - (c) Block section/station location, Kilometerage of accident site.
  - (d) General description of accident site.
  - (e) Whether Medical van and Break Down train are required?
  - (f) Brief description of accident – nature of accident.
  - (g) Whether there is any casualty/injury – number of persons injured / killed, whether injury is to passengers, Railway staff or others.
  - (h) Whether any derailment has occurred? In case of wagons derailed / capsized, whether loaded or empty, whether fouling adjacent track or not? If not fouling, whether required any speed restriction for passage of any train on adjacent line and any other information which is readily available.
  - (i) Track condition:- Track length (Approximate) damaged (from km to km ). Extent of damage i.e. damage to sleepers, track fittings, bridge, tunnel, fixtures etc.
  - (j) OHE - Damage to Mast/Portal cantilever, wires, insulation etc.

- (k) S&T - Damage to signal posts, S&T gears, signals, points & crossings, track circuitsetc.
- (l) Rolling Stock - Damage to loco, wagons, coaches or any other vehicle.
- (m) In case of level crossing accident - the type of road vehicle such as Tractor or Bus etc involved and number of persons injured / dead and the nature of injuries. Whether the engine is disabled and whether any derailment has taken place. Whether road vehicle is entangled / obstructing the track.
- (n) Prima facie cause of the accident, if known.
- (o) Any other relevant information.

**Note :**

- (1) In case of accidents involving passenger trains and accidents at level crossing gates, the first information must be very prompt and precise.
  - (2) The casualty/ injury if any, must be specifically stated.
  - (3) In case of fire the following additional information must be given:
    - (a) Coach or wagon No.
    - (b) Material involved in fire, if known.
    - (c) What was used to extinguish fire.
    - (d) Time the fire extinguished.
    - (e) Additional fire extinguishers required, if any.
- (v) **Duties of Railway officials present :-** Until such time as relief and assistance arrive, and he is replaced by more senior official, the senior most Railway Official present must take charge. He must ensure that the accident has been reported properly to the Controller or the nearest Railway official and relief, if required, is asked for and arranges to:-
- (a) Ensure that the train is protected and accident has been reported to the controller or the nearest SM and collect Railway men and volunteers at the site;
  - (b) Allot duties to each as best as possible under the prevailing circumstances;
  - (c) Allot duties to Police, Military and the Railway Security staff, and
  - (d) Organize relief with the assistance of volunteers.

**(vi) Preparation of accident messages :**

- (a) Messages about accidents from Guard, Loco Pilot , Station Master and first official at site shall be addressed as ‘To all concerned’ accident Class A-1, L-5, etc., as the case may be.
- (b) If there is interruption to through traffic, this shall be stated specifically.
- (c) In all accident messages the names of the stations shall be written in full. In the reports to the Railway Board, the designations of officials concerned shall be written in full. All messages to the Railway Board and the Chief Commissioner of Railway Safety shall be confirmed by post, under advice to the Chief Safety Officer.
- (d) In the event of an accident falling in more than one class, it should be treated as an accident in the highest class. However, while reporting an accident in the highest class, the lower class or classes, which are also involved, shall also be indicated.
- (e) Where an accident message is cancelled, Form Acc.1 or STE.45B shall not be used and instead Form STE.51B shall be used.
- (f) Where reclassification of accidents is found necessary, the full text shall be reported in Form STE.45B giving reference to the original message and the authority for reclassification. For example, if accident Class B-4 is reclassified as B-5, the following particulars shall be shown on the top of the reclassified message:

To accident Class B-5 (B-4 of 16.08.03 reclassified vide DRM/SBC No..... of 26.08.04)

A copy of the reclassified accident message (B-5) shall be delivered not only to those officials to whom it is due but also all those officials to whom the original message (B-4) were sent.

- (vii) **Reporter:-** The Senior official(Officer or subordinate if there is no officer present) who arrives first at the scene of a serious accident involving the death of, or injury to, one or more passengers shall at once appoint an

employee to act as Reporter and to fill in Form ACC-6. The Medical staff shall be responsible for recording details of injuries and other medical notes against the names of the injured.

**(viii) Duties of Train Superintendents / Conductors / TTEs / Catering Staff at site:** The Train Superintendents/Conductors / TTEs and other Ticket Checking Staff and Catering Staff shall be available at site for all assistance to passengers of the involved train and they shall :-

- (1) Be prompt in providing relief, re-assurance and comfort to the affected passengers.
- (2) Seek assistance of Doctors travelling on the train to attend the injured.
- (3) Arrange for refreshments and drinking water free of charge to the affected passengers.
- (4) Give timely information to the passengers.
- (5) Collect details of the dead/injured passengers .
- (6) Record evidence of passengers with their names and addresses.
- (7) Arrange for safeguard of Railway and Passengersproperty.
- (8) Assist other Railway staff and the Medical Team to identify the dead and in rendering first-aid to the injured passengers.

**(ix) Duties of Station Master in the case of Accidents:** --If an accident comes to the notice of the Station Master, he shall immediately: –

- (1) Ensure that no other train enters the affected section. On double line, he must lock the operating handle of the block instrument controlling the affected section in 'Train on Line Position' where this can be done. He should also take steps for stopping the trains proceeding on the line which is free from obstruction other than the one on which the accident had occurred and issue caution order as may be necessary..
- (2) Advise the Controller about the accident, indicating the nature of medical and other assistance required. If the section is not controlled or if the control phone is out of order, the DOM or the CHC must be advised on the public phone or by other means available. The Station Master of adjacent station and other major station should also be advised accordingly.
- (3) Take action to protect and safeguard Railway and publicproperty.
- (4) Collect medical aid, if required, locally from the nearest hospitals, dispensaries and doctors. In order to convey medical help to the site of

the accident, trolleys may be sent out and train engines utilised or outside conveyance requisitioned, if necessary. In this connection, he must requisition help from the local police and Magistrate.

- (5) Report the accident to all concerned as prescribed in rules.
  - (6) Call all the off-duty staff and allot them specific duties for relief and rescue.
  - (7) Arrange to provide all sort of assistance to the affected passengers such as catering, drinking water, issue of complimentary passes, free messages to relatives etc.
  - (8) Open information counters and booths for giving information to the public regarding names of the injured/dead passengers and regulation/diversion of trains etc. STD booths located at stations/adjacent areas should be utilised for giving relevant information.
  - (9) Arrange for whatever assistance is required in connection with clearing arrangements, transshipment etc. and provide lights, refreshments, manual help and any other requirements which can be procured within his resources.
  - (10) Arrange for the section to be cleared of unaffected vehicles as early as possible but if the accident is attributed to sabotage or suspected sabotage he shall not do so, but wait for instructions from the officer in charge at site.
  - (11) Remain on-duty taking orders from the control and the Officer-in-charge of break-down operations till the accident is cleared or he is replaced by a competent person.
- (x) **Duties of Station Master of Adjacent Station:-** On getting information of accident, the SM of the adjacent station shall ensure that no other train enters the affected section and take other necessary measures for protection of the site and perform all other duties.
- (xi) **Duties of Transportation Inspector:-** The Transportation Inspector should reach the site of the accident by the quickest means. He shall :-
- (1) Take with him porters, lamps, vendors, all available medical equipment and any other equipment that he considers necessary.
  - (2) Arrange to get names, addresses and ticket particulars if any, of the passengers injured and dead, details of injuries and render assistance to the injured with the help of commercial staff.

- (3) Collect the statements from the staff involved in accident, make arrangement for breathalyzer test and medical examination of the driver involved in the accident.
- (4) Be responsible for regulating the traffic, attending the injured, making a note of all evidences, which may prove useful in ascertaining the cause of the accident, and taking general charge of the accident site till the arrival of an officer.
- (5) Arrange for photographs and videography in all cases of serious accidents especially when sabotage is suspected. If, however, the accident is suspected to be the result of sabotage, none of these objects must be disturbed until the Police has had opportunity of making a thorough examination.
- (6) Ensure in the case of a serious explosion or conflagration caused by explosives or dangerous goods, all wreckage and debris must be left untouched except, in so far as its removal may be necessary for the rescue of injured persons and the recovery of dead bodies, until the Chief Inspector of Explosives or his representative has completed his inquiry or intimated that he does not intend to make any investigation.
- (7) Obtain written evidences from as many independent witnesses as possible where a passenger train is involved in the accident. He should pass on such information to the Officer in charge at the site.
- (8) Seize the relevant record i.e. speedometer, diary, caution orders, train signal register, private number books, line admission book etc. and if necessary, statements of the staff concerned must be recorded; if line badges are in use, it should be recorded in whose possession each line badge concerned was.
- (9) Collect the following information with the assistance of other Inspectors / Supervisors present-
  - (a) The condition of the track, with special reference to alignment, gauge, cross-levels, curvature, super-elevation, rail head-wear etc.
  - (b) The condition of rolling stock with special reference to brake power.
  - (c) The status of the Block Instruments including the relays controlling block entry and block clearance, position of block instruments, signals, points, point levers, indicators, the status of the track relays, routes set on the panels including lock indicators, keys etc.
  - (d) Marks on sleepers and rails; and



- (e) Position of derailed vehicles. Where possible, a rough sketch showing the position of derailed vehicles, marks on sleepers, etc. should be made.
- (f) The position of detached or broken parts of P. Way or rolling stock and these parts should be secured to produce in the Enquiry. Similarly sleepers and rail bearing marks of wheels between points of mount and drop, must be preserved. Photographs showing the position of derailed vehicles, loose permanent way and engine fittings, dents on rails etc. useful in facilitating the Enquiry Committee to arrive at the cause of the accident must be obtained.

**Note :-** The above should not interfere with rendering of the medical aid to the injured or other relief measures to the passengers. In case of sabotage the instructions given in **chapter VI** should also be followed.

- (xii) **Duties of SE ( P.Way) and other P. Way staff :** On getting information of the accident the SE (P.Way) and other P. Way staff shall ;
  - (1) Immediately proceed to the site of accident.
  - (2) Protect the track.
  - (3) Arrange adequate labour with tools and track materials as required. At night arrange adequate number of Auto glow gas light/lamps/portable Electric generators.
  - (4) Assist in recording of Joint Observations/measurements of track C&W, S&T Gears, Points and Crossing etc.
  - (5) Arrange adequate labour for unloading of wagons and other clearing operations, if required.
- (xiii) (a) **Duties of Loco Inspector :** On getting information of the accident the LI shall immediately
  - (1) proceed to the site of accident .
  - (2) seize and seal the speedometer chart of the loco and other relevant documents.
  - (3) arrange for breathalyzer test of the train crew.
  - (4) assist in recording of Joint Observations/measurements of track C&W, S&T Gears, Points and Crossing etc.
  - (5) record measurement of the Loco involved in accident.
  - (6) preserve all clues of accident.

- (b) Duties of SE (C&W):** On getting information of the accident the SE(C&W) shall immediately;
- (1) proceed to the site of accident .
  - (2) assist in recording of Joint Observations/measurements of track, S&T Gears, Points and Crossing etc.
  - (3) record measurement of the coach or wagon involved in the accident in presence of other senior supervisors.
  - (4) preserve all clues of accident.
- (xiv) Duties of Electrical Staff:-**
- (1) Power**
    - (a) Ensure lighting arrangements (if required) are provided at the site.
    - (b) In case of fire in coaches, they should arrange to collect/record evidence of passengers with full particulars. If some passengers are willing to give evidence later on their names and address should also be recorded.
  - (2) Over Head Equipment**
    - (a) In case of an accident, where OHE or switching stations involved, arrange for adequate number of break down staff /tower wagon and proceed to the accident site 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.
    - (d) Proceed to site in case electrical loco/EMU is involved and ensure that speedographs, engine/EMU log books are seized sealed and kept in safe custody and associated for joint reading.
- (xv) Personal Branch Staff:-**
- (1)** Welfare inspector should be posted round the clock in shift duty to look after the welfare of the injured person in the hospital.
  - (2)** He should ensure that the passes are issued to the relatives and escorts of the injured for visiting them in the hospital and taking them back to home.

- (3) Welfare inspectors shall assist the Doctors in taking down the name and address of the dead and injured and shifting them to hospital. Any transfer of dead body/injured to some other hospital should be intimated to Sr.DCM/DCM immediately.

**(xvi) Duties of Signal and Telecom Staff:-**

- (1) Proceed to site by quickest means available.
- (2) Ensure portable telephone/emergency telephone set is provided at site.
- (3) Wherever feasible wireless set to be installed at accident site for communication with divisional HQ and if possible with Zonal HQ. Walkie-talkie sets, mega phones/ loud hailers to be deployed as necessary.
- (4) BSNL with STD facilities, FAX machines and satellite telephones to be provided at the site of accident. The telephone should be continuously manned by S&T staff to ensure snag free and efficient communication between the site and Divisional/HQ Control and Disaster Management Cell at HQs.
- (5) Render such assistance as required by Guard in attending to the accident victims and stranded passengers.
- (6) Seal the block instruments, relay rooms and note the positions of levers, knobs, slides, indication etc. with presence of other department supervisors as the case may be.
- (7) Arrange for early restoration of signaling and telecom equipments.
- (8) STD phone ,Mobile phone facilities etc. may be provided for the use of injured / stranded passengers for communicating with nearest kith and kin.

**(xvii) Duties of Security official**

- (1) Muster the maximum available manpower within the shortest possible time and despatch them to the scene of accident by the quickest means.
- (2) Efforts will be made to get the reinforcement from the neighbouring post/ outposts, Reserve line ,Divisional Head Quarters or Zonal head Quarters.

- (3) While sending reinforcement, it should be ensured that the necessary equipment required for rescue, recovery and protection of the scene of incident are provided which includes the following.
    - (a) Torches and other lighting arrangements
    - (b) Nylon ropes and poles
    - (c) Loud-hailer for making announcements
    - (d) Stretchers and first aid equipments
    - (e) Wireless set for communication
    - (f) Luminous jackets for use as uniform
    - (g) Cameras and videos
  - (4) The senior most security Official present shall co-ordinate with the police official present for ensuring the security of passenger's luggage as under:-
    - (a) The luggage and belongings of injured and dead passengers must be collected at one spot and properly guarded.
    - (b) An inventory in triplicate showing the belongings so collected, should be prepared by the police. The security official shall obtain and hand over one copy to the Officer in charge at site, retaining the other copy.
  - (5) Segregate the area of incident by establishing temporary barriers by using nylon ropes.
  - (6) RPF person should respond to any call for assistance to rescue victims and transport them to the nearest hospital. A record of casualties sent to the hospital to be maintained.
  - (7) A temporary RPF assistance post with proper Board should be established at a conspicuous location.
- (xviii) **Duties of Commercial Inspector :-** On getting information of an accident, he shall immediately:-
- (1) Arrange for refreshment and drinking water for the injured/stranded passengers.
  - (2) Arrange for road transport for evacuating stranded passengers.
  - (3) Organize adequate number of licensed porters for carrying passenger's luggage and parcels.
  - (4) Arrange for transshipment of goods if required.
  - (5) Arrange for collecting the belongings of the injured and dead and handing them over on satisfactory proof of ownership being obtained.
  - (6) Arrange to hand-over the dead-bodies to the police for further necessary action.

- (7) Organise enquiry-cum-information centre at important stations enroute for giving information to the public.
  - (8) Organise issue of press note in consultation with PRO/CPRO.
  - (9) Arrange for ex-gratia payment as per rules.
- (xix) **Duties of Section Controller:-** On getting information of an accident on his section he shall immediately:-
- (1) Note the time of first information received and also the name of the person giving the information
  - (2) Alert the adjoining station to stop entry of any train in the effected section.
  - (3) Inform Dy. CHC on-duty immediately to order MRT and/or Break down trains.
  - (4) Arrange for a clear passage to these trains giving them precedence over all other trains. No detention should be permitted to the Medical Van and/or Break down trains on any account.
  - (5) Apprise the Dy CHC of the available particulars of the accident and the nature of assistance required.
  - (6) Advise the SM of the nearest important station of the accident and instruct him to proceed by first means to the site of accident unless the TI is available to go within the same time. The former must remain there in general charge until relieved by a TI or Officer.
  - (7) Obtain further details with regard to the extent of damage so that necessary equipments, men and material can be arranged for the site of the accident.
  - (8) Start a chronological log of the events of the accident.
  - (9) Obtain forecast from a responsible official at site for clearing the track and the additional time if any for repairs to the P. Way, OHE and other structures to assess the availability of the line for traffic.
  - (10) Regulate trains on the section as required, keeping loop lines clear on either side of the affected section for break-down and evacuation operations. Mail/Express and Passenger trains should be regulated at such stations where adequate catering and communication arrangements are available.
  - (11) Not permit the running of unimportant trains and avoid congestion of the section.

- (xx) **Duties of Dy. CHC/CHC (Punctuality):-** on getting information of an accident he shall immediately:-
- (1) Order MRT/ART immediately and ensure dispatch without delay.
  - (2) Arrange Civil or Public Medical aid as can be done from the Control Office like advising medical officers, hospitals, etc. in the area and arrange for ambulances, medical equipment and doctors from near-by stations.
  - (3) Ensure that the concerned SMs have taken appropriate action for medical and other relief.
  - (4) Inform Officers and officials according to the instructions given in chapter IX
  - (5) Assist and guide the Section Controller of the affected section specially in matter of keeping of chronological log of the information received and action taken, and in regulation of trains.
  - (6) Look after the duties of chief controller in his absence.
- (xxi) **Duties of Chief Controller:-** On getting information of an accident he shall immediately take supervisory charge of the affected section and ensure that:
- (1) Advice of the accident has been sent to all concerned.
  - (2) Medical relief is arranged as promptly as possible.
  - (3) Make the necessary arrangements of coaching and freight vehicles as required for the transport of injured persons, giving priority over other vehicle movements.
  - (4) Injured passengers are transported to the nearest hospitals promptly as per instructions of the Sr.DMO/DMO/ADMO.
  - (5) Trains carrying injured person from the site of the accident shall be given priority over all other trains including ART.
  - (6) Arrangements are made for onward journey of the passengers.
  - (7) Transshipment arrangements are made for passengers and their luggage, regulation of traffic on either side of the site of the accident is done correctly.
  - (8) Passenger trains are regulated at such stations where catering and drinking water facility is available.
  - (9) Information of all changes in trains timings, diversions / cancellation of trains are given to concerned stations in time for information of public.

- (10) Adjacent divisions and/or Railways concerned are advised regarding changes in traffic pattern.
  - (11) Assist the Sr.DOM/DOM/AOM or the Officer who takes charge of the Control Office.
- (xxii) **Duties of Dy Chief Controller Incharge Central Control:-** The Dy Chief Controller on-duty in the Central Control headquarters shall record all the relevant information of the accident in the Accident Register. He shall advise the concerned officers in the prescribed order immediately. Subsequent details obtained from the site of the accident should also be furnished from time to time.
- (xxiii) **Duties of Officer-in-Charge of the divisional Control Office:-** The Sr.DOM and in his absence, the DOM/AOM shall take charge of the control office and he will be responsible for:-
- (1) Keeping in touch with the Officer-in-charge at the site of accident to ascertain any assistance that is required at the site and make arrangements for it.
  - (2) Passing on any supplementary information regarding the accident or clearing operations to the Head Quarters Office; this information will include particulars of the dead and injured.
  - (3) Maintaining constant liaison with the HQ with latest information and obtain general guidance.
  - (4) Ensuring that food and tea /coffee etc. is sent to the site of accident, and making arrangements for evacuation of stranded passengers.
  - (5) Maintaining a chronological log of all information and action taken connected directly or indirectly with the accident.
  - (6) Conveying detailed information regarding the causalities/injuries including names, identification, ticket Nos. etc. to the originating/destination stations as also to all the stations where the train had scheduled halts over his division as also to the stations nearest to the site of accident.
  - (7) The Officer in-charge of the control office will convey the same to Central Control / Disaster Management Cell for passing it on to other divisions/ Railways concerned/ Railway Board.
  - (8) Regulating traffic by diverting/canceling the trains, running duplicate trains or restricting booking or arranging for transshipment as circumstances may require after obtaining reliable information from the site with regard to probable detention to traffic.

- (9) All local Railway transport vehicles, such as trucks, cash lorries, etc., should be made available for the purpose of clearing casualties to hospital. Ambulance or suitable road vehicles should also be requisitioned from the police, the army and other sources at the hospital station. If adequate transport cannot be arranged for such means, transport should be hired.

**(xxiv) POWER CONTROLLER/TRACTION LOCO CONTROLLER:**

1. Arrange power and crew for Breakdown special and Medical Relief Van.
2. Ensure Breakdown special and Medical Relief van are despatched within the time prescribed.
3. Inform the Mechanical/Electrical Officers.
4. Advise adjacent Divisions for B.D. and M.R.V if required. and inform CMPE(R&L) and CELE.
5. Plan for additional powers and crews
6. Obtain bio-data of running staff involved in accident and arrange for breathlyster test at the earliest possible.
7. Co-ordinate with the Dy. Chief Controller so that the necessary locomotives, drivers, fitters and other technicians reach the site of accident promptly as required.

**(xxv) TRACTION POWERCONTROLLER:**

1. Ensure that the Electric Power Supply is cut off from the section of the overhead equipment involved and/or where crane working has become necessary according to the circumstances.
2. Ensure that all the necessary arrangements have been made for despatch of electrical staff and equipment required at the site of accident and that the Electric traction bogies of the relief train also reach the site with the relief train or in advance of relief train where necessary
3. Co-ordinate with Divisional Electrical Engineer (Traction distribution), Dy. Chief Controller and Traction Supervisors concerned for regulation and relief measures.

**(xxvi) Duties of Officer-in-Charge at the site:-** The DRM or ADRM and in their absence, the Senior most Officer at the site of the accident shall be the Officer-in-Charge at site (Site Manager). On arrival at the site he shall immediately:-



- (1) Make an immediate assessment of–
  - (a) The number of passengers killed, grievously injured and simple injured.
  - (b) Extent of damage.
  - (c) Probable detention to traffic.
  - (d) Assistance required, and relay this information to the Officer-in-Charge of the control office.
  - (e) Prima-facie cause of accident & report to Divisional Control Office / HQ Control as early as possible & not later than 24 hrs. in any case.
- (2) Depute officers and/or staff for specific duties in :-
  - (a) Assisting in rescue operation.
  - (b) Noting down particulars of persons sent to hospitals/given first aid.
  - (c) Assisting in preservation of clues.
  - (d) Maintaining a log at site.
  - (e) Assisting in transshipment work.
  - (f) Assisting in Railway security work.
- (3) Arrange for ex-gratia payment, if warranted, in terms of instructions given.
- (4) Arrange to operate Mobile Control Office provided with Control phone/ Railway Subscriber phone, BSNL/Public phone with STD/FAX facilities at accident site duly manned. The site telephones should be continuously manned by a responsible supervisor who should log the events and progress of restoration in the register and also give the latest information to Division / HQ Control.
- (5) Catering arrangements such as food, drinking water etc. to passengers, injured or otherwise.
- (6) Security of luggage of the involved passenger and protection of the area around.
- (7) Mode and time of transshipment shall be announced well in advance . Arrangement shall be made for clearing the stranded passengers and their luggage free of cost by road. Care shall be taken to see that suitable accommodation is provided in the connected trains for the through passengers in a relief train.
- (8) Efficient communications including STD phones for passengers at adjoining stations, walkie-talkie sets at site etc.

**(xxvii) Duties of Safety Officer at site: - He shall immediately :**

- (1) Seize and seal the relevant record/document such as train signal register, Station Diary, Guard Journal, Loco Pilot Journal, Loco Defect book etc. and authenticate the same for Enquiry. The lever position/the panel counter readings should also be recorded.
- (2) Make arrangements to preserve all clues related to cause of accident. Arrange for photographs and video filming of the site of accident before commencement of restoration and during the progress of restoration.
- (3) Nominate the supervisors team consisting of TI, LI, SSE/C&W, SSE/P.Way, SSE/TRD, SSE/S&T, Safety Counselor (Mandatory) to take joint measurements of track, loco and wagons/coaches as per the attached Performa and get the “Joint Note” prepared by the Senior Supervisors. **(CM No.7 dated 03.01.2023)**
- (4) Arrange to obtain initial statements of concerned staff such as Loco Pilot, Assistant Loco Pilot, Guard, Station/Cabin staff, Gateman etc. The speed recorder graph of the loco for the train should be taken out and sealed and kept in custody for perusals by the Enquiry committee.
- (5) Assist DRM/ADRM Officer in-charge of site in obtaining the prima-facie cause of Accident.
- (6) Sr. DSO/DSO/ADSO at the site shall advise latest position / progress of restoration to Disaster Management Cell in Dy.COM(Safety)’s chamber at HQ onphone.

**(xxviii) Duties of Sr.DEE/DEE(General):**

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

**(xxix) Duties of Sr.DEE/DEE (TRD) : He shall immediately:**

- (1) Arrange for adequate number of OHE breakdown staff, tower wagon and proceed to the site of accident by the quickest possible 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.

**(xxx) Duties of Sr.DEE(TRO/TRS):** When EMU or Electric Locomotive is involved in the accident, he shall ;

- (1) Proceed to the site by quickest available means.
- (2) Depute officer in the Control office.
- (3) Note down joint observations 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 records for maintenance of Loco / EMU repairs are sealed in the shed.
- (6) Ensure prompt and sufficient arrangement for clearing the line.

**(xxxi) Duties of Sr.DME/DME:**

- (1) Proceed to the site of accident.
- (2) Supervise the working of cranes and clearance/rescue operation.
- (3) Ensure that Speedo graphs , engine repair books are seized .
- (4) Required the details regarding Brake Power and other aspects of rolling stock as per prescribed proforma .
- (5) Ensure the joint measurements of the rolling stock have been taken.
- (6) Arrange to issue fitness of the rolling stock supposed to move from site.
- (7) Arrange to note down observations and measurements of loco wherever applicable, if it is not possible at site all type of measurements shall be taken in the shed.

**(xxxii) Duties of Sr. DEN/DEN:** On getting information of an accident, he shall immediately:

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

(xxxiii) **Duties of Sr. DSTE/DSTE :** On getting information of an accident, he shall immediately:

- (1) Proceed to site of accident. Ensure that portable control telephone or the field telephone are fitted at the site of the accident promptly and manned continuously.
- (2) Establish communication between the site and Division/HQs 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 signalling and interlocking for normal working without delay.

(xxxiv) **Duties of DRM/ADRM:** In case of an accident involving Passenger carrying trains/ blocking both the lines on double or multiple line sections / where disruption to traffic is expected to be major, or where in case of accidents involving passenger carrying trains suspected of having casualties/injuries to passengers, the DRM shall attend the site of the accident.

In case of accident involving goods train wherein blockage of one line takes place and disruption to traffic may be of very serious nature then the ADRM shall attend the site of accident. In the absence of ADRM, the Senior most Branch Officer will be deputed by DRM.

(xxxv) **Duties of CMS, MS, Sr.DMO, DMO and ADMOs :-** Immediately on receipt of information of an accident involving injuries to passengers etc. the CMS, MS, Sr.DMO, DMO or ADMO in whose jurisdiction the accident has occurred shall :-

- (1) Ensure that the medical staff who have to accompany the Accident Relief Medical Relief Train have proceeded immediately to the MRT leaving for the site of the accident.
- (2) Get in touch with the Operating Officer concerned with a view to arrange for the transport of the Medical Equipment and Medical Staff to the site of the accident, including necessary labour for loading and unloading medical equipment;
- (3) As soon as possible, advise the Medical Officer or Officers in-charge of Civil Hospitals in the vicinity of the accident requesting them to make arrangements for the reception, if necessary, of injured passengers requiring in-patients treatment.

- (4) Before proceeding to the site of the accident will direct his Sr.DMO or Senior Medical Official to take charge of the Divisional Hospital and prepare it for reception of the injured. The operation theatre should be kept ready and convalescent cases discharged from the Hospital.
- (5) Arrange to inform the CMS, MS, Sr.DMO, DMO or ADMO of the Division adjoining the site of the accident by wire of details if possible of the nature of injuries and the extent of medical aid required, and if necessary, advise him to proceed to the site of the accident with the Medical Relief Train at his station;
- (6) Proceed to the site of the accident with the Medical Relief Train and Medical Staff and any other equipment he considers necessary after intimating the Chief Medical Director and the CMS, MS, Sr.DMO, DMO or ADMO of the Division adjoining the site of the accident. He will also take with him if available, Railway employees qualified to render First Aid whether they are members of the St. John Ambulance Brigade or not. While proceeding to the site life saving equipments, operation theatre etc shall be kept ready and he shall also check whether all the equipments are in good fettle.
- (7) Advise the Medical Official in-charge of the dispensaries between his Headquarters Station and the site of the accident to meet the relief train with the Scale II equipment if maintained at the dispensary, and if he considers necessary, take the Medical Staff and equipment with him;
- (8) In the event of any delay in the transportation of the Medical Van and staff to the site of the accident, and if the site of the accident is accessible by road, proceed to the site of the accident by motor car or Engineering or Transportation Trolley whichever is available first taking with him essential medical staff and such of the equipment from the hospital as he considers necessary;
- (9) In case he proceeds to the site of the accident ahead of the Medical Equipment, nominate an Officer of any department to be responsible for early transport of Medical Equipment and staff following him.
- (10) On arriving at site the Senior Most Doctor will take charge of the situation. A tent to be erected to establish the first aid post, this should be manned by a team. Depending on the casualties' staff will be split in groups on different duties. Opening of temporary dressing station and identify staff qualified in first aid to help him and also collect the address of the injured ticket details, occupation status in life etc. and record in a separate register provided for that purpose. The list of the dead and

injured with details like nature of injury (grievous, simple) also to be recorded in a separate register.

- (11) Great and prompt care must be taken in handling and extricating the injured from the debris they must be carried to the nearest clear place for first aid. After first aid, all seriously injured passengers must be transported, as speedily as possible to the nearest hospital.
- (12) Timely advice must be given to the civil and military hospital of the number of injured persons proposed to be shifted and the time at which they are expected to arrive at hospital. When injured persons are sent to non-Railway hospital for treatment, the medical Superintendent, Divisional or the Assistant Divisional Medical Officer must depute a Railway doctor to accompany them from the station to hospital and see that they are properly accommodated and progress of the patients' case to be monitored.

**(xxxvi) Duties of Medical Officers in-charge of dispensaries where scale (II)**

**Medical Equipment is located:-** On receipt of information of accident to a train carrying passengers, the Medical Officer In-Charge of the dispensaries on either side of the section where the accident has occurred will take the following action:-

- (1) He will get in touch with the local Operating or Engineering Officer or subordinate concerned, and arrange for transport of the Medical Equipment and staff to the site of the accident including necessary labour.
- (2) If transport such as light engine or an Engineering or Operating Department trolley is available, he will after intimating his CMS, M.S., SrDMO, DMO, immediately proceed to the site of the accident with the dispensary peon and a safaiwala leaving the Dispenser in-charge of the dispensary. He will take with him, if available, Railway employees to render First Aid, whether they are members of the St. John's Ambulance Brigade or not.
- (3) In case transport by rail is not available, he will endeavor to find any other means of transport such as motor bus, car etc., available in the vicinity.

**(xxxvii) Duties of Medical Officers in-charge of dispensaries equipped with scale-(I) or (II) Medical Equipment:** Medical Officers in-charge of dispensaries where scale (I) or (II) equipment is maintained, on receipt of information of an accident in their section or adjacent sections shall :-

- (1) Get in touch with the Operating Officer concerned to obtain transport of the medical equipment to the site of the accident, including necessary labour.
- (2) Take with him the dispensary peon and such of the Class-IV staff including a safaiwala as he considers necessary. He will also take with him, if available railway employees qualified to render First-Aid, whether they are members of the St.John's Ambulance Brigade, or not.
- (3) Inform the CMS, MS, SrDMO, DMO i.e. of the Division of the time of his departure to the site of the accident.

**(xxxviii) Duties of Sr.DCM/DCM:** On getting information of an accident he should proceed to the site by first available means and make arrangement for;

- (1) Opening Enquiry-cum-information Centre at site and other major stations.
- (2) Refreshment to the passengers.
- (3) Ex-gratia payment to the injured and the next of kin of the dead.
- (4) Making the list of dead/injured in consultation with the medical officials.
- (5) Deputation of various officers/supervisors working under him for various activities.
- (6) Food has to be supplied to the staff engaged in clearing operations until through running is restored. If food cannot be arranged payment of cash as advised by Chief Safety Officer shall be resorted to.

**(xxxix) DIVISIONAL SECURITY COMMISSIONER (R.P.F):**

1. Post adequate number of RPF staff at the site of accident and at any other place where assistance from his department may be required.
2. Proceed to the site by the quickest available means.
3. Liaise with the local police at site.
4. Ensure security of passengers' belongings, parcels, damaged goods, parcel van etc.

**(xl) DIVISIONAL PERSONNEL OFFICER:**

Depute welfare Inspectors to assist the Medical Officer in taking down the names/ and address of the dead and injured in shifting them to the hospital. Ensure that complementary passes are issued promptly and assist the commercial staff for making ex-gratia payment.

**(xli) Divisional Accounts Officer**

In case of serious accident post an assistant officer of accounts department in the control office to coordinate with commercial officer in respect of payment of ex-gratia and to meet other expenditure.

**(xlii) Co-ordination at Divisional Headquarters:**

- a) Immediately on receipt of information regarding a major accident, the senior most Operating Officer should take over charge of the relief/rescue arrangements being organised in the Control Office.
- b) DRM, before leaving for the accident site may advise ADRM to co-ordinate inter- departmental effort from the Divisional Headquarters.
- c) In all cases of accidents involving passenger-carrying trains, a Commercial officer should proceed to the accident spot. In case, however when a Commercial Officer is not able to reach the site immediately due to unavoidable reasons, any of the other Traffic Officers present at the accident site should look after the duties pertaining to Commercial Officers at the accident site.
- d) Vehicles as required should be hired, if necessary, by payment through Station imprest at convenient location making sure that the Officers and the staff rushing medical aid and food supplies to the accident spot are not delayed in their efforts. Apart from hiring vehicles, the Officer concerned in the Divisional Office as well as at the accident spot or at the nearest major station would be authorised to hire such other material as would be necessary to give relief to passengers, e.g. water barrel, Gas lights, etc.
- e) Even when one team of officials is leaving by MRT/ART a second team can leave by road.
- f) The Officer in-charge of the Control Office should establish immediate contact with local Civil and Police authorities under whose jurisdiction the accident has taken place. If the situation warrants, the Officer in charge of the Control Office should also establish contact with State Secretariat and the State Police Headquarters to get necessary assistance. DRM and other Officers of a Division having its headquarters in the State Capital should be requested to assist in this regard.



- g) Immediately on receipt of information regarding occurrence of a major accident, a separate Emergency Control should be set up in the Control Office to be manned by Officers/ Inspectors depending on the situation. As far as possible attempts should be made to give adequate relief to the Deputy Controllers on shift duty so that their pre-occupation with the event at the accident spot do not result in confusion in other areas causing undue detention to other passenger carrying trains.
- h) A log book should be maintained by the Emergency Control duty Staff of the action taken at various levels and the information being received in from the accident spot. However each Branch Officer shall, before leaving for accident site, depute one departmental representative in the control office.
- i) The Commercial Branch shall be responsible for
  - 1) Arranging labour for transhipment of goods.
  - 2) Supply of water and catering to passengers.
  - 3) Care and transportation of passengers.
  - 4) Maintaining list of injured/death etc. and keeping liaison with the hospitals and Medical Branch of the Railway.
  - 5) Maintaining liason with press and public regarding accidents and list of injured.
  - 6) Assist passengers against harassment by unscrupulous elements.
  - 7) Arranging catering/water to Officers and staff working at site.
- (j) Whenever a major accident takes place the Senior Divisional Commercial Manager/ Divisional Commercial Manager of the Division should proceed to the spot, leaving the Divisional Commercial Manager/Assistant Commercial Manager to liason in the Control Office. The Divisional Commercial Inspectors of the section should also attend the accident.
- (k) The following staff should also be mobilized to assist passengers:
  - (a) Travelling Ticket Examiners of the train involved.
  - (b) Ticket Collectors/Travelling Ticket Inspectors from nearby stations.
  - (c) Railway porters and licensed porters.

**(xlili) Co-ordination at Zonal Headquarters:**

- a) The infra-structural facilities to deal with any emergency situation have been provided in the Central Control Room.

- b) The Safety Branch has arranged to provide all relevant information regarding the phone numbers of all concerned to be contacted in Railway Board and other Zonal Headquarters during an emergency. Safety Department has also made available the details of jurisdiction of Civil and Defense authorities in all the regions covered by South Western Railway.
- c) On receipt of information regarding the occurrence of a major accident involving passenger carrying trains or heavy dislocation to passenger carrying trains, in case of floods, breaches, cyclone, or in case of any other accident involving disruption to through communication for a very long duration on any section, Emergency Control Cell would be immediately set up in the Central Control.
- d) In all accident situations, the Emergency Control Room would be manned by an Officer of the Operating Department. Simultaneously, Commercial, Mechanical, Civil Engineering, Signal and Telecommunication, Electrical Departments would arrange to depute Officers to be present in Central Control to co-ordinate activities pertaining to their respective departments. In Sections under electrification, an Officer of Electrical Department dealing with traction distribution/rolling stock would be deputed. In non-electrified territories, an Electrical Department official would be deputed to co-ordinate the efforts for providing lighting facilities, etc., if the disruption is likely to continue for more than 24 hours.
- e) The Emergency Cell would maintain communication with the Divisional Emergency Cell and with Emergency Cell opened in Railway Board, as and when considered necessary.
- f) The Central Control Emergency Cell would co-ordinate all efforts for procuring air transport, as and when found necessary, from the Civil or Defence Authorities.
- g) In case of occurrence of accidents involving heavy casualties, a Medical Officer would be deputed by Chief Medical Director to be present in the Central Control to receive and compile the information relating to nature of injuries so that accurate information could be communicated through the Press and Radio/TV to the public by CPRO.
- h) The Emergency Control Cell would be disbanded only with the personal approval of COM or, in the absence of COM, the Senior most Operating Officer present.

- i) In Central Control, CPTM would take over charge of regulation of trains cancellation notices etc., being advised to the public and the press. SDGM would maintain liaison with Civil Authorities. They would be assisted by a SAG officer from Commercial Department.

**(xliv) Disaster Management Cell at HQs:-** The disaster management cell shall be operated in the chamber of Dy.COM (Safety) at Head Quarters and to be attended by nominated officers as under :-

- (a) The Officer representing **SAFETY DEPARTMENT** shall co-ordinate the functioning of Disaster Management Cell. He shall report the accident to GM/CRS/Rly.Board and update the restoration details from time to time. He shall also ensure ordering of Relief Train for evacuation of involved passengers from the site of accident.
- (b) The Officers attending Disaster Management Cell shall obtain the full details of the accident from Divisional Control/Site of accident and shall monitor the movement of Break-down Train and Relief Train. Top most priority is to be given for rescue operation, for transferring the injured passengers from site of accident to nearest hospitals, and for sending medical aids from Civil, Military, Private Medical Hospitals etc.
- (c) The Officers at the Head Quarters of the following departments like Medical, Commercial, Mechanical, Engineering, Electrical and S&T etc shall ensure the quick relief and restoration measure, and arrange supplementary help in time.

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