

CHAPTER II

CARE AND WELFARE OF PASSENGERS SAFETY

2001. Safety of and assistance to passengers:- Safety of passenger shall be deemed to be of the first importance. All possible assistance may be demanded, from and shall be promptly rendered by any Railway servant whose services may be needed.

2002. Precautions before starting a train carrying passengers.

- (a) In case of all trains, a part of whose journey is to pass through the night, a careful check should be exercised by the train examining staff at the starting station on all door latches in upper class and ladies compartments to ensure that they can be properly secured.
- (b) Guards or Conductors shall, before the train leaves the starting station, if complaints from occupants of those compartments is received that the locking devices on doors are not in working order, then they shall arrange to have the defects put right by the TXR staff either at the starting station or at the next train examining station.

2003. Precautions during journey :-

- (a) In cases of long distance through trains coming from or going to other railways, when the train arrives at a station where the train examining staff is required to attend to the safety catches, the train examining staff should be ready with the necessary material and should themselves check up the locking devices and put right any deficiencies detected by them or reported to them by passengers.
- (b) A programme should be worked out by the divisions showing all the trains (including branch line trains) which run at night and the names of the stations or sections where each train shall be attended by train examining staff for checking and repairing or replacing the safety catches.

2004. Communication between Passengers and train staff :-

- (a) All Passenger vehicles are fitted with an alarm signal apparatus worked by a chain which runs along both sides of the inside of the carriages just below the junction between the roof and the sides of the carriages. This chain is easily accessible by passengers and in case of upper class stock, a chain fitted with a handle runs down the frame of the windows convenient for use by passengers occupying the lower berths. On certain sections, however, the passenger communication apparatus takes the form of an electric bell in the driver's cab which can be operated from each carriage as well as from the guard's van by means of a bell push. This apparatus, however, is not connected with the brake system.
- (b) The pulling of this chain opens a valve, thereby admitting air into the train pipe and causing a sudden but partial destruction of vacuum, registering a drop of 5 to 7 inches in the Vacuum indicators on the engine and in the Brakevan. This, as also the train pulling heavy as a result of partial application of the brakes, at once attracts the attention of the guard and the driver.

- (c) On observing a drop in the vacuum indicator, the Driver must bring his train to a stand as quickly as possible at a suitable place and he must at the same time give the prescribed whistles viz. two short and one long. This whistle code must be repeated while the train is being brought to a stand and until the Guard talks to the driver on the magneto telephone/walkie-talkie (if provided) shows a red flag by day and a red light by night indicating that he understands the situation.
- (i) The pulling of chain in a train fitted with Air Brake system opens a valve there by exhausting the air pressure into the atmosphere resulting in partial reduction of Air pressure. Air pressure drops in BP Gauge to the extent of 0.3 to 0.5 Kg/cm² which is registered in the engine as well as brakevan gauge. The drop in air pressure as also the train pulling heavy as a result of partial application of brakes at once attracts the attention of the Guard and Driver.
- (ii) A drop in air pressure in the BP Gauge, air flow indicator, illumination of warning light coupled with sounding of buzzer indicates to the driver that he must bring his train to a stop as quickly as possible at a suitable place and he must at the same time give the prescribed whistles viz. two short and one long to apprise the guard regarding a drop in air pressure. This whistle code must be repeated while the train is in the process of being brought to a stop and until the guard talks to the driver on the magneto telephone/walkie-talkie (if provided) or shows a red flag by day and red light during night indicating that he understands the situation.
- (d) If it is noticed that communication chain has been pulled at a place which shall result in the train being stopped on a bridge or a viaduct or in a tunnel or other unsuitable spot, the Driver may recreate vacuum/air pressure and work the train on to a safe place to stop giving one short whistle to advise the Guard that he is doing so, and also inform on magneto telephone or walkie-talkie where provided.
- (e) The Guard, on noticing that the communication chord has been pulled shall apply the vacuum/air brake very cautiously so as not to part the train.
- (f) When the train has been brought to a stand both the Guard and the Asst. Driver and commercial staff shall proceed at once to the carriage from which the chain has been pulled and make inquiries from the passengers travelling in the compartment or at each compartment of the coach, if necessary, to find out whether there is any thing wrong. The Guard shall walk on the left side of the train and the Asstt. Driver/leading fireman on the right, both keeping a sharp lookout for any passenger running away from the train.
- (g) When the chain is pulled, a red disc projects outside on same carriages or revolves from the horizontal to the vertical positions on others, on both sides and at the end of the carriage where the clappet valve is fitted. The carriage from which the alarm chain is pulled can be ascertained led by the position of the red disc and the particular compartment by the slackness of the chain inside the compartment.
- (h) Should it be found that the alarm chain has been pulled mischievously or for an unjustifiable cause or the hose pipe has been disconnected by some miscreants, the Guard in charge and Conductor/TTE in reserved coach must ascertain the name of the person who pulled the chain or disconnected the hose pipe. His name and address with those of other occupants must be obtained and the Guard/Conductor should make a report regarding the alarm chain

pulling or the hose pipe disconnection incident and hand over the same to SM/ASM of the station at which the incident occurs, if time permits or at the next stopping station, who will take action in lodging the report with the GRP of the station in whose jurisdiction the incident has occurred.

- (i) The Guard shall record the fact in his Joint Train journal and also report to the Section Controller.
- (j) The alarm signal apparatus may be blanked off in trains of a particular section if the administration is satisfied that mischievous use of the same is being made. A public notice should also be published and wide publicity arranged following the prescribed procedure.
- (k) Periodical random tests of the efficiency of the alarm chain apparatus should be carried out by Sr. D.S.O/D.S.O as well as Mechanical Officers once a three month and T.I. and Safety Counselor (Carriage), once a month. The testing of alarm chain should be done with engine attached and the clappet valve should be re-adjusted with the help of train examining staff. Minor defects, which can be rectified on the spot, should be done with the help of train examining staff. Advice should be given to the JE/SE (C&W) maintenance station about the defects, if any noticed.

2005. Testing of alarm signal apparatus :-

- (a) At the starting station the alarm signal apparatus in all passenger vehicles must be tested by the train examination staff wherever provided within 24 hours before occupation by passengers. This test must be carried out by pulling the chain on both sides of the compartment from the end of the coach where the chain is anchored i.e. farthest away from the end where the clappet valve is fitted. An apparatus is considered effective when the indication disc operates correctly and the admission of air into the valve can be heard distinctly.
- (b) In case of air brake stock, the alarm chain apparatus in all the passenger vehicles must be tested by the train examination staff at the starting station wherever provided, within 24 hours before occupation by passengers. This test must be carried out by pulling the chain on both sides of the compartment from the end of each coach where the chain is anchored i.e. farthest away from the end where the clappet valve is fitted. An apparatus is considered to be effective when indicator flap protrudes outside and audio visual alarm function properly and exhausting of air from the valve can be heard distinctly.

2006. Passenger trains overshooting Platform. - When any portion of a passenger train overshoots a platform, or when a platform is too short to accommodate a full train; one of the station staff should, as far as possible be deputed by the Station Master to warn passengers particularly of Ladies compartments. At night, passengers who are obliged to alight on ballast, should be told that they should alight carefully as there is no platform. The person so deputed should stand opposite such carriages and call out in the local language. "Take care there is no platform". If a carriage at the end of a train is off the platform, the guard should also call out a similar caution to the passengers.

2007. Passengers crossing the lines where overbridges are not provided. When it is necessary at stations, where no overbridges are provided for passengers to cross the line from one platform to another, the Station Master must see that the passengers are cautioned. Special care is necessary in the case of passengers crossing the rear of a train standing at a station when a train from the opposite direction is expected.

2008. Passengers alighting on the off side of the train at the station.- At station where passengers are liable to alight on the off side of train, one of the station staff or a Sainik, if available must be instructed to guard off side in order to prevent passengers from alighting on that side.

2009. Police Protection.- Government Railway Police Stations exist at certain stations and members of the GRP force travel by certain trains to afford protection to the person and property of passengers and generally to maintain law and order.

2010. Segregation of passengers suffering from infectious or contagious diseases.- For greater safety of the travelling public, passengers suffering from infectious or contagious diseases should be segregated from other passengers, as far as possible.

AMENITIES AND ASSISTANCE

2011. The rules under this heading are only meant to guide staff in affording assistance and amenities to passengers and are, by no means exhaustive.

2012. Passengers to be courteously treated.-

- (a) All passengers, irrespective of the class of tickets they hold, shall be courteously treated and all responsible assistance and protection afforded to them while on Railway Premises.
- (b) Female passengers, particularly when unaccompanied by males, friends or relatives shall be given special attention at all times. The Railway Administration shall regard with the gravest displeasure any neglect of this important duty.
- (c) Station Master shall ensure that each member of staff who has to deal with passengers is acquainted with the time of arrival and departure from their stations of all trains carrying passengers and instruct them to answer in prompt and civil manner any question put to them by the public.

2013. Prohibition against begging etc.-

- (a) Except when a license is granted, it is expressly forbidden to :-
 - (i) Hawk or expose for sale any article on any train, station platform or Railway premises, and
 - (ii) Tout for transport or solicit fares for vehicle, or canvass for any custom.
- (b) Begging and soliciting of alms, subscriptions or charities within any part of the Railway premises or in trains is also expressly forbidden.
- (c) Any person, irrespective of whether he is or is not, in possession of a ticket authorising him to be on the said premises, found contravening these orders renders himself liable to removal from the Railway premises and also prosecution.

2014. Avoiding unnecessary noises.-

- (a) Staff must be careful not to make unnecessary noises in compartments, and offices, and on platforms. Loud arguments and petty bickerings must specially be avoided.

- (b) Unnecessary noises created by prolonged whistling at station or when running through a station where a train carrying passengers is standing or vendors shouting their wares, particularly at night, disturb and unnecessarily annoy passengers. These must be scrupulously avoided.

2015. Cleanlines :- At stations where Station Masters are responsible for the sanitation, general cleanliness and smart appearance of station building and their surroundings. Where necessary they must obtain the co-operation of the Inspector of Works. Offices and platforms must be swept at least once in a day and where possible, must be washed down at least once a week. Sweepers must not be allowed to sweep refuse on to the track but must remove it in baskets.

- (a) Waiting sheds, waiting rooms and drains must be kept scrupulously clean, and the authorised disinfectant must be sprinkled in bath rooms and drains. Station Masters must see that the instructions issued by the Divisional Railway Manager as to the use of disinfectants are carefully carried out.
- (b) Latrines, after being cleaned, must be sprinkled with the authorized disinfecting solution. The sweeper in charge must be in attendance as long as each train carrying passengers remains at the station, and must not leave the station till after its departure.
- (c) Refuse and night soil and water used in washing latrines, etc., must not be allowed to remain in the latrines or near them but must be removed at once. The sweeper must always bury the night soil in a specially selected place, except where its disposal is otherwise arranged for.
- (d) Latrine pans must be gas-tarred at least once a month. Defective and leaky pans must not be used. Pans must be cleaned out as frequently as possible and filth placed in proper receptacles till removed by the station or conservancy staff.
- (e) Pakka latrines must be well washed out at least once a day.
- (f) When attaching carriages to trains, Train Examiners and Station Masters shall see that the tanks are full of water, the taps are working properly, the floors are well swept, dust is removed from cushions and fittings and the basins and latrines are thoroughly clean.
- (g) Safaiwalas are kept at certain stations to provide free service of cleaning compartments and latrines to passengers. Station Masters and guards shall see that these scavengers are always present when a train carrying passengers arrives at a station and attend to the carriage.
- (h) Station Master must do their best to prevent trespassers passengers or their staff from committing any nuisance in station yards, on station roads or out side latrines.

2016. Lighting of platforms and Latrines.

At all stations, the passenger platforms and latrines shall be efficiently lighted at least 15 minutes before the arrival of every passenger train arriving between sunset and sunrise and the light shall not be extinguished until the train has left the station.

2017. Lighting of trains.- With a view to prevent severe drain on batteries, lights and fans on train service carriages are to be switched on as under :-

- (a) Local or branch line trains - 30 minutes before starting time.
- (b) Through trains - 45 minutes before starting time.
- (c) Sectional or through coaches - 60 minutes before attaching to a train.

2018. Locking of carriage door -

- (a) Station staff, Guards and Travelling Ticket Examiners are to note that doors on both sides of carriages on a train carrying passengers shall never remain locked at the same time, except in the case of compartments reserved for ladies which may be locked at the request of the occupants.
- (b) Guards must see that passengers are not getting in and out of carriage when trains are about to start and that no one is travelling on the roofs of carriage.
- (c) Guards must lock the doors of both sides of all brake and luggage vans whether loaded or empty, on passenger and parcel trains so that unauthorised persons may not be able to enter the same.

2019. Supply of drinking water -

- (a) Whenever a passenger train is expected, the station master on duty shall ensure that watermen at the station where provided are present and that they have a plentiful supply of fresh drinking water.
- (b) Specially in Summer Season on arrival of a train carrying passenger, one man shall start supplying water to the passengers from the engine side of the train and the other from the brakevan side, where watermen are provided.
- (c) Station Master of stations where refrigerated water is available, shall ensure that the machines start working in time to allow water to be sufficiently cool at the time when it would be required by passengers.
- (d) There must always be sufficient supply of tumblers at the water huts mentioned in (d) above and the tumblers should be regularly washed with the authorised disinfectant.
- (e) Guards shall note in their journals all cases of neglect to meet the want of passengers in this respect.

2020. Supply of water in carriages -

- (a) Tanks of carriages shall be filled with water at every nominated stations where the train stops long enough to permit of this being done.
- (b) Military Carriages and New Tourist Cars are provided with water tanks below the floors instead of on the roofs and the staff shall fill such tanks under the direction of JE/SE(C&W)

2021. Refreshment -

- (a) At Stations other than those where Refreshment Rooms are provided (where this duty shall be performed by the Refreshment Room staff) every Guard incharge of a train carrying passengers and conductors, other than those to which Restaurant Cars are attached, shall either at the station at which he commences his journey or at other station at which the train arrives at a convenient hour enquire from air-conditioned and first class passengers whether they require meals at Refreshment Rooms at stations ahead. If so, the Guard or Conductors shall, in a book which shall be supplied to him for the purpose, issue a message to the Refreshment Room Manager at the station concerned, and shall take over this message personally to the Station Master on duty and obtain the latter's signature for it on the counterfoil.
- (b) It is not usual for second class passengers to require messages to be sent to stations ahead for meals, but when there is special request for this to be done, Guards/Conductor should comply with it in the same way as for air-conditioned and first class passengers, stating whether the meals required in the Refreshment Room are to be served in dishes and plates or in thalis, in compartments.
- (c) At stations where there are regular Refreshment Rooms this duty shall be carried out by refreshment room staff, under orders of the manager who shall keep a special telegram book for the purpose. At such stations the manager shall handover a copy of the telegram to the Station Master and obtain receipt for it in this book, and the Station Master shall despatch it in his own name to station ahead.
- (d) The Station Master on duty shall personally see that there is no delay in the despatch of such messages sent under paragraph (a), (b) and (c) above and in (e) below.
- (e) At wayside stations, Station Master shall, at once, pass the message to the Refreshment Room Manager of the Station concerned ahead, any information which may be received from passengers intending to entrain, of their requirements for meals, and shall also advise the Guard of the train when it arrives, of the meals which have been ordered.
- (f) The above orders apply also in the case of troops travelling by ordinary or extra Troop trains.
- (g) Railway servants shall not make use of complaint books at Refreshment Room stations, but shall address any complaints they may have to make, through proper channel, to their Div. Railway Manager.

2022. Station Master's responsibility towards Refreshments -

- (a) Station Masters at Refreshment room stations must see daily that passengers are attended to their needs in refreshment rooms and that the napery, crockery and furniture are in good order and that the complaint book is on the desk in the refreshment rooms. All complaints recorded in this book must be reported at once to the Divisional Commercial Manager and the Station Master must add his remarks. This must be page numbered.
- (b) Station Masters must, at least, once daily inspect the food, sweets and other articles which vendors bring to platform or waiting sheds for sale, and must see that they are fresh, good and sufficient for passenger wants. Every case in which stale or bad articles are offered for sale must be reported besides the S.M. taking necessary action on the spot. Each vendor

must have a complete up to date price list of his wares. Such vendors must be warned by the Station Master to be present for every train carrying passengers and troops. Every Station Master is responsible for stopping vendors from shouting their wares; this is particularly annoying to passengers, especially at night. Vendors and their trays must be kept well back from the train at stations where the train halts for some time. Vendors must not be allowed to pester passengers to buy their wares.

2023. Exhibition of Time Table at Stations - The arrival and departure timings of trains that stop at that station and list of fares from such station to such other stations as it may consider necessary in Hindi and English shall be displayed. At every station where tickets are issued to passengers, a copy of the time table in force shall be kept in the office of the Station Master in a conspicuous place at station for the information of public.

2024. Notice to public when changes are being made in time-tables - When any change is being made in time tables, reasonable notice must be given to the public of such changes when they effect passenger trains in order that passengers may not be inconvenienced or put to any loss resulting therefrom. Notices for the purpose are served on the public by advertising changes in newspapers. The reasonable notice is considered to be at least a week. Station Masters must give all detailed information regarding changes in timings of trains to the public who apply for the same.

2025. Books of reference for the public. - One copy of the following books must be kept at each station for reference by the public :-

- (i) The Railway Act of 1989 (24 of 1989);
- (ii) General and Subsidiary Rules ;
- (iii) Time and Fare table;
- (iv) I.R.C.A. Coaching Tariff;
- (v) I.R.C.A. Goods Tariff;
- (vi) I.R.C.A. Coal Tariff;
- (vii) Station Rate Advices;
- (viii) Red Tariff;

2026. Licensed Porters -

- (a) At stations where Licensed porters are allowed to work, Station Masters must see that they are all registered by the Police.
- (b) Station Masters must also see that Licensed porters attend train in sufficient numbers to meet public requirements, that they are dressed in uniform and that each wears a badge with his number on it.
- (c) A tariff of portage charges must be hung up at each station and also announced on public address system where provided where Licensed porters work, and Station Masters must not allow them to charge more than the fixed charges.

- (d) Station Masters must see that the Licensed porters do not run along with the train on the platform when the train is arriving but spread themselves out and sit in an orderly manner on the platform until the train comes to a stand.

2027. Calling out names of station, halts etc.-

- (a) Station Masters shall be held personally responsible to see that the names of their stations are called out in clear and distinct tone of voice, on the arrival of their stations of a train carrying passengers.
- (b) Where the number of the staff allows, two men shall be posted, one at each end of the platform who, when the train comes to a stand, shall walk along the platform in the direction of each other, calling out the name of the station in a clear and distinct tone of voice at each carriage door until they meet.
- (c) Station names shall not be called out in the following cases :-
- (i) In front of Upper Class carriages during the hours of 21 to 6.
 - (ii) In front of Special trains or saloons carrying high Government dignitaries, such as the President, Vice-President, Prime Minister and Governors, etc.
 - (iii) Inspection Specials.
- (d) Travelling Ticket Examiners where employed and at Ticket Checking stations, the Ticket Examiners are required to give this information to passengers as they go from compartment to compartment checking tickets and at junction stations they shall advise passengers to change, if necessary.

2028. Ringing of Station Bell

1. At terminal junction, engine changing and refreshment stations, a warning bell or gong will be sounded five minutes before the starting time of a passenger train in addition to proper announcement to passengers.
 2. For passenger trains Station Masters authority to the Guard will be by :-
- (a) ringing the station bell using codes as follows :-
- (i) for UP trains-Main and Branch 3-beats.
 - (ii) for Down trains-Main and Branch-2 beats.

2029. Rousing passengers -

- (a) Passenger of all classes occupying reserved accommodation shall not be roused for tickets, to be checked between the hours 22 and 6 except when there are reasons to believe that a certain passenger is travelling without a ticket or otherwise irregularly.
- (b) In case where passengers occupy reserved accommodation in through booking with other Railways, particulars of ticket held shall be entered at the reservation chart exhibited at entrance of the reserved coach.
- (c) Conductor of Mail/Express and passenger trains are to arouse Air Conditioned and First Class Passengers at night at any station when requested by the passengers to do so and will

be assisted by the coach attendant. The conductor to whom such a request is made by a passenger shall enter in the "wake up memo" the name of the passengers the number and the class of the carriage occupied and the name of station at which the passenger is to be called.

- (d) Entries for one station only shall be made in each page of the "WAKE UP Memo" Book.
- (e) On arrival at the station at which a passenger is to be awakened the conductor shall tear out the counter foil of the "Wake up memo" in his possession to his relief.
- (f) The Conductor or other person when intimating the arrival of the train at a station where a passenger has been noted to alight shall take care of that other passengers are not unnecessarily disturbed.

2030. Over crowding :-

- 1. Station Masters, Guards and station staff are to see that passengers get train accommodation according to the classes of the tickets held, and that passengers are distributed as evenly as possible throughout the train.
- 2. The staff are warned not to allow against overcrowding in carriages even at the request of passenger. The number of passengers which each compartment is to carry is marked on every carriage. These numbers are not to be exceeded.
- 3. Guards in charge of passenger trains must intimate stations ahead about whenever there is no room for passengers, and also warn control if on a controlled section. If extra vehicles cannot be added, station master must warn intending passengers of the crowded state of the train so that they can postpone their journey if they so wish. It is, however, illegal to refuse to issue tickets even if there is no room in a train though passengers may legally be prevented from entraining.
- 4. When a station master expects an unusual number of passengers, he must intimate for extra accommodation.
- 5. Station Master and Guard will report, when passengers are left behind for any cause what so ever, to control or to the controlling Station Master (in case of non controlled sections) for appropriate action.

2031. Telegraphing for lost luggage or tickets left behind :- When messages are necessary in order to recover a passenger's luggage left behind in a train or in a waiting room or when such a message has to be sent to a station in advance to intimate that a ticket has been left behind, the cost of the message shall be recovered from the person concerned. Should there be a good reason for an exception being made to this rule, a Station Master may message without payment. The name and address of the applicant, however, shall, in such a case be taken and the circumstances reported to Control.

2032. Carriage of passengers and others in brake vans or Luggage van.

- 1. No Railway servant shall, otherwise than in the execution of his duty, ride in a brake van or in any vehicle in which luggage or parcels are being carried.

2. Requests for permission to travel in the brake van of a goods train should be obtained in writing by the Station Master from the person concerned indicating the special emergent circumstances warranting this facility.
3. On controlled section, the Station Master shall obtain the prior sanction of the Dy. Controller on duty before giving permission to any person to travel in the brake van of goods train.
On non-controlled sections, the Station Master on duty may himself grant such permission.
4. (a) Permission to travel in the brake van of goods train should be granted only in exceptional emergent circumstances and not as a matter of routine.
(b) Such permission may in normal circumstances, be given only if no suitable passenger train is available.
5. No lady, other than a railway servant in the execution of her duty and in possession of a valid authority, will be permitted to travel in the brake-van of goods trains.
6. As a rule, permission shall not be given for travelling in the brake van of through goods train, except for journeys between stations where these trains normally stop for operational reasons.
7. (a) The persons should purchase a first class ticket or should be in possession of a first class season ticket to cover the journey involved.
(b) He should also execute an Indemnity Bond, specimen given below. This undertaking has to be signed by the Station Master or Asstt. Station Master on duty immediately after the passenger fills up the particulars.

Permission to Travel in the Brake Van of a Goods train.--

To,

The President of India In consideration of your having granted me special permission to travel from _____ to _____ in the brake van of the Goods train No. _____ of the Railway. I do hereby undertake and agree that the President of India, his servants and agents shall be free from all responsibility and shall not be liable for any delay or for any injury including injury resulting in death or loss to me or to any property of any kind whatsoever either belonging to me and/or accompanying me, however, occassioned during the journey for which the special permission is granted.

I hereby undertake that I shall not interfere with or obstruct the Guard of the train in due performance of his duties and shall also obey all directions which the said guard may give me.

The Stamp duty payable in respect of this document shall be borne by the Government.

Date _____

Signature _____

Place _____

Designation _____

Full Postal Address _____

Accepted

for and on behalf of President of India.

Note:-1. This should be filled up and submitted to the Station Master or Asstt. Station Master on duty at Station before commencement of the journey who should accept the undertaking immediately on receipt.

2. Women and minors are not permitted to travel in the brake van of a goods train.
3. The Station Master on duty should give him a certificate of emergency in the form given below at the station from which he wishes to entrain. Such certificate together with the first class ticket/season ticket will constitute the authority to travel in the brake van of the specified goods train between the stations specified.

CERTIFICATE ON EMERGENCY

_____ is authorised to travel in the brake van of goods train No. _____
from _____ to _____ on _____. He holds First Class
Ticket/First Class Pass No. _____.

Station _____ Station Master _____

Date _____

9. The certificate of emergency should be shown to the Guard of the goods train in which the passenger desires to travel and should be surrendered at the destination station to the Station Master of that station alongwith the ticket.
10. In the case of Member of Parliament, the same procedure will apply except that instead of ticket, the First Class Pass-cum Identity Card issued to the member will be sufficient. The Member of Parliament will give the usual journey voucher at the destination.
11. (a) The number of persons permitted to travel in a brake van in addition to the Guard, should not exceed five (5) in case of goods train and three(3) in case of passenger train.
- (b) The only exception that can be made in this number is when, in emergent circumstances, staff of the Security Services, Police, Repair Gangs of Telegraph Department and staff of Medical Department have to travel on duty provided the Guard is not inconvenienced in performing his duties.

12. (a) Police Officers and other members of the Police Department may travel in the brake van of a goods train on payment of the fares of the class by which they would ordinarily travel on production of a badge or other proof that passenger is a bonafide member of the police force and is travelling on duty.
- (b) Servants accompanying their masters may travel, in the brake van of a goods train on payment of second class fares.
- (c) Servants of Police Officers of the rank of Assistant Superintendent and above, may travel in the brake van on payment of second class fare.
- (d) Excise Officers and other members of the Excise Department, may be allowed to travel in the brake-van of the goods trains provided there is room, on payment of the fares of the class by which they would ordinarily travel and on production of a badge or other proof that the passenger is a bonafide member of the Excise Department and is travelling on duty. Number of such persons must not exceed two in any brake van.
13. The Station Masters of the stations between which a person is allowed to travel in the brake vans of the goods trains will keep a record of such journey in a suitable register.
14. A quarterly return to reach the office of the Chief Commercial Manager (Rates), Gorakhpur by the 15th of the month following the quarter, should be submitted giving the number of persons to whom (Members of Parliament to be shown separately) and stations between which the permission under the procedure detailed above has been granted.

2033. Road Vehicles- The control over taxi cabs and other road vehicles in station premises is exercised by the police. Station Masters must attend to all complaints which they receive relating to an insufficiency of road vehicles and must report to the Divisional Commercial Manager such cases, as well as those in which the police neglect to maintain order among the drivers of such carriage.

2034. Entering passenger compartments by Off Side doors :- Members of the Station Staff, as well as licensed porters are forbidden to jump on the foot boards of carriage or to run alongside trains entering stations or to cross through upper class carriages or ladies compartments.

2035. Placing of passengers in carriage of a higher class than that for which tickets are held.

Passengers shall not be placed in carriages of a higher class than that for which tickets are held except on a Guard's certificate or payment of additional fares.

2036. Loaded Fire Arms -

- (a) On no account shall loaded Fire Arms of any description be allowed in any carriage or other vehicle belonging to the Railway without the special permission of an authorised officer.
- (b) Police Guards may take loaded revolvers, muskets or rifles with them when travelling incharge of prisoners or treasure, when they are authorised to do so by a competent Police Officer.

2037. Accommodation set apart for lady passengers :-

- (a) On Mail/Express and other trains carrying passengers, accommodation is reserved for the exclusive use of ladies.
- (b) Compartments whose windows are not fitted with iron bars and doors without latches should not, ordinarily, be reserved for women passengers.
- (c) Compartments reserved for women passengers shall be marshalled as near to the rear brake van as possible.
- (d) When compartments are reserved for ladies, they shall be labeled on both sides.
- (e) Ladies shall be encouraged to avail themselves of the accommodation set apart for them, but they are on no account to be compelled to occupy it.

2038. Protection and Assistance :-

- (a) A thorough examination must be made in the pit line and washing line every day, where the carriages receive attention and also at all train examining stations through which trains pass between 16 to 18 hours or thereabouts, to ensure that security fastening in carriages, particularly those in compartments reserved for women (in all classes) are in proper working order. It shall be the special responsibility of the JE/SE(C&W) on platform duty to see that the examination is carried out.
- (b) For this purpose the JE/SE(C&W) and staff on platform duty must have a screw driver and sufficient screw so that if any defect is noticed which could not be rectified within the stopping time of the train, the shutters may be secured by screws, advising the next station where train examining staff are available to attend.
- (c) Latrines in carriages shall be inspected and thoroughly cleaned and disinfected at every important station by the train examining staff, a plentiful supply of water being used.
- (d) Where a woman is not accompanied by a male friend or relation, Station Master shall see that every possible protection is afforded to her while she remains on Railway premises.
- (e) In no case, whatever, shall a male passenger (except a boy under twelve years of age) be allowed to travel in a compartment reserved for Ladies in any train.

2039. Duties of Guards :-

- (a) The Guard, when taking over charge of a train carrying passengers, must check up the accommodation so reserved for women in all classes and ensure that the accommodation so reserved is not changed or altered enroute. He should also see that the space allotted is clearly specified in his vehicle guidance.
- (b) Before the commencement of the journey, the Guard must specially examine the door and window fastenings of the carriages and compartments reserved for women.
- (c) Guards must specially draw the attention of women passengers, particularly women travelling alone, to the devices provided for securing doors and windows of the compartments.

- (d) Armed Police Escorts in the train should obtain the train number, date and the number or numbers of carriages in which accommodation is reserved for women from the Guards, Gaurd and the Armed Police Escorts shall be jointly responsible for carrying out this order.
- (e) Guards must lock, at night, the doors of the compartments reserved for women on both sides if requested to do so by any occupant of the compartment.
- (f) Officers of the Transportation (Mechanical and Traffic) Branch must, during their inspection of passenger stock, specially examine the safety fastening of stock reserved for women passengers and report on their condition.

2040. Ladies travelling alone at night :-

- (a) A lady travelling alone or with children under 12 years of age at night in a first class compartment reserved for ladies may take with her in the same compartment in which she is travelling, one women attendant holding a second class ticket for that portion of the journey which is performed between the hours 8 p.m. and 6 a.m. This rule shall not apply when two or more ladies are travelling in the same compartment. The attendant so accommodated shall have to vacate the compartment if a female passenger enters the same enroute.
- (b) A lady travelling alone or with children under 12 years of age in a first class compartment may take with her compartment one dog on payment of the dog-box rate, provided that if another lady enters the compartment, the dog shall only be allowed to remain in the compartment with the permission of the other passenger.

2041. Medical Aid :-

- (a) It will be the duty of the train or station staff to render first aid to any injured person within Railway premises immediately.
- (b) If the case is serious one, the senior most official available on the spot must arrange to summon medical aid from the nearest available source, whether Railway, Civil, Military or private.
- (c) If necessary, arrangements must be made to transport the patient at the earliest opportunity to the nearest hospital. Normally the patient should be taken to the nearest Railway, Military, Municipal or Civil Hospital; In the following cases, however, the patient may be taken to any private hospital nearby :-
 - (i) When there is no Railway, Civil, Municipal or Military Hospital available within a radius of say 8 kms of the site of the accident.
 - (ii) If a doctor is in the train or has been summoned under the existing orders from the nearest source available, whether Railway, Civil, Military or private and has treated the patient, the patient may be taken to a private hospital, if the attending doctor certifies that treatment in hospital is so immediately necessary in the interest of the patient, that (i) above must be disregarded. For this purpose a certificate should be signed by the doctor.
- (d) Where a private hospital to which a patient is taken in term of (i) or (ii) above has different scales of charges for different kinds of accommodation/diet, the injured person should

normally be admitted to the lowest class of accommodation/diet available. However, the Railway Medical Officer if he happens to be present or otherwise, doctor incharge of the hospital should be allowed discretion, depending upon the severity of the injury, to admit the injured person to a suitable class of accommodation/diet, if it is considered essential for the recovery, or for the prevention of serious deterioration in the condition of the injured person. Where the above mentioned conditions are not satisfied but the patient, or any adult member of his family who happens to be alongwith him, desires that the patient should be provided with the higher class of accommodation/diet, there would be no objection to this being done; provided the patient or adult member of the family agrees (in writing) to bear the extra cost involved therein, directly to the hospital authorities and the hospital authorities are agreeable to that arrangement.

- (e) In addition to this, the railway staff are authorised to call out side medical aid under the following conditions :-
 - (i) Labour confinements in trains
 - (ii) Any surgical emergency like heart attack, Colic, Strangulated hernia etc. etc.
- (f) The Medical attendance will be gratuitous for the patient who has sustained injury, where Railway is responsible. In such cases the fee of the doctor will be paid by the Administration on receipt of bill from the Doctor concerned. In all other cases, the fee will have to be paid directly by the patient to the Doctor. There is no scale of fee fixed. It will depend on the mutual agreement between the patient and the doctor.
- (g) All sick passengers, passengers who have sustained injuries for which the Railway is not responsible and are unable to proceed to their journey shall be made over to the Police for conveyance to the nearest Public Hospital or dispensary at stations, where Railway medical aid is not available.
- (h) Should the passenger desire medical attendance by a Railway doctor, the Guard of the train or the Station Master, may message the Railway doctor of the nearest Health Unit to attend the passenger. The passenger should, however, be explained, that medical attendance by a Railway doctor is not gratuitous and he will have to pay the fees of Railway Doctor as prescribed from time to time, unless the injury caused is such where Railway is responsible.
- (i) In cases, where neither Rly. Medical Staff or Govt. Railway police staff is available, the Station staff shall make over the passenger to the nearest hospital or dispensary but shall at the same time inform the authorities thereof that the Railway shall not be liable for any expenses incurred by the passengers.
- (j) The Police and Medical Officer shall be advised at once, so as to be in readiness to attend the train conveying such passengers.

2042. Incidental expenses - The following procedure shall be observed with regard to expenditure that may be incurred in the transport of patients to hospitals, which would ordinarily arise only at small stations when an Ambulance Car is not available :-

- (i) Where the person concerned is a bonafide passenger and is taken suddenly ill, the charges should be borne by the passenger concerned.

- (ii) Where the person concerned is a bonafide passenger and is injured as a result of accident for which the Railway is not responsible, the cost will be met in the first instance by the Railway, but if the circumstances warrant, then it is open to the Railway to recover the charges from the party concerned.

N.B. :- Should a sick passenger ask for the use of Railway Ambulance Car, he will be charged at the scheduled rate prescribed from time to time.

- (iii) Where the person concerned is bonafide passenger and is injured as a result of an accident for which the Railway is responsible, then the cost shall be borne by the railway.
- (iv) (a) Where the person concerned is a trespasser, if the transport has been arranged by the Station Master, the recovery of the cost of same from the person concerned may be made, if the circumstances warrant.
- (b) If the transport has been arranged by the Police in the first instance, the responsibility for meeting the cost of transport should be that of the Police.

2043. Heat Exhaustion and Sun-Stroke :-

- (a) These conditions may be caused :-

- (1) By exposure to the rays of the sun specially in hot weather.

- (b) Signs and Symptoms of sun-stroke :-

- (1) The face is flushed.
- (2) Conjunctival are congested.
- (3) Pupils are dilated.
- (4) The pulse is quick and irregular.
- (5) Breathing is stertorous.
- (6) The skin becomes dry and burning hot.

- (c) Treatment :-

- (1) Send for Medical Aid.
- (2) Remove the patient to a cool shady place.
- (3) Strip him to the waist.
- (4) Ensure an abundance of fresh air.
- (5) Fan him vigorously.

- (6) Apply ice or cold water to head, neck and spine.
- (7) If the patient is able to drink, give him ice to suck and cold drinks with salt added to it.
- (8) An ice container with a block of ice is an efficient means of reducing temperature of a room for keeping persons removed from trains with symptoms of "heat-stroke". Also Shower baths under medical supervision.
- (d) After treatment :- Remember that there is always a danger that the temperature may go down too low and the patient will then look pale, will complain of feeling cold and the pulse will become weak, in which case, wipe the patient dry, cover with a blanket and give some stimulant, such as hot milk or tea salvolatile a tea-spoonful in half a tea-cupful of a warm water. Use of Alcohol be avoided.
- (e) Signs and symptoms of Heat Exhaustion :-
 - (1) Weakness.
 - (2) Fainting.
 - (3) Pallor of face.
 - (4) Prostration.
 - (5) Giddiness.
 - (6) Sweating.
 - (7) Pulse is weak and rapid.
 - (8) May become unconscious.
 - (9) Temperature normal or sub-normal.
 - (10) Breathing shallow and signing.
 - (11) Pupils dilated.
- (f) Treatment :-
 - (1) Lay the patient on his/her back in a cool place.
 - (2) Loosen the clothing.
 - (3) Apply massage or local heat to the limbs.
 - (4) Plenty of water with salt added to it.
 - (5) Keep him/her under close observation.

Murder or Serious Assaults

2044. Murder or serious Assaults - If a crime of serious nature such as a murder or a serious assault be committed in a Railway carriage on a running train, the following action shall be taken by the staff with a view to helping the Police Officials in their investigation :-

- (1) The Guard of the train shall have the compartment emptied and locked up after all shutters have been raised from outside immediately after the commission of such an Offence is known so that blood strains, marks of struggle, foot prints, finger impressions etc. may remain undisturbed.
- (2) If the crime took place in a second class compartment, the carriage shall be detached, at the station where the crime was detected, and kept under watch till the police arrive to take over the case.
- (3) If the crime took place in an upper class compartment, the compartment shall immediately be locked up and the carriage allowed to proceed to the nearest station where it can be replaced. If no Government Railway Police staff are located at this station, a member of the Railway staff will watch it until the Police Officer comes upon the scene.
- (4) No one, whether Railway employee or outsider, shall be allowed to enter the compartment until the police arrive, except in case it is necessary to attend to injured persons who are unable to leave the compartment without assistance.
- (5) The Railway Police station concerned shall be advised at what station the carriage has been or will be detached. After the carriage is taken over by the police, it shall not be removed or otherwise utilised without the written authority of the Police Officer conducting the investigation. If an abnormal delay takes place on the part of the police in releasing the carriage, the matter shall be reported to the Divisional Railway Manager concerned.

2045. Disposal of body of person found run over :- When the body of a person who has been run over is found between stations, the following procedure as regards its disposal shall be adopted :-

- (a) If life is clearly extinct, the body shall not be moved more than is necessary to clear the line, until the arrival of the police. The body shall be left in charge of a lineman, gateman or village chowkidar. If no responsible person to leave in charge of the body is available at the site where found, it shall be removed to the nearest gate-lodge, gang-hut or station. In all cases, written memo, giving the following particulars shall be made out by the Guard, or if there be no Guard, by the Driver of the train, or other person finding the body and the memo be made over to the man placed in charge of the same to be given by him to the Police Officer when one arrives :-
 - (i) Position of body on the line.
 - (ii) Blood-stains on ballast or engine, extent of injuries, and whether seemingly inflicted by a train or otherwise.
 - (iii) Position of clothing etc., found on or near the rails.

- (b) If life is not extinct, the person shall be conveyed to the next station as promptly as practicable where medical aid shall be arranged for by the Station Master.
- (c) After disposing of the body, or person, as directed, an immediate report shall be made to the nearest Station Master.

DEATHS

2046. Disposal of Corpses :-

- (a) In all cases of passengers dying at stations, or corpses being taken out of train, or Railway servants and others being killed on railway premises, Station Masters shall make over the body and all effects of the deceased to the Government Railway Police, who are responsible for the prompt disposal of such bodies.
- (b) At stations where there is no Government Railway police, the Station Master shall see that corpses are, in all cases, promptly removed from public view.

2047. Conveyance of Corpses :- Corpses being conveyed for postmortem examination or any other purpose by train, shall be put into an empty wagon if there is one on the train, otherwise in the rear brake-van if there is room, or in the front brake-van, but not in a passenger vehicle unless it is quite empty.
