

DISASTER MANAGEMENT PLAN

VARANASI DIVISION

N.E. RAILWAY

SAFETY ORGANIZATION

VARANASI DIVISION

JANUARY-2022

**NORTH EASTERN RAILWAY
VARANASI DIVISION
DISASTER MANAGEMENT PLAN**

"*Disaster Management Plan*' should be referred to, in case of declared disaster. On the other hand in case of ordinary accidents, the provisions of Accident Manual and other related rules / Manuals in vogue should be followed.

A Disaster shall mean an unusual occurrence characterized by sudden calamity: huge material damage, loss and distress to society: as a result of collapse of precautions of normal life and working. Disaster may be caused by human error / equipment failure. Disaster in the railway context shall be a major train accident leading to serious casualties and long duration of interruption to traffic.

This plan may be reviewed in 1st quarter of every year and review proceeding be recorded herein.

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PREFACE

In the recent years, the country has faced major challenges while reeling under the wrath of severe natural disasters, earthquakes, cyclones, landslides. The havoc caused was unprecedented. Similarly, Indian Railways has also been under trying times while witnessing major track accidents resulting in loss of large number of human lives.

Continuing the trust with destiny, need was felt at the national level to formulate the National Disaster Management plan and subsequently the state level and district level disaster management plans. Within the railways to which in the lifeline of the country, It was found imperative to frame a Disaster Management Plan and dovetail it with the National Disaster Management plan at the apex level and the divisional railway Disaster Management plan with the district Disaster Management plan at the local level.

It is with this aim that high level committee on Disaster Management set by railways submitted its report on April 2003. In order to facilitate relief and rescue operations Disaster Management plan is also being prepared keeping in mind the locally available resources. The present plan is a step in the direction.

While preparing the divisional Disaster Management plan, Varanasi Division, N.E. Railway, efforts have been made to outline the resource both material i.e.(equipments, machinery) etc as well as human (i.e. skilled trained manpower) etc. available with different agencies both within railways as well as outside and which may be roped in case of a disaster like situation. These information needs to be updated time to time to make Disaster Management plan relevant. For this, requisite information pertaining to civil police, District administration, army, NGOs etc. has been obtained in addition to our internal resources including resources available in adjacent railway division etc.

The purpose is too pronged. In addition to having a ready reckoner for 'From where ' , "How", and "whom to contact" , this plan and the information contained can also come in handy in case of disaster pertaining to other agencies where railways can also offer assistance.

FOREWORD

The existing 'Disaster Management Plan' has been updated by incorporating the relevant information, which shall be useful in tackling the unforeseen & unfortunate eventuality of any disaster in Varanasi Division of N.E. Railway in the present situation. It supersedes the plan issued in Jan-2022 by the division. Safety Department has taken into account all the relevant information on the subject. I hope that the plan will guide officers & staff in tackling disaster in effective way. I would like to thank Safety Department & other agencies who contributed in its preparation.

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Abbreviations

NER	North Eastern Railway
DMP	Disaster Management Plan
BSB	Varanasi
LJN	Lucknow (Code Name of Lucknow station of NER)
IZN	Izzat Nagar
DG Set	Diesel Generator Set
UP	Uttar Pradesh
Div.	Division
NGO	Non Governmental Organisation
ART	Accident Relief Train
SPART	Self Propelled Accident Relief Train
ARMV	Accident relief Medical Van
Sr. DOM	Senior Divisional Operations Manager
DRM	Divisional Railway Manager
PCP	Portable Control Phone
VHF	Very High Frequency
P&T	Post and Telegraph
GKP	Gorakhpur
ADRM	Additional Divisional Railway Manager
CRS	Commissioner of Railway Safety
HQ	Head Quarter
ICU	Intensive Care Unit
RPF	Railway Protection Force
GRP	Government Railway Police
PRO	Public Relations Officer
PRS	Passenger Reservation System
BOs	Branch Officers
Sr. DCM	Senior Divisional Commercial Manager
Sr. DEE	Senior Divisional Electrical Engineer
Sr. DSO	Senior Divisional Safety Officer
CMS	Chief Medical Superintendent
Sr. DPO	Senior Divisional Personnel Officer
Sr. DFM	Senior Divisional finance Manager
Sr. DME (C&W)	Senior Divisional Mechanical Engineer (Carriage & Wagon)
Sr. DME (P)	Senior Divisional Mechanical Engineer (Power)
DCM	Divisional Commercial Manager
DSTE	Divisional Signal & Telecom Engineer
ASC	Assistant Security Commandant
Sr. DEN	Senior Divisional Engineer
AME (C & W)	Assitant Mechanical Engineer (Carriage & Wagon)
CDO	Coaching Depot Officer
Sr. DMO	Senior Divisional Medical Officer
DEE	Divisional Electrical Engineer

Sr. DMM	Senior Divisional Material Manager
AOM(G)	Assistant Operations Manager (General)
MMS	Multi Media Short Massage
Sr. EDPM	Senior Electronic Data Processing Maneger
ISDN	International straight Dialing Network
PA	Public Address
STD	Straight trunk Dialing
GKC	Gorakhpur Cantt
BTT	Bhatni
BUI	Ballia
SV	Sivan
CPR	Chhapra (Saran)
OC Site	Officer –in-charge Site
MOU	Memorandum of Understanding
CME	Chief Mechanical Engineer
CRSE	Chief Rolling Stock Engineer
TA	Territorial Army
Engg	Engineering
S&T	Signal and Telecom
Mech.	Mechanical
Elect.	Electrical
GM	General Manager
CPRO	Chief Public Relations Officer
PTI	Press Trust of India
MUV	Banaras
CI	Chhapra Kachehari
CSTE	Chief Signal & Telecom Engineer
ALY	Pryagraj City
ARJ	Aurnihar
BCY	Varanasi City
DEOS	Deoria Sadar
GCT	Ghazipur City
POU	Padrauna
DLW	Diesel Locomotive Works
DM	District Magistrate
SSP	Senior Superintendent of Police
SP	Superintendent of Police
ECR	East Central Railway
SSE	Senior Section Engineer
BD	Breakdown
UCC	Unified command center
LCC	Local command center
CAC	Combined assistance center
TPC	Traction power control
OHE	Overhead Equipment

Chapter-1

Concept of Disaster

○ Definition of "DISASTER"

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

(As per Disaster Management Act- 2005)

○ Disaster in Railways

Ministry of Railways has adopted the following definition of Railway Disaster:

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

(Para 1.2.6 of Disaster Management Plan-2018 – Railway Board).

Types of Railway Disasters

Different types of railway disasters are described along with a few examples, below:

(a) Natural Disaster	Earthquakes, Floods, Cyclones, Land Slides, Snow Avalanches, Tsunami etc
(b) Train Accident related Disaster	Collisions (with a huge number of casualties), Train marooned (flash floods), derailments on a bridge over a river and coaches falling down, train washed away in cyclone, derailment of a train carrying explosives or highly inflammable material, tunnel collapse on a train, fire or explosion in trains, and other miscellaneous cases etc.
(c) Man made Disasters	Acts of Terrorism and Sabotage, i.e. causing deliberate loss of life and/or damage to property, which includes :- Setting a Train on fire, Railway installations etc., bomb blast at Railway Station/Train, Chemical (Terrorism) Disaster, Biological, Radiological and Nuclear Disaster.

(Para 1.2.4 Disaster Management Plan-2018 – Railway Board)

- **Authority to Declare a Railway Disaster**

Railway Board has nominated GM, AGM or PCSO (when GM/AGM are not available) of a Zonal Railway for declaring an untoward incident as Railway Disaster.

(Para 1.2.8 Disaster Management Plan-2018 – Railway Board)

- **Need of Disaster Management Plan**

1. Instant Disaster Trigger Mechanism.
2. Rapid Access to reach the site of accident within “GOLDEN HOUR” and render Medical Care”
3. Minimising disaster effects using all possible railway and non railway resources;
4. Defining roles of various staff/departments
5. Saving lives by quick extrication of victims and effective on–site Medical Management.
6. Quickest possible restoration.
7. Expeditious extraction of human lives and shifting to rescue vehicle(s).
8. Care and concern for the affected customers/passengers.
9. Speedy transportation to hospital.
10. Proper and timely dissemination of information to public in the aftermath of the Disaster.

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

Chapter-2

PREPAREDNESS AND RESOURCES

Resources available in case of a major accident may be grouped into 4 different units, depending on the time frame within which these can be made available after an accident. These are as follows:

Resource Unit I	Railway and non-railway resources available on the train, and <i>at nearby surroundings.</i>
Resource Unit II	Railway resources available <i>at ARMV/ART depots and Elsewhere within the division.</i>
Resource Unit III	Railway resources available at ARMV/ART depots and elsewhere on <i>adjoining Zones and Divisions.</i>
Resource Unit IV	<i>Non-railway</i> resources available within or outside the division.

Detailed description of these four resource units is appended below-

RESOURCE UNIT-I
<ul style="list-style-type: none">▪ On trains carrying Passengers following resources are available :<ul style="list-style-type: none">○ First Aid Box available with the Guard.○ First Aid Box available with Train Superintendent and in the Pantry Car.○ Portable Telephones, Fire Extinguishers in Brake Van.○ Portable Telephones in Locomotives.○ Walkie-Talkie with Guard and Driver.○ Cell Phones/Mobile communications with Passengers.○ Information collected by Train Superintendent/Traveling Ticket Examiner about<ul style="list-style-type: none">(a) Medical Practitioners and(b) Railway Officers traveling on the train.○ Railway Staff traveling on the train – either on duty or on leave.○ Passengers who volunteer their help.○ Non – railway resources available nearby :<ul style="list-style-type: none">○ Volunteers from nearby villages and towns.○ Transport facilities available at site or passing nearby.○ Tractors with trolleys from nearby villages for<ul style="list-style-type: none">(i) transport and(ii) lighting up the accident site <p>Station staff and local railway administration should requisition help from non railway sources for medical assistance, additional manpower, rescue equipment, lighting arrangements, transport and fire fighting tools etc. before railways own rescue team arrives.</p> <ul style="list-style-type: none">○ Railway resources available nearby:<ul style="list-style-type: none">○ Engineering, S&T, OHE and other departmental gangs/staff.

<ul style="list-style-type: none"> ○ Other resources such as medical facilities, communication facilities. ○ Families of gang men and other staff residing in vicinity. ○ At adjoining Stations: <ul style="list-style-type: none"> ○ Staff available at adjoining or nearby stations. ○ Railway and non – railway resources as given in respective Divisional DM plans.
RESOURCE UNIT-II
<ul style="list-style-type: none"> ○ ARMVs, ARTs with 140T crane are stabled at nominated stations. The locations of these resources are given in Chapter –4. ○ Railway medical and departmental resources.
RESOURCE UNIT-III
<ul style="list-style-type: none"> ○ Location of AMRVs, ARTs with 140T crane based on adjoining Zones/ Divisions are given in Chapter – 4. ○ Section wise chart of which ARMVs/ARTs to be requisitioned from adjoining Zones Divisions is given in Chapter – 4. ○ Resources of men and material available on adjoining Zones/Divisions are given in their data bank and included in the Zonal/Divisional DM Plans of respective Zones/Divisions. ○ Copies of DM Plans of adjoining divisions should be available with the divisional control offices.
RESOURCE UNIT-IV
<ul style="list-style-type: none"> ○ Non railway resources available within the division - as included in the Divisional DM Plan. ○ Non - railway resources available outside the division - as included in the Divisional DM Plans of adjoining Zones/Divisions. ○ Air support.

Authority to order movement of ARMV & ART to site:

- On receipt of information about serious accident involving casualties, ARMVs and ARTs shall be ordered immediately.
- This decision would be taken by the Dy. Chief Controller (Coaching) on duty and no body's authorization would be required for ordering the same. In this regard provisions available in item no. 5 of chapter 6 of Accident Manual shall be considered adequate.

Dealing of Accident in the Control office:

As soon as the information of accident is received, Chief Controller/Dy. Chief Controller/ Operation as he is senior most and matured Controller / Supervisor in the control office) will take command of dealing an accident in the control office and record the message in the accident logbook. Simultaneously he will inform to the power control and other sub controls working in the divisional control office by attracting their attention through accident alarm/red signal lighted in control office. He will specifically advise to keep ARME and ART alert and to move in accordance with requisition. Chief controller will immediately take the supervisory charge of the affected section and ensure –

- (a) Protection of the site is ensured by section controller and both the adjacent stations have been informed.
- (b) Advise of the accident has been sent to all concerned in order of priority Power control, mechanical C&W control, commercial control, S&T control, Engineering control, security control, electrical control and safety control will simultaneously advise to officials of their departments and order for supervisors to rush up for site and control as per situation.
- (c) Medical relief is arranged as promptly as possible by sending ARME & sending the doctors by road and arranging the Doctors locally also.
- (d) Ensure that relief requisition is moved for site on priority and without loss of time and manpower should be mobilized for this purpose at war footing.
- (e) Providing first aid and arrange and ensure the transporting of injured to nearest available medical point.
- (f) Arrange and ensure that trapped passengers have been rescued and medical assistance provided.
- (g) Arrange and ensure that proper arrangements for clearance of stranded passengers has been done by arranging road vehicles / buses from state / private administration and by running the scratch rake of few coaches.
- (h) To arrange regulation and diversion of trains including cancellation and termination as per need and advise the train regulation plan to all concerned including adjacent divisions and concerned Railways. Also it is to ensure that wide publicity amongst travelling public and in media is given.
- (i) After sounding of siren the ARMV and ART should be run out within the stipulated target time.

Chapter-3

Disaster Response

Immediate action by divisional control

○ **Intimation of Accident – Divisional Officers:**

- In the Divisional Control Office, information regarding disaster is firstly received by the Section Controller.
- In most cases, the First Information Report also intimates the approximate number of coaches involved and a rough estimate of the likely number of casualties.
- Accidents involving a passenger carrying train where the first information says that heavy casualties (around 75) are expected, should prima facie be treated as a Disaster.
- The moment information regarding an accident involving a train is received in the divisional control; the accident bell in the control room should be sounded for alerting all on-duty functionaries.
- After all on duty functionaries gather around the section control board they will be briefly informed about the accident.
- Each functionary will thereafter resume his position and take steps to set in motion activities required of him.
- Dy. Chief Controller (Coaching) will first inform Hospital Casualty. Thereafter he will inform Concerning officers and supervisors.
- Each departmental functionary will inform concerned officers and supervisors of his department about the accident as detailed below.

Functionary	Officers and supervisors
Dy. Chief controller/Coaching	DRM, ADRMs, Operating, Medical, Safety
Security Control	RPF, GRP
Power Control	Mechanical/O&F
Carriage control	Mechanical/C&W
Engineering Control	Engineering, Personnel, Accounts
Signal Control & Test room	S&T, Stores
Electrical Control	Electrical
Commercial Control	Commercial, Public Relations

- After Dy. Chief Controller (Coaching) has informed Hospital Casualty, DRM, ADRMs and Medical Doctors, he will then inform Dy. Chief Controller (Coaching) in HQ Central Control regarding the accident.

▪ **Intimation of Accident – Railway Doctors:**

Dy. Chief Controller (Coaching) will inform the Hospital Emergency of Railway Hospital regarding details of the accident.

▪ **Informing Non – Railway Officials:**

- DM, SP and CMS of the district within which the accident site falls should be informed regarding the accident by the Chief controller for immediate assistance.
- ADRM will inform the following regarding the accident :
 - IG/GRP,
 - ADG/GRP,
 - Divisional Commissioner,
 - Home Secretary.
- In case POL rake is involved, then IOC/BPC/HPC officials should also be informed.
- In case Mail bags of RMS are involved, then Postal officials should also be informed.

Divisional Officers & supervisors required to go to site

- **Officers**
- All divisional officers required to go at the accident site, should proceed by the ART/ ARMV. They should not proceed by road.
- Road vehicles should be sent to the accident site separately. Maximum number of road vehicles should be sent to accident site from Divisional HQ
- ARMV shall be dispatched within stipulated time after sounding of siren.
- DRM will proceed to the accident site. ADRM shall stay back at divisional hq for co-ordination work.
- All Branch Officers except Sr.DOM & Sr. DEN Co. should proceed to the accident site. For this purpose, officers heading different branches within the same department are referred to as Branch Officers.
- The second senior most officer of each branch should stay back at divisional hq.
- Of the remaining officers from each branch, a majority of both Senior and junior scale officers should also proceed to the accident site.
- Once it has become clear that the accident is a Disaster, then the 80/20 rule should be followed :
 - 80% of all officers should go to the accident site, and only 20% should stay back at hq.

- Similarly, 80% of all supervisory staff should go to the accident site, and only 20% should stay back at hq.

- **Supervisors**

At the divisional level 80% of all supervisors available in divisional hq. should proceed to the accident site.

- All other supervisors available in the field at other stations should also proceed to the accident site.
- Divisional Control Office should issue a recorded control message from DRM to all Supervisors for proceeding to the accident site immediately by fastest possible means.

Setting of Emergency Cell in the Division

- Divisional Emergency Cell shall be opened immediately after receipt of information of the accident at Divisional Control.
- This unit will exercise control, co ordinate and arrange supplementary assistance to the accident site.
- It shall function in a separate cubicle at Divisional Control provided with centralized communication networks, hot line to the site and hq.
- Sr. DOM will be over all in charge of the Divisional Emergency Cell and will function as the Divisional Emergency Officer for the purpose of managing relief and restoration operations from divisional level.
- In case Sr. DOM is not available, DOM/AOM will be the Divisional Emergency Officer.
- Requirements of all departments for movement of men and materials to the accident site shall be conveyed to the Divisional Emergency Officer, who shall arrange their movement.
- Timings of 2nd and 3rd special trains to be moved from each end to the accident site, carrying backup logistic support will be conveyed to all concerned beforehand.
- Divisional Emergency Cell will maintain:-
 1. Telephone and FAX numbers of the accident site. These should be maintained functionary wise for each functionary available in the UCC.
 2. Similarly telephone and FAX nos. of functionaries available in CAC should also be available with the divisional emergency cell.
 3. Telephone and FAX numbers of Helpline Enquiry Booths that would have been setup at various stations on the division.
 4. E Mail addresses of UCC, CAC, Helpline Enquiry Booths and Hq. Emergency Cell.
 5. Names and phone numbers of hospitals where injured have been admitted/shifted, along with number of patients.
- Divisional Emergency Cell will collect updated information regarding all aspects of the accident and pass on the same either telephonically or by E-Mail to :- All Helpline Enquiry Booths within the division, Hq. Emergency Cell.
- Divisional Emergency Officer on duty shall chronologically record all information and

instructions received or given in a logbook.

- In addition to the Division where accident has taken place similar Emergency Cells will be opened in other Divisional Control Offices of NER that are involved in restoration and relief operations. Chief Emergency Officer will decide divisions where Emergency Cells are to be opened.
- Helpline Enquiry Booths outside the accident affected division, but within NER jurisdiction should keep in touch with Divisional Emergency Cell of their respective division.
- If necessary, similar Emergency cells will be opened at other major terminals as decided by Chief Emergency Officer.
- After relief, rescue and restoration work is completed, winding up of Divisional Emergency Cells shall be decided by DRM.

▪ **Manning of Divisional Emergency Cell in shift duty:**

- Divisional/Hq. Emergency Cell shall be manned round the clock by officers.
- In addition to officers of the Operating Department, there will be officers of Engineering, Mechanical, S&T, Electrical, Commercial, Medical, Security and Personnel departments in the Divisional/Hq. Emergency Cell round the clock.
- Divisional Emergency Cell will be manned by Senior Scale/Junior Scale officers of all departments in 12 hrs. shift duties round the clock.
(8 hrs. to 20 hrs. day shift and 20 hrs. to 8 hrs. night shift.)
- Senior most officer of each department who is available in the division shall be on duty in the Divisional Emergency Cell during the day shift (8hrs. to 20 hrs.).
- Senior most officer of each department shall issue a 12 hrs. roster for his own department for the night shift (20 hrs. to 8 hrs.)
- Round the clock roster of 12 hr. shift duty should cover both officers and supervisors.
- Same officers and supervisors should be repeated each day without any change or rotation, for the next 4 to 5 days. This will maintain continuity and will ensure that experience gained on the first day can be gainfully used on subsequent days.

▪ **Liaison with Hdqtrs. Emergency Cell:**

- Divisional Emergency Cell will maintain constant liaison with Hq. Emergency Cell regarding following activities:
 - (i) Movement of additional ARMVs and ARTs from adjoining zones.
 - (ii) Movement of additional diesel powers from adjoining zones.
 - (iii) Diversion, Regulation, Short termination, Cancellation and Rescheduling of Mail/Express trains.
- Arrangement of men and material as required from adjoining zones and their expeditious movement.
- Opening of Helpline Enquiry Booths on other Division/Zonal Railways as follows:

- Originating and destination stations of the accident involved train.
- All junction stations falling on the route of the train.
- Divisional hdqtrs. of originating and terminating divisions.
- Zonal hdqtrs. of originating and terminating Zonal Railways.
- Any other station as may be decided.
- Movement program for visit of MR/MOSR, CRB and other Board Members to the accident site.
- Assistance required from Defence, Para Military organizations, State Govts. should be conveyed to Railway Board who shall coordinate the same.
- 3 hourly progress report on the rescue and relief work shall be communicated to HQ Emergency Cell.

Duties of various Department

Duties of ADRM

- Undertake making of announcements over local TV channel and Cable network for all supervisory staff to rush to the accident site.
- Ensure that functionaries of different departments in Divisional Emergency Cell carry out duties assigned to them as per Divisional DM Plan.
- Monitor movement of assistance from other divisions/zones.
- Co-ordinate with State Govt.
- Co-ordinate with Defence and Para Military authorities.
- Monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

Operating

- All sectional TIs and Supervisory SSs should be directed to reach the accident site by first available means.
- Similarly additional RG/LR staff from the section should be sent to 3 stations on either side so that SMs can be free for going to accident site.
- Since considerable amount of shunting is required to be performed at adjoining stations, 2 traffic supervisors in 2 shifts should be posted at adjoining stations on each side.
- Ensure that special trains are sent into the accident affected block section according to the sequence 2 ARMVs, ART(140 ton), ART(WITHOUT CRANE), Special train carrying additional assistance.
- Ensure proper marshalling of crane while proceeding to the accident spot in the block section.
- Ensure that Engineering vans of the ART are placed nearest to the accident site. For this purpose, Engineering van/wagon should be placed closest to site of accident by sending it in pushing condition.
- Ensure prompt clearance of stranded passengers at the site in coordination with the Divisional Emergency Cell.
- Regarding running of special trains, keep in touch with Divisional Emergency Cell and give requirement from site.

Safety

- Sr. DSO will proceed to the accident site along with all other officers and supervisors of his departments.
- Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed till police clearance is received.
- Ensure that video/still photographs by digital cameras are taken as required.
- Ensure that joint measurements, observations are recorded in the prescribed Performa before restoration work begins.
- Ensure that unaffected rolling stock is moved away from the site and thereafter stabled at convenient location for further examination during accident inquiry.
- Ensure that evidence of train staff, station staff and public are recorded on the spot.
- Addresses of passengers willing to give statements later should also be obtained.
- Ensure that special trains are sent into the accident affected block section according to the sequence detailed.

Public Relations

- PRO and his team will collect whatsoever information is available from Divisional Control and first information would be released to the media within 60 minutes of intimation of the accident.
- The information shall include telephone numbers of Helpline Enquiry Booths.
- PRO and the entire PR organization should proceed to the accident site in the 1st Special train.
- Number of photographers with digital cameras and video photographers should also be taken along to the accident site for taking still/video photographs of affected rolling stock, & other vital clues including condition of track in consultation with OC site.
- PRO will be available in the UCC during the day.
- Responsible PR supervisors should be deputed during night shift for interacting with the media, if necessary.
- PRO will organize Press Briefings at fixed timings.
- PR organization shall monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

Medical

- **Railway doctor on emergency duty shall undertake the following:**
 - Note down time of receiving message.
 - Inform CSS, CMS, MD, MS other Doctors & para medical staff and instruct them to reach the ARMV immediately.
 - Collect necessary Medical team in the hospital.
 - Inform CMD about movement of AMRV.
 - Alert blood donors, St. John's Ambulance Brigade.
 - Bare minimum medical team should remain in the hospital; rest of the doctors should be rushed to the accident site by ARME first and then by other fastest mode of transport.

- Arrange to move Emergency boxes from ARME Scale II locations to the accident site

Futher-

- On receipt of information regarding the accident where casualties are expected, the doctor on emergency duty in the hospital casualty would inform all other doctors and para medical staff concerned.
- Two teams of Doctors and Para medical staff would be formed, Team 'A' and Team 'B'.
- Team 'A' headed by CMS/MD in charge will rush to the accident site immediately by ARMV along with 12 –15 doctors and 15 - 20 paramedics.
- Team 'B' headed by the senior most doctor amongst them will stay back at the divisional hospital and perform duties as given below.
- In case the accident site is far away from divisional hq., then injured passengers are unlikely to be brought back to the divisional hospital for treatment.
- In that case, only bare minimum number of doctors should be left behind for manning Team 'B' and most of the available doctors should be rushed to accident site as part of Team 'A'.

• Duties of Team 'A':-

Detailed duties of team A is explained in next chapter.

• Duties of Team 'B':-

- Team 'B' will establish an Emergency Cell in the Casualty Unit of Railway Hospital.
- Contact adjoining divisions and organize movement of 2 more ARMVs to accident site, one from each end, as detailed in Chapter 4, Section (4.1.4).
- Contact local hospitals (Railway/Govt./Private) near the accident site to and ask them to rush their road ambulances along with necessary medical teams to the accident site immediately.
- Contact local hospitals (Railway/Govt./Private) near the accident site to keep them se lves in readiness to receive and provide medical treatment to injured passengers.
- Arrange to send the following in the 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end:
 - - as many more medical teams as possible,
 - -adequate number of Safai walas other health workers, members of St. John Ambulance Brigade, Scouts and Civil Defence personnel.
 - Coordinate with MS/CMD of adjoining Divisions/Zones and ask them to send their medical teams to the accident site.
 - These medical teams should be sent to the accident site by train/road or combination of train cum road, as feasible. In case suitable Railway vehicles are not available, taxis should be hired for this purpose.
 - Adequate number of following items should be arranged and sent to accident site for the purpose of handling dead bodies.
 - Shrouds.
 - Polythene covers for dead bodies.
 - Wooden Coffins.
 - Dry ice.
 - One doctor will be available in Divisional Emergency Cell for maintaining

liaison with UCC and the medical team at the accident site. Requirement of medicines required either at the accident site or in various hospitals where patients have been admitted should be noted, procured and sent as required.

- Prepare Railway Hospital to receive and provide treatment to injured passengers, as and when they are brought back from accident site.
- Arrange to send anti snake venom 4 vials and other items in cold chain carrier.

Commercial

- Sr. DCM should proceed to site of accident along with all other Commercial Officers except DCM. DCM will be available in Divisional Control Office for providing backup support.
- A nominated supervisor should be authorized for withdrawing sufficient money from station earnings before proceeding to site.

Transportation of men and material to accident site:

- As soon as the ARMV/ART siren sounds & it is declared as Disaster, minimum 10 TTEs/TCs and 50 Coolies/licensed porters in uniform & contractual labour should be collected together and rushed to the accident site.
- The on duty commercial supervisor at the station at that point of time should ensure that they proceed by the ART itself and do not get left behind. If number specified as above of each is not available, then whatever numbers are available should be sent to the accident site by the ART and rest by other fastest means of transport.
- More TTEs/TCs can be sent by the 2nd and 3rd Special trains carrying backup logistic support to accident site, from each end. TTEs from the Divisional squad should also be utilized for this purpose.
- After the first batch of staff has proceeded to the accident site in the ART, the entire manpower of the commercial department should be mopped up in order to send them on the 2nd and 3rd special trains which would carry backup logistic support to the accident site, from each end. For this purpose maximum number of TCs/TTEs from the entire division should be sent.
- 2nd and 3rd Special trains should carry the following:
 - 2 gas stoves, 4 gas cylinders, 1000 mineral water bottles, provisions for making poories, vegetables, tea, etc., would be rushed to the site. This will be augmented later if necessary. These will be arranged by the affected division and provided by catering personnel/IRCTC.
 - Sufficient cooks and catering staff from departmental catering or catering contractor (including IRCTC) would be ensured at the site for arranging tea, biscuits, packed meals like poories and vegetables to the stranded passengers, railways working force and other officials at site.
- Sr. DCMs should prepare section-wise nominations of catering agencies both departmental and private for rushing to site.
- Each department may provide their representative to help Commercial Department in arranging food from different hotels/alternative arrangement for railways working force and other officials at site.

Helpline Enquiry Booths at stations:

General:

- Helpline Enquiry Booths within NER would be opened as below
 - Originating and destination stations of the accident involved train.
 - All junction stations within the jurisdiction of NER falling on the route of the train.
 - Divisional hq.
 - Zonal hq.
 - Any other station as may be decided.
- On Varanasi Division, Helpline Enquiry Booths would normally be required to be opened at following stations, depending on the route of the accident involved train:
 - Gorakhpur , Chhapra , Mau , Banaras
- Helpline Enquiry Booths on other Zonal Railways would also be opened as follows:
 - Originating and destination stations of the accident involved train.
 - All junction stations falling on the route of the train.
 - Divisional hq. of originating and terminating divisions.
 - Zonal hq. of originating and terminating Zonal Railways.
 - Any other station as may be decided.
- All Helpline Enquiry Booths shall have DOT telephones with STD, Railway telephones with STD, fax machine, photocopier and a PC with internet connection.
- Helpline Enquiry Booths would be manned by computer literate Sr. supervisors on round the clock basis.
- Helpline Enquiry Booths within the accident affected division should keep in touch with the Divisional Emergency Cell.
- Divisional Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:
 - All Helpline Enquiry Booths within the division.
 - Emergency Cells of other divisions of NER.
 - Hq Emergency Cell.
- Such information should be received from UCC and transmitted to all concerned. For this purpose all Helpline Enquiry Booths should be provided with PCs with internet connection.
- Similarly, Helpline Enquiry Booths outside the accident affected division, but within NER jurisdiction should keep in touch with Divisional Emergency Cell of their respective divisions.
- Divisional Emergency Cell will collect updated information regarding all aspects of the accident from the UCC and pass on the same to:
 - Hq Emergency Cells
- Helpline Enquiry Booths should not contact the accident site or the UCC directly.

Accident details to be available:

- Accident details would include number of dead and injured.
- Break up of type of injuries, such as grievous, simple etc.
- Disposal of injured passengers in various hospitals.
- Names of injured passengers.
- Officials incharge of Helpline Enquiry Booths would display the list of injured

passengers on the notice board.

- Normally, list of injured passengers is available quickly since most injured passengers are conscious and are in a position to give details of their names, addresses etc.
- Identification of dead bodies takes much longer since either
 - they were travelling alone, or
 - their companions are injured and are not in a position to identify them, or
 - their companions have also perished.
- Under such circumstances it is possible to identify dead bodies only when relatives come from their home town.
- This aspect of identification of dead bodies and reasons for delay should be explained to the public.
- Number of dead bodies identified, and their names should be available.
- This information would continue to be updated once every 3 hrs. and would continue to be accessed for the next 4 to 5 days.

Information regarding running of trains:

- Departure of unaffected front portion of the accident involved train, and its expected time of arrival at destination.
- Departure of unaffected rear portion of the accident involved train, its diverted route, and expected time of arrival at destination.
- Expected date and time of starting of relatives special from originating and destination stations of the accident involved train, its stoppages enroute and its expected time of arrival at intermediate stations.
- Free passes to be given to relatives of dead and injured for going to the b accident site. These passes will be issued by Welfare Inspector who should be drafted into Helpline Enquiry Booths.
- Details of other trains that were scheduled to run on the accident affected section, but have been Delayed , Regulated , Diverted , Rescheduled , Short terminated, Cancelled.
- Above information regarding running of trains would be required for initial 24 hours only. Thereafter , number of enquiries regarding train running would be very few and far between.

Refunds:

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

Mechanical

- 2 ARTs with 140T crane should be moved to the accident site, one from each end as detailed in Chapter 4, Section (4.3).
- In addition to above, Brake Down Special should be sent from other base stations within NER ,so that additional rescue equipment such as cutters, spreaders, hydraulic jacks etc. are available.
- BD Special without Crane should be requisitioned from adjoining divisions m also so that additional rescue equipment such as cutters, spreaders, hydraulic jacks, generators, lighting equipment etc. are available as detailed in Chapter 4, Section (4.3).
- The aim should be to ensure one ART with 140T crane along with one BD special at each end of the accident site.
- Provision should be made for availability of standby crane driver on each ART working at site, so that ARTs can work round the clock.
- Road cranes of sufficient capacity should be arranged so that these cranes can start working from the center while the 140T cranes can continue working from either end.
- Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that the site of accident can be approached from the middle, and more work centers can be opened up simultaneously.
- Prior to arrival of the PRO along with photographers, the ART/ARME in charge will arrange for still/video photography of the affected rolling stock, track & other vital clues in consultation with OC site.

Security

Sr. DSC will proceed to the site by ARMV along with maximum number of RPF personnel. Only one officer will stay back at divisional hq.

Rushing of men and material

- On receipt of first information the nearest RPF Post should muster maximum available manpower within the shortest possible time and dispatch them to the scene of accident, by fastest available means.
- Simultaneously, the Post/Outpost in charge would requisition additional manpower from adjoining RPF Posts.
- He should also pass on the information to Local Police and Police Control Room, local Fire Brigade, Hospitals, local voluntary organizations and the like at the earliest.
- Divisional Security Control shall get reinforcement from neighboring posts/ outposts, reserve line, divisional hdqtrs. or zonal reserve and send them by the ART. If they could not be sent by the ART then they should definitely be sent by the 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.
- In case any RPSF battalion or Company is located in the vicinity, men can be requisitioned from there for dealing with such emergent situations till additional force is available from other sources.
- Additional RPF personnel from Zonal hq. should be shouldered and sent to accident

site.

- Additional RPF personnel available throughout the division should be alerted and sent to the accident site by the 2nd and 3rd special trains carrying backup logistic support of men and material, from each end.
 - While sending reinforcement, the Divisional Security Control shall ensure that the necessary equipment required for rescue, recovery and protection of the scene of incident are provided as follows :
 - Torches (1 per person) and other lighting arrangements.
 - Nylon ropes (1 kms) and poles for segregating the affected area.
 - 4 loud speakers for making announcements.
 - 10 stretchers and first aid equipment.
 - 10 wireless sets for inter-communication.
 - Digital Camera for photographing the scene.
- Video recording of rescue and salvage operations and connected administrative arrangements.

Co-ordinate with Local Police:

Maintain constant liaison with IG/GRP and ADG/GRP for following:

- Rushing all available GRP personnel to the accident site.
- Obtaining additional manpower from the local police for purpose of crowd control.
- Issue of necessary instructions to local police for giving expeditious clearance for starting restoration work.
- Issue of necessary instructions to SP of the district for waiving off formalities of Post Mortem on dead bodies.

Electrical

- Sr. DEE/G should proceed to site of accident. AEE will be available in Divisional Control Office for providing backup support.
- Main responsibility of Electrical/G Department will be regarding site illumination.
- Maximum number of staff should be sent by 2nd and 3rd Special trains for installation and operation of electrical equipment.
- Officers staying back in divisional hq. shall maintain constant liaison with site and find out quantum of assistance required by way of men and material.
- These should be rushed to accident site either from:
 - Railway sources within the division, or
 - Railway sources from adjoining divisions and zones, or
 - Non – Railway sources within the division.

TRD Official

- Move OHE staff to site.
- Switch off OHE supply to enable safe rescue work.
- Clear OHE obstruction by slewing the wires for restoration.
- Ensure the section is earthed before the staff working near OHE.
- Ensure the preservation of clues as per procedure.
- Ensure early restoration.
- Ensure temporary portals are erected without delay.

TPC

- Where an EMU or Electrical Loco is involved arrange for relief Loco/Train if required.
- Send Sr. Supervisor to the site immediately with adequate shed/break down staff.

- Ensure that records of maintenance of Loco/EMU and repair books are seized and sealed.
- One Electrical Officer of respective branch in Control Office shall co-ordinate with site and arrange for supplemental assistance.

Signal & Telecommunication

- Sr. DSTE as well as ASTEs should proceed to site of accident. DSTE will be available in Divisional Control Office for providing backup support.
- Main responsibility of S&T Department will be for providing effective and adequate means of communication.

Rushing of men and material to site:

- Sr. DSTE along with ASTE will carry the following to the accident site :
 - satellite phone,
 - FAX cum printer,
 - two 25W VHF sets along with antenna and battery
 - 10 numbers 5W walkie-talkie sets.
- He will be accompanied with at least two TCI and two TCM.
- 6 more TCI/TCM, SIs of the section and maximum number of telecom staff should be sent for installation and operation of telecom equipment. They should go to the site of accident either by ART or latest by 2nd and 3rd Special trains carrying backup logistic support to the accident site, from each end.
- All mobile phones available with the Division should also be rushed to site for emergency use.
- Sufficient number of spare batteries and battery chargers for these mobiles should also be taken to accident site.

Arranging communication at site:

- DSTE in the division will immediately come to divisional control office and ensure setting up of all communication arrangements as required.
- DSTE will keep a record of the numbers of Railway telephones, BSNL telephones, IMMERSAT phones provided at site and telephones provided at Helpline Enquiry Booths. This information shall be passed on to the Divisional Emergency Cell.
- He should liaison with BSNL officials in the area for immediate provision of additional BSNL telephone/hot lines at the accident spot, nearest station and at Helpline Enquiry Booths duly utilizing assets under his disposal where required.
- Should hire sufficient number of cell phones and send them to accident site. If the accident happens at station, where cell phones are available on hire, the responsibility of hiring cell phone will be of SM.

Communication at Divisional Emergency Cells:

- Communication arrangements are required to be provided at Divisional Emergency Cell immediately.
- 2 BSNL Telephones having ISD/STD facility are already available in the Divisional Control. Dynamic locking code of the telephone is available with Dy. Chief Controller (Coaching).
- Apart from this telephone, 4 other BSNL telephone numbers (2 with STD facilities) should be made available in Divisional Emergency Cell for use by Chief Emergency Officer. These should be temporarily transferred from

officers' chambers.

- One FAX machine shall be provided on one BSNL telephone.
- 2 Railway telephone numbers with STD facilities should also be made available.
- 2 Mobile telephones should also be made available in Divisional Emergency Cell.

Communication at Helpline Enquiry Booths:

- Helpline Enquiry Booths are to be opened at all important stations enroute of the affected train as mentioned at Section 2a(ii) above.
- Location of these Helpline Enquiry Booths will be on Platform No. 1 of their respective stations.
- 2 BSNL phones should be identified and kept pre wired to the Helpline Enquiry Booths so that these can be energized at short notice.
- Similarly, 2 Railway phones should be identified and kept prewired to the Helpline Enquiry Booths so that these can be energized at short notice.
- One FAX machine & one computer should also be provided at Helpline Enquiry Booths. These should also be kept prewired so that these can be energized at short notice.
- Stations at which such arrangements are to be made and telephones which are to be utilized should be identified by Sr. DSTE with approval of DRM.

Engineering

- Sectional Sr. DEN and other JS officers as required will proceed to accident site by ART. Atleast, 2 SSE/Works and 1 SSE/Bridge if posted should move along with their staff by the ART.
- Adequate number of workmen including gang men are required to reach the site of the accident. 500 nos. along with 10 PWIs and 10 Black Smiths shall be arranged by the Division and further about 500 should be arranged to other rly. . For this purpose, labour specials will be run from the specified destination as decided by the Divisional Engineering Control.
- ½ km of rails, sleepers and fittings and one set of 1 in 12 and 1 in 8 ½ turnouts are available in the ART. The Mechanical and Operating Departments will ensure that part 'C' of ART consisting of additional Engineering Material Wagons) shall follow the ART. The additional half km. of matching materials and one set of 1 in 8 ½ and 1 in 12 turnouts shall be kept in the Track Depot already nominated locations by CTE. For loading of this material, 2 BFRs and 2 BCX wagons should be immediately placed in the Track Depot. These materials should be loaded within 3 hours and dispatched to the site of accident. This will be ensured by the SSE (P.Way) Track Depot and Divisional Engineering Control.
- At least two nos. of JCBs available with the ballast depot earth work contractor of near by area shall be immediately moved.
- The bulldozer available at Kanpur ART will be moved by special train arranged by Pryagraj Division.
- Sr. DEN/Co. in Divisional Emergency Control will request concerned authority (Army/State Govt. Deptt.) for bulldozer/earthmoving machinery in the area.

Chapter-4

Locations of ARMVs/ARTs

Accident Relief Medical Van
ARMV Scale I
Equipment stored in Special Medical Relief Vans stabled in separate sidings :
<ul style="list-style-type: none"> ○ One key of the van is available with the SSE/C&W or the Station Master in a glass fronted case. ○ Other key is with the doctor in charge of the ARMV. ○ Medicines and equipment are provided as per Railway Board norms. ○ Keys of all locks inside the ARMV are also in duplicate. One set of keys are with the Medical Officer in charge of the ARMV and the other set of keys are kept in a glass fronted and the other set of keys are kept in a glass fronted inside the ARMV. ○ The target time for turning out of ARMV is 15 minutes by day and 30 minutes by night from the time of sounding of siren.
Location:- (Within the division)
<ul style="list-style-type: none"> ○ ARMVs (Scale-I) on Varanasi division of North Eastern Railway are located at Banaras, Mau & Chhapra.
Location:- (on adjoining Zones/Divisions)
<ul style="list-style-type: none"> ○ ARMVs Scale – I on adjoining Zones/Divisions are located at Gorakhpur (SPARME), Gonda (Lucknow Division, NER), Pryagraj(NCR), Mughal Sarai-DDU (ECR), Sonpur (ECR), Aydhoya Cantt (old name Faizabad)(NR) & Narkatiaganj (ECR).

Section wise table for requisitioning of ARMVs:

Section	1 st end ARMV	2 nd end ARMV	Additional ARMVs
GORAKHPUR-MAIRWA	GORAKHPUR	CHHAPRA	SONPUR, GONDA
GORAKHPUR-PANIYAHAWA	GORAKHPUR	NARKATIAGANJ	GONDA
BHATNI-MAU	GORAKHPUR	MAU	BANARAS, CHHAPRA
CHHAPRA-MAIRWA	CHHAPRA	GORAKHPUR	MAU, SONPUR
CHHAPRA-PHEPHNA	CHHAPRA	MAU	BANARAS, SONPUR
PHEPHNA-INDARA	CHHAPRA	MAU	BANARAS, SONPUR
BANARAS-PRYAGRAJ RAMBAGH	BANARAS	PRAYAGRAJ	MAU
BANARAS-MAU	BANARAS	MAU	GORAKHPUR, PRYAGRAJ
MAU-SHAHGANJ	MAU	AYODHYA CANTT	BANARAS, LUCKNOW
BANARAS-PHEPHNA	BANARAS	MAU	CHHAPRA, PRYAGRAJ
THAWE-KAPTANGANJ	CHHAPRA	GORAKHPUR	NARKATIAGANJ, MAU

AURNIHAR- JAUNPUR	BANARAS	FAIZABAD	MAU, LUCKNOW
CHHAPRA-THAWE	CHHAPRA	GORAKHPUR	SONPUR

Accident Relief Medical Van	
ARMV Scale II	
Equipment stored in boxes in Special room on platform at station:	
<ul style="list-style-type: none"> The medical equipments are kept sealed without any lock. The Scale II room has duplicate keys, one is with the Medical officer and the other is in Station Master's Office. The ARME Scale II equipments are to be taken out and rushed to the site of accident by first and/or the fastest means (train or available road vehicle). 	
Location:- (Within the division)	
<ul style="list-style-type: none"> These are located at PRYAGRAJ RAMBAGH, SIWAN, BHATNI, BALLIA & AUNRIHAR. 	

Accident Relief Train	
<ul style="list-style-type: none"> BD Special keys are with the following officials : <ul style="list-style-type: none"> i. Station Master's room in a sealed cage. ii. Mechanical: SSE/SE/JE/Mechanical. SPART is propelled by an inbuilt Diesel Engine and is capable of movement in both directions. Crane Supervisor shall ensure availability of adequate fuel and water in the crane at all times. On getting emergency call, the Crane Supervisor shall check and ensure: <ul style="list-style-type: none"> - Correct marshalling of Crane according to site requirement. - Alert the stand by Crane Operator of 140T Crane. In case road approach is faster, rerailling equipment may be moved by road as required. The target time for turning out of ART is 30" by day and 45" by night from the time of sounding of siren. 	

Locations of ART (Within the Division)				
Location	Class	Crane Particulars	Single/Double exit	IF SPART?
CHHAPRA	B	NIL	DOUBLE	YES
BANARAS	B	NIL	DOUBLE	YES
MAU	B	NIL	DOUBLE	NO

Locations of ART (Adjoining Zones/Division)	
Location (Station, Railway, Division)	Crane Particulars
Gorakhpur, LJN division, NER	140T
Kanpur, PRYJ division, NCR	140T
Pryagraj, PRYJ division, NCR	140T
Mughalsarai-DDU, DDU division, ECR	140T
Sonpur, SEE division, ECR	140T

Requisitioning of ARTs with 140T Crane from adjoining Zones/Divisions from the other end:			
Section	1st end ART	2nd end ART	Additional ART (Without crane)
GORAKHPUR-CHHAPRA	GORAKHPUR	SONPUR	CHHAPRA, GONDA
GORAKHPUR-PANIYAHAWA	GORAKHPUR	SONPUR	BARAUNI, GONDA
BHATNI-VARANASI	GORAKHPUR	DEEN DAYAL UPADHYAY	BANARAS, CHHAPRA, MAU
CHHAPRA-AURINHAR	SONPUR	DEEN DAYAL UPADHYAY	BANARAS, CHHAPRA
PHEPHNA-INDARA	SONPUR	GORAKHPUR	MAU, CHHAPRA
MAU-SHAHGANJ	GORAKHPUR	LUCKNOW	MAU, AYDHOYA CANTT
BANARAS-PRYAGRAJ CITY	DEEN DAYAL UPADHYAY	KANPUR	BANARAS, PRYAGRAJ
AURNIHAR-JAUNPUR	DEEN DAYAL UPADHYAY	LUCKNOW	BANARAS, AYDHOYA CANTT
THAWE-KAPTANGANJ	GORAKHPUR	SONPUR	BARAUNI, MAU

Equipments Available in ART of Varanasi Division					
S.No	Description	Standard Quantity	Actual Availability		
			BSBS	MAU	CPR
I	Generators & Electrical Equipment				
1.	Diesel Generating Set of 15 KVA capacity 230 V	1 sets	1 sets	Nil	1 sets
2.	Emergency inflatable lighting tower	4 sets	4 sets	4 sets	4 sets
3.	Generator set kerosene driver 1.5 KVA 230 V	6 sets	6 sets	6 sets	6 sets
4.	Complete luminaire fitting with 500 W halogen lamp and control gear	4 sets	4 sets	4 sets	4 sets
5.	Complete luminaire fitting with 250 W metal halide lamp and control gear.	4 sets	4 sets	4 sets	4 sets
6.	Telescopic stand 2mtr.High for mounting luminaire for halogen/metal halide fitting.	8 sets	8 sets	8 sets	8 sets
7.	PVC insulated and PVC sheathed 3 core flexible caple 23/0.193 mm 15 mtr. long with	20 nos.	Nil	20 nos.	20 nos.

	15 weather proof IC pins for				
8.	PVC insulated and PVC sheathed 3 core flexible caple 23/0.193mm	500 mtr	Nil	500 mtr	500 mtr
9.	Kerosene oil in 200 liters Drums	400 ltrs	400 ltrs	400 ltrs	400 ltrs
10.	Diesel oil in 200 liters Drums	200 ltrs	200 ltrs	200 ltrs	200 ltrs
11.	Poly thin containers 20 lir. Capacity for handing Kerosene & pouring in to auxiliary tanks for engine.	4 nos	4 nos	4 nos	4 nos
12.	Lubricating oil	20 ltrs	20 ltrs	20 ltrs	20 ltrs
13.	Oil measuring can 1 ltr.capacity	2 nos	2 nos	2 nos	2 nos
14.	Inculcation tape PVC in Rolls of ten meters	6 nos	6 nos	6 nos	6 nos
15.	Earthing rod for earthing OHE	2 nos	2 nos	2 nos	2 nos
16.	Portable switch board with water proff soket each capable of taking 500 W load (Two soaked) of 5 amp& two combination sockets of 5/15 amp	4 sets	4 sets	4 sets	4 set
17.	Drum of fixed stand for main cable	2 nos	2 nos	1 nos	2 nos
18.	Battery charger 230 AC/110 DC, 60 amp	2 nos	1 nos	1 nos	2 nos
II	Illumination other then electrical				
1.	Prtromaxes	6 nos	6 nos	6 nos	6 nos
2.	Flame (Proof torches 3 cells with cells)	10 nos	10 nos	10 nos	4 nos
3.	Spare metals for Prtromaxes (in dozens)	1 dozen	Nil	1 dozen	1 dozen
4.	Spare torch bulbs (4.5 V)	12 nos	Nil	12 nos	12 nos
5.	Carborendome petromaxes	2 nos	Nil	2 nos	2 nos
III	Oxy cutting equipment				
1.	Cutting torch with hoses,nosel sets & accessories	2 sets	2 sets	2 sets	2 sets
2.	Parallel cutting nozzle similar to cutogen cutter type 5 no.57/11838	1 nos	1 nos	1 nos	1 nos
3.	Presser gauges oxyigen (II type)	2 nos	2 nos	2 nos	2 nos
4.	Acetylene (II type)	2 nos	2 nos	2 nos	2 nos

5.	Acetylene cylinder 150 Cu. Ft.	2 nos	2 nos	2 nos	2 nos
6.	Oxygen Cylinder 150 Cu. Ft.	4 nos	4 nos	6 nos	4 nos
7.	Goggles	4 nos	2 nos	3 nos	2 nos
8.	Globes & leg guards – leather	2 pair	2 pair	2 pair	2 pair
9.	Tool sets for maintenance	1 nos	1 nos	1 nos	1 nos
IV	Hydraulic re railing equipment				
1.	Hydraulic re railing equipment (in set)	1 sets	1 sets	1 sets	2 sets
V	Jacks				
1.	Geared screw jack similar to duff Norton no.-3261 BB ,50 tones close height 26 inch lift 14.5 inch	2 nos	2 nos	2 nos	2 nos
2.	Traversing base 50 tone capacity 26 inch lift 5 inch	2 nos	2 nos	2 nos	2 nos
VI	Ropes & Winches				
1.	Wire rope 5-1/2 inch cir (1 1/4 inch dia) length 20 fit	2 nos	Nil	2 nos	4 nos
2.	Wire rope 3-1/2 inch cir 1-1/8 inch dia) length 50 fit	2 nos	Nil	2 nos	2 nos
3.	Shackles harp type 20 tons capacity	2 nos	2 nos	2 nos	2 nos
4.	Deal links (two links of chains) 20 tons capacity	nil	nil	nil	nil
5.	Clamp double thread 7/8 inch rope	8 nos	8 nos	8 nos	8 nos
VII	Chains slings + crane Accessories for break down tons				
1.	Wire rope sling – single – 14 fit long 60 tons SWL with thimble and hook	nil	nil	nil	nil
2.	Wire rope sling – double 14 fit long 40 tons SWD with ring and two hooks	nil	nil	nil	nil
VIII	Other Mechanical Equipment				
1.	Seized Roller Bearing Gadget	1 nos	1 nos	1 nos	nil
2.	Rail claws for maintaining gauge (when tie – bars are broken)	6 nos	6 nos	6 nos	6 nos
IX	Fitter's Tools				
1.	Bench vice 6 inch	1 nos	1 nos	1 nos	1 nos
2.	Block differential pulley with chain 3 tons capacity	1 nos	1 nos	1 nos	1 nos
3.	Bars crow clawed steel 1-1/2 inch dia 6 fit long	2 nos	2 nos	2 nos	2 nos

4.	Bars crow clawed steel 1-1/2 inch dia 4 fit 6 inch long	2 nos	2 nos	2 nos	nil
5.	Bars Tommy	6 nos	6 nos	6 nos	6 nos
6.	Hammers sledge 14 ibs.	2 nos	2 nos	2 nos	2 nos
7.	Ball peen hammers 1-1/2 ibs	6 nos	6 nos	6 nos	6 nos
8.	Handles pipes of sorts for levering spanners	8 set	8 set	8 set	8 set
9.	Pliers	2 nos	2 nos	2 nos	2 nos
10.	Spanner Box 10 mm. to 50 mm.	1 nos	1 nos	1 nos	1 nos
11.	Spanner double ended 6 mm. to 50 mm.	2 nos	2 nos	2 nos	2 nos
12.	File flat basted 400 mm long.	2 nos	2 nos	2 nos	2 nos
13.	File half round based 400 mm long.	2 nos	2 nos	2 nos	2 nos
14.	File triangular	2 nos	2 nos	2 nos	2 nos
15.	Hexa frame with blade	2 nos	2 nos	2 nos	2 nos
X	Measuring Instructions				
1.	Measuring tape 100 fit Steel (30 meters)	1 nos	1 nos	1 nos	1 nos
2.	Feeler gauge	1 nos	1 nos	1 nos	1 nos
3.	Wheel dia meter gauge-PIE model WD-1 or similar.	1 nos	1 nos	1 nos	1 nos
4.	Tyre defect gauge PIE model TDG-1 or similar	1 nos	1 nos	1 nos	1 nos
5.	Wheel distance gauge – PIE model WG-2 or similar	1 nos	1 nos	1 nos	1 nos
6.	Tread wear measuring gauge – PIE model TWG – 1 or similar	1 nos	1 nos	1 nos	1 nos
7.	Buffer height gauge	2 nos	1 nos	2 nos	2 nos
8.	Gauge Rail	2 nos	1 nos	2 nos	1 nos
9.	Rail wear gauge model RWG-1 or similar	1 nos	Nil	1 nos	1 nos
10.	Rail profile gauge model RWG-2 or similar	2 nos	Nil	1 nos	1 nos
11.	PWI –tool kit model TK 1 PIE model or similar	1 nos	1 nos	1 nos	1 nos
XI	Wooden pacing				
1.	2'0" x 10" x 1"	20 nos	20 nos	20 nos	20 nos
2.	2'0" x 10" x 2"	20 nos	20 nos	20 nos	20 nos
3.	2'0" x 10" x 4"	20 nos	20 nos	20 nos	20 nos
4.	20" x 10" x 12 "	6 nos	6 nos	6 nos	6 nos
5.	60" x 10" x 12 "	4 nos	4 nos	4 nos	4 nos
XII	Oil & Grease				

1.	Graphite grease for wire ropes	5 kg	Nil	5 kg	5 Kg
2.	Petrol	25 litr	100 litr	40 litr	25 litr
3.	Spirit mentholated (for tally and petromaxes)	4 litr	Nil	Nil	Nil
XIII	C&W spares parts				
1.	Air hose BP	6 nos	12 nos	6 nos	6 nos
2.	Air hose FP	4 nos	12 nos	4 nos	4 nos
3.	MU washer	12 nos	20 nos	12 nos	12 nos
4.	Coupling hooks	2 nos	Nil	2 nos	2 nos
5.	Coupling screw with shackles & pins	6 nos	Nil	6 nos	2 nos
6.	Keep wooden (for MG ART)	8 nos	Nil	nil	nil
7.	Washers for hose pipe 2"	12 nos	Nil	8 nos	4 nos
8.	Hose pipe 2" complete with clips & Clapton couplers	6 nos	Nil	6 nos	6 nos
9.	Cyphone hose with clips 1" x 18" long	6 nos	Nil	6 nos	6 nos
10.	Axle bearing brasses etc.size	8 nos	Nil	nil	8 nos
11.	Sole plate	4 nos	Nil	nil	4 nos
12.	Emergency draw bar	2 nos	Nil	nil	nil
13.	Socket coupler for bow wagon	1 nos	Nil	1 nos	1 nos
XIV	General stors				
1.	Plastic molded chairs	15 nos	15 nos	15 nos	12 nos
2.	Plastic molded table	3 nos	3 nos	3 nos	3 nos
3.	Tent	1 nos	1 nos	1 nos	6 nos
4.	Nylon net for loading	6 nos	6 nos	6 nos	6 nos
5.	Ladder aluminium	2 nos	2 nos	2 nos	2 nos
6.	Rope manila 3" dia (in fit)	100 ft	100 ft	100 ft	100 ft
7.	Umbrella's hand	15 nos	15 nos	15 nos	12 nos
8.	Rain coat with hood	20 nos	20 nos	20 nos	40 nos
9.	Funnels for oils	1 nos	1 nos	1 nos	1 nos
10.	Funnels for diesel oil	1 nos	1 nos	1 nos	1 nos
11.	Oil feeders	2 nos	2 nos	1 nos	2 nos
12.	Syringe oil (C&W)	1 nos	3 nos	1 nos	1 nos
13.	Lashing chains 1/2" dia x 15 ft. lenght with 2 rings	2 nos	2 nos	2 nos	2 nos
14.	Lashing chains 5/8" x10 ft. lenght w/o H&R	2 nos	2 nos	2 nos	2 nos
15.	Lashing chains 5/8" x 20 ft. lenght w/o H&R	2 nos	2 nos	2 nos	2 nos
16.	Lamps hand signal (tri color)	4 nos	4 nos	4 nos	4 nos
17.	Flags hand signal green	4 nos	4 nos	4 nos	4 nos
18.	Flags hand signal red	4 nos	4 nos	4 nos	4 nos
19.	Fog signal (detonators)	20 nos	20 nos	20 nos	24 nos
20.	Board last vehicle	2 nos	2 nos	2 nos	2 nos

21.	Safety matches	12 nos	12 nos	12 nos	12 nos
XV	List of utensils & stores (excepts rations)				
1.	Tumblers stanless steel	36 nos	36 nos	36 nos	36 nos
2.	Tea spoons stanless steel	18 nos	18 nos	18 nos	18 nos
3.	Aluminium degchies with cover 16 " aid	4 nos	4 nos	4 nos	4 nos
4.	Kitchen spoon stainless steel	5 nos	5 nos	5 nos	5 nos
5.	Knives kook 8" blade	2 nos	2 nos	2 nos	2 nos
6.	Thallies brass 24" dia	2 nos	2 nos	2 nos	2 nos
7.	Stainless steel thallies 14" dia	36 nos	36 nos	36 nos	36 nos
8.	Bowls stainless steel 3" dia	72 nos	72 nos	72 nos	72 nos
9.	Tea cups and saucers china	12 nos	12 nos	12 nos	12 nos
10.	Aluminum Degchies with covers 12" dia	2 nos	2 nos	2 nos	2 nos
11.	Iron tawa 10" dia	1 nos	1 nos	2 nos	1 nos
12.	Steel body flask one litre capacity	2 nos	2 nos	1 nos	2 nos
13.	Curry dish china	2 nos	2 nos	2 nos	2 nos
14.	Table forks	6 nos	6 nos	2 nos	6 nos
15.	Table knives	6 nos	6 nos	6 nos	6 nos
16.	Soup plates	6 nos	6 nos	6 nos	6 nos
17.	Rice plate china	2 nos	2 nos	6 nos	2 nos
18.	Tea pot china	2 nos	2 nos	2 nos	2 nos
19.	Dinner plates	6 nos	6 nos	6 nos	6 nos
20.	Half plates china	6 nos	6 nos	6 nos	6 nos
21.	Jug (stainless steel)	3 nos	3 nos	3 nos	3 nos
22.	Water Pots 4 gallons capacity	2 nos	2 nos	2 nos	nil
23.	Duster	12 nos	12 nos	12 nos	12 nos
24.	Pillows	30 nos	30 nos	30 nos	30 nos
25.	Pillows cover	60 nos	60 nos	60 nos	60 nos
26.	Towels	6 nos	6 nos	6 nos	6 nos
27.	Soap bars	1 nos	1 nos	1 nos	1 nos
28.	Frying pan	2 nos	2 nos	2 nos	2 nos
29.	Soap toilets	1 nos	1 nos	1 nos	2 nos
30.	Blankets	60 nos	60 nos	60 nos	60 nos
31.	Bed sheet	60 nos	60 nos	60 nos	60 nos
32.	LPG gas stove with cylinder	1 nos	1 nos	1 nos	1 nos
33.	Pressure Cooker 10 lts.	1 nos	1 nos	1 nos	1 nos
XVI	Fire fighting Equipment				
1.	Water buckets	6 nos	6 nos	6 nos	6 nos
2.	DCP type Fire extinguisher	6 nos	12 nos	6 nos	6 nos
3.	Spare refill bottle for minimaxes	6 nos	17 nos	6 nos	2 nos
XVII	Medical equipment				
1.	First aid boxes	2 nos	2 nos	2 nos	2 nos

2.	Stretcher with blanket and canvas bag	2 nos	4 nos	2 nos	2 nos
XVIII	Signaling and Telecommunication equipment				
A	General(Common for RE as well as non RE areas)				
1.	Inspection book	1 nos	1 nos	1 nos	1 nos
2.	Magneto telephone	4 nos	4 nos	4 nos	4 nos
3.	Dry cells large 6 – 11.5 volts (for P.A. system)	12 nos	12 nos	12 nos	12 nos
4.	PVC insulated,PVC sheated twin core cable	500 mts	500 mts	500 mts	500 mts
5.	Microphone for cordless P.A. system	2 nos	2 nos	2 nos	2 nos
6.	Loudspeaker horn type 5/10 watts	2 nos	2 nos	2 nos	2 nos
7.	Amplifier of minimum 20 watts power	2 nos	2 nos	2 nos	2 nos
8.	12 Volt storage battery for (7) along with appropriate battery charger	2 set	2 set	2 set	2 set
9.	Megaphone transistorized	3 nos	3 nos	3 nos	3 nos
10.	Portable stand for loudspeaker with tone/pulse switching facility. adjustable height from 1.5M 3M	1nos	1 nos	1 nos	2 nos
11.	Field service telephone cable PVC insulated (in meters)	2 drums	2 drums	2 drums	2 drums
12.	Push button auto telephone with tone/ pose switching facility	2 nos	2 nos	2 nos	2 nos
13.	Walkie talkie sets (2.5 watts-VHF) with 100% spare batteries	30 nos	30 nos	30 nos	1 no
14.	Battery chargers for 11 (a) two position charger with rapid charging	100%	100%	100%	100%
15.	Multy meter- MOTWANI (major) model or equivalent	1 nos	1 nos	1 nos	1 nos
16.	Extension Board for power supply	4 nos	4 nos	4 nos	4 nos
17.	Joining kit & material for cables Andover head wires – this is required to be decided by the Railway themselves according to their local needs for different	1 set	1 set	1 set	1 set

	Art.				
18.	Tool BoxContaining				
A.	Soldering iron- 10W/12 Volts, 10 W/220 V & 65 W/220 V	1 no.each	1 no. each	1 no. each	1 no.each
B.	Long nose pillar -200 MM	1 no	1 no	1 no	1 no
C.	Cutter dional – 220 mm	1 no	1 no	1 no	1 no
D.	Box Spanner 6.50& 5 mm	1 no	1 no	1 no	1 no
E.	Hammer steel 750 grams	1 no	1 no	1 no	1 no
F.	Hammer wooden	1 no	1 no	1 no	1 no
G.	Adjustable spanner 300 mm	1 no	1 no	1 no	1 no
H.	Screw driver – 200 mm	1 no	1 no	1 no	1 no
I.	Screw driver – 250 mm	1 no	1 no	1 no	1 no
J.	Mains testers 230 volt	1 no	1 no	1 no	1 no
K.	Electrical Insulation tape 12mm x 15 meters	1 no	1 no	1 no	1 no
L.	Racine core	500 gm	500 gm	500 gm	500 gm
19.	Tape recorder	1 no	1 no	1 no	1 Nos
20.	Cellular phone	2 no	2 no	2 no	2 nos
21.	Satellite phone (SAT phone- miniature type) which supports video audio & text Features	1 no	1 no	nil	1 no
22.	Fax machine (plain type)	1 no	1 no	1 no	1 no
23.	Control way station equipment DTMF type 2 wire with amplispeakar telephone and suitable NI-CD cell	1 no	1 nos	l no	l no
24.	Auto dialing system from emergency socket (only way station) emergency control telephone	1 no	nil	1 nos	1 nos
25.	Map showing sections of track where communication through cellular phone is possible	1 set	nil	1 set	1 Nos
B	Specific Equipment required for ARTs having beats in non – RE areas				
1.	2 wire possible control phone in a suitable box with dry cells	2 set	Nil	2 set	2 set
2.	Telescopic pole of minimum 6 mts. height with its bracket opening space at least 350 mm	2 no	2 no	2 no	1 no
3.	Over head control alignment	1 set	Nil	1 set	1 set
C	Specific Equipment required				

	for ARTs having beats in –RE areas				
1.	4 wire emergency portable control telephone with dry cells	2 set	2 set	2 set	2 set
2.	Tapping transformers (1120:1120)	2 no each	2 no each	2 no each	2 no each
3.	Terminating transformers (1120:470)	2 no	2 no	2 no	2 no
XIX	BOOK AND MANUALS				
1.	Transportation manuals	1 no	1 no	1 no	1 no
2.	Telegraph code book	1 no	1 no	1 no	nil
3.	Accident manuals	1 no	1 no	1 no	1 no
4.	G & SR Rule book	1 no	1 no	1 no	1 no
5.	First Aid Manuals	1 no	nil	1 no	nil
6.	Conference rule part- III & IV part for TXRs	1 no	1 no	1 no	2 nos
7.	Safety first Instruction book	1 no	1 no	1 no	nil
8.	Rules for Working of cranes	---	---	---	---
9.	Working time table	2 nos	2 nos	1 nos	2 nos
XX	RECORDS				
1.	Accident relief train log book	1 no	1 no	1 no	1 no
2.	Attendance register	1 no	1 no	1 no	1 no
3.	Equipment register	1 no	1 no	1 no	1 no
4.	Wire rope & chain testing register	1 no	1 no	1 no	nil
5.	Test register for equipment	1 no	1 no	1 no	1 no
6.	Inspection register	1 no	1 no	1 no	1 no
XXI	MISCELLANEOUS				
1.	Teadust	0.5 kg	0.5 kg	0.5 kg	0.4 kg
2.	Sugar	4 kg	4 kg	4 kg	4 kg
3.	Condensed milk ½ kg. tin	1 kg	1 kg	1 kg	1 kg
4.	Biscuit (150 gm oacked)	3 kg	3 kg	3 kg	1 kg
XXII	ADDITIONAL ITEMS AVAILABLE IN ARTs				
1.	Arm Band	40 nos	40 nos	40 nos	40 nos
2.	Electric drill 1 " dia	2 nos	2 nos	2 nos	2 nos
3.	Rope ladder	1 no	1 no	1 no	1 no
4.	Jacket luminescent (HLCDM item)	40 no	40 no	40 no	40 nos
5.	Cordoning / caution Tape (HLCDM item)	500 mtr	500 mtr	500 mtr	500 mtr
6.	Electrically operated cutting tools (HLCDM item)	1 set	nil	nil	nil
7.	Set contained breathing	---	---	---	---

	apparatus for GKP/ART (HLCDM item)				
8.	Inflatable air bags (Sets) in SPART – MUV & GKP/ART (HLCDM item)	1 set	1 set	nil	nil
9.	Video camera (HLCDM item)	1 no	1 no	---	1 no
10.	Inflatable Tent (HLCDM item)	1 no	1 no	nil	nil
11.	Mechanical pullor TRIFOR (HLCDM item)	1 no	1 no	1 no	1 no
12.	Portable rail trolley	1 no	1 no	1 no	1 no
13.	Digital camera (HLCDM item)	1 no	1 no	nil	1 no
14.	Lap top computer at divisional HQ (HLCDM item)	1 no	1 no	nil	1 no
15.	Full body Harness	2 nos	2 nos	2 nos	2 nos
16.	Helmet with welding shield	2 nos	2 nos	2 nos	3 nos
17.	Helmet Ratchet type	30 nos	30 nos	30 nos	30 nos
18.	Industrial BATA Shoes	30 nos	30 nos	30 nos	30 nos
19.	Gum boots	20 nos	20 nos	20 nos	20 nos
20.	25 Watt VHF set (HLCDM item)	2 nos	2 nos	2 nos	1 no

Chapter-5

Disaster Preparedness-Use of on board resources

This chapter focuses on information regarding availability and uses of equipments readily available at the site itself.

Portable Telephone

Types of Portable Telephones:

- Portable Telephones are available in Brake van of Passenger carrying Trains.
- Telephones presently in use are of the 4 wire/2 wire type of portable phones which can be used in RE area as well as in overhead communication territory
- There are two types of Portable Telephones
 - a. CUG Based.
 - b. Socket Type (Underground cable transmission)

How to use Portable Telephones:

(a) Underground cable type:

- Look at Receiver Arrow sign for socket location on Over Head Equipment mast/location post and move towards the Arrow pointing direction.
- On reaching EMC Socket location, open the socket by using the key kept in the phone box where required.
- Plug in the phone terminal properly for communication.
- In electrified section this phone connects the Traction power controller and then link to section controller.

Walkie-Talkie Sets

- Ensure that the set is charged.
- Check that the proper channel is selected for communication.
- Do not intervene when the channel is engaged.
- Never press “SOS” button provided in walkie talkie unless it is a real emergency. In case of emergency if “SOS” button is provided on the mobile, it should be used to override an on going conversation.

BSNL/CELL phones/Mobile phones

- BSNL phone numbers with STD code for Railway Station in a Division are given in Working Time Table (WTT).
- WTT is available with Guard, Driver and Assistant Guard.
- Refer WTT for nearest Station contact number.
- BSNL phone numbers of important Stations are also available in Public Time Table.

Emergency train lighting box/Emergency light fitting (ELF)

How to use ELF BOX:

- This box is available in the Brake Van of Passenger carrying trains.
- Open the box by removing the seal.
- Fix the crocodile clip of hand Torch to the coach power supply terminal and use it for searching/ surveying. Fix the flood light to the Tripod Stand and connect its crocodile clip to the power supply terminal.

Chapter-6

Disaster response-Overview

Golden hour

If a critical trauma patient is not given definite medical care within one hour from the time of accident, chances of his ultimate recovery reduces drastically, even with the best of Medical attention thereafter. This one hour period is generally known as The Golden Hour. During this Golden Hour period every effort should be made to:

- a. Render definite medical care to the extent possible preferably by qualified medical practitioners.
- b. Stop bleeding and restore Blood Pressure.
- c. Persons under shock should be relieved of shock immediately.
- d. Transport casualties to the nearest hospital so as to reach within this Golden Hour period.

For being effective, any Disaster Management system should aim at recovering as many critical patients as possible and rushing them to hospital within this period.

Disaster Syndrome

A victim's initial response following a Disaster is in three stages, viz. Shock stage, Suggestible stage and Recovery stage. These initial responses are called Disaster Syndrome.

- Shock stage: In which victims are stunned, dazed and apathetic.
- Suggestible stage: In which victims tend to be passive but open to suggestions and willing to take directions from rescue workers and others.
- Recovery stage: In which individuals may be tense and apprehensive and may show generalized anxiety.

Different phases of Disaster Response

Disaster Response in case of a railway accident, constitutes of 3 phases. These 3 phases are determined both by the time factor, as also by the extent of specialized assistance available.

- Firstly, it begins with the spontaneous reaction of men available on the train at the time of the accident.
- Thereafter the second phase continues with contributions made in rescue and relief work by men and material available locally in nearby areas of the accident site.
- The third and longest phase consists of meticulously planned action by trained DM teams who arrive at the accident site to carry out rescue and relief operations.
- The first phase which is of shortest duration last for about half an hour. It is an amateurish, poorly equipped effort; but is nevertheless the most important phase. In most cases, this is the only help available for a major part of the 'Golden Hour'.

- The second phase which is of 2 to 3 hours duration is comparatively less amateurish and much better equipped. Their contribution is vital since the 'Golden Hour' period comes to an end during the working of this group. How many critically injured passengers can finally be saved depends solely on the efficiency of this group.
- The last and final phase of Disaster Response by railway's DM team continues for a few days. It comes to an end not only with the restoration of traffic but with the departure of most relatives and next of kin from the accident site and disposal of all bodies. Few of the grievously injured who continue to be hospitalized for comparatively longer spells are then the sole responsibility of railway's medical department.
- With the above scenario in mind, it is necessary to take firm and quick decisions to save lives and property. To achieve these objectives Railways have a well defined action plan that is successfully executed by the coordinated efforts of different disciplines, all of whom function as a team.
- The three groups which are active during the above mentioned 3 phases of Disaster Response, may be classified as follows:
 - (i) Instant Action Team (IAT)
 - (ii) First Responders (FR)
 - (iii) Disaster Management Team (DMT)

First Aid in Emergency

Order of priority for dealing with and helping injured passengers should be as follows

- unconscious,
- bleeding excessively,
- having breathing problems,
- grievously injured,
- in a state of shock,
- having fractures,
- simple injured.

For assessing and handling injuries, acronym DR ABC is to be followed.

(i) **D – DANGER :**

Look for danger. Make sure that no further danger exists either for the patient or for the First Aider.

(ii) **R – RESPONSE :**

Check for consciousness. Call by his/her name, slap, pinch and shake gently. If there is no response, then it means that the patient is unconscious.

(iii) **A – AIR WAY :**

Clear the airway (Trachea). If patient is unconscious, then the airway may be narrowed or blocked making breathing impossible. This occurs due to several

reasons. Mass food particles or foreign body in the air passage; or the tongue may have sagged back and blocked the air passage.

To open the airway lift the chin forward with the fingers of one hand while pressing the forehead backwards with the other hand, now the tongue comes forward and the airway is cleared. To clear the other objects in the mouth press the Jaw, open the mouth put your fingers or a clean cloth in the mouth and clear the things. Now the air passage is clear.

(iv) **B – BREATHING :**

Check for Breathing. Keep the back of your fingers near the nose of the patient. You can feel the warm air (or) keep your ear near the nose and look for the movement of chest, listen to the sound from the throat and feel the warm air from the nose.

(v) **C – CIRCULATION :**

Check the pulse. Normally we check the pulse at the wrist; however, sometimes it is not felt because of severe bleeding. So, it is better to check the pulse at neck . (Carotid Pulse).

After checking DR ABC, there may be two possibilities.

(a) If patient is breathing, has circulation but is unconsciousness, immediately turn him to Recovery position and transport to hospital.

(b) If the patient has failure of breathing and circulation, then immediately start CPR (CARDIO PULMONARY RESUSCITATION) the important life saving technique in First Aid.

To revive the lungs you have to give artificial respiration by mouth to mouth (Kiss of Life) method. Lift the chin forward and press the jaw open the mouth with one hand and close the nose with other hand keep your mouth on the casualty's mouth and blow.

To revive the heart you have to give external chest compression. The casualty should be made to lie down on a hard surface. Keep heel of the palm on the chest (Pit of stomach) of the casualty and keep the other palm over that hand and compress. Mouth to mouth ventilation and external chest compression should be given in the ratio of 2:15. This should be continued up to the revival of life or till reaching the hospital. Once life starts, immediately turn the casualty into recovery position and transport to hospital.(Recovery position or three quarter prone position means turn to one side, better to right side)

Recovery position :

Recovery position is the safest position for unconscious patients. Normally we keep the patient in a supine position. However, in case of unconscious patients, it is a very dangerous position because the tongue can fall back and close the airway or saliva and other secretions may get into windpipe. To avoid that, turn the casualty into recovery position and transport to hospital.

Sometimes, you may not be in a position to do First Aid due to tense situation. In such circumstances at least turn the casualty to Recovery Position, which would help to save many precious lives.

Chapter-7

DISASTER RESPONSE-INSTANT ACTION TEAM

Action by front line staff & staff/people in and around site of accident

INSTANT ACTION TEAM (IAT)

Instant Action Team comprises

- The Guard, Crew, TS, TTEs, AC coach attendant, RPF and other railway staff on duty on the accident involved train.
- GRP staff travelling on the train on duty.
- Railway staff travelling by the accident involved train either on duty or on leave as passengers.
- Doctors travelling by the train.
- Passengers travelling on the train who volunteer for rescue and relief work.
- Railway staff working at site or available near the site of the accident.
- Non-Railway personnel available at or near the accident site.

Pre – accident checklist of preparation for Members of Instant Action Team

- Generally, about 15” time elapses before information regarding occurrence of an accident reaches the Divisional Control Office. In case information can be conveyed immediately this time can be saved. This 15” time is of vital importance since it constitutes 25% of the ‘Golden Hour’.
- In case they have a Mobile, ensure that telephone numbers of all relevant officials such as those of divisional control offices etc. have been permanently fed into the Mobile for immediate use in an emergency.
- These important telephone numbers should cover all those sections where they are required to work their train either within their own division or even those of adjoining divisions.
- Whenever they are travelling at night they should keep a torch handy and secure it by some means. The torch will be of no use in an emergency if it cannot be taken out from inside the suitcase at that point of time; or if the torch cannot be located since it has fallen off due to severe jerk.

Duties of Guard

- Note the time of the accident and the location.
- Switch on the Amber Light, if provided, in Flashing Tail Lamp, in the rear of brake van
- Inform Driver through walkie – talkie set.
- Inform Station Master on walkie – talkie set, if possible.
- Protect adjacent line/lines if required and the line on which the accident has taken place as per G&SR 6.03.
- Secure the train and prevent escaping of vehicles.
- Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
- Send information through quickest means to Control Office and SMs on either side of

the block section. For this purpose,

(a) Walkie talkie communication provided with stations should immediately be used.

(b) Otherwise field telephone should be used.

(c) If a train comes on the other line which is not blocked the same should be stopped and information sent through the driver.

(d) Assistant driver or Assistant guard may be sent to the next station to convey information of the accident.

(e) If all of the above fail, one of the railway staff on duty on the train should be sent on foot to the nearest station.

- Utilize Emergency Train Lighting box to facilitate medical aid.
- Save lives and render First Aid.
- Call for Doctors and seek their assistance.
- Seek assistance of railway staff and other volunteers from train to rescue injured or entrapped passengers.
- Direct railway staff and other volunteers from train for attending to injured.
- Ensure that field telephone is constantly manned by a railway staff.
- Arrange protection of passengers' belongings and railway property with the help of railway staff, volunteers on train, RPF and GRP.
- Stop running trains on adjacent line and utilize resources on that train.
- In electrified section if OHE is affected, take steps to switch off OHE supply.
- Arrange for transportation of injured to hospital.
- Record evidence or statements, if any, given by passengers.
- Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- Log your activities. Do not leave the spot unless you are relieved by a competent authority.

Duties of Driver

- Note the time of the accident and location.
- Switch ON the 'Flasher light' of the locomotive and give 4 short whistles.
- Inform Guard on walkie – talkie set.
- Light the fusee, if required.
- Inform Station Master on walkie – talkie set, if possible.
- Protect the adjacent line, if required, and the train in front as per G&SR 6.03.
- Take necessary action to keep the loco safe.
- Take necessary action to prevent Loco/Vehicles/ Wagons from rolling down.
- Make a quick survey of magnitude of accident and roughly assess casualty, damage and assistance required.
- Send information through quickest means to Control Office and SMs on either side of the block section. For this purpose,
 - (a) Walkie –talkie communication provided with stations should immediately be used.
 - (b) Otherwise field telephone should be used.
 - (c) If a train comes on the other line which is not blocked the same should be stopped and information sent through the driver.
 - (d) Assistant driver or Assistant guard may be sent to the next station to convey information of the accident.

(e) If all of the above fail, one of the railway staff on duty on the train should be sent on foot to the nearest station.

- Render all possible assistance to the guard.
- Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- Log your activities. Do not leave the spot unless you are relieved by a competent authority.
- If necessary detach Loco and take it to inform SM.

Duties of Train Superintendent/Travelling Ticket Examiners

- Preserve reservation charts of each coach containing names of passengers who actually travelled and in which berth no.
- Avail services of Doctors travelling by the train and render Medical Aid.
- Render First Aid to injured.
- Collect particulars of injured passengers and prepare a list showing exact position of injured in coaches, from Train Engine to Brake Van. This should be handed over to railway doctors when ARMV arrives.
- Prepare a separate list of dead passengers with address and ticket particulars, if available.
- Take assistance of local people and other volunteers at site.
- Transport injured passengers by road vehicles, if available, to the nearest hospital.
- Inform stranded passengers about alternative transport arrangement.
- Record Evidences or statement given by passengers/others at site.

Duties of AC Mechanic/Attendant

- Switch off the power supply to avoid short circuiting in case of suspected fire in coaches or any other damage.
- Assist the TS/TTEs in their duties at the accident site.

Duties of RPF and GRP staff

- Try and rescue as many passengers as possible from the accident involved coaches.
- Render First Aid to injured.
- Arrange to shift injured persons to the nearest hospital.
- Protect passengers luggage and railway property.
- Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.

Duties of Gang Staff

- On double line section stop any other train approaching the accident area by showing hand danger signal.
- Ensure that track alignments or lines are not disturbed.
- Report to OC Site and assist in rescue and relief work.
- Assist in extricating injured passengers from coaches.
- Assist in transporting them to nearest hospitals.

Duties of Gate men

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

Duties of Station Master at adjoining station

- Conveying of information.
- Arrange protection of traffic by keeping all signals at ON position.
- Report the accident to Station Master at the other end. He should be asked to call all off duty staff at his station and send them to the accident site.
- Report the accident to Section Controller.
- Control to be advised regarding –
 - Time and nature of accident.
 - Brief description of accident.
 - Adjacent lines clear or not.
 - Damage to rolling stock.
 - Damage to track in terms of telegraph posts.
 - OHE masts damaged or not, and extent of damage.
 - Approximate number of dead and injured (grievous, simple) to be obtained from the TS/TTEs.
- Following functionaries should be advised regarding the accident:
 - All off duty railway staff posted at that station.
 - SS of Junction stations at either end.
 - TI, DCI.
 - P Way Supervisors – SSE/JE etc.
 - TRD Supervisors – SSE/JE etc.
 - C&W Supervisors – SSE/JE etc.
 - S&T Supervisors – SSE/JE etc.
 - SI/RPF, SHO/GRP.
 - Nearest Fire Station.
- Inform civil authorities, village/town/city representatives and volunteers for possible relief assistance.
- Supervisory Station Manager of the nearest Jn. station shall proceed to accident site.

Duties of TI/PWI/SI/CWI/LI:

Rushing to accident site with men and material:

- Before leaving for the site of accident organize maximum number of men to go to the accident site along with their equipment.
- Reach the site of accident by quickest available means.

Rescue and relief:

- Ensure that the obstructed line is protected.
- Direct all staff working under them to assist in rescue and relief work.
- All of them should work as per directions of OC Site.
- Assess casualties and arrange to render First Aid.
- Shift injured to nearest hospital.

Joint measurements and preservation of clues and evidences

- Collect and record all evidences relating to the accident such as :
 - Condition of track, with special reference to alignment, gauge, cross levels, super elevation, points of mount and drop and any sign of sabotage etc.
 - Condition of Rolling stock with reference to Brake Power and braking gear.
 - All marks on sleepers, rails, locomotives and vehicles etc. especially for preservation of clues.
 - Position of derailed vehicles.
 - Prima facie cause of accident.
- Seize and seal the Train Signal Register, Log book, Private Number Book, Line Admission Book, Speed Recorder Chart and other relevant records.
- Note down the position of panel switches, indication, block instrument, condition of relay room, status of data logger, etc.
- Condition of switches, ground connections, point locking, occupancy of track circuit, details of damage to out door signal/point gears should be noted down.
- Seize and seal the Speed Recording Graph and all other registers and repair log book of the locomotive.
- Record details of Brake Power and other aspects of Rolling stock as per Proforma.
- Joint measurements of rolling stock should be taken. Note down observations, measurements of Loco etc. at site. If it is not possible arrange for taking the reading at shed.
- These can also be recorded on a video or digital camera subject to availability.
- Details of all readings taken and position of all equipment noted should be jointly signed by supervisors of all 5 departments at accident site.
- Obtain statement of staff involved in the accident.
- CWI shall prepare a sketch showing position of Rolling stock.
- PWI shall prepare a final sketch indicating the position of track, with respect to alignment, point of mount, point of drop, OHE mast, point number etc.
- Survey the situation, assess assistance required and issue message to Divisional Control Office.
- Take charge of the situation pertaining to your own department and remain till Divisional officers arrive at the site.

Duties of Railway Staff Travelling on the accident affected train

- Whenever a train is involved in a serious accident with casualties/injuries to passengers, all railway staff travelling on the train either on duty or on leave are deemed to be duty with immediate effect.
- Under no circumstance should any of them leave the accident site unless and until divisional officers arrive, take over charge of rescue and relief operations, and permit

them to leave.

- Railway staff on train/at site shall volunteer themselves to render assistance and report to TS/TTE/Guard of the Train.
- The senior most officer travelling on the train will assume charge as Officer-inCharge Site (OC Site).
- Normally the senior most officer will be travelling in either the 1AC or in 2AC coach; and most probably in the HOR quota section of the coach. In any case the TS/TTE would know who are the railway officers travelling in 1AC or 2AC.
- Similarly, other railway staff will be travelling in 3AC coach; and most probably in the HOR quota section of the coach.
- Similarly, some Group 'D' railway staff may be travelling in Sleeper coach; and probably in the HOR quota section of the coach.
- In the absence of any officer, the Guard will discharge duties listed out for OC Site.
- Don't panic. Once the accident has already occurred and the train has come to a standstill nothing worse can happen.
- In case you have a Mobile and it is working, inform the divisional control office immediately about the accident.
- Observe the position in which your coach has stopped; whether it is standing upright or turned upside down or lying on its side.
- Try and see whether your coach has stopped on a bridge or whether there is level ground on both sides.
- In case the coach is on a bridge or very high embankment or in case it is raining heavily, then it is better to wait for some time and not be in a hurry to leave the coach. You may be jumping from the frying pan into the fire.
- Search your coach with your torch and try to determine the general position.
- See that passengers don't panic either. Passengers sometimes make things worse for themselves by panicking at this critical moment. Try to calm them and build up their confidence.
- Ascertain whether passengers are injured or not; and whether any of them are trapped or pinned down inside the debris.
- Call out aloud and find out whether there are any doctors present.
- Doctors who are travelling in the coach should be asked to announce their presence so that they can attend to and help injured passengers.
- Call out aloud and find out whether there are any railway staff present.
- Railway staff who are travelling in the coach should be asked to announce their presence so that they can attend to and help other passengers.
- For each coach, form a core team comprising of railway staff available, doctors and 3 or 4 uninjured passengers from the same coach. This core team should take the lead in helping remaining passengers both injured and uninjured.

Duties of OC Site – Immediately after the accident

- Note down the time of accident.
- Ensure protection of traffic by Guard and Driver.
- Ensure reporting of accident to nearest Station/Control.
- Roughly assess the extent of damage and likely number of casualties.
- Collect railway staff and volunteers from amongst the passengers and form different

groups. Each of these groups should be assigned work as detailed below.

- Maintain a log of events.
- Till Divisional Officers arrive and take over charge of the situation, continue to discharge duties of OC Site.
- After Divisional Officers arrive, fully brief the DRM hand over charge to him.
- The on-board OC Site should ensure issue of a detailed message with following information before leaving the site of the accident.
 - Time/Date of accident.
 - Location Km./between stations.
 - Train number and description.
 - Nature of accident.
 - Approximate number of killed/injured.
 - Extent of damage.
 - Assistance required.
 - Condition of the adjacent line, if any.
 - Whether OHE is involved.
- From here onwards, the DRM of the accident involved division takes over charge as OC Site.

Duties till arrival of divisional officers

- Having formed different groups consisting of available railway staff on the train and volunteers from amongst passengers, the rescue and relief work should be got started in right earnest. This entire exercise would take about 30" time. Once the rescue and relief work by the Instant Action Team has got underway, the OC site should then devote his attention to contacting First Responders.

Locating nearby villages

- There would be some villages nearby, either visible or out of sight.
- In most cases, villagers turn up on their own having heard the sound of the disaster.
- Otherwise, try and see if any light or any other signs from the village are visible.
- In case none of the above is possible, then speak to either the control office or the nearest station and find out the location of nearby villages as also their general direction.
- Location of nearby villages as also their general direction will be available in the Divisional DM Plans.
- Having ascertained the general location of nearby villages, send messengers (preferably railway staff) to inform villagers and seek their assistance.

Locating the nearest manned level crossing gate

- The train driver is the best and fastest source of information regarding location of the nearest manned level crossing gate in either direction.
- Send a messenger (preferably a railway staff) to the gate for contacting the gateman.
- In most cases, the gateman will be able to give location of nearby villages.
- The messenger should then try and stop a passing vehicle and go to the nearby village, inform villagers and seek their assistance.

Organizing assistance from local people available in near by villages

- Villagers should be asked to make an announcement from their loud speaker

(generally available in the local temple, mosque, gurudwara, church etc.) informing others regarding the accident.

- Everybody should be asked to rush to the accident site with following :
 - - tractor trolleys (both for transportation as also for general lighting),
 - - as many cutting implements, hammers, chistles etc. as are available,
 - - ropes,
 - - ladders,
- If doctors or para medical staffs are available in the village they should also be sent to the accident site.
- The messenger should stay back and try and organize opening of a big building (preferably a school) for sheltering of injured passengers and/or preservation of dead bodies.

Formation of Groups comprising members of Instant Action Team

- OC Site shall immediately collect all Railway staff on train/at site and form separate groups.
- Passenger traveling by the same train who volunteer for rescue and relief work should be drafted into these groups.
- Passengers from accident involved coaches should be directed towards their own coach.
- Passengers from coaches which are not effected can be distributed amongst other accident involved coaches.
- In the absence of OC site, TS/TTE shall take steps to form such groups.
- In the absence of TS/TTE the Guard/Assistant Guard shall take steps to form such groups.
- 5 or 6 groups should be formed depending on number of coaches involved.
- Ideally, one group should be formed for handling each coach.
- In case sufficient number of officers are present, then one officer should be made in-charge of each group.
- Otherwise, Sr. Supervisors travelling by the accident involved train should be nominated as in-charge of each group to co-ordinate its working.
- In case sufficient number of Sr. Supervisors are also not present, one TTE should be nominated as in-charge of each group to co-ordinate its working.
- Each group should rescue injured, entrapped passengers.

Duties of members of Instant Action Team

Till arrival of Divisional Officers

- If a person is bleeding and loosing blood, or if he is unconscious, then in that case you have to act quickly. 'Golden Hour' should be kept in mind. You may have at the most only one hour's time on hand.
- In such cases, immediately administer First Aid to the injured passenger and try to stop further loss of blood.
- Persons trained in first aid may do 'Cardio Pulmonary Resucitation'. This may save several lives.
- If the door is open and is accessible, then uninjured passengers should be helped to

come out from the door.

- In AC coaches the windows panes should be broken open in order to let in fresh air for the occupants, and thereafter to evacuate them.
- Non AC coaches have one emergency exit window on each side. The position of this emergency window is 5th from the left when facing the line of windows from inside the coach. They are opposite berth nos. 23 and 57. In case the door is locked and jammed, try and open these windows so that some of the uninjured passengers can come out through the emergency exit.
- Special care should be taken while evacuating the old, infirm and children in order to ensure that they are not separated from their family members.
- Extrication of critically injured should be done under medical supervision as far as possible.
- In case medical supervision is not available, then critically injured passengers should be made to lie down on a bed sheet and thereafter taken out by 4 persons holding the four corners. This will ensure that no further damage takes place. (Bed sheets will be available in AC coaches).
- Passengers who are bleeding from open cuts should be tied up with strips of cloth so as to reduce if not stop the bleeding altogether.
- It is better not to take out the luggage from inside the coaches at the first instance, for two reasons. Firstly, passengers both injured and uninjured should get preference in this evacuation process. Secondly, it may be safer for the luggage to be left inside where there are less chances of their being stolen or pilfered.
- After passengers have been evacuated from your coach, cross check with the reservation chart and against the name of each passenger note down as to whether he/she is injured or not.
- After all passengers have been evacuated, water and eatables can be taken out gradually.
- Building up confidence of injured passengers by suitable advice is of great importance.
- After helping evacuate all passengers from your coach go over to the unreserved coaches and provide similar help to those passengers also.
- Railway officials from divisional hq. generally arrive at the site of the accident within 2 to 3 hours, depending on the distance of the accident site from the divisional hq. Wait for them to come and make further arrangements.
- Grievously injured passengers who are bleeding or those who are unconscious require immediate hospitalization. In case some local people have arrived by that time, their help should be taken in shifting the grievously injured to the nearest hospital.
- In case your train has been involved in an accident but neither has your coach derailed nor are any passengers of your coach injured, then you should go to the unreserved coaches and carry out the duties as listed above.

In case of a fire

- In case of fire pull the Alarm Chain and stop the train immediately.
- Try and put out the fire before it becomes a big blaze by using either water or blankets etc.
- More people expire due to suffocation from smoke rather than due to actual burning.

- Advise passengers to take a cloth, wet it in their drinking water and cover their nostrils.
- Instruct passengers to go to the other end of the coach which is away from the fire and if possible cross over to the next coach through the vestibule.
- Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
- Make sure that no passenger lies down on the floor.
- After train has stopped, passengers should come down from the coach immediately.
- Building up confidence of injured passengers by suitable advice is of great importance.

Duties of First Responders – Local people

At Accident site

- Tractors which arrive should be lined up in a row facing the track with their headlights switched ON for illuminating the accident site.
- Tractors should be so spaced out that they illuminate the entire length of the accident site.
- Such spacing would also depend on number of tractors that have arrived.
- Rescue and relief work should now be mounted under the available light.
- Villagers arriving for rescue and relief work should be formed into separate groups for handling individual coaches.
- Group leaders of IAT who were earlier conducting rescue and relief work should co ordinate with the local people and guide them.
- Grievously injured passengers extricated from coaches should be sent to the nearest hospitals in tractor trolleys.
- Passengers who have suffered Trivial injuries and uninjured passengers should stay back at accident site and wait for arrival of railways DM team who would take charge of them.
- As a thumb rule, any injury requiring hospitalization of more than 48 hrs. is grievous, hospitalization of less than 48 hrs. is simple, and any injury not requiring hospitalization at all is trivial.
- The following priority should be adhered to while sending such grievously injured passengers:
 - - unconscious,
 - - bleeding excessively,
 - - having breathing problems,
 - - grievously injured,
 - - in a state of shock,
 - - having fractures,
 - - simple injured.
- Dead bodies, if extricated should be kept alongside the coach but away from the track for proper tagging etc. before being dispatched for preservation.
- Bodies should be kept in separate lots, coach-wise, so that they do not get mixed up.
- Tagging of dead bodies should indicate the coach number and also the cabin number , if possible. (For example NER 98127, cabin number containing berths 9-16)

- In villages/towns:
- A big building, preferably a school building should be got vacated and made ready for keeping of dead bodies and unclaimed luggage of passengers.
- They should be asked to bring the following to the accident site for train passengers :
 - - tea and refreshments,
 - - warm clothing, if required.
- Look after injured passengers who have been taken to the village.
- Take injured passengers to the nearest hospital by means of any transport available. For this purpose, apart from tractor trolleys, even trucks passing on the highway can be utilized.

5 types of assistances required at site

1. Medical assistance

- Call for assistance from local Doctors, St. John's Ambulance Brigade, Civil and Army Hospitals.
- Arrange adequate number of First Aid boxes and stretchers.
- Mobilize local medical team and send it to site to render First Aid to the injured.
- Quickly transport ARME Scale – II equipment to the site of the accident.

2. Passenger assistance

- Arrange drinking water, beverages and refreshments, either from Refreshment Room or local sources.
- Supply beverages and refreshments free of cost to stranded passengers.
- Open an emergency counter and display necessary information.
- Obtain reservation charts and display it.
- Collect information on dead/injured and convey it whenever asked for.
- Make frequent announcements about diversion, cancellation, regulation of train services.
- Arrange for refund of fares as per extant rules.

3. Transport assistance

- Arrange for transport from local resources, if available, for transporting injured passengers to nearest hospitals by fastest possible means.
- For this purpose, apart from tractor trolleys, even trucks passing on the highway can be utilized.
- Stranded passengers to be transported from the accident spot by arranging transshipment either by train or by hiring road vehicles.

4. Security assistance

- Advise RPF/GRP/State Police to provide security to passengers, their belongings and railway property.
- They should also be asked to assist in rescue and relief work.

5.Communication Assistance

- Direct passengers to PCO booths available nearby, Hire cellular phones to meet the need of stranded passenger.
- Issue free telegrams and make available STD phone to relatives of dead/injured.

Chapter-8

DISASTER RESPONSE – ASSISTANCE FROM ADJOINING DIVISIONS/ZONES

Necessity of assistance from adjoining Divisions/Zones

- No division can be equipped to handle a disaster of such a large magnitude like Ferozabad or Gaisal.
- Assistance has to be sought from adjoining Divisions/Zones.
- A division is normally expected to handle an accident of the magnitude involving up to 100 injuries (Grievous + Simple). Threshold levels have been given in terms of injuries, because initially it is difficult to estimate number of casualties.
- Whenever number of injuries is estimated to go beyond 100, assistance should be sought for from adjoining Divisions/Zones.
- This is to be co – ordinated by Divisional Emergency Cell with the help of Chief Emergency Officer in Hq. Emergency Cell.

Assessment of assistance from adjoining Division/Zones

- DRM after reaching the accident site should make an immediate assessment of likely injuries.
- Quick assessment is an absolute must in order to ensure that assistance from adjoining divisions can be rushed at the shortest possible time.
- Assessment made by DRM should be based on number of coaches involved.
- As a thumb rule, for each coach that has capsized, 30 injuries should be estimated.
- Total injuries estimated would be (no. of coaches) x 30.
- This should be conveyed to Sr. DOM in Divisional Emergency Cell.
- Based on the above figures, decision should be taken and assistance rushed from adjoining divisions and zones.

Scale of assistance from adjoining Division/Zones :

- (i) As a thumb rule, assistance of 1 team should be sought from adjoining division for every 50 additional injuries, beyond 100 injuries.
- (ii) In case of all disasters, following should be used as an approximate guideline for deciding level of assistance required :

Threshold level	150 (Injuries > 100)	250 (Injuries > 200)
No. of teams	1 team	3 teams
ARMVs	2	2+2
140T crane	2	2 + 2 BDs

(iii) Complement of staff in each team sent by adjoining divisions/zones will be as per norms given below :

- Officer in charge Senior Scale
- Doctors 5
- Para – medical staff 10
- Commercial officers 2
- Commercial supervisors 10
- Commercial staff 20
- Personnel supervisors 5
- Group 'D' staff 20
- RPF 1 platoon

(iv) In case of Varanasi Division, assistance should be sought from following divisions in the given order of priority :

Name of division	No. of teams
Sonpur (ECR)	2
Pryagraj (NCR)	2
Lucknow (NR)	2
Mughalsarai DDU (ECR)	1
Total	7

Departmental assistance from adjoining divisions/zones:

(i) S&T Department :

- (i) Satellite telephones from ARTs of adjoining divisions.
- (ii) 4 Mobile Telephones from each ART of adjoining divisions (20 mobiles in all).

(ii) Electrical Department :

- (i) Generators from ARTs of adjoining divisions.
- (ii) Lighting equipments from ARTs of adjoining divisions.
- (iii) Portals and OHE masts.

(iii) Civil Engineering :

- (i) 500 additional workmen are required who are to be moved from adjoining divisions/zones.
- (ii) Each such division sending assistance should move 250 men along with 5 artisans and 5 PWIs.

One DEN and one AEN each should also move to the site of accident from each such division.

Assistance from Defence & Para Military forces

- Assistance should be sought from nearest army & para – military establishments.
- Railway staff no matter how dedicated and loyal, are not experts in extricating dead bodies, handling injured passengers, their evacuation etc.
- Army has the necessary expertise and are trained and equipped to handle such a war like situation.
- Therefore, division should get in touch with the nearest army command and request for necessary assistance.
- Selected telephone numbers of Army and Para – military establishments are given in Annexure.

Chapter-9

SITE MANAGEMENT PLAN – I

There are two aspects of Disaster Management work at an accident site.

- Firstly, rescue, relief and restoration operation which is carried out by one set of functionaries.
- Second aspect pertains to rehabilitation of accident involved passengers, taking care of dead bodies, dealing with their relatives etc. for which a different set of functionaries are required.

For managing these two distinct aspects of DM work that are required to be discharged by railways, two separate establishments should be set up at an accident site. The outline schematic plan of accident site is given in Annexure.

Unified Command Center (UCC)
<ul style="list-style-type: none">○ Unified Command Centre (UCC) should be set up at the accident site.○ This will be some kind of a control office to be located near the centre of the accident site.○ This is basically meant for catering to operational needs of railway in rescue, relief and restoration work.○ Detail schematic plan of UCC is given in Annexure.○ UCC is to be manned by staff of relevant departments such as :- Medical, Commercial, Operating, Safety, Security, Public Relations, Mechanical, Electrical, S&T, Civil.○ UCC will be provided with all facilities similar to a control office.○ Adequate lighting with generator backup should be provided in the UCC.○ Adequate number of telephonic links to Divisional Emergency Cell should be provided. Preferably each department in the UCC should be given an independent telephone.○ Satellite telephone should be installed in the UCC.○ UCC should be provided with FAX, Photocopier, PCs, loudspeakers.○ PC/Laptop should be connected to internet for E-Mailing of detail update to all concerned, including Divisional Emergency Cell, Hq. Emergency Cell and Helpline Enquiry Booths.○ A big banner displaying 'UNIFIED COMMAND CENTER' should be put up at a prominent place at the entry to the shamiana.○ Similarly there should be sufficient number of signages indicating the way to UCC on approach roads etc.

- UCC at the site will be manned by Sr. Supervisors on round the clock basis in 12 hrs. shift duty.
- Officers will not be permanently stationed in UCC. They will move about the entire accident site supervising and monitoring working of their department at different activity centers. However, they will keep coming to the UCC off and on and will kept in touch with their departmental functionaries in UCC.
- Various functionaries in the UCC will monitor and co-ordinate the working of their departments, and assistance required by them, if any.
- Each functionary at the UCC will maintain a log book. Flow of information both incoming and outgoing would be recorded along with the time and names of officers/staff who were given the message.
- UCC will basically supervise the working of 2 LCCs and co-ordinate with Divisional Emergency Cells.
- Functionaries of different departments in LCCs should provide updated information regarding progress of work to their counterparts in UCC.
- This updated information should be provided once every 3 hrs. as per the following timings :
- 1/- hrs., 4/- hrs., 7/- hrs., 10/- hrs., 13/- hrs., 16/- hrs., 19/- hrs., 22/- hrs.

Local Command Centers (LCC)

- Depending on the spread of the accident site, Local Command Centers (LCC) on the same pattern as the UCC should be set up.
- If the site is spread out over 300 – 400 mts. 2 LCCs should be set up.
- Detail schematic plan of LCCs would be similar to that of UCCs as given in Annexure.
- Representatives of same departments as in UCC should be present in LCCs also.
- However, they should be either one or at most 2 men per department.
- LCCs will serve as co – ordination centres for various teams that are working spread out over different geographical locations.
- Each LCC will oversee the working of DM teams at one end of the accident site.
- Jurisdiction of each LCC will extend to all men and materials belonging to 2 ARMVs, 1 BD special and 1 ART at that end of the accident site.
- Officer of Mechanical department will be overall in charge of each LCC.
- LCCs should be provided with loudspeakers for making announcements.
- LCCs should be provided with direct telephonic links to UCC.
- However, LCCs should not be provided with telephonic links to Divisional Emergency Cell. This will ensure that there is minimum telephonic disturbance from outside to teams which are actually working at the accident site. It will also ensure that outflow of information from accident site goes out from UCC only.
- Members of different teams of each department working at the accident site in rescue

,relief and restoration work should provide updated information regarding progress of work to their respective functionaries at the LCC.

- This updated information should be provided once every 3 hrs. as explained earlier.

Need for setting up of Central Assistance Center :

- Relatives of passengers who arrive at an accident site are already traumatised by the tragedy.
- They arrive at an unknown location with no place to stay, no friend or acquaintances and not knowing whom to turn to.
- The problem is made even more challenging since many relatives and next of kin come from far flung areas in some other state.
- Being semi literate and from different parts of the country some of them are not even familiar with the local language. For them even communicating becomes a problem.
- In addition to above, complex legal formalities & multiplicity of paper work is required to be completed before dead bodies are handed over to their next of kin.
- For taking care of relatives of passengers, providing them with succor in their hour of agony and for guiding them sympathetically, some kind of an assistance centre is required.

Formalities required to be completed by relatives of passengers :

(a) Sequence of formalities that are required to be completed by relatives of injured passengers include:

- (i) Locating the name of the passenger on reservation charts, in case passenger was travelling in reserved accommodation.
- (ii) Going through the list of injured and dead passengers to find out whether the name appears.
- (iii) In case the name is not available in the list, then taking a round of different hospitals to find out whether their relative has been admitted in one of them in an unconscious state.
- (iv) Hospitals are generally at separate locations, sometimes even in different towns; and commuting becomes a problem.
- (v) In case the passenger can be located in one of the hospitals, they have to find out the severity of injuries, likely period of hospitalisation etc.
- (vi) Collect the ex – gratia paid by railways.
- (vii) Try and locate missing luggage of the injured passenger. For this they have to take a round of the building where all unclaimed luggage have been kept.

- (viii) Next they have to arrange for a place for themselves to stay.
- (ix) Arrange for medicines/diet etc. and payment of hospital bills, if required.
- (x) Thereafter, they have to keep in touch with the hospital and get their relative released.

(b) Additional formalities that are required to be completed by next of kin of dead passengers include:

- (i) In case the passenger could not be located in any of the hospitals, then they have to go to the building where unidentified dead bodies have been kept.
- (ii) Take a round of various rooms where bodies have been kept, examine each body and try and locate their near and dear one.
- (iii) Identify the dead body, if the same has been extracted by them.
- (iv) Otherwise wait for all bodies to be extracted and try and identify their relative.
- (v) In case they fail to identify the same then they have to go through photographs of unidentified bodies taken at site.
- (vi) After the body is finally identified, they have to produce proof of relationship for railways to entertain their claim.
- (vii) Obtain medical death certificate from the railway doctor.
- (viii) Obtain post mortem report, from the Govt. doctor who has performed post mortem on the body.
- (ix) Obtain official death certificate from the local municipality.
- (x) Accept of ex – gratia payment from railways.
- (xi) Collect forms for lodging claim for compensation in RCTs.
- (xii) Take over custody of dead body from the local police.
- (xiii) Perform last rites at the same place or take back the body to their native place, depending on circumstances.
- (xiv) Make arrangements for their return journey back to their native place.

Problems encountered by relatives :

- Each of these formalities are under the jurisdiction of a different agency, either railway, or police, or civil administration, or local administration.
- In such a situation the level of co – ordination between these various agencies leaves much to be desired.
- Sometimes it even takes up to 48 hours before all these documentary formalities can be completed.
- In most cases, relatives have to run from pillar to post for completing all these formalities and the bitter experience leaves them permanently antagonized towards railways.

- For this purpose a single window clearance system should be available for relatives and next of kin.

Combined Assistance Center (CAC)

- The UCC should have a Combined Assistance Centre (CAC) located towards the rear side, away from the track, for rendering help to passengers and their relatives. Outline schematic plan of UCC/CAC is given in Annexure.
- This is basically meant for catering to requirements of passengers and their relatives/next of kin, and for providing a single window clearance for all types of formalities.
- CAC should be separate from the UCC so that it does not interfere with normal rescue and relief work.
- Detail schematic plan of CAC is given in Annexure.
- CAC will be manned by staff of relevant departments such as :
 - Operating, Medical,
 - Commercial, Security,
 - Personnel,
- There should be only one such CAC, and all railway resources should be pooled into it.
- LCCs should not have any small CAC located in the rear. It is likely to create logistic problems.
- A big banner displaying 'COMBINED ASSISTANCE CENTER' should be put up at a prominent place at the entry to the shamiana.
- Similarly there should be sufficient number of signages indicating the way to CAC on approach roads etc.
- Railway staff fluent in the language of relatives should be posted for doing work of interpreters.
- Post mortem formalities should be waived off so that number of formalities gets reduced by one.
- Different counters should be provided in sequence for each of these formalities, so that the entire exercise can be completed in about an hour.
- Functionary concerned from the local Municipality who issues Official Death Certificates should be made to come and sit in the CAC so that these certificates can be issued immediately without any delay.
- CAC should have different counters for various purposes in following sequence :
 - (a) Reservation chart, for locating the name.
 - (b) List of dead and injured along with name of hospital. The name of passenger involved should be checked up from the list of dead or injured, if available, and their current status informed.
 - (c) Counter for providing commercial supervisor or WLI as escort along with a

- vehicle, for accompanying the relative and going to hospitals or mortuary.
- (d) Railway doctor for issue of Medical Death Certificate.
 - (e) Govt. doctor for issue of Post Mortem Certificate, in case the same is necessary.
 - (f) Municipality official for issue of Official Death Certificate.
 - (g) Local police for issue of authority for handing over of dead body.
 - (h) Claims counter for Payment of ex gratia and issue of Claims Compensation form.
 - (i) Counter for helping performance of last rites in case relatives decide to Cremate the body there itself.
 - (j) Pass counter for issue of return journey pass.
 - (k) Return journey facilitation counter for making arrangements for return journey.

First Aid Posts

- Medical Posts should be provided in both UCC and CAC.
- Medical Post in UCC will provide first aid to injured passengers after extrication, assess their injuries and make arrangements for sending them to nearby hospitals.
- Medical Post in CAC will keep all records of injured and dead passengers, names of hospitals where they have been admitted etc.
- FA posts should be provided in LCCs.
- This will be meant for treating passengers and classifying their injuries before they are sent for admission to various hospitals.

Setting up of UCC, LCC and CAC

- One SSE/Works shall be exclusively responsible for setting up of these facilities. He shall undertake the following :
 - (i) Move along with sufficient staff for setting up of these facilities.
 - (ii) Immediately start setting up of the tentage accommodation after taking out tents and shamianas provided in ARTs.
 - (iii) In addition, he should also requisition agencies which provide tentage accommodation on contract. Details of such agencies have been given in Divisional DM Plans.
- Assistance of Bridge Line staff may be taken in setting up tentage and above mentioned facilities.
- Bridge Unit will take with them sufficient Manila ropes, wire ropes, survey instruments, binoculars, helmets, life jackets, ladders and other equipment. Nylon ropes should be sufficient in length to ensure barricading at sites and camping areas.
- Sufficient facilities for erecting temporary stage/scaffolding etc. should also be

organized, if required at site.

- Few temporary toilets should be provided at one location in addition to number of urinals at 3 or 4 places.
- Water tankers will be ordered for supplying water at site and arrangements shall also be made for drinking water.
- Temporary kitchen in tents/shamianas is to be set up so that catering unit can provide cooked food to staff working at accident site.
- About 100 folding chairs should also be arranged.
- Signages for both UCC and CAC should be provided at prominent locations.

Collection and Dissemination of Information – Channel of Communication :

The following would be the responsibility and channel both for collection as also dissemination of information. Before each shift goes off duty, details of work done should be updated in the LCC. The LCC should in turn update the UCC regarding the latest progress.

This updated information would be conveyed to Divisional Emergency Cell every 3 hrs.

(a) Number of dead and injured – Medical department :

- (i) Medical department at site should confirm the number of dead.
- (ii) Doctors in charge of various teams working on different coaches should give 3 hrs report to Medical counter in LCC who in turn will inform UCC.
- (iii) Number of injured passengers.
- (iv) Type of injuries, whether grievous, minor or trivial.
- (v) Names of injured, and names of various hospitals where injured have been sent.

(b) Identification of dead bodies – Commercial department :

- (i) Ex – gratia paid to injured.
- (ii) Number of dead bodies identified.
- (iii) Ex – gratia paid to dead.
- (iv) No. of bodies handed over to relatives.

(c) Number of coaches dealt with – Mechanical department :

- (i) No. of coaches thoroughly searched.
- (ii) No. of coaches made off track.
- (iii) No. of coaches yet to be dealt with.

Chapter-10

SITE MANAGEMENT PLAN – II

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

MEMBERS OF THE DISASTER MANAGEMENT TEAM
<p>Member of Different Departments:</p> <ul style="list-style-type: none">○ Trained railway men from Medical, Commercial, Safety, Electrical, S&T, Mechanical (O&F, C&W), Engineering, Security, Personnel and other departments.○ In case of fire accidents, trained fire service personnel shall form part of this unit.○ In case of an accident on water body, divers and naval cadets will also be part of the team.○ In case of sabotage or bomb explosion, bomb disposal squads and GRP/Local Police will also be involved.○ Various rescue units shall accompany ARMVs, ARTs or move by road as quickly as possible.
<p>Officer-in-Charge of Site (OC Site):</p> <ul style="list-style-type: none">○ On arrival of ARMV at accident site DRM shall take over as OC Site from the senior most officer of the accident involved train.○ On arrival of 1st Special train carrying GM and other hq. officers, GM shall be OC Site.○ In the absence GM, the senior most officer shall be OC Site. He will be responsible for forming Core Groups as required and direct them to carryout efficient rescue, relief and restoration operations.
<p>Rescue, Relief and Restoration Operation:</p> <p>DM Team on arrival by ARMVs and ARTs shall undertake following actions:</p> <ul style="list-style-type: none">○ Crowd Control and Law and Order.○ Rescue operation.○ Relief operation.○ Video coverage of accident site.○ Installation of Communication Network.○ Clearance from State Police for restoration.○ Preservation of Clues and Evidence.

- Media Management at site.
- Salvage operation.
- Restoration operation.

Photography:

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

- Such photographs should clearly indicate:
 - Severity of the accident.
 - illustrate the damage to PWay, Rolling Stock, Signal, OHE and other structures and equipment.
- Separate set of photographs to be taken to preserve clues and evidence of sabotage if suspected.
- Victims and unidentified bodies should also be extensively photographed.

GENERAL:

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

OC Site:

- Ensure setting up of UCC, CAC and LCC at the earliest.
- Collect information from OC Site of IAT.
- Take stock of the situation and plan for efficient rescue operation.
- Estimate quantum of assistance required for each department from :
 - within the division,
 - adjoining divisions of NER,
 - adjoining zones,
 - non – railway agencies.
- Channelise local resources to supplement available railway resources.
- Ensure that duties of various functionaries of different departments as laid down in Varanasi Division's DM Plan are carried out.
- Ensure co ordination among all departments for efficient rescue, relief and restoration operation.
- Ensure information to SP Police and District Magistrate.
- In case of sabotage, direct RPF to obtain quick clearance from State Police.
- In case of serious explosions or fire, clearance from Controller of Explosives is to be

- obtained.
- Give prima facie cause of the accident along with forecast of expected date and time of restoration.
 - Ensure timely information on the progress of rescue, relief, and restoration work every 3 hrs. with following details :
 - Number of coaches searched.
 - Number of injured passengers recovered.
 - Nature of injuries to passengers.
 - Number of bodies recovered.
 - Number of bodies identified.
 - Number of coaches dealt with.
 - Supplementary assistance required, if any.
 - Forecast for completion of each activity mentioned below should also be firmed up. These target dates and times should be communicated to all officers and supervisors at accident site :
 - Re – railment.
 - Track fitness.
 - OHE fitness.
 - Points and inter – locking.
 - Clearance of section.
 - Movement of first train.

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

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

Duties of Divisional Railway Manager:

- Ensure that functionaries of different branches at the accident site carry out duties as signed to them as per Divisional DM Plan.
- Co-ordinate with Divisional Emergency Cell regarding assistance required.
- Co-ordinate with Civil Authorities especially with regard to :

- (i) Requisitioning of buses from State transport authorities, with drivers for round the clock duty.
- (ii) Waiving off of Post Mortem formalities.
- (iii) Positioning of Municipal Official in the CAC for issuing of Official Death Certificate

Duties of medical department (comprehensive)

DUTIES OF MEDICAL DEPARTMENT:

For discharging the dual responsibility of extricating injured passengers & dead bodies from coaches and toppling those coaches whose search has been completed, 2 separate groups will be formed at each end for purposes of 'search and rescue' and 'off tracking of coaches'.

Once 4 ARMVs, 2 ARTs and 2 BD specials have arrived at the accident site from both ends, normally no more mechanical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently. Different teams and groups will be formed for discharging the dual responsibilities of the Mechanical department. Each team should consist of 4-6 members and each group should consist of 3-5 teams, depending upon requirement.

One Sr. Supervisor should be in charge of each team conducting 'search and rescue' at the site. All such 'search and rescue' groups at each end of the accident site would function under directions of an AME.

Similarly, one Sr. Supervisor should be in-charge of each team working on 'off tracking of coaches' at the site. All such 'off tracking of coaches' groups at each end of the accident site, would function under directions of another AME. The second AME concerned would also be in-charge of the crane at that end.

- Take precautions in electrified section that power supply is switched off before commencing rescue/relief work.
- Use necessary safety equipment like hand gloves, helmet etc.
- If spillage of inflammable substances is suspected, then only cold cutting equipment should be used.
- In case of suspected sabotage, ensure minimum interference to clues. Save lives and extricate passengers after video and digital photographs have been taken.
- Be cautious in using rescue tools like gas cutters, cold cutters, spreaders, hydraulic jacks etc. so that passengers trapped inside or buried under the debris do not get hurt.
- Ensure marshalling of ART according to site requirement before it is sent into the

- accident involved block section.
- For efficient extrication of entrapped passengers take assistance of Medical/ Engineering departments.
- Each team will join up with Medical teams who would also be involved in extracting dead and injured from coaches.
- Maximum number of coaches should be tackled simultaneously, except those that have climbed on top or have telescoped into one another.
- Road cranes of sufficient capacity should be arranged so that these cranes can start working from the center while the 140T cranes can continue working from either end.
- Trucks should be arranged for carrying BD equipment near to accident involved coaches, so that number of coaches can be simultaneously approached and more work centers can be opened up.
- Examine unaffected or re-railed rolling stock and certify their fitness for further movement.

Main functions :

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

- Taking an initial round of hospitals and assessment of situation.
- Taking out injured passengers from accident involved coaches.
- Attending to injured passengers and giving them First Aid.
- Preparing list of injured passengers.
- Classification of their injuries.
- Transporting them to hospitals and getting them admitted.
- Post admittance hospital care of the injured.
- Dealing with dead bodies with care and respect.
- Preservation of dead bodies.

General:

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

Site management:

- Leader of Team 'A' (Normally CMS/MS In charge of the Division) would take control of the site, co ordinate relief measures and distribute duties amongst doctors available as detailed below .
- Different teams and groups will be formed for discharging various duties of the Medical department. Each team should consist of 4 to 6 members and each group should consist of 3-5 teams, depending upon requirement.
- One group of doctors will take a round of various hospitals where injured passengers have already been admitted.
- One group consisting of 4 – 5 teams of doctors and para-medics will take out injured passengers and dead bodies from accident involved coaches.
- One team will attend to injured passengers and give them First Aid and other medical treatment.
- One team will prepare list of injured passengers, note down details of their injuries and classify them.
- One team would be incharge of transporting injured passengers to hospitals and getting them admitted.
- One team would be in-charge of post admittance hospital care of the injured.
- (One team will deal with dead bodies after these have been extracted from coaches. They will prepare a list and arrange for their preservation.
- In case sufficient doctors are available then more groups should be formed for rescue operations.

Taking an initial round of hospitals:

- Separate doctors will be deputed to visit each hospital where injured passengers have already been shifted.
- One commercial officer will also accompany doctors and make a general assessment
- At the hospital, they should collect information about dead/injured persons, their name, age, sex, address, telephone no., name and telephone no. of relatives/friends, nature of the injury, etc.
- These information should be immediately communicated to CMS/MS at accident site by using local PCO/cell phone etc.
- Prepare a list of persons dead/injured already in hospitals in three copies by using carbon paper.
- The list thus prepared is to be signed by railway doctor on duty in the hospital. One copy is to be handed over to the Commercial Department.

- 2nd copy to be kept with the doctor in charge as office copy and the 3rd copy to be given to paramedical staff to get multiple photocopies for further distribution.
- One copy should also be sent to CAC for being fed into the PC provided in the CAC.
- The initial list prepared should be updated at regular intervals, as and when any change occurs

Taking out injured passengers:

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

Attending to injured passengers:

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

Preparing list of passengers:

- Collect list of injured passengers prepared by TS/TTEs and assess the situation.
- Separate lists to be prepared coach wise.
- The list should contain following details :
 - If found Conscious: Name, sex, age, identification marks, address, ticket number, originating and destination station, any previous deformity.
 - If found Unconscious: Approximate age, sex, identification marks, ticket number and other particulars if relatives and friends are available.
- Once the preliminary list of injured passengers has been prepared, the list should be

- signed by the CMS/MS Incharge and a copy handed over to commercial department.
- The list of injured passengers will thereafter be updated periodically, as rescue and relief work continues.

Classification of Injuries:

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

Transporting injured passengers to hospitals:

- One team will be asked to arrange transport of injured passengers to nearby hospitals.
- Ensure expeditious transportation of injured either to AMRVs or to nearby hospitals.
- Critically injured passengers should be transported by means of road ambulances and other by means of ordinary road vehicles.
- Commercial staff should also be associated with transfer of injured passengers to

hospitals.

- Before doctors and supervisors leave the accident site for hospital duty, they should note down the DOT and Mobile Telephone No. of the accident site, CMS, MS and other doctors at the site for quick communication.
- Doctors going to different hospitals should have separate vehicles.
- In case sufficient numbers of railway vehicles are not available, they should hire taxis for their movement by withdrawing from station earnings.

Post admittance hospital care:

- One railway doctor, one commercial supervisor and one welfare inspector should be deputed round the clock at each hospital.
- Normally one doctor should look after one hospital, along with a commercial supervisor and WLI.
- If large no. of hospitals are involved 2/3 hospitals may be given to one doctor. In that case, the doctor, in consultation with CMS/MS, should station himself at the hospital where maximum no. of patients are admitted.
- Make an assessment about capabilities of the hospital to handle injured persons especially with reference to types of injuries they have suffered. Decide whether the patient needs to be shifted to other hospital with better facilities and then arrange to shift the patient.
- In case any injured passenger succumbs to his injuries in the hospital, then the doctor in charge of that hospital should update this fact to the medical counter at CAC.

Dealing with dead bodies:

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

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

Preservation of dead bodies:

- Numbering and photography of bodies should be done even when relatives are on hand to claim the body.
- Arrangements have to be made for a more permanent location for them till such time as the next of kin arrive to claim these bodies.

- In all such accidents passengers are invariably separated from their belongings. As such in many cases there are no tickets or other identification papers on their persons.
- This problem is further compounded in unreserved coaches where no reservation charts are available.
- Identification problems come up in case of mutilated bodies also. In such cases, photographs are better means of identification.
- Arrange for hiring of a couple of big halls, for keeping bodies.
- Rooms should preferably be at a single location so that relatives do not have to go around from mortuary to mortuary.
- A large building having number of rooms would be ideal for storing them. Best option would be to take over a school building temporarily.
- Arrange to move dead bodies to nominated buildings being used as temporary mortuaries.
- Bodies should be neatly lined up with their numbers prominently displayed, and kept in different rooms, coach-wise.
- Notice Board outside the building should display the room nos. where bodies extracted from a particular coach have been kept.
- These details should also be posted on a notice board outside each room.
- This will prevent unnecessary handling of bodies which in any case would be in an advanced state of decomposition.
- For dead bodies whose relatives are not readily available and delay is expected, arrange for their preservation by dry ice etc.
- Procure following items from local market for dealing with dead bodies.
 - Shrouds,
 - Polythene bags,
 - Coffins,
 - Dry ice.
- 4 Commercial supervisors should be put on round the clock duty in the building housing the temporary mortuary for guiding relatives as and when they come.

Duties of commercial department (comprehensive)

Main functions:

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

- Withdrawal of cash from station earnings.
- Hiring of road vehicles.

- Providing beverages and catering to injured and uninjured passengers.
- Initial round of hospitals and assessment of situation.
- Preparing list of injured passengers.
- Transporting them to hospitals and getting them admitted.
- Payment of ex-gratia to injured and next of kin of dead.
- Dealing with refund and claims compensation formalities.
- Taking charge of luggage and consignments.
- Post admittance hospital care of the injured.
- Taking care of relatives.

General:

- Before Sr. DCM proceeds to accident site he should withdraw sufficiently large amount of cash from station earnings.
- At the accident site, handpicked commercial supervisors should be deputed for manning commercial counters in UCC and CAC.
- Each commercial counter in CAC is to be manned by one group.
- Different teams and groups will be formed for discharging various duties of the
- Different teams should be prepared. Each team should consist of 4 to 6 members and each group should consist of 3-5 teams, depending upon requirement.
- One team will hire road vehicles for use and other related activities.
- One group will arrange beverages and food both for injured as also for uninjured passengers.
- One team will take an initial round of hospitals along with doctors and assess the situation.
- One group should take care of uninjured passengers who have to be cleared from the accident site.
- One group will assist Medical department in preparing a list of injured passengers, input the same into the PC in CAC.
- One group will assist Medical department in shifting injured passengers to hospitals.
- One group will assist the Medical department in preparing a list of dead bodies and looking after them.
- One team will make ex-gratia payment to injured passengers and next of kin of dead.
- One team will deal with refund cases and claims compensation formalities.
- One group will be in-charge of unclaimed luggage and other consignments.
- One group will be in charge of post admittance hospital care of injured and taking care of relatives as detailed in Chapter 10 under 'Passenger Care'.

Withdrawal of cash from station earnings:

- In order to meet accident related expenditure, officers can withdraw money from station earnings duly following the procedure incorporated in Commercial Manual Vol. II Rule No. 2425.
 - Departmental expenditure necessitated by floods, accidents or earthquakes, etc.(8)
 - Ex-gratia payments to persons involved in train accidents. (22)
- Before Sr. DCM leaves for accident site, he should withdraw sufficiently large amount of cash from station earnings to meet with immediate requirements at the site
- More should be withdrawn subsequently as and when required.
- Procedure and accountal should be followed as per extant rule.
- A commercial supervisor should be nominated for this purpose and he should withdraw Rs. 5 lakhs and carry it with him, duly escorted by RPF personnel.

Hiring of Vehicles:

- A large number of road vehicles are required at an accident site for following purposes :
 - Taking injured passengers to hospitals.
 - Taking doctors and other railway officials to hospitals.
 - Clearance of uninjured passengers.
 - Taking dead bodies to mortuaries.
 - Bringing men and materials, etc. to accident site.
 - Taking unclaimed luggage for being kept in safe custody.
 - Taking relatives to hospitals and mortuary.
 - Other miscellaneous work.
- For this purpose apart from whatever number of railway vehicles may be available, extra road vehicles should be hired.
- All road vehicles should be hired along with standby drivers for round the clock duty.
- At least 10 road vehicles should be attached to CAC for taking relatives to hospitals, mortuaries etc.
- Nominated railway staff to be attached to each hired vehicle round the clock (even group 'D' would suffice), so that optimum use can be made of the vehicle.
- Buses from State transport authorities should also be requisitioned along with extra drivers for round the clock duty.
- One railway staff should be put in charge of each bus on round the clock duty, who will accompany the bus wherever it goes and bring it back in time (even group 'D' would suffice).

- In case hospitals are in different towns, then road transport buses should be put on fixed time round trip schedule for shuttling relatives from CAC to various locations and back to CAC.
- All hired vehicles and requisitioned buses should have stickers pasted on their front and rear windscreens indicating 'RAILWAY ACCIDENT DUTY'.

Catering arrangements:

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

Clearance of uninjured passengers:

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

Preparing list of injured passengers:

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

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

Amount of Ex – Gratia payable:

- The amount of exgratia relief payable to injured passengers or to dependants of dead is as under:
 - (a) In case of death - Rs. 50,000/-
 - (b) Grievous injury - Rs. 25,000/-
 - (c) Simple injury - Rs. 5000/-
- The amount of exgratia relief admissible to road users who meet with an accident due to Railway's prima facie liability at manned level crossing gate accidents will be as under:
 - (a) In case of death - Rs. 50,000/-
 - (b) Grievous injury - Rs. 25000/-
 - (c) Simple injury - 5000/-
- Payment of exgratia will be made on the basis of categorization of their injuries made out by doctors at site.
- No exgratia payment would be admissible to trespassers, persons electrocuted by OHE and road users at unmanned level crossings.
- Exgratia payment should also be made to railway staff killed or injured by a moving train while performing their duty, for example, gangman working on track run-over accidentally by a moving train.
- Ex – gratia amount is to be paid in cash.
- In case of injured passengers, exgratia should be paid to the injured passenger himself or in case he is too ill, to his relative in his presence.

- In case of death cases where relatives identify and claim the body, following precautions are to be taken:
 - (a) Photograph the face of the body from in front and from the side.
 - (b) Photograph the person taking the ex – gratia payment,
 - (c) Record the relationship of the person claiming the body along with details of proof, if any.
 - (d) In case enhanced ex–gratia is announced by the Hon’ble MR, then the enhanced amount should be paid by cheque by Accounts department.
- Ex gratia paid is not to be adjusted against claims compensation payable as decreed by RCT subsequently.
- Payment should be arranged preferably on the spot by a senior scale officer nominated by GM after making such enquiries as can be reasonably made on the spot after immediate needs by way of medical attendance etc. to injured persons have been attended.
- For payment of exgratia, and to meet other expenses at site, one commercial inspect or, authorized by Sr. DCM shall withdraw Rs. 5 lakh from station earnings of a nearby station, and shall be available at site duly escorted by RPF personnel.
- Sr. DCM/DCM will ensure availability of sufficient cash for payment of exgratia/refund

Refund and Claims Compensation:

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

Luggage and consignments:

- As and when unclaimed luggage and personal belongings are taken out from coaches, a list should be made coach- wise, and each item should be tagged with coach no.
- A list of each item with distinguishing marks should be made.
- If possible, the cabin number inside the coach should also be indicated.
- Luggage claimed should be handed over on satisfactory proof of ownership.
- Unclaimed luggage and personal belongings of injured/dead passengers should be taken possession of for safe custody.
- Unclaimed luggage should be stored in a safe place, preferably, part of the same school building which is being used for preserving dead bodies.

- These should be stored in separate rooms coach wise so that it is easy for relatives to identify.
- A list should be displayed outside each room indicating the coach no. whose luggage is stored there.
- It is the responsibility of Commercial department to take charge of all unclaimed luggage etc. These should be taken over from the charge of RPF.
- Booked luggage, parcels and consignments available in SLRs, VPUs etc. should be taken out and sent by road to nearest Jn. station for safe custody.
- Booked perishables available in SLRs, VPUs should be taken out and either auctioned at site or sent by road to nearest Jn. station for being auctioned.
- RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities come and take over custody.

Withdrawal from station earnings - procedure:

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

From To

Name of Supervisory Official..... StationMaster

Designation/Station Station

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

towards(Purpose to be indicated).

This is one of the authorized items of withdrawal from Station Earnings. The expenditure is chargeable to the head

Accounting Authority

Controlling Officer.....

Designation

Station

Payment made from station
earnings amount:

Received an amount of
Rs.
from station earnings

Signature of SM/SS

Signature:
Designation:

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

Withdrawal from station earnings - accountal:

- Branch Officer concerned shall forward requisitions received from stations to the Divisional Accounts Office indicating circumstances under which the withdrawal was necessitated.
- The countersigned requisition shall be accompanied by relevant supporting paid vouchers.
- Timely submission shall be monitored by the Branch Officer so that they reach Accounts Office within 15 days from the date of withdrawal.
- Executive Officer concerned shall furnish full particulars of the amount withdrawn, details of payments made, reasons for the payment, the rate and period for which payment is made and the total amount paid with the acquaintance of the payee with necessary revenue stamp wherever due to Sr. DFM.
- Sr. DCM will compile a monthly statement of all withdrawals pertaining to his division obtaining a statement from various executives in his division and send it to CCM.
- A monthly return of requisitions issued during the period should be submitted to the Accounts Office by Executive Officers.

Duties of security department(Comprehensive)

Main functions of the Security Department can be broadly classified as:

- (a) Co-ordination with GRP and Local Police.
- (b) Crowd management.

- (c) Protection of luggage.
- (d) Protection of railway property.

Liaison with Civil Police:

- In case of sabotage, liaison with Local Police & officials of district administration and get early clearance.
- Clearance should be obtained as expeditiously as possible, for starting restoration work.
- Additional manpower should be requisitioned from local police officials and district administration for purpose of crowd control.
- Exemption should be obtained from SP of the district for waiving off formalities of Post Mortem of dead bodies.
- Obtain assistance from GRP and Local Police as and when required.

Crowd Management:

- The first problem at an accident site is that of surging crowds. Carrying out any kind of rescue and relief operation becomes next to impossible. Railwaymen who try to undertake any kind of rescue and relief work become victims of mob fury.
- Cordon off the site and prevent unauthorized entry of outsiders.
- Segregate the area of accident by putting up temporary barriers using nylon ropes or any other make shift device available at the scene so that outsiders do not disturb the site or hamper rescue operations.
- These barriers should be at quite some distance away from the track, so that UCC, CAC and LCCs are inside the cordoned off area.
- Provide barricade and ask for additional force to control crowd during VIP visit.

Protection of luggage:

- Protect unclaimed luggage of passengers till these are duly taken over by commercial department for safe custody.
- Unclaimed luggage of passengers should be isolated and stacked coach wise, with proper labeling indicating coach no. from which recovered.
- If possible, the cabin number inside the coach should also be indicated.
- All such unclaimed luggage should be protected till they are handed over to claimants or taken over by commercial department.
- Unclaimed luggage should be stored in a safe place, preferably, part of the same school building which is being used for preserving dead bodies.

- These should be stored in separate rooms coach wise so that it is easy for relatives to identify.

Protection of railway property:

- Protect Railway consignments/goods/parcels till these are duly taken over by commercial department and dispatched to nearest station for proper disposal.
- Guard perishables till they are auctioned off at site or till they are dispatched to nearest station for being auctioned.
- RMS consignments on the train should be shifted to school building for safe custody till Postal Authorities come and take over custody.
- Provide security for the cash withdrawn for payment of ex-gratia by the commercial department.
- Preserve all clues and evidences regarding probable cause of the accident and ensure that these do not get disturbed.
- Ensure that no railway staff tampers with any track fittings, or rolling stock parts.
- Anybody found moving under suspicious circumstances should be questioned.
- No railway staff should be allowed to move about near the accident site with loose or piece meal equipment.

General:

- RPF personnel should respond to any call for assistance to rescue victims and transport them to the nearest hospital.
- 3 hourly Sitreps will be updated by field personnel at the scene of incident to the RPF functionary in the UCC, giving the latest situation.
- RPF Assistance Post will also be established within the CAC so that people needing help can approach RPF.

Duties of electrical department(Comprehensive)

For discharging the responsibility of providing illumination at site 2 separate units will be formed at each end of the accident site. Once 4 ARMVs, 2 ARTs and 2 BD specials have arrived at the accident site from both ends, normally no more electrical equipment will be required from anywhere else. The main work will then consist of using of these resources effectively and efficiently. Different teams and groups will be formed for discharging various duties of the Electrical department. Each team should consist of 4 to 6 members and each group should consist of 3-5 teams, depending upon requirement.

Site illumination:

- One Sr. Supervisor should be incharge of each group working at the site. All teams at each end of the accident site would function under directions of an Sr.DEE/AEE.
- Senior most electrical officer at site would make a quick assessment of the electrical requirement of the site.
- This would be done keeping in mind the geographical spread of the site, the size of UCC, LCCs, CAC and any other requirement as necessary.
- Thereafter, he would assess the quantity of electrical fittings and generating sets available in ARMVs and ARTs.
- In order to set up adequate illumination facilities, all generating sets and lighting fixtures available in ARMVs and ARTs would be used.
- First priority for lighting would be the accident site along the track where rescue, relief and restoration work is going on.
- Next priority would be given to lighting up of UCC, CAC and LCCs.
- Additional requirements of generators and lighting fixtures, if any, should be called for immediately from other railway sources within the division, well in time.
- In case divisional sources are inadequate, then sources from other divisions should be tapped.
- Officer at site should hire additional generating sets, lighting fixtures etc. as required, from non railway sources available nearby. List of such sources are given in Divisional DM Plans.
- Once generators and lighting fixtures have been set up, efforts should be made to tap direct power supply from some nearby sources, if available.
- In case power supply is not available nearby and illumination has to continue on generator supply, then sufficient quantity of petrol and diesel should be procured and kept in stock.

OHE at site:

One Sr. Supervisor should be incharge of each group working at the site. All TRD teams at each end of the accident site, would function under directions of an AEE/TRD.

- In case OHE is to be brought down, then the same should be done immediately so that working of crane does not get held up on account of OHE.
- In case slewing of OHE suffices for some sections, then the same should be done quickly so that working of crane does not get held up on account of OHE.
- AEE/TRD shall arrange movement of Tower Wagons along with men and material from adjacent depots from both sides of accident site.

- Ensure that the section is earthed before staff starts working near OHE.
- OHE should not be charged until all staff, tower wagons, cranes etc. have cleared the block section.

Duties of signal & telecommunication department (Comprehensive)

Duties of S&T department consist of providing sufficient and reliable means of communication at the accident site and other work centers.

Types of communication facilities:

For this purpose following types of communication facilities should be provided:

- (i) Satellite telephones.
- (ii) BSNL telephones.
- (iii) Mobiles, in case the area is under mobile coverage.
- (iv) Walkie – Talkie sets.
- (v) Railway telephones.
- (vi) PA system.

Locations:

These should be provided at following locations:

- (i) UCC
- (ii) CAC
- (iii) LCCs
- (iv) Any other location as decided

Numbers to be provided:

- (i) Satellite telephones – 5 to be provided. 2 in UCC, 1 in CAC, 2 for passengers from adjoining ARTs of divisions/zones.
- (ii) BSNL telephones – 2 in UCC, 3 in CAC and 1 in each hospital.
- (iii) Mobiles – as many as can be arranged for each hospital.
- (iv) Walkie – Talkie sets – each functionary should be covered.
- (v) One 25W VHF sets shall also be provided in UCC.
- (vi) One 25W VHF set shall be installed in a road vehicle so that mobile communication can be set up, upto a range of about 15-20 Kms.
- (vii) Railway telephones – each functionary in UCC, CAC and LCCs should be covered.
- (viii) In RE area emergency sockets will be utilized for extending communication to the accident site and in non RE area where 6 Quad cable is available the same will be utilised for providing communication.
- (ix) PA system at UCC, CAC and LCCs.

Public Address System:

- Provide adequate number of PA system, Hand sets to be used for communicating with passengers and for giving directions to railway staff.
- PA system should be provided in UCC, CAC and LCCs. These are to be used for communicating with passengers and for giving directions to railway staff.
- For this purpose, additional PA systems may become necessary depending upon the requirements at accident site.
- Mega mikes available in ART will also be utilized.
- Volume of PA system in UCC, CAC and LCCs should be so adjusted that announcements made over one of them reaches only those areas which are under its jurisdiction. It should not interfere with announcements being made by other PA systems.

General:

- Ensure availability of adequate copies of Disaster Management telephone directory containing important telephone numbers.
- Adequate number of Mobile Battery Chargers should be provided in UCC, CAC and LCCs along with number of spare batteries.

Duties of engineering department(Comprehensive)

- AEN/SSE (PWay/Works) shall collect men, rescue tools and arrive at site by fastest means possible.
- Setup UCC, CAC and LCCs at the accident site.
- Assist Medical/Mechanical Department in rescue work.
- If necessary contact Army/Navy/Air Base and collect required personnel like Divers for rescue operation
- If necessary hire Private Road Cranes, Bulldozers, Earth movers etc.
- 2 Engineering specials, one from each end, carrying engineering material and gangmen from the section.
- Additional requirements of track materials, if any, should be called for immediately from other railway sources within the division, well in time.
- In case divisional sources are inadequate, then sources from other divisions should be tapped.
- 500 additional workmen are required who are to be moved from adjoining divisions/zones.
- Each such division sending assistance should move 250 men along with 5 artisans and 5 PWIs.
- One DEN and one AEN each should also move to the site of accident from each such division.

- Plan for coordinated working and movement of track machine for quick restoration in consultation with TRD and operating officials.

Duties of personal department

- Sr. DPO shall proceed to accident site along with all Welfare Inspectors.
- Assist Doctors in collecting details of injured/dead and shifting them to hospitals.
- Welfare Inspectors shall be available round the clock in shift duty to look after the welfare of injured persons in each hospital.
- Issue complimentary return journey passes to relatives for escorting injured and taking them back home.
- Man personnel branch counters in CAC and discharge duties listed out for those counters.

Duties of account department

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

Special actions required towards railway personnel at site

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

Chapter-11

PASSENGER CARE

GENERAL:

- Assistance to passengers and their relatives is of utmost importance in relieving them of some of their misery.
- Injured passengers and their relatives are to be treated with utmost courtesy, concern and sympathy to alleviate their trauma and discomfort.
- For dealing with relatives arriving from far flung corners of the country, staff fluent in the local language of the place from where the train originated should be used as interpreters.
- Commercial supervisors & Welfare Inspectors should be assigned to talk to injured passengers to ascertain from them whether they wish to call relatives.
- Injured passengers should thereafter be provided with either mobile or BSNL STD phones in order to enable them to speak to their relatives.

HOSPITALISATION OF THE INJURED:

- The injured persons other than Railway beneficiaries should be shifted, as far as possible, to the nearest non railway hospital except in the following circumstances:
 - (a) Non availability of non railway hospital.
 - (b) Want of accommodation in the non railway hospital.
 - (c) Unsuitability of non railway hospital to render first aid.
 - (d) Difficulty of transport.
 - (e) Serious condition of the patient.
 - (f) In other circumstances considered justifiable by the attending medical officer. The injured persons other than Railway beneficiaries, when admitted in a railway hospital should be transferred to non railway hospital as and when their condition permits.
- In case there are no railway hospitals nearby, then they are to be admitted in the nearest Govt. hospitals.
- In following cases, injured may be taken to a Private Hospital.
 - (a) When there is no railway or Govt. hospital available within a radius of say 8 kms. of the site of accident or,
 - (b) When the attending doctor certifies in writing that the treatment in private hospital is necessary in the interest of the patient.
 - (c) Except where railway doctor certifies, such injured passenger should normally be eligible to the lowest class of accommodation in private hospitals where different scales are available.
 - (d) Where the family of the injured person desires to be provided with a higher class

accommodation, the family should give in writing to pay the extra cost involved directly to hospital authorities.

- For this purpose, each division should make out a working arrangement with such private hospitals as may be necessary in areas served by them so that in an emergency injury cases can be referred to hospitals concerned without loss of time.
- To facilitate matters and to avoid misunderstandings, CMS should draw up a list of such private hospitals bearing in mind Railway and non Railway hospitals in the vicinity.
- CMS should also settle charges to be paid for such cases for each class of accommodation.
- Bills by such private hospitals should be submitted through CMS who will certify the correctness of charges payable, before passing for payment by Sr. DFM.
- Payments to private hospitals under this para can be arranged locally by the Railways and Ministry of Railways approval is not necessary. (Extract of Para 701(1) & Para 712 of Chapter VII of IRMM and Para 1421 of Indian Railway Establishment Manual and M.O.R's letter No. MH 59/MES/96/Medical dated 18/12/1959)
- When injured are admitted in non railway hospitals, railway doctors should be deputed to these hospitals to render necessary assistance, including supply of medicines as required which may not be available in these hospitals.
- They should also carefully monitor the condition of injured and maintain an updated list with all details.
- If more than one hospital is involved, apart from deputing doctors to individual hospitals, a railway doctor should also be deputed to coordinate and maintain centralized updated position.

FACILITIES TO BE MADE AVAILABLE IN HOSPITAL:

- There should be a separate reception counter manned by commercial supervisor or Welfare Inspector at the entry to the hospital for dealing with relatives of patients who arrive.
- A chart should be displayed at this reception counter indicating ward nos. where accident patients are admitted along with their names, coach no. wise.
- At the entry to each such ward, a second list should display the name of the patient, coach no. and the bed no. inside the ward.
- Commercial staff and Welfare Inspector on duty at that hospital should carry a list indicating the name, address and telephone no. of relatives as given by the patient, and whether they have been informed or not.
- Arrangements should be made to inform the next of kin or a relative or friend of the

deceased, in case identity of the person involved in accident becomes known.

- As each relative arrives his name should be marked in the list against the passenger's name.
- Reception counter should be provided with BSNL telephone with STD facility.
- There should be 2 mobile telephones for being taking to patients inside wards for making outgoing calls.
- Complete medical care of all passengers including payment of medical bills till their final discharge should be provided.

COMMUNICATION:

- STD equipped telephone should be made available to passengers to communicate with their relatives.
- BSNL/Railway Telephones available at adjoining Stations/Cabins/Gates shall be extended to the accident site.
- PCO telephones and other BSNL phones in nearby localities/villages/towns shall also be extended to the accident site by persuading owners of these phones.
- Payments for such telephone connections will be made from station earnings.
- Sr. DSTE should hire few mobile phones to meet the need of stranded passengers, wherever cellular phone connectivity is available if the accident happens in mid section.
- Stranded passengers should be permitted to use these phones free of charge.
- These cell phones should be used to convey information regarding the safety of passengers to their friends and relatives.

ARRIVAL OF RELATIVES:

- After a few hours, next of kin of deceased and relatives of injured passengers start arriving at the accident site.
- Adequate number of display boards should be available on ARMVs/ARTs for being put up at accident site.
- By the large these display boards should indicate the direction towards the CAC.
- These indication boards should be displayed near those areas where incoming relatives arrive and congregate.
- Periodic announcements on loud speakers should also be made for guiding them to the CAC.
- CAC should have different counters for various purposes.

TAKING CARE OF RELATIVES :

- At CAC, number of commercial supervisors & Welfare Inspector should be available for the purpose of taking arriving relatives to different hospitals etc.

- After relatives arrive they should first of all go through the reservation charts and locate the name of the passenger.
- Thereafter if details are available as to which hospital passenger has been admitted then commercial supervisor or Welfare Inspector should accompany him to that hospital.
- A hired vehicle should be provided for carrying them to various hospitals and mortuary.
- The commercial supervisor or Welfare Inspector should stay with the relative until he has been able to either find the injured passenger or identify the dead body.
- Thereafter, they should help him in completing all formalities in the CAC.

SINGLE WINDOW CLERANCE:

- CAC should have provision of single window clearance for all legal formalities & multiplicity of paper work.
- Counters provided in CAC should have facilities for following items in the given sequence as indicated in Annexure.
 - (a) Reservation chart, for locating the name.
 - (b) List of dead and injured along with name of hospital. The name of passengers involved should be checked up from the list of dead or injured, if available, and their current status informed
 - (c) Counter for providing commercial supervisor or Welfare Inspector as escort along with a vehicle, for accompanying the relative and going around to various hospitals or mortuary.
 - (d) Railway doctor for issue of Medical Death Certificate.
 - (e) Govt. doctor for issue of Post Mortem Clearance, in case the same is necessary.
 - (f) Municipality official for issue of Official Death Certificate.
 - (g) Local police for issue of authority for handing over of dead body.
 - (h) Claims counter - Payment of ex-gratia and issue of Claims Compensation Form.
 - (i) Counter for helping performance of last rites in case relatives decide to cremate the body there itself.
 - (j) Pass counter for issue of return journey pass.
 - (k) Return journey facilitation counter will make arrangements for return journey.

STAY OF RELATIVES OF DEAD AND INJURED:

- Commercial supervisor or WLI deputed with relatives should also arrange for their stay and accommodation.
- Depending upon the need, accommodation in hotels/dharamshalas would be hired for accommodating passengers.

- Arrangements should be made for their meals etc. Contract should be given for providing cooked food to relatives.

PERFORMANCE OF LAST RITES:

- In many cases relatives decide to perform last rites at the place of accident itself instead of taking the body back to their native place.
- This is mostly on account of :
 - bodies being mutilated,
 - bodies being in a state of decomposition,
 - native place being far off,
 - for overcoming logistic problems of taking the body back.
- In such cases railways should render appropriate assistance to relatives for performing last rites.
- Railways should locate :
 - the nearest cremation or burial ground as the case may be.
 - shopkeepers who supply necessary material for funeral rites.
 - priest for performing the ceremony.
- The above information would be conveyed to relatives and transport provided for carrying the body.
- Above duties are to be performed by Personnel department.
- Commercial supervisor or Welfare Inspector who has been deputed for relatives of a particular passenger should help them out in this endeavour.

DEPARTURE OF RELATIVES OF DEAD AND INJURED:

- CAC should have counters for helping relatives regarding their return journey.
- Personnel branch staff at the CAC should be available for issuing complimentary passes for their return journey.
- Reservation of berths should be provided on trains. Such reservation should be provided only from the accident site onwards.
- Extra coaches should be attached to trains going to these destinations for the next 2 or 3 days. These extra coaches should be brought in locked condition from the originating station.
- Reserved space in luggage portion of SLRs for some of them to carry back bodies in coffins etc, in case they so desire.

Chapter-12

MEDIA MANAGEMENT PLAN

OBJECTIVE:

- To post the public with factual information pertaining to the accident.
- To convey certain information which is of use to passengers.
- To convey specific information which is of use to relatives of dead and injured passengers.
- To create a positive public opinion.
- To create a healthy relationship with the press and electronic media.

SPOKES PERSON:

- Only DRM, PRO and Divisional Emergency Officer in Divisional Emergency Cell are competent to interact or give interview to press and electronic media.
- Apart from the above, any other officer authorized by DRM is competent to interact or give interview to press and electronic media.
- Railway's endeavor shall be to ensure that only factually correct and confirmed information is relayed to the media.
- No inflated or exaggerated version of any fact should be relayed to the media.
- Unconfirmed news having no authentic source shall not be relayed to media.
- No railwayman shall express or voice any criticism, or express his personal opinion or views about the accident, at any point of time.

INFORMATION TO BE RELAYED TO PRESS AND ELECTRONIC MEDIA:

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

Accident:

- Nature of the accident- date, time, place, exact location, train no., number of coaches involved etc.
- Details of how the accident most probably occurred.
- Prima-facie cause of the accident will be relayed to Media only with the approval of DRM.
- Sabotage, even if suspected, will not be relayed to Media, without approval of GM.
- Periodic reports regarding progress of rescue and relief work.
- Expected date and time of restoration.

Uninjured Passengers:

- Steps being taken to provide beverages, refreshments and first aid treatment for unaffected passengers.

- Steps being taken by railways for clearance of unaffected passengers.
- Expected time of departure of front portion of accident involved train.
- Its likely time of arrival at the destination.
- Expected time of departure of rear portion of accident involved train.
- Its diverted route and likely time of arrival at the destination.
- In case empty coaching rakes have been arranged, then details of the same.
- Road bridging being done, labourers provided for transshipment of luggage.

Dead and Injured passengers:

- Steps taken by Railways to render immediate medical attention.
- No. of injured passengers rescued.
- Breakup of their injuries :
 - Grievous,
 - Simple,
 - Trivial.
- Names of hospitals where injured are being treated.
- Approximately how many patients have been admitted in each of these hospitals.
- Names of injured passengers.
- Communication facilities like cell phones, STD phones provided at these hospitals.
- Payment of ex-gratia.
- Facilities offered to relatives of victims, including free pass for journeys.
- Special trains being run for bringing relatives of dead and injured.
- Number of dead bodies recovered and number of bodies identified.
- Identification of dead bodies takes much longer since either
 - they were travelling alone, or
 - their companions are injured and are not in a position to identify them, or
 - their companions have also perished.
- Under such circumstances it is possible to identify dead bodies only when relatives come from their home town.
- This aspect of identification of dead bodies and reasons for delay should be explained to the media.

Helpline Enquiry Booths:

- Setting up of Helpline Enquiry Booths.
- Details of Helpline Enquiry Booths as follows :
 - Stations where these have been opened.
 - Telephone Nos.
 - FAX Nos.
 - Internet address of NER.

Train Services:

- Details of train operation with regard to :
 - Diversion,
 - Regulation,
 - Rescheduling,
 - Short termination,
 - Cancellation.
- Running of 2 passenger specials for carrying relatives to the site of accident.
- These trains will be started from the originating and destination stations of the accident involved train and will be given same stoppages as the accident involved train for picking up relatives enroute.
- Expected departure time of relatives special from their originating stations.
- Refunds being granted in Helpline Enquiry Booths for passengers whose journey have been interrupted.

CASUALTY FIGURES:

- In all accidents, as long as rescue and relief work continues, there is always a difference between casualty figures given by railways and casualty figures quoted by the Media.
- The reason for this difference is that railways give casualty figures based on actual number of dead bodies recovered; whereas Media estimates casualty figures based on the damage visible and likely final tally.
- During Press Briefings, this point should be clarified that at that point of time so many bodies have been recovered.
- However, it should also be made clear that casualty figures are likely to go up since rescue work is still continuing.
- Assessment regarding likely number of deaths and injuries may also be made if considered necessary. Such an assessment should be based on :
 - Total number of coaches involved.
 - Number of coaches searched.
 - Number of coaches yet to be dealt with.
- Particular reference should also be made to coaches that are crushed or that have climbed on top, and have not yet been searched.
- For example, the media can be informed that as of 13 hrs., 2 coaches have been dealt with and no. of bodies have been recovered. 8 more coaches are still to be searched and casualties are likely to go up.

PRESS BRIEFINGS AT ACCIDENT SITE:

- PRO on arrival at accident site shall collect factual information from the OC Site and relay the same to Media personnel at site and also to Divisional Emergency Officer in the Divisional Emergency Cell. Thus, an on line communication channel will be established to keep media informed of all important details.
- The first Press Briefing will be held within one hour of PRO's arrival at site. Subsequent briefings will be held according to the schedule given below.
- PRO should be available in the UCC during Press Briefings.
- There should be fixed time Press Briefings so that there is no confusion regarding different versions given to separate channels at various points of time.
- Simultaneous Press Briefings should be held at accident site as also at Divisional Emergency Cell as per fixed timings given below, so that the same version is given by all concerned.
- Information to be given to the media will be of per 30 hrs. earlier. For example the media briefing held at 7/30 hrs. will convey all information as at 7/- on that date.
- On the first two days, there should be 6 media briefings per day. These should be scheduled at the following timings :
 - 7/30 hrs.
 - 10/30 hrs.
 - 13/30 hrs.
 - 16/30 hrs.
 - 19/30 hrs.
 - 22/30 hrs.
- Thereafter, for the remaining days, there should be 3 media briefings per day. These should be scheduled at the following timings :
 - 7/30 hrs.
 - 13/30 hrs.
 - 19/30 hrs.
- The priority of information release to various media will be as under :
 - TV Channels.
 - Agencies – UNI, PTI, Varta, Bhasha.
 - Print Media.
- Convenience and conveyance of media shall be taken care of by PR personnel with assistance of Commercial representatives at site. Media persons should be conducted to hospitals where injured are being treated.

- Commercial department should ensure that list of passengers who traveled by the accident involved train along with list of dead and injured in the accident reach PR officials at the earliest.

Chapter-13

FIRE AND OTHER ACCIDENTS

Fire on a running train is more catastrophic than on a stationary one, since fanning by winds helps spread the fire to other coaches. Moreover, passengers sometime jump out of a running train on fire resulting in increased casualties.

In case of fire in running train, every railway staff available on the train or at the site shall immediately try and stop the train and plunge into action to save lives and property.

GENERAL:

Following Officer are nominated for coordination with State/District/Other concerned authorities in case disaster enumerated hereinafter—

Nature of Disaster	Coordinating Authority
Fire in train Bomb Threat/Blast	Sr. DSC
Radiation Emergency	CMS
Breaches due to land slides, Floods, Earthquakes, Cyclones	Sr. DEN/Co.
Communication failures	Sr. DSTE

FOLLOWING SOURCES ARE MAIN CAUSES OF FIRE IN TRAINS:

- Carrying stoves, sigris, gas cylinders, kerosene oil, petrol, fire works etc. in passenger compartments.
- Making fire/using fire near paper, wood, petrol or such other inflammable articles.
- Lighted match sticks, cigarette ends carelessly thrown.
- Short circuit in electrical wirings.
- Using naked light during authority token delivery to the driver, shunting of inflammable loads, sealing of inflammable wagons.
- Use of open fire, smoking near gas/ petrol tank.

All railway staff and passengers should take all possible precautions to avoid any of the above mistakes so that possibility of fire breaking out can be minimized. In general fire originates in a small level. When it is surrounded by burning materials with adequate supply of air, fire spreads.

ACTION TO BE TAKEN IN CASE OF FIRE IN TRAIN

- First and foremost immediately summon the fire brigade.
- Contact Air Force, Oil Companies for there expert services if needed.

- Secondly, if you smell gas or vapour, or even in case of excessive smoke, hold a wet cloth loosely over your nose & mouth and breathe through it in as normal a manner as possible.

In case of fire in a passenger train

- In case of fire pull the Alarm Chain and stop the train immediately.
- Try and put out the fire before it becomes a big blaze by using either water or blankets etc.
- More people expire due to suffocation from smoke rather than due to actual burning.
- Advise passengers to take a cloth, wet it in their drinking water and cover their nostrils.
- Instruct passengers to go to the other end of the coach which is away from the fire and if possible cross over to the next coach through the vestibule.
- Insist that passengers should save themselves first and not to bother about their luggage which can be retrieved later on.
- Make sure that no passenger lies down on the floor.
- After train has stopped, passengers should come down from the coach immediately.
- Building up confidence of injured passengers by suitable advice is of great importance.

In the event of a vehicle on a train being on fire

- Stop the train immediately.
- Don't panic.
- Evacuate passengers from burning coaches.
- Protect property, valuables & mails.
- Locate fire extinguishing substances viz, water bucket with water/sand, fire extinguishers etc.
- Use fire extinguisher if any and put out the fire.
- Use water from the coaches and extinguish the fire.
- Throw Earth or sand, if available, on the fire.
- Ascertain the type of fire viz, dry, oil gaseous, electric and use the right type of extinguishers.
- Isolate the burning vehicle from other vehicle by uncoupling.
- Train to be protected by Driver and Guard at both ends according to the provision of G&SR 6.03.
- Report it to the nearest station/control/fire station.

- Every effort shall be made to extinguish the fire and to save the wagon labels, seals and contents of the vehicle.
- In case fire is discovered when the train is near a tank or watering station, the Guard and Driver shall use their discretion to proceed there, but no such attempt shall be made until the portion of the train in rear of burning vehicle has been detached.
- Inform all concerned to assist in extinguishing the fire.
- In case of fire from electrical short circuit switch off the source.

In the event of fire on an Electric engine/EMU

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

In the event of a fire on a Diesel Engine/DMU stock

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

When a person is on fire

- Approach him holding the nearest available wrap in front of you.
- Wrap it round him.
- Lay him flat and smother the flames.
- He may roll on the floor, smothering the flames.

- On no account should he rush out in the open air.
- Call for assistance.

Fire caused by Petrol or other inflammable liquids, acids or gases

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

In case of fire due to Explosives/Inflammables/Dangerous Goods

- Extinguish by closing the valve or isolating LPG feed to fire by other suitable controls.
- Following steps may be taken if no undue risk is involved:
 - (a) Move unheated cylinders to a safe place after ensuring closing of valves.
 - (b) Cool the hot cylinders by spraying water from a safe position. The person directing the spray should take up a position where he would be protected from possible explosion.
- If cylinder containing inflammable/toxic gas develops leak during transportation, remove it to an isolated open place away from any source of ignition and advise the filler or consigner as required.
- Inform the Chief Controller of Explosives by fax/telephone.
- Inform officer in charge of nearest police station.
- Inform departmental officers concerned.
- Pending the visit of the Chief Controller of Explosives/his representative, the wreckage and debris shall be left undisturbed except to save lives.
- After getting information from the Chief Controller of Explosives that he does not wish any further investigation, the restoration work may be commenced.

FIRE FIGHTING

1. Dry chemical powder type fire extinguisher (DCP):

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

2. How to Use:

- Carry to the place of fire and keep it up right.
- Remove the safety clip.
- Strike the knob located in the cap.
- Sealing disk of the cartridge gets broken and allows carbon dioxide gas to escape to the main shell and powder is pushed out.
- Direct the stream of the powder at the base of the flame.
- For effective result stand at about 1.5 to 2.5 m. near the seat of the fire.
- Move forward with moving the nozzle rapidly from side to side in sweeping motion.
- When using on outdoor fires operate from the up wind side for effective spray.

3. Building Evacuation:

When the building fire alarm sounds:

- Immediately evacuate using building emergency plan procedures.
- Walk to nearest exit/stairwell (close doors behind you).
- Do not use elevators.
- Proceed to the designated gathering area outside the building.
- Do not re-enter building until cleared by authorized personnel.
- Assist with evacuation of individuals with special needs.

4. Suspicious substance in Railway premises:

- Clear and isolate the contaminated area. Do not touch or disturb anything.
- Call police/fire service/bomb squad.
- Wash your hands with soap and water.
- Identify individuals who may have been exposed to the material.
- Do not leave premises until disposed by authorities.

5. Bomb threat/Blast:

Person receiving call regarding bomb threat should:

- Attempt to gain as much information as possible from the caller like type of device, time set, location, reason/purpose of the act, dialect mannerism and identity of the caller.
- Inform and alert the disaster management team (Bomb detection squad).
- Alert police, fire brigade and explosive department.

- Pass on the information to all departments concerned.
- Take initiative for evacuation of all persons from premises.
- Person noticing a bomb like object, should bring it to the notice of the nearest available officer.
- Inform GRP, RPF, Bomb detection squad.
- Ensure all persons are away from the spot and avoid unnecessary crowding near the area.
- Inform control to take further steps for regulating train services.
- Wait for clearance from the Police department to restore normal working.
- Utilize “Caller ID” facility if provided to trace the caller.

6. Radiation Emergency:

(a) Personal injury involving Radioactive material contamination:

- Render first aid immediately for serious injuries, as trained.
- Call bomb squad, fire station.
- If possible, without causing harm to the victim, monitor the injured, remove contaminated
 - clothing and gross personal contamination.

(b) Radioactive contamination of personnel:

- Remove and bag all contaminated clothing.
- Call fire station, bomb squad, police
- Skin contamination should be cleaned using mild soap and tepid water. Use portable survey meter to monitor for remaining contamination. If not free of contamination, re-wash and re-survey.

7. What to do upon receipt of suspicious letter/package:

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

8. If parcel is Open and/or Threat is identified:

(a) For a Bomb:

- Evacuate immediately
- Call police/fire service/ Bomb squad.

(b) For Radiological:

- Limit exposure – don't handle
- Evacuate area

- Shield yourself from the object.
 - Call police/fire service/bomb squad.
- (c) For Biological or Chemical:
- Isolate – don't handle
 - Call police/fire service/bomb squad.
 - Wash your hands with soap and water.

OTHER ACCIDENTS

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

- A staunch vigil should be kept by introduction of special patrolling over the area as and when warranted.
- Some persons to be trained specially and to be drafted for duty over the area if required.

2. Earthquake :

- When first tremors are sensed during an Earthquake, all personnel should evacuate buildings and assemble at safe places away from structures, walls and falling objects.
- Emergency shutdown should be declared.
- Emergency response plan to be activated.
- After status is restored, personnel should inspect all facilities for damage assessment, cleanup, restoration and recovery.

3. Landslide:

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

4. Floods:

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

- Bridge watchman to be provided at vulnerable points to inform flow of water.
- Shifting all personnel and movable equipment around the bank.
- If time permits sandbag dykes can be constructed to ensure safe passage of trains.
- Regulate train service till flood recedes
- Evacuate people on train/at station and move them to a safer place.
- Contact Fire brigade, Naval, Army, Air force, Local boat man and arrange divers and boats.
- With the co-ordination of local authorities the Engineering officer/supervisor or other

supervisors at that station shall arrange temporary shelter in nearby schools, marriage hall, community center etc.

- If necessary, arrange coaches to accommodate the affected temporarily.
- Seek assistance from voluntary organization and arrange drinking water, food, medicines etc.
- RPF and GRP in co-ordination with local police shall arrange protection.
- Keep communication with Divisional Control Office.
- When people are marooned by flood, arrange air dropping of food packets, cloths etc ., with the assistance of civil administration.
- Contact SJAB, local doctors and provide medical care to the affected.
- Take all necessary action to provide shelter and other assistance to those affected by floods.

5. Cyclone/Storm:

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

- Stop the train clear of cuttings, bridges and embankments.
- Guard, Driver and other Railway staff on train shall open all doors and windows of all coaches.
- Station Master shall not start trains when the wind velocity exceeds the permitted level.
- Make announcement frequently to warn the public about the storm/cyclone.
- Take all necessary action to provide shelter and other assistance to those affected by cyclone and storm.

6. Preventive Measures For Chemical Disasters.

Indian Railways Rules for carrying dangerous (Hazardous goods) by Rail have been legislated in the Railway Red Tariff Rule 2000 as per which dangerous goods have been classified into following 8 classes.

- i. Explosives
- ii. Gasses, Compressed, liquefied or dissolved under pressure.
- iii. Petroleum & other inflammable liquids
- iv. Inflammable solids
- v. Oxidising substance
- vi. Poisonous (Toxic Substances)
- vii. Radio-active substances
- viii. Acids and other Corrosives.

General Rules regarding acceptance of above commodities for carriage by rail are given in Rules of Red Tariff No. 20.

Rules regarding packing , marking and leveling of goods , storage, precautions in handling

and storing of goods, modes of transportation, stowage and carriage and others precautions are laid down in Red Tariff No. 20.

Shunting of wagons containing acids and other corrosive/dangerous goods shall not be carried out, except under the superintendence of duly authorised officer. Who shall ensure that during shunting operations -

- The speed of all movements does not exceed 8Kmph.
- No rough hump, fly or loose shunting take place.

Additional Rules: Any additional or exceptional rules applicable for any specific items regarding packing, marking and leveling, carriage etc. have been discussed in detail in table VIII chapter -VIII of Red Tariff No. 20.

Chapter – 14

TRAINING AND MOCK DRILL

Trained manpower is an essential ingredient of any DM system. Mere provision of sophisticated equipment without trained manpower is futile. For handling an unforeseen situation like managing a Disaster, training of all railway personnel concerned is an inevitable input. To acquire necessary knowledge and skill, all relevant officials should be given periodic training regarding their duties and that of their department.

TRAINING:

Training should be conducted at the following three levels:

1. Individual Training :

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

2. Seminars/Workshops:

Seminars should be periodically conducted on Disaster preparedness, and the DM Plan.

3. Joint Exercises:

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

FULL SCALE MOCK DRILL:

Disaster Management essentially necessitates a state of preparedness under all circumstances and the efficacy of arrangements therein can be assessed only by conducting periodical full scale mock drills.

- Objective of the full scale mock drill would be to :
 - Gauge the preparedness of DM system including detailed planning and keeping of all equipment in good fettle.
 - Integrate the operational response to measure overall performance of the exercise.
 - Measure performance with regard to accident restoration.
- On a division, the first mock drill should be conducted within 3 months of issue of the Zonal DM Plan.
- On a division, the second mock drill should be conducted 3 months after the first one, in order to correct all shortcomings noticed during the first mock drill.
- Thereafter, mock drills shall be conducted once every year.
- It should be conducted during the day and in a branch line section.
- 6 hrs. traffic block shall be taken and the ARMV/ART run out to the accident site.
- UCC and CAC should be set up and each department will post their functionaries in the Control Office as also in UCC and CAC.
- All facilities should be provided in UCC and CAC by departments concerned.

- During these full scale mock drill, following aspects shall be closely watched :
 - Turning out of ARMV/ART within the prescribed time.
 - Speed of the specials., Assembly of staff.
 - Handling of ART, HRDs, HREs and other rescue equipment., Logging of events.
 - Functioning of field telephones and communication network. Functioning of generator sets, lighting equipment. , Preparedness of first-aiders and availability of medical equipment.
 - Preparedness of commercial department to mobilize adequate manpower.
- On completion of the drill, a detailed report shall be prepared detailing deficiencies noticed, corrective measures initiated and improvements required.

Chapter-15

Preparation of Managing crowds Disaster Management Plan for HQ and Division

Guidelines by NDMA.

National Disaster Management Authority(NDMA) has issued a guide for administrators and organizers of events and venues for managing crowds in 2014. The scope of the guidelines involves study of past crowd disasters, framework for administrators to plan and manage events better, to provide practical guidelines to venue managers and event organizers etc.

Salient features of NDMA guidelines.

Important aspects of planning for events/places of mass gathering includes understanding the visitors, various stake holders and their needs, crowd management strategies, risk analysis and preparedness, information management and dissemination, safety and security measures, facilities and emergency planning, transportation and traffic management. One of the important points to be kept in mind is the demand and supply gaps. Depending on the type of events, venue and type of crowd expected proper signage have to be planned. Specific focus should be on fire, electrical and structural safety. NDMA has suggested the following guidelines on Incidence Response System.

- Systematic and complete planning process.
- Clear cut chain of command.
- System of accountability for the incident response team members.
- Well thought out pre-designed roles for each member of the response team.
- Effective resource management.
- System for effectively integrating agencies into the planning and command structure without infringing on the independence of the concerned agencies.
- Integration of community resources in the response effect and
- Proper and coordinated communications set up.

Crowd control and management.

For effectiveness in this RPF, GRP and District Police have to act in a synchronized manner in consultation with magisterial authorities. Chapter 10 (Maintenance of Public Order and Tranquility) of the Criminal Procedure Code (Cr.P.C.) Part-A deals with 'Unlawful Assemblies'. Legal procedures are outlined in Section 129 to 132 of the Cr.P.C. for dealing with Unlawful Assemblies. These provisions empower

Members and Officers of Armed Forces(RPF is an Armed Force of the Union) to deal with Unlawful Assemblies.

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

We should prescribe preventive, when laid down footfalls defined separately for important stations become extraordinarily high, as during Melas or other exceptional situations. It may not be out of place to ban all commercial vending and parcel handling on such occasions, supplement exists if possible, and bring more area under illumination.

It is important to press upon the District Magistrate (Dy. Commissioner) or the civil police (Senior Superintendent of police) to give an approximate indication of the number of persons likely to reach Railway stations in the days when rush is expected. Even more important is the number of such persons reaching each railway station within a one to two hour time slots. Unless this information is given, it would not be possible for railways to plan special trains. The OD flows of the passenger is very important to plan destination wise running of special trains. It may be kept in mind that often the inward and outward passenger traffic is not equal; there are wide variations. Further the inward rush comes in a staggered and spaced interval; the outward rush goes back at one go. It would be essential for the Zonal Railway or Division to impress upon the State Government (or the District Magistrate) in writing of their peak capacity to clear rush, as also they can do so only direction wise. The District Administration has to regulate and control the entry of more than this number which (in 1-2 hours slots) the Railway would be unable to evacuate.

Role of responsibility of Zonal railways/Divisions

Depending upon the past experience Zonal Railways/divisions should identify events of mass gathering over their system. The events can be of periodic in nature or one time events where mass gathering of passengers is expected in the station which is beyond the normal capacity that can be handled at that station.

Concerned Zonal Railway/division should have a close coordinate with the organizers and law enforcement agencies to understand crowd arrival and departure, their numbers for each such event. Railway administration should identify the threats, assess the risk and plan accordingly. Based on the past experience a coordinating officer should be nominated for better planning and execution crowd management at the station. He should be designated as incident commander and shall be overall in charge of that particular station. He shall be assisted by staff drawn from the respective departments to discharge his/her functioning.

Crowd control and Management of rush at Railways Stations

Specific defined areas of jurisdiction for crowd control and duties assigned to GRP/RPF and the city police needs to be placed on record much before the expected days of rush. Close coordination has to be maintained between the 3 wings of security personnel Railway Protection Force, Civil Police and GRP with defined areas of responsibilities.

The car and other vehicle parking facility at a station may be discontinued, sale of Platform Tickets can also be banned for short period of time. RPF and GRP personnel deployed on each platform will monitor crowds and rush build up in the circulating areas, booking windows, station platforms and mainly on the FoBs. Special teams of commercial staff will liaise with the RPF/GRP and relay 2/4 hourly position to a centralized location viz. commercial control who will advise the need for running of special trains to specified destination to the operating departments control room.

Annexure

KRT-DJD

S. No.	Station	Doctor/Hospital Name	Address	Telephone No.
1.	Khurhat	Health Unit/N.E.R/Mau Jn.	Mau Jn./ADMO	9794843512
		Primary Health Center	Khurhat	-
		Parkash Hospital	Mau	0547-2226535
		Amit Clinic	Mau	9455170134
2.	Mohammdabad	Primary Health Center	Mohammdabad	9452089163
		Dr. Prmesh madheshiya	"	9451985752
		Prema Clinic	"	
		Kala Nursing Home	"	9336561909
3.	Sathiaon	Health Unit/N.E.R/ADMO	Mau Jn.	9794843512
		Shankar Nursing Home	Sathiaon	9451416777
		CMO	Azamgarh	9415201516
4.	Azamgarh	District Hospital	Azamgarh	9415201516
		Primary Health Center	Palhani Block	-
		Dr. Ashok Kumar singh	Azamgarh	9450072062
		Life Line Hospital	496 Middle Azamgarh	0546-2247091
5.	Sarairani	CMO	Azamgarh	9415201516
		Basant Hospital	Station mor Sarairani	-
		Primary Health Center	Rani ki Sarai	9415252315
		Dr. Ram Sevak Singh	Bazar, Rani ki Sarai	9415929314
		Dr. Chandrika Singh	Bazar, Rani ki Sarai	9435036759
6.	Fariha	CMO	Azamgarh	9415201516
		Dr. Irfan Ahmad	Surahi, Fariha	8423252410
		Dr. Ram Sevak Singh	Sarairani	9415121314
7.	Saraimir	DMO/Mau	Mau	9794843512
		Primary Health Center	Saraimir	9794843512
		Dr. Kamal	Khurama mor, Saraimir	-
		Dr. Shakib	Khurama mor, Saraimir	7068743108
	Khorasan Road	CSC	Phulpur	9455377292
		Dr. R.S.Yadav	"	9450826334
		Dr. Ajim	"	9455377292
9.	Didargang Road	Primary Health Center	Phulpur	9450826334
		Dr. Subhas Yadav	Ambari	9415833270
		Dr. Aslam	Ambari	9450821522

List of available medical facilities station wise Chapra-kacheri- Gopalganj block Section.

S.NO.	Doctor/Hospital Name	Address	Telephone No.
1.	Civil Surgeon/Chapra Distric Hospital CMP/NER/Chapra	Civil Surgeon/Chapra Distric Hospital	9470003720 06152-232000
		CMP/NER/Chapra	9771423550 Rly. No. 56380, 56381
2.	Chapra Kacheri	Dr. S.K.Tiwari/CPR	9708403367
		Dr. O.P.Gupta/CPR	9308119299
		Dr. Renu Kashyep/CPR	06152-230787
3.	Chapra Gramin	-Do-	-Do-
4.	Khairah	Dr. S.N. Prasad	9431262452
		Dr. S.N.Singh	9431406495
5.	Pattehari (PEE)	Govt. Sub. Divisional Hospital (marhaura)	9770003708
6.	Marhaura (MEW)	-Do-	-Do-
7.	Sham Kauria (SMKR)	PHCIncharge, Isuapur	9430053127
8.	Mashrak (MHC)		
9.	Raja Patti (RPV)	Dr. Satyanarayan Yadav	8809703130
10.	Dighawa dubauli (DWDI)	Dr. Nawal Kishor Oza	9199340549
		Dr. R.P.Singh	9939940105
		Dr. Rakesh Kumar	9801576365
		Dr. A.N.Pandy	9162192720
11.	Sidhawalia (SQW)	Primary Medical Center, Sidhawalia	9470003312
		Dr. Abay Mishra	7250653442
		Dr. Satendra Singh	9661184150
		Dr. Hridayanand Pandey	9973556032
		Dr. Wakil Prasad	9939292309
12.	PHC Barauli, ratan sarai	Primary Medical Center, Ratan sarai	9470003318
13.	Manjhagarh	Primary Medical Center, Manjhagarh	9470003323
		Dr. Saheed najmi	9334501023
14.	Gopalganj	C.S. Sadar Hospital, Gopalganj	9470003322
		D.S. Sadar Hospital, Gopalganj	9470003311
		Dr. A.K. Chaudhary	8825366335
		Dr. M.K. Trivedi	9973358433

Phone No. of Divisional Officers

S.No.	Degn.	Place	BSNL NO.	ADM/Rly.No.	CUG No.
1.	SR.DOM	BSB	2224806	50900	9794843900
2.	Sr.DOM/G	BSB	2224829	50902	9794843902
3.	DOM	BSB	2222155	50904	9794843904
4.	AOM/Coach	BSB	Nil	50905	9794843903
5.	AOM/OP.	BSB	Nil	50903	9794843906
6.	AOM/G	BSB	Nil	50906	9794843905
7.	Station Director	CPR	Nil	Nil	9771443940
8.	Chief Controller	BSB Control	2224821	50921	9794843927
9.	Chief Controller/ Coaching	BSB Control	2226432	50926	9794843930

Phone No. of HQ/GKP Officers

S.No.	Degn.	Place	BSNL NO.	ADM/Rly.No	CUG No.
1.	PCOM	GKP	2201040	64700	9794840900
2.	CFTM	GKP	2201156	64702	9794840903
3.	CPTM	GKP	2200441	64704	9794840902
4.	DY.COM/G	GKP	2200195	64710	9794840905
5.	DY.COM/FOIS	GKP	2202891	63752	9794840907

Phone No. of Div. TIs

S.N.	Degn.	HQ	Section	Status	BSNL	ADM/Rly.	CUG
1.	TI/PRRB	PRRB	MBS-PRRB	252/3-4 -327/3-4	NIL	5461054611	9794843907
2.	TI/MAU	MAU	SRU-MHO	02/0-121/0	NIL	NIL	9794843909
			SRU-BHJ	00/00-20/05			
3.	TI/GCT	GCT	SYH-CBN	165/2-4-81/4	NIL	NIL	9794843910
			ARJ	169/7-9			
4.	TI/BUI	BUI	PEP-GTST	08/00-76/00	NIL	NIL	9794843911
			PEP-RTP	00/00-45/00			
5.	TI/POU	POU	LIJ-SSU	28/08-126/1-2	NIL	NIL	9794843912
6.	TI/CPJ	CPJ	UNLA- PNYA	303/03-390/5	NIL	NIL	9794843913
7.	TI/BSBS	BSBS	KFK-RJI	244/14-178/88	NIL	NIL	9794843915
			DHE-MFJ	21/33-42/25			
8.	TI/AMH	AMH	KRT-DJD	12/4-5-84/4-5	NIL	NIL	9794843934
9.	TI/BTT	BTT	ZRDE- KHM	396/6-491/6	NIL	NIL	9794843944
10.	TI/CPR	CPR	GOPG- CHPG	101/90-321/13	NIL	NIL	9771443943
11.	TI/SV	SV	TKV-PCK	330/8-9 -379/2-3	NIL	NIL	9771443942
			SV-THE	386/6-7 -28/1-2			

Phone No. of Div. Station Superintendent

S No.	Degn.	Place	BSNL	ADM/Rly.	CUG
1.	SS/PRRB	PRRB	2557660	NIL	9794843916
2.	SS/BSB Jn.	BSB	NIL	50911	9794843919
3.	SS/BCY	BCY	2271324	50913	9794843918
4.	SS/MAU	MAU	2222281	NIL	9794843921
5.	SS/GCT	GCT	NIL	NIL	9794843922
6.	SS/BUI	BUI	223024	NIL	9794843923
7.	SS/POU	POU	NIL	NIL	8957588078
8.	SS/CPJ	CPJ	NIL	NIL	8303999801
9.	SS/BSBS	BSBS	2363699	50909	9794843917
10.	SS/AMH	AMH	NIL	NIL	9794843929
11.	SS/BTT	BTT	281361	63767	9794843926
12.	SS/CPR	CPR	237807	57908	9771443941
13.	SS/SV	SV	243199	NIL	9771443944
14.	SS/ARJ	ARJ	NIL	NIL	9794843914
15.	SS/DEOS	DEOS	227090	63765	9794843924
16.	SS/THE	THE	NIL	NIL	9771443945
17.	SS/CI	CI	2243409	56424	8957537760

Contact Nos. of C&W Department

Desgn.	Contact No.
Sr. DME (C&W)	9794843400
CDO(BSBS)	9794843401
DME(ENHM)	9305806951
CDO(CPR)	9771443418
SSE(BSBS)	9794843415
SSE(BCY)	9794843406
SSE(PRRB)	9794843414
SSE(GCT)	8574465789
SSE(AMH)	9794843407
SSE(MAU)	9794843405
SSE(SV)	9771443420
SSE(BTT)	9794843416
SSE(THE)	9771443420
SSE (CPR)	9771443419
SSE(BUI)	9794843412
SSE(DEMU)	8429524743

C&W Department

Jurisdiction	
CDO/CPR	CDO/BSBS
Name- SAILESH SINGH Mb. No.- 9771443418	Name- VACANT Mb. No.- 9794843401
GKC – CHPG Via SV	ALY - PEP
CI – GKC Via THE, CPJ	ARJ - JNU
SV – THE	ARJ - BTT
DDA –MHC Via MGZ	MAU - YFP Via IAA
CPR – PEP Via BUI	MAU – SHG
GKC –PNYA Via CPJ	BTT – BHJ Via SRU
HTW - PCDR	IAA - DIT

Contact Nos. of Hospitals

RTP-GTST

S. No.	Station	Doctor/Hospital Name	Address	Means	Tele. No.
1.	Ratanpura	N.E Railway, Health Centre CMP State Govt. (Priamary Health Centre) Private Hospital	Mau Ballia Ratanpura	Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot	9794843612 7295844564 9452067057
		Dr.Anand Sidarth	Santusti Hospital	Ratanpura	Rickshaw, Onfoot 9415275362
		Dr.Bindu Yadav	Bindu Hospital	Ratanpura	Rickshaw, Onfoot 9450629808
		Dr.Ramji	Singh Hospital	Ratanpura	Rickshaw, Onfoot 8898534344
2.	Rasra	N.E Railway, Health Centre CMP State Govt. (Priamary Health Centre) Private Hospital	Mau Ballia Rasra	Bus, Jeep, Tempo Bus, Jeep, Tempo Bus, Jeep, Tempo	9794843512 7295844564 9628909857
		Dr. V.P.Singh	Singh Hospital	Rasra	Bus, Jeep, Tempo 9415386076
		Dr.Ram baboo	Clinic	Rasra	Bus, Jeep, Tempo 9838225335
		Dr. Sharadchand Shrivastava	Clinic	Rasra	Bus, Jeep, Tempo 9794495287
3.	Chilkahar	N.E Railway, Health Centre CMP State Govt. (Priamary Health Centre) Private Hospital	Mau Ballia Chilkahar	Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot	9794843512 7295844564 9450828302
		Dr. S. Parvin	Clinic	Chilkahar	Rickshaw, Onfoot 8423429230
4.	Phephna	N.E Railway, Health Centre CMP State Govt. (Priamary Health Centre) Private Hospital	Mau Ballia Phephna	Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot	9794843512 7295844564 9450467605

		Dr.Manmohan Chaubey	Clinic	Phephna	Rickshaw, Onfoot	9450776019
5.	Sagarpali	N.E Railway, Health Centre CMP State Govt. (Priamary Health Centre) (Priamary Distt. Health Centre) Private Hospital		Mau Ballia Sagarpali Ballia Sagarpali	Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot Bus, Jeep, Tempo Rickshaw, Onfoot	9794843512 7295844564 9415681783 8005192638 9838621374
		Dr.Ajit Singh	Clinic			
6.	Ballia	N.E Railway, Health Centre CMP N.E Railway, Health Centre State Govt. (Priamary Health Centre) Female Private Hospital		Mau Ballia Chapra Ballia Ballia	Bus, Jeep Rickshaw, Onfoot Bus, Jeep Rickshaw, Onfoot Rickshaw, Onfoot	9794843512 7295844564 9771423550 8005192638 9451638809
		Dr.Pranay kunal	Nursing Home	Ballia	Rickshaw, Onfoot	9415252246
		Dr.Gopal tiwari	Nursing Home	Ballia	Rickshaw, Onfoot	9415248114
		Dr.Asafak	Nursing Home	Ballia	Rickshaw, Onfoot	5498220834
		Dr.Ajit Singh	Satya Nursing Home	Ballia	Rickshaw, Onfoot	9415333707
		Dr. S.Upadhayay	Nursing Home	Ballia Ballia	Rickshaw, Onfoot Rickshaw, Onfoot	9415392686 9415829788
		Dr.Chandrashek har Singh	Nursing Home			
7.	Bansdih	N.E Railway, Health Centre CMP N.E Railway, Health Centre Priamary Health Centre State Govt. (Priamary Distt. Health Centre) Female Private Hospital		Mau Ballia Chapra Bansdih Ballia Ballia	Bus, Jeep, Tempo Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot Bus, Jeep, Tempo Bus, Jeep, Tempo	9794843512 7295844564 9771423550 9415337325 8005192638 9451638809
		Dr.C.P.Singh	Clinic	Bansdih	Rickshaw, Onfoot	9839271721
		Dr.O.P. Pandey	Clinic		Rickshaw, Onfoot	9838138861
8.	Sahatwar	N.E Railway, Health Centre CMP N.E Railway, Health Centre Priamary Health Centre State Govt. (Priamary Distt. Health Centre) Female Private Hospital		Mau Ballia Chapra Sahatwar Ballia Ballia	Bus, Jeep, Tempo Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot Bus, Jeep, Tempo Bus, Jeep, Tempo	9794843512 7295844564 9771423550 9007111247 8005192638 9451638809
		Dr.A.K.Tavari	Clinic	Sahatwar	Rickshaw, Onfoot	9792641919
		Dr.R. Prasad	Clinic	Sahatwar	Rickshaw, Onfoot	9670552897
		Dr. M.K.Singh	Clinic	Sahatwar	Rickshaw, Onfoot	9005050564
9.	Reoti	N.E Railway, Health Centre CMP N.E Railway, Health Centre State Govt. (Priamary Distt. Health Centre) Female Private Hospital		Mau Ballia Chapra Ballia Ballia	Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot Bus, Jeep, Tempo	9794843512 7295844564 9771423550 8005192638 9451638809

10.	Suraiamanpur	N.E Railway, Health Centre CMP N.E Railway, Health Centre Priamary Health Centre State Govt. (Priamary Distt. Health Centre) Female Private Hospital	Mau Ballia Chapra Reoti Ballia Ballia Reoti Reoti	Bus, Jeep, Tempo Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot Rickshaw, Onfoot	9794843512 7295844564 9771423550 9450237669 8005192638 9451638809 9305983229 8948220832
		Dr.S.B.Yadav Dr.R. D.Singh	Clinic Clinic		
11.	Bakulaha	N.E Railway, Health Centre CMP N.E Railway, Health Centre Priamary Health Centre State Govt. (Priamary Distt. Health Centre) Female Private Hospital	Mau Ballia Chapra Sonbarsa Ballia Ballia Siwan Tola	Bus, Jeep, Tempo Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot Bus, Jeep, Tempo Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot	9794843512 7295844564 9771423550 9451116199 8005192638 9451638809 8423445092
		Dr.S.B.Yadav	Clinic		
12.	Gautam Asthan	N.E Railway, Health Centre CMP N.E Railway, Health Centre Priamary Health Centre State Govt. (Priamary Distt. Health Centre) Female Private Hospital	Mau Ballia Chapra Ballia Ballia	Bus, Jeep, Tempo Bus, Jeep, Tempo Bus, Jeep, Tempo Rickshaw, Onfoot Bus, Jeep, Tempo Bus, Jeep, Tempo	9794843512 7295844564 9771423550 8005192638 9451638809

KHM-ZRDE

Sub : S.No.	Station	Doctor/Hospital Name	Address	Tele. No.
1.	Kusamhi	L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		Health Unit	Gorakhpur Cant	-
		B. R. D. Medical College	Gorakhpur	05512509016
		Distt. Hospital	Gorakhpur	05512332177
		Dr. Nasim	Clinic, Kusamhi	-
		Dr. H. Prasad	Clinic, Kusamhi	-
2.	Sardar Nagar	Health Unit	Gorakhpur Cant	-
		L.N.M.Rly. Hospital	Rly. Hospital, Gorakhpur	9794840511
		P.H.C	Karmaha, Sardar Nagar	-
		Health Unit	Saraiya, Sardar Nagar	-
3.	Chauri Chaura	L.N.M.Rly. Hospital	Rly. Hospital, Gorakhpur	9794840511
		Dr. Sarvjit	P.H.C.Mundera Bazar, Caauri-Chaura	9839917576
		Dr. H.L. Jayaswal	Clinic Gorakhpur, Road Chauri-Chaura	9935551836
4.	Gauri Bazar	Health Unit	Rly. Hospital, Deoria	9794843510

			Sadar	
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		CMO Distt. Hospital	Deoria Sadar	8005192853
		C.M.S. Distt. Hospital	Deoria Sadar	9454465387
		M.S. Female Hospital	Deoria Sadar	9454465388
		P.H.C.	Gauri Bazar	-
		Dr. P.N.Singh	Raj Health Centre, Gauri Bazar	-
5.	Baitalpur	Health Unit	Rly. Hospital, Deoria Sadar	9794843510
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		CMO Distt. Hospital	Deoria Sadar	8005192853
		C.M.S. Distt. Hospital	Deoria Sadar	9454455387
		M.S. Female Hospital	Deoria Sadar	9454455388
		P.H.C.	Baitalpur	-
		Dr. N. Pandey	Clinic, Baitalpur	9415277511
		Dr. Chandrabhan Singh	Clinic, Baitalpur	9415511724
6.	Deoria sadar	Health Unit	Rly. Hospital, Deoria Sadar	9794843510
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		CMO Distt. Hospital	Deoria Sadar	8005192853
		C.M.S.Distt. Hospital	Deoria Sadar	9454455387
		M.S. Female Hospital	Deoria Sadar	9454455388
		Dr. Bhatiya	Sri.Krishna Medical, Deoria	9450479682
		Dr. Kamlesh agrawal	B.D.Medical Arbocentre, Deoria	9415661929
7.	Nunkhar	Health Unit	Rly. Hospital, Deoria Sadar	9794843510
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		CMO Distt. Hospital	Deoria Sadar	8005192853
		C.M.S.Distt. Hospital	Deoria Sadar	9454455387
		M.S. Female Hospital	Deoria Sadar	9454455388
		P.H.C.	Aghaila, Nunkhar	-
		P.H.C.	Khunkhundu, Nunkhar	-
		Dr. Haushla Prasad	Clinic, Nunkhar	-
8.	Bhatni Jn.	Health Unit	Rly. Hospital, Deoria Sadar	9794843510
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		Health Unit	Rly.Hospital, Bhatni	9794843510
		CMO Distt. Hospital	Deoria Sadar	8005192853
		C.M.S.Distt. Hospital	Deoria Sadar	9454455387
		M.S. Female Hospital	Deoria Sadar	9454455388
		Dr. M. Yadav	P.H.C. Bhatni	9839851002
		Dr. M.K. Sharma	Clinic Bhatni Bazar	9839589735
		Dr. A.K. Pal	Clinic Bhatni Bazar	9795502505
9.	Bhatpar Rani	Health Unit	Clinic Bhatni Bazar	9839376413
		Health Unit	Rly. Hospital, Deoria	9794843510

			Sadar	
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		Health Unit	Rly.Hospital, Bhatni	9794843510
		CMO Distt. Hospital	Deoria Sadar	8005192853
		C.M.S.Distt. Hospital	Deoria Sadar	9454455387
		M.S. Female Hospital	Deoria Sadar	9454455388
		Dr. V.K. Singh	P.H.C. Bhatpar Rani	8052728654
		Dr. A.P. Singh	P.H.C.Jashuhi, Bhatpar Rani	9415679096
		Dr. K.K. Singh	Clinic Bhatpar Rani	9935269666
		Dr. K.K. Gupta	Clinic Bhatpar Rani	9919542547
		Dr. Mukesh	Clinic Bhatpar Rani	9450405807
10.	Bankata	Health Unit	Rly. Hospital, Deoria Sadar	9794843510
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		Health Unit	Rly.Hospital, Bhatni	9794843510
		CMO Distt. Hospital	Deoria Sadar	8005192853
		C.M.S.Distt. Hospital	Deoria Sadar	9454455387
		M.S. Female Hospital	Deoria Sadar	9454455388
		P.H.C.	Bhudwar, Bankata	-
		P.H.C.	Bankata	-
		Dr. A.K. Upadhyay	Clinic Bankata	8874111295
		Dr. Dijvijay Nath	Clinic Bankata	-
11.	Mairwa	Health Unit	Rly.Hospital, Siwan	9771423551
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		Govt. Distt. Hospital	Siwan	-
		Govt. Hospital	Mairwa	9470003778
		Maa Lilavati Memoriyal	Hospital, Mairwa	9903785512
		Sanjivani children Hospital	Mairwa	9973435596
		Dr. Ramjit Prasad Nishit	Clinic Mairwa	9771381600
		Shree Sai hospital	Clinic Mairwa	9031476174
		Dr. Prameshwar Pandey	Clinic Mairwa	-
		Dr. D.P. Singh	Clinic Mairwa	9955982160
		Dr. A.K. Divedi	Clinic Mairwa	9450677651
		Dr. R.T. Singh	Clinic Mairwa	9304979695
		Dr. Kyamuddin Ansari	Clinic Mairwa	9973645723
12.	Zeradei	Health Unit	Rly.Hospital, Siwan	9771423551
		L.N.M.Rly. Hospital	Rly.Hospital, Gorakhpur	9794840511
		Govt. Distt. Hospital	Siwan	-
		Govt. Hospital	Mairwa	9470003778
		Dr. M.D.Khan	Clinic Jira-deai	-
		Dr. B.S.Pathak	Clinic Jira-deai	-

LIJ-SSU

S.No.	Station	Doctor/Hospital Name	Mob./Tel. No.	Remark
1.	Lakshmiganj	No any registerd local Doctor	Nil	Rural
		CHC---Ramkola	7081940070	-
2.	Ramkola	CHC---Ramkola	7081940070	Nagar Panchayat

		Dr. Ayodhya Prasad	8881740015	
3.	Badhara Ganj	Distt. Hospital - Padrauna Dr. Mahmud - badharaganj	8005192769 9839950598	Rural
4.	Padrauna	Distt. Hospital - Padrauna Dr. Abishek Shukla- Padrauna Navjeevan Hospital- Padrauna Ashirvad Hospital- Padrauna Dr. Rajiv mishr Dr. Devshran shingh	8005192769 9792807251 8874710772 8052676777 8178279336	Distt. Dr. Sandeep shree Dr. B.N. Yadav
5.	Kathkuiyan	Distt. Hospital - Padrauna Dr. Abishek Shukla- Padrauna Navjeevan Hospital- Padrauna Ashirvad Hospital- Padrauna Dr. Rajiv mishr Dr. Devshran shingh	8005192769 9792807251 8874710772 8052676777 8178279336	Rural
6.	Dudhi	CHC--- Dudhi	9839950147	Rural
7.	Tamkuhi Road	Primary Health Center- Tamkuhi Road Dr. Ajmat Husain- Tamkuhi Road Dr. Arun kumar tiwari- TOI Dr. Awdhesh kumar - TOI	9450115280 9839701645 9415827745 8795286282	Nagar Panchayat
8.	Tarya Sujan	Primary Health Center- Tamkuhi Road Dr. Ajmat Husain- Tamkuhi Road Dr. Arun kumar tiwari- TOI Dr. Awdhesh kumar - TOI	9450115280 9839701645 9415827745 8795286282	Rural
9.	Jalalpur	Primary Health Center- Kuchaycoat Dr. V.K.Pandey- Jalalpur	9470003320 9934954830	Rural
10.	Sasamusa	Sadar Hospital-Gopalganj	947003311	-

SRU-MAU

S.No.	Station	Doctor/Hospital Name	Mob./Tel. No.
1.	Salempur Jn.	Samudayik Health Center Salempur Holpital Incharge Dr. Surendra Singh Dr. Sajha aarif	8004553031 9936681788
2.	Lar Road	Dr. Ramsray Tiwari	7800116272
3.	Belthra Road	Primary Health Center, Belthra Road Dr. G.P. Chaudhary Dr. S. Pandey Dr. Ansar Khan (Fatima Hospital) Dr. S.K. Jaiswal (Shyam MediCare)	9565452954 9415388648 9415841184 9838889763
4.	Kidiharapur	Dr. S.N. Singh	9415844593

		Primary Health Center, Kidiharapur	
5.	Indara Jn.	Dr. S.K. Singh Dr. M.C. Yadav Dr. Asfak Ahmad Dr. S.N. Yadav DMO Rly. Hospital, Mau	5472272572 9532002473 9598396478 9450747171 9794843512
6.	Pipridih	Dr. Gufran Dr. Hiralal Dr. B.B. Singh	9415361804 9450657468 8004717269
7.	Dullahpur	Dr. A.K. Verma	9918562987
8.	Jakhniya	Maa Jaleshwari Nurshing Home (Dr. M.K. Yadav)	8726776426
9.	Sadat	Dr. Ajit Kumar Dr. D.R. Yadav	9415807865 9506691587
10.	Mahpur	Dr. Sri Prakash Singh Dr. Jayshankar misar Dr. Bangali	9415804044 8601220801 9953518620
11.	Mau Jn.	DMO Rly. Hospital, Mau CMS Distt. Hospital, Mau Dr. S.p. Maurya, Sahadatpura, Mau Dr. Vijay Kumar Singh, Sahadatpura, Mau Dr. J.P. Rai, Sahadatpura, Mau Dr. M. Ahmad, Aji Building, Mau	9794843512 8005192731 9465170134 9415260841 9415883982 9451132590

Chainwa

S.No.	Doctor/Hospital Name	Address	Rly./Mob. No.
1.	Dr. S. Kumar	Ekma	231824
2.	Dr. O.P. Singh	Ekma	231407
3.	Dr. B.K. Rai	Ekma	9973635051

Tekniwas

S.No.	Doctor/Hospital Name	Address	Rly./Mob. No.
1.	Dr. Vinod Kumar Singh	Sona Nurshing Home, Chapra	06152 - 232303
2.	Dr. C.N. Gupta	R.R. Laboratory, Chapra	06152 - 2328
3.	Dr. Vinod Kumari Sharma	Sharma Nurshing Home, Chapra	06152 - 232818
4.	Dr. Nita Singh	Saran Nurshing Home, Chapra	06152 - 232073

Kopasamhota

S.No.	Doctor/Hospital Name	Address	Rly./Mob. No.
1.	Dr. Shambhu Thakur	-	8051325194
2.	Dr. Sandeep Prasad	-	9199131961
3.	Dr. T. K. Singh	-	9334660905

Duraundha - Pachrukhi

S.No.	Doctor/Hospital Name	Address	Rly./Mob. No.
1.	Dr.N. B. Srivastava	Panchrukhi, Bazar	06154-281480
2.	Dr. M.K. Singh	Panchrukhi, Bazar	9936633215
3.	Dr.G.S.Prasad	Panchrukhi, Bazar	9525978811
4.	Dr.B.L. Pandey	Panchrukhi, Bazar	9934698425

Hathua - Thawe Jn.

S.No.	Doctor/Hospital Name	Rly./Mob. No.
1.	L.N.M.Rly. Hospital, Gorakhpur	05512 - 28764
2.	Distt. Hospital, Gopalganj	9470003322
3.	Dr. R. Mishra	9973098637

Amlori - Sarsar

S.No.	Doctor/Hospital Name	Rly./Mob. No.
1.	Dr. R. I. Rijvi	9534716138

Daudpur

S.No.	Doctor/Hospital Name	Mob. No.
1.	Champa Hospital	7643086777
2.	Dr. Satish Kumar	9431408987
3.	Dr. Zahid hushain	9955759873
4.	Dr. Awdhesh Singh	9939813262
5.	Dr. Srinivash Singh	9507244975

Telephone No. Civil/Police officer's (Varanasi Div.)

S.No.	Place	Designation	Code	BSNL Phone No.		Mobile No.
				OFFICE	Resi.	
1.	Lucknow	DGP/UP	0522	2206104	2208085	9454400101
		ADGP/RLY.	"	287241		9454400127
2.	Varanasi	Commissioner	0542	2508203	2282333	9454417508
		DM	"	2508585	2502626	9454417579
		ADG	"	2502600 2502800	2501433	9454400145
		IG	"	2509400	2509399	9454400199
		SSP	"	2502644 2504050	2501450 2502655	9454400217
3.	Mau	DM	0547	2220233	2500411	9454417523
		SP	"	2220629	2500620	9454400292
4.	Azamgarh	Commissioner	05462	268916	260900	9454417494
		DM	"	269930	260402	9454417521

		DIG	"	260201	260201	9454400203
		SP	"	246427	260403	9454400250
5.	Ghazipur	DM	0548	2220204	2220240	9454417577
		SP	"	2220568	2220567	9454400275
6.	Ballia	DM	05498	220879	220311	9454417522
		SP	"	220373	221370	9454400255
7.	Pryagraj	Commissioner	0532	2640250 2640290	2250800 2250900	9454417492
		DM	"	2440515	2250300	9454417517
		ADG	"	2424630	2424630	9454400139
		IG	"	2260527	2260527	9454400195
		SSP	"	2641902	2440700	9454400248
8.	S.R.Nagar (Bhadhoi)	DM	05414	250203	250202	9454417568
		SP	"	250236	250285	9454400307
9.	Mirzapur	Commissioner	05442	245700	245100	9454417505
		DM	"	252480	252340 257400	9454417567
		SP	"	252578	256565	9454400299
10.	Jaunpur	DM	05452	220444	260201	9454417578
		SP	"	261660	261205	9454400280

Telephone No. Civil/Police officer's (SIVAN SIB)

S.No.	Place	Designation	Code	BSNL Phone No.		Mobile No.
				OFFICE	Resi.	
1.	Siwan	DM	06154	242099	242098	9473191273
		SP	"	242060	242366	9431822990
2.	Chhapra	Commissioner	06152	232400	232800	9473191427
		DM	"	240001	240002	9473191267
		DIG	"	232738	232739	9431822962
		SP	"	232306	232307	9431822989
3.	Gopalganj	DM	06156	226001	226002	9473191278
		SP	"	224669	224668	9431822991
4.	Kushinagar	DM	05564	240203	240204	9454417545
		SP	"	240093	240212	9454400289
5.	Deoria	DM	05568	222316	222306	9454417543
		SP	"	241400	222311	9454400264

Name of P.A System Supplier available at different Stations

S.No.	Station	Name of Firm & address	Contact Person	Tel./Mob . No.
1.	Hathua	Santosh Tent House, Mirganj, Gopalganj	-	9934429789
2.	Deoria Sadar	Khetan Electrical, Surti Hata Deoria	Road,	9450670663
3.	Bhatni	Kushvaha Tent House, Bhatni	Jigna Dixit	

4.	Chhapra Jn.	Maheswar Tent House, Bhagwan Bazar, Chapra	Shri Subodh Kumar	9430011180 06152-234369
5.	Chapra Kacheri	Aman Tent House, Mauna Sanda Road, Chapra	--	06152-241049 9431692365
6.	Khaira	Bombay Tent House, Kharia Bazar, Khaira	--	9955026808 9470848580 9905622786
7.	Paterhi	Station Road, Paterhi	Shri Ramesh Mani Jha	9199410598 9955682774
8.	Marhara	Byahust Tent House, Purani Gali, Marhara	Shri Uma Shankar Pal	9798456058 9430878007
9.	Masrakh	Purab Tola, Masrakh	Shri Jitendra Kumar	9771030225
10.	Sidhwalia	Sidhwalia	Shri Bashisth Prasad	9939929360
11.	Ratan Sarai	Purbi Dhala, Ratan Sarai	Shri Vijay Shah	--
12.	Gopal Ganj	Sonu Sound, Station Road Gopalganj	--	9939432949 9097025575
13.	Sadat	Yadav Tent House, Sadat	-	9454284025
14.	Jakhania	Shri Ram Sharan Sound Service, Vill. – Gaura, Post – Jakhania	Shri Raj Kumar Yadav	9838364071
15.	Dulahpur	Madhesia Tent House Dulahpur	-	-
16.	Sarnath	Baraiur, Saranath	Shri Bedi Prasad	9838798816
17.	Siwan	Thakur Sound System Road, Siwan	-	9430504774
18.	Bodarwar	Singh Tent House, Bodarwar	Komal Singh	9793783598
19.	Ghughali	Ghughli, Maharajganj	Ramasankar Jaiswal	9451519056
20.	Siswa Bazar	Anjali Sound & Light, Siwan Bazar	-	9452043934
21.	Khadda	Raja Bazar	Om Prakash	9956366163
22.	Dudahi	Sahu Sound, Dudahi	-	-
23.	Ballia	Om Tent House, Ballia	Rajesh	9452290464
24.	Suremanpur	Madhubani, Ballia	Vijay Singh	-
25.	Madhosingh	Mukhtar Tent House. Near LC No. 30SPL, Madhosingh	-	9794254177
26.	Pryagraj	Bairahna, Pryagraj	Dinesh Kumar	9336688638 9838107115
27.	Khanpur	Vijay Electric, Gopiganj, Bhadohi	-	9935659998
28.	Mau	Hindi Bhawan, Mau	Ajay Kumar Gupta	9415275324 9795244791
29.	Chitbara Gaon	Choursia Tent House, Gudari Bazar, Ballia Umesh Tent House, Ballia Chouhan Tent House, Ballia	Ramesh Choursia Umesh Kumar Vinod Kumar Chouhan	9616526995 9721350250 9795925664
30.	Saidpur	Ramesh Tent House, Saidpur, Ghazipur	-	9453483930
31.	Nandganj	Dinesh Tent House, Nandganj, Ghazipur	-	9451276627
32.	Yusufpur	Gupta Tent House, Yusufpur, Ghazipur	-	9415860476
33.	Gazipur	Suraj Tent House, Ghazipur Sheo Tent House, Station Road, Ghazipur Krishna Tent House, Lanka, Ghazipur	- - -	9415887122 9415889695 941597241 9415888050 945221049

	Ma Ganga Tent House, Malgodam Road, Ghazipur	-	9415868859
	Shri Ram Tent House, Rouza, Ghazipur	-	9415357159

Civil Administration & Police Administration (Bihar State)

S.No.	Place	Designation	STD Code	Office	Residence
1.	Chhapra (Saran)	Commissioner DIG DM SP	06152	232400 232738 240001 232306	232800 232729 240002 232307
2.	Siwan	DM SP	06154	242099 242060	242098 242366
3.	Gopalganj	DM SP	06156	266001 224669	26002 224668

Satellite Telephone No. of LJN/IZN/BSB

ISD Code - 00873

1.	BSB Control	-
2.	SPART/BSBS	8991112714
3.	ART/CPR	8991112716
4.	ART/GKP	-
5.	ART/Sonepur	-
6.	ART/DDU	-
7.	Lucknow N.E. Control	8991112711
8.	IZN Control	8991112708
9.	NR/Lucknow	-
10.	ART/Mau	8991112715

Telephone Nos. of RPF/Varanasi Division

S.No.	Designation	Telephone No.		Mobile No.
		Office	RPF Post	
1.	Sr.DSC	0542-2222076	-	9794843700
2.	ASC/BSB	0542-2224732	-	9794843719
3.	ASC/CPR	06152-237276	-	9771443719
4.	Inspector/BSBS	-	05422360626	9794843702
5.	Inspector/PRRB	-	05322557576	9794843703
6.	Inspector/AMH	-	05462260512	9794843704
7.	Inspector/ARJ	-	05495223241	9794843705
8.	Inspector/BCY	-	05422213224	9794843706
9.	Inspector/CIB/BSB	-	05422222072	9794843707
10.	Inspector/BTT	-	05566-281145	9794843708
11.	Inspector/BUI	-	05498-222929	9794843709
12.	Inspector/CPJ	-	05567-252799	9794843710
13.	Inspector/DEOS	-	05568-221553	9794843711
14.	Inspector/GKP(E)	-	05512203432	9794843712
15.	Inspector/HQ/BSB	-	-	9794843713
16.	Inspector/MAU	-	0547-2221587	9794843714

17.	Inspector/QM	-	-	9794843715
18.	Inspector/PS	-	05422200771	9794843716
19.	Inspector/TEC/BSB	-	-	9794843717
20.	Inspector/D/I/BSB	-	-	9794843718
21.	Inspector/CPR	-	06152-237265	9794843720
22.	Inspector/SV	-	06154-246668	9794843721

Telephone Nos. of GRP/Varanasi Division

S.No.	Station	Telephone No.	Mobile No.
1.	BSB	0542-2507614	9454404414
2.	BUI	05498-220560	9454404443
3.	BCY	-	9454458262
4.	BTT	05566-281145	9454404439
5.	ARJ	05495-222036	9454458261
6.	DEOS	05568222893	9454404440
7.	SV	-	9431822715
8.	CPR	06152-244919	9431822714
9.	MAU	0547-2220990	9454404441
10.	GKP	0551-2200485	9454404411
11.	GCT	0548-222050	9454458064
12.	POU	-	9454884757
13.	MBS	-	9454458287
14.	AMH	-	9454404442
15.	PRRB	-	9454458285
16.	BSBS	-	7839857545

Police Fire Brigade

S.No.	Palace	Telephone No.	Mobile No.
1.	Pryagraj	(0532) 101	9454418557 9454418558
2.	Varanasi	(0542) 2354363, 101 Chetganj 227766 Bhelupur 2642000 DLW	9794862614
3.	Azamgarh	05462-266822	-
4.	Deoria	25568-222911	9454418800
5.	Gazaipur	0548-101	9454418616
6.	Bhadohi	05414-250266	9454414137
7.	Mirzapur	-	9454418632
8.	Kushinagar	-	9454418801
9.	Gorakhpur	-	9454418789 9454418790
10.	Siswa Bazar	05523242001	9454418796
11	Siwan	-	9771119426

Civil Administraion & Police Administraion (U.P. State)

S.No.	Palace	Designation	STD Code	Office	Residence/Mob. No.
1.	Pryagraj	Commissioner	0532	2440250, 225068	9454417492
		DM		2440515	9454417517
		SSP		2640700	9454400248
2.	Mirzapur	DM	05442	252480	9454417567
		SSP		252578	256565/655
3.	St. Ravidas Nagar	DM	05414	250203	250202
		SP		250236	250285
4.	Varanasi	Commissioner	0542	2348052/0158	2382333/444
		DIG		2508163	2508163
		DM		2348585	2348181
		SSP		2348040	2348090/177
5.	Ghazipur	DM	0548	222040	20240
		SP		220567/267	220567/267
6.	Jaunpur	DM	05452	260201	260201
		SP		261203	261203
7.	Azamgarh	Commissioner	05462	220099/234201	220099/234201
		DM		220402/38	220402/38
		SSP		220403/220829	220403/220829
8.	Mau	DM	0547	220411	220411
		SP		220620	220620
9.	Ballia	DM	05498	220311	220311
		SP		220312	220312
10.	Gorakhpur	Commissioner	0551	2336022	2336022
				9454417500	9454417500
		ADG		9454400141	9454400141
		DM		2336007	2336007
11.	Deoria	DM	05568	9454417544	9454417544
		SSP		2200773	2200773
12.	Kushi Nagar	DM	05564	9454400273	9454400273
		SP		222519	222519
13.	Maharajganj	DM	05523	222311	222311
		SP		242592	242592
14.	Maharajganj	DM	05523	242391	242391
		SP		222206	222206
15.	Maharajganj	DM	05523	9454417546	9454417546
		SP		222246	222246
16.	Maharajganj	DM	05523	9454400296	9454400296
		SP			

Civil Administration & Police Administration (Bihar State)

S.No.	Palace	Designation	STD Code	Office	Residence/Mob. No.
1.	Chhapra (Saran)	Commissioner	06152	322875	232715
		DIG		232738	232729
		DM		232301	232302
		SP		232307	232720
2.	Siwan	DM	06154	242098	242099
		SP		248803	242977
3.	Gopalganj	DM	06156	244661	244662
		SP		224669	224668

Satellite Telephone No. of LJM, IZN, BSB

ISD Code – 00873

S.No.	Location	Mobile No.
1.	BSB Control	9794845720
2.	SPART/BSBS	7518901043
3.	ART/CPR	9771443419
4.	ART/GKP	9794842453
5.	ART/Sonpur	9771429452
6.	ART/DDU	8173801304
7.	Lucknow NE Control	9794842711
8.	IZN Control	9760541704
9.	NR Lucknow Control	9794833729

Contact Nos. of Light Suppliers

S.No.	Station	Name of Firm & address	Contact Person	Tel./Mob . No.
1.	Hathuwa	Santosh Tent House, Mirganj, Gopalganj	Santosh Kumar Singh	9934429789
2.	Baitalpur	Priti Ligust	Rampriti Sharma	9415825995
3.	Deoria Sadar	Khetan Elect. Surti Hata Road, Deoria	Sushil Khetan	9450670663
4.	Mairwa	-	-	-
5.	Bhatpar Rani	Viswakarma Tent House Vrd Road, Bhatpar Rani	Muni Sharma	945048265 9984560651
6.	Bhatni	Chourisia Tent House	Om prakash	9918534982
7.	Gauribazar	Maa Vasinav Tent house	Durga Charan	9161948200
8.	Chauri-Chaura	Nagendra Tent house	Nagendra Patva	9839579488
9.	Varanasi City	Radha Tent house	Narauyan	9580227710
10.	Chhapra Jn.	Maheswar Tent house	Suboodh Srivastava	9122601996 9430011180

				9835447945
11.	Chapra Kacheri	Aman Tent house	Manoj Kumar	943692365 9471037418
12.	Khaira	-	-	-
13.	Pateheri	Lalmohan Tent house	Sampurnanand	9199410598
14.	Marhari	Jitendra Tent house	Ramji Ram	9955732474 9931523091
15.	Manjhi	-	-	-
16.	Masrakh	Maa Tent house, Masrakh	Sri jitendra Kumar	9771030225
17.	Rajapatti	-	-	-
18.	Sidhwalia	Vijeta Sound	Sri Basth Prasad	9939922360 99552 8914
19.	Ratansarai	-	-	-
20.	Gopalganj	Nizam Tent house	Nizam Ali	99344 7906
21.	Rajwari	-	-	-
22.	Sadat	-	-	-
23.	Jakhnia	-	-	-
24.	Dulahpur	-	-	-
25.	Pipridih	Pandey Tent house, Pipridih	Shri Baccha Pandey	9453613008
26.	Sarnath	Ashish Tent house	Satish Pandey	9838195309
27.	Kadipur	-	-	-
28.	Siwan	Bel Bany Tent house, Siwan	Lakshman pandey	99319 5826
29.	Bodarwar	Singh Electric & Batteri	Deena Singh	95523 8307
30.	Ghughli	Raj Tent house	Ramashankar Jaiswal	94515 9056
31.	Siswa Bazar	Anjli Sound & light, Siswa Bazar	Baijnath	9452043934
32.	Khadda	Durgesh Tent house	Om Prakash	9956366163
33.	Lakhmi ganj	Prajapati Tent house	Virendra Prajapati	8896224380
34.	Ramkola	Kanhya Tent house	Baijnath Gupta	9935743409
35.	Padrauna	Mohan Tent house, Padrauna	Allaudin Ahmad	9839237424
36.	Katkunya	Shushil Tent house	Shushil	99197 1053
37.	Dudahi	Janta Tent house, Dudahi	Panulla Ansari	99568 8244
38.	Ballia	Om Tent house	Rajesh Kumar	94522 0464
39.	Suremanpur	-	-	-
40.	Gautam Sthan	Sunil Tent house	Kishor ji	9934857100
41.	Rasra	Hindustan Tent house	Munna ji	9889385504
42.	Madhosingh	Muktar Tent house	Muktar Ansari	9794254177
43.	Pryagraj	Zakash Sound System	Mohit Kumar	9838107115 9336688638

44.	Ghanpur	Vijay Elect. Gopiganj	Vijay Kumar	99356 0998
45.	Mau	Ajay Light	Ajay Kumar	94152 5324
46.	Azamgarh	Music Palace & DJ system	Sunil Jaiswal	94507 3017
47.	Chitbaragaon	-	-	-
48.	KarimuddinPur	Panday Tent house	Abhishek Pandey	9936846971
49.	Saidpur	Ramesh Tent house	Ramesh	9453483930
50.	Nandganj	-	-	-
51.	Yusufpur	Piru Light	Piru Kumar	8934832534
52.	Ghazipur City	Suraj Tent house	Shasikant Singh/ Lakhami Kant singh	9415887122 9415889695

Name of Road crane & Earth movers services available at different stations

S.No	Station	Name of Firm & address	Contact Person	Tel./Mob . No.
1.	Deoria Sadar	M/s Shanti Plywood Malgodam Road, Deoria	Shri Manoj Kumar singh	
2.	Varanasi City		Shri Bablu Yadav	9839949386
3.	Chapra Jn.	Dada Motar Garage Engineering works, Sadha Chapra, Dadanagar		9835609106 9470280827 9234047517
4.	Chapra, Kacheri	Dada Motar Garage Engineering works, Sadha Chapra, Dadanagar		9835609106 9470280827 9234047517
5.	Siwan (Earth movers only)		Shri Fakre Alam Shri Ramesver Singh Shri Rajendra Singh	9431216408 9934012810 9431218137
6.	Kaptain (Earth movers only)		Nainumal Builder, Kaptainganj	9935722000
7.	Padrauna		Manij Jaiswal	9838909828 9838828581
8.	Ballia	District Police Headquarter, Police Line Kendra, Ballia		05498-240159 9454402344
9.	Madhosingh	Container Corporation (I) Ltd., Madhosingh	Pradeep Kumar	
10.	Pryagraj	Popular dharm Kanta, Baika bagh, Pryagraj		9415235870 9415324762
11.	Azamgarh	Bharat repairing & clutch centre, Harvanshpur, Azamgarh (for road crane) Bhusepur, Azamgarh (for Earth movers)	Chhote Lal Kabadi Avadh Bihari Sharma	9918455376 9839302039 9793357672
12.	Mau	Ajeet Singh	Ajeet Singh	9451690690
		Yadav Crane Service, Andha Mod Bhati, Mau	Yadave Crane Service	9450668608 9453308776
		Kushmaurya Kaithali, Mau	Radheshayam Maurya	9415220001

13.	Mahpur	Guddu Yadav	Guddu Yadav	8858383961
14.	Sadat	Rajnath yadav, Ex. Chairman, Sadat	Rajanath Yadav	9415447423
		Shakil	Shakil	9792400470
		Tablu Yadav	Tablu Yadav	8052881492
15.	Jakhniya	Rajeev singh Urf Tillu	Rajeev Singh Urf Tillu	9598115533 8052115533
16.	Dullahpur	Rai Sahab	Rai Sahab	9919607113
		Ashoke Singh	Ashoke singh	7800351937
17.	Belthra Road	Sanjal Singh, Village & Post- Khatanga, Thana – Sikandarpur, Dist.- Ballia	Sanjal Singh	8795947975
18.	Lar Road	Ajai Singh, Village & Post – Malipur (Chhitaunal Dist.- Ballia	Ajai Singh	9839040639
19.	Salempur	Ritesh, Vill.- Siswa Pandey	Ritesh	7570851129

Name of Labour Supplier Contactors available at different stations

S.No .	Station	Name of Firm & address	Contact Person	Tel./Mob. No.
1.	Deoria Sadar	Yamuna Sadan Deoria	Shri Bablu singh	9450678015
2.	Kusami		Shri Kanhai	9936280011
3.	Jiradei			
4.	Mairawa	Bhopatpura, Mairawa	Sri Prabhunathn	
5.	Varanasi City		Sri S.k.jalan	9918084516
6.	Chapra Jn.	Bhagwan Bagar, Chhapra	Vidya Sharma	9430011967
7.	Chapra, Kacheri	Maheswari Tent house, Chhapra	Sri Subodh Kumar	9430011180
8.	Paterhi	Station Road, Paterhi	Shri Ramesh Mani Jha	9199410598
9.	Marhovra	Vill.- Vais Tola, Marhovra	Shri Rajeev Kumar Singh	
10.	Manjhi		Vill.- Gonha (Samkauria) Manjhi.	
11.	Rajapatti	K.. Knalerien, Rajapatti	Panchayat Raj	9931697988
12.	Sidhwalia	Sidhwalia	Shri Harkesh singh Shri Devendra Kumar	9415482386 9199896096
13.	Ratan Sarai		Shri Harendra Singh	
14.	Gopal Ganj	Sarya Ward no.- 01, Gopalganj	Subhash Tiwari	
15.	Rajwari	M/s Jaiprakesh Pandey, Dharhara, Rajwari	Shri Jaiprakesh Pandey	9935555265
16.	Sadat	Yadav tent house, Sadat	Shri Raj Kumar Yadav	
17.	Pipridih	Village- Pipridih, Mau	Shri Vijay Kr. Jaiswal	

18.	Sarnath	Jaraipur, Sarnath	Shri Vedi	
19.	Siwan	M/s Kadir, Station Road, Siwan	Anil Kumar	9431408487 9430916920
20.	Bodarwar	Station Road, Bodarwar	Shri Ban Bahadur	
21.	Kaptainganj	Khadda Lakshmiganj	D.N.Bhanti Ram Pratap	9794127660 9889945697
22.	Siwan Bazar		Shri Sudama	9651859054
23.	Khadda	Raja Bazar, Khadda	Shri A. Mishra	9935644122
24.	Padrauna	Naniapatti (near purbi dhala), Kushinagar	Shri Tantu Singh	
25.	Kathkuyn		Ravindra	
26.	Dudahi		Sukai Gupta, Vill.+Post- Dudahi Kushinagar	
27.	Ballia	Ballia Station, Rake Rake Handling Contractor	Lalman	
28.	Gautam Sthan	Majhi	Mojmmil Husain	9931681956
29.	Madhosingh	Arun Singh	Arun Singh	9838045144
30.	Pryagraj	R.N. Singh	R. N. Singh	9795800004
31.	Indara Jn.		Tuntun Singh	9415274790
32.	Mau	Kushmaurya Kaithali, Mau	Radheshayam Maurya	9415220001
33.	Azamgarh	Bhusepur, Azamgarh	Avadh Bihari Sharma	9455775100
34.	Ghazipur	Malgodam Road, Ghazipur	Badan Prasad	9838295081

Name of Tent & Water Supplier Contactors available at different Station

S.No.	Station	Name of Firm & address	Contact Person	Tel./Mob. No.
1.	Hathaua	Santosh Tent House, Mirganj, Gopalganj		9934429789
2.	Baitalpur		Anirudh Singh	9415369435
3.	Deoria Sadar	Mohanlal Shahmianawale, Malviya Road, Deoria	Shri Bablu Singh	9415259612
4.	Bhatpar Rani	Viswakarma Tent House, VRD Road, Bhatpar Rani		9450484265
5.	Bhatni	Kushvaha Tent House, Bhatni	Jigna Dixit	9839524376
6.	Gauri Bazar	Behind Station Building Gauri Bazar	Uma Charan	9415383703
7.	Chauri Caura	Bhopa Bazar, Chauri Chaura		9839579488
8.	Varanasi City	Pathani Tola, Varanasi City	Shri Asif Ali	9336643767
9.	Chapra Jn.	Maheswari tent House, Bhagwan Bazar, Chhapra	Shri Subodh Kumar	9430011180, 234369
10.	Chapra, Kacheri	Maheswari tent House, Chhapra	Shri Subodh Kumar	06152-234369 9430011180

11.	Khaira	Bombey Tent House, Khaira Bazar, Khaira	Bombey Tent House, , Khaira	9955841919 9955026808
12.	Paterhi	Station Road, Paterhi	Shri Ramesh Mani Jha	9199410598 9955682774
13.	Marhara	Byahut Tent House, Purani Gali, Marhara	Shri Uma Shanker Pal	9798456058
14.	Manjhi	Vilash Tent House, Gangoi		9939957005
15.	Masrakh	Purab Tola, Masrakh	Shri Jitendra Kumar	
16.	Rajapatti		Sarwan Prasad	
17.	Sidhwalia	Sidhwalia	Shri Bashisth Prasad Shri Niranjan	9939929360 9955248914
18.	Ratan Sarai	Surval, Gopalganj	Shri Hajarati Ali	9852624468
19.	Gopal Ganj	Novratan Tent House, Gopalganj		9934973459
20.	Rajwari	Om Tent House, Rajwari	Shri Ajay Kumar Pandey	
21.	Sadat	Yadav Tent House, Sadat	Shri Raj Kumar Yadav	9452284025
22.	Jakhania	Vill.+Post – Jakhania	Shri Lallu Chaurasia	9616528828
23.	Dulahpur	Madhesia Tent House , Dulahpur		
24.	Pipridih	Village- Pipridih, Mau	Shri Baccha Pandey	9453613008
25.	Sarnath	Ashish Tent House, Hiranpur, Sarnath		9838195309
26.	Kadipur	Choubeypur, Kadipur	Shri Janardan Prasad	
27.	Siwan	Welcome Tent House, Station Siwan		9931153819
28.	Ballia	Om Tent House, Near Hanuman Mandir, Ballia Jal Nigam, Ballia (Water Supply)	Rajesh	9452290464 05498-220236
29.	Bodarwar	Singh Tent House, Bodarwar	Komal Singh	9793783598
30.	Kaptainganj	Maharaja Tent House, Near Panchyat, Kaptainganj	Nainumal	9838707059 0556-7252504
31.	Ghughali	Ghughali, Maharajanj	Ramssankar Jaiswal	9451519056
32.	Siswa Bazar		Ramesh Patwa	9307778705
33.	Khadda	Raja Bazar	Om Prakesh	9956366163
34.	Lakshmiganj	Amar Tent House, Lakshmiganj	Amar	
35.	Padrauna	Mahan Tent House, Padrauna		9839237424
36.	Kathkuiya	Jaiprakash Tent House, Semra Horoli		9628706605
37.	Dudahi	Janta Tent House, Dudahi		9956828244
38.	Suremanpur	Madhu Bani, Ballia	Jumma Din	
39.	Gautamsthan	Panchdev Tent House, Ridilganj		
40.	Rasra	Vihar Tent House, Rasra		9889385504
41.	Madhosingh	Mukhter Tent House, Near LC No. 30spl, Madhosingh	Mukhter	9794254177

42.	Pryagraj	Lallooji & Sons, Rambagh, Pryagraj		0532-3299581
43.	Khanpur	Akash Vadi Tent House Gopalganj, Bhadohi		9336477174
44.	Hurmujpur	Jagdamba Tent house	Shri Jagdamba Singh	9198116212
45.	Mau	Hindi Bhawan, Mau Singh Tent house Rajput Tent house	Ajay Kumar Gupta Shri Ashok Singh Shri Ashok Singh	9415275324 9795244791 9415219033 9415250488
46.	Kiriharpur	Tent House	Chhotu	8423387210
47.	Piprideeh	Village-Pipridih, Mau	Baecha Panday	9453613008
48.	Belthara Road	Malgodam Road	Pappu	9919351836
49.	Jakhaniya	Lallu Chaurasia	Lallu Chaurasia	8896154646
50.	Salempur	Durgesh Tent House, Hospital Road, Ward No.-03, Salempur	Umesh Kumar Gupta	9670099839
51.	Azamgarh	Palival Tent House, Harvabnshpur, Azamgarh Baba Tent House, Chowk, Azamgarh		9415207757 05462-221137
52.	Chitbara Gaon	Choursia Tent House, Gudari Bazar, Ballia Unesh Tent House, Ballia Chouhan Tent House, Ballia	Ramesh Choursia Umesh Kumar Vinod Kumar Chouhan	9616526995 9721350250 9795925664
53.	Karimuddinpur	Pandey Tent House, Karimuddinpur, Ghazipur		9451496506 9936846971
54.	Saidpur	Ramesh Tent House, Saidpur, Ghazipur Bharat Tent house , Saidpur, Ghazipur Tarang Tent House Saidpur, Ghazipur		9453483930 9956118535
55.	Nandganj	Pandey Agencies, Nandganj, Ghazipur Ramesh Tent House, Saidpur, Ghazipur	Shyan Nandan Pandey	9936846971
56.	Yusufpur	Virendra Yadav Tent House, Yusfpur, Ghazipur Virendra Yadav Tent House, Yusfpur, Ghazipur	Vinod Yadav	9918451755 9415860476
57.	Ghazipur	Suraj Tent House, Ghazipur Sheo Tent House, Station Road, Ghazipur Krishna Tent House, Lanka, Ghazipur Ma Gange Tent House Malgodan Road, Ghazipur Shri Ram Tent House, Rouza, Ghazipur		9415887122 9415889695 941597241 941588805 945221049 9415868859 9415357159

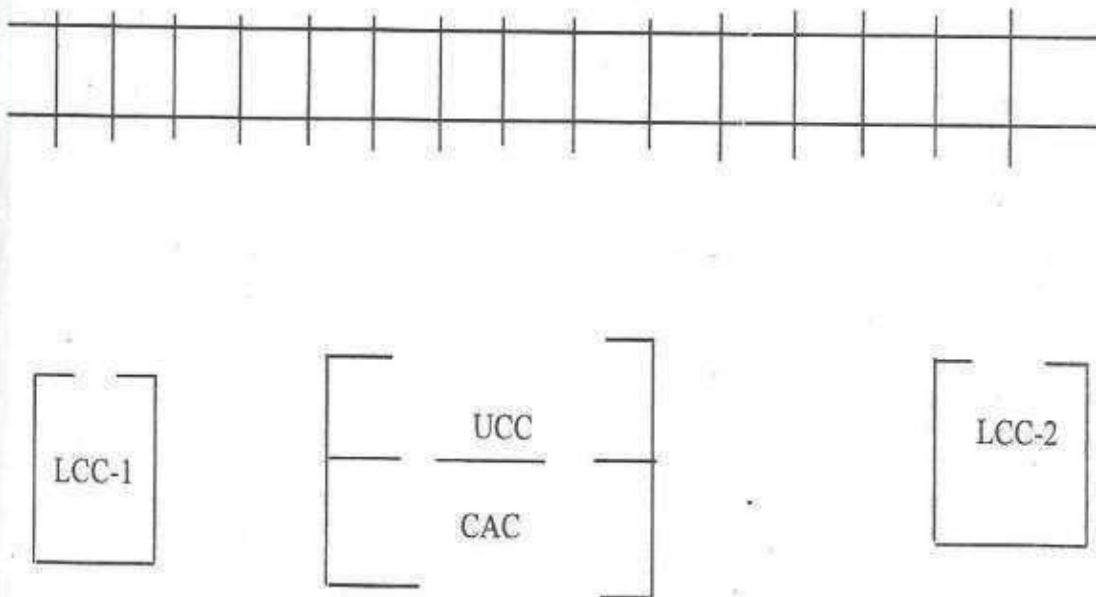
Food Supplier

S.No.	Station	Name of Hotel/Dhaba/Restaurant & Address	Quantity can supply on short	Tel./Mob. No.
1.	Pryagraj	Tara Hotel, Front of Ram Bagh, Station (SURAJ)	250 meals – One day notice	9935430162
2.	Gyanpur Road	Rajput Dhaba, 2Km from station Khanjay singh	500 meals – One day notice. 50 meals – 2 Hours notice.	9479081903 9415360215
3.	Kachawa Road	Vidhan Restaurant, Rupa Pur – Kachawa Road, 6 Km from station	50 meals – 2 Hours notice.	
4.	Mau Jn.	Grihasth Plaza, Gazipur Tiraha, 3 Km from Station Peris Plaza, Gazipur tiraha, 3 Km from Station	150-200 meals – 2 to 4 Hours notice. 150-200 meals – 2 to 4 Hours notice.	9854804965 9839513091 9670749232
5.	Chauri-Chaura	Sanjha Chulha Dhaba, Near Chauri-Chaura Petrol Pump	45 meals – 2 Hours notice.	
6.	Deoria Sadar	Hotel Gitanjali, Station Road deoria Hotel Umda, West Cabin, Station Road	150 meals – 2 to 4 Hours notice. 150 meals – 2 to 4 Hours notice.	9451414473 9721128852 9236558095 05568-241786
7.	Chhapra	Annapurna Hotel, Bhagwan Bazar, Chhapra		9570958451 9770958450
8.	Madhaura	Satyendra Hotel		9471469934
9.	Masrakh	Jai Hind Hotel (Munna)		9934746351
10.	Siwan	Jipsy Café, Near Rajendra Stadium Shahi Darbar, Station Road (Closed) Siwan international, Babunia Modh	50 meals – 2 to 3 Hours notice. 50 meals – 2 to 3 ours notice. 50 meals – 2 to 3 Hours notice.	9431218118 9279752080 7739182988 06154-246195 9835445444
11.	Mairwa	Hotel Jaiswal, Station Road	50 meals – 2 to 3 Hours notice.	9631714881
12.	Ghazipur City	Awadh Hotel, Station Road Rang Top, Station Road Rajesh Prasad, Hotel, Rail Bazar Singh Bhojnalay, Station Road Sharda Nand Prasad Hotel, Rail Bazar Gangotri Hotel, Station Road	75-100 meals – 2 to 3 Hours notice. 75-100 meals – 2 to 3 Hours notice. 100 meals – 2 to 3 Hours notice. 75-100 meals – 2 to 3 Hours notice.	0548-2220528 7705908528 0548-2222941 9431084106 9454034710 9431084106 0548-2225128
13.	Ballia	Pandit Kati Chokha , Ballia		9793762261
14.	Yusufpur	Mid Town Hotel, 2 Km from Station (Md. Ansari)		7275614415

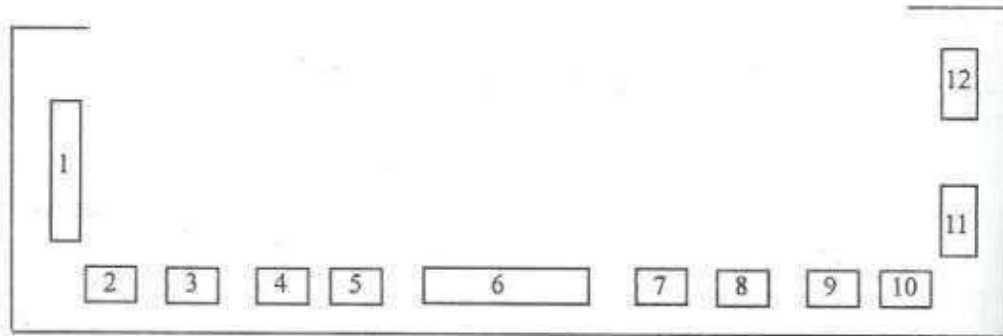
		Shyam Bhojnalaya, 2 Km from Station (Arun Singh)		9415862542 7706876601
15.	Suremanpur	Shankar Hotel, Near Station Tiwari Hotel	75-100 meals – 2 to 3 Hours notice.	
16.	Shahbaj Kuli	Rajput Dhaba		
17.	Thawe	Dashrath Prasad Gupta, Hotel, Rail Bazar (Pankaj)	100 meals – 2 to 3 Hours notice.	7004389391
18.	Padrauna	Hotel are situated on National Highway Only		
19.	Khadda	Manoj Kumar Jaiswal, Frm Muhalla (Ajay Kumar)	200 meals – 3 Hours notice.	9005311143 9151301042
20.	Pipraich	Rajkumar, Railway Station Kedar, Behing Railway Station (Balbant)	200 meals – 3 Hours notice. 200 meals – 3 Hours notice.	9125678759 8127234724 7607997152
21.	Kaptanganj	Garib, Railway Station, Sugar mill Canteen (shiv Kumar) Viki, in front of distillery (Sunil)	200 meals – 3 Hours notice. 200 meals – 3 Hours notice.	9956885980 9771498875 7080677170 9598716611
22.	Paniahwa	Santosh, Behind Railway Station Pramod, Behind Railway Station Babu Sahib	200 meals – 3 Hours notice. 200 meals – 3 Hours notice. 200 meals – 3 Hours notice.	9695937834 9198659788 9918978322
23.	Ghughali	Ramnath Thather, Behind Railway Station	200 meals – 3 Hours notice.	
24.	Bodarwar	Kanhaiya, Behind Railway Station	200 meals – 3 Hours notice.	
25.	Siswa Bazar	Anpurnna Mistan bhandar (Bhudev Prasad)	200 meals – 3 Hours notice.	7342461315 9794233132
26.	Azamgarh	Vaisnav/Amarnath Yadav Hotel Baba Kalika Hotel (Mahendra)	100 meals – 2 Hours notice. 100 meals – 2 Hours notice.	9450116699 9794771939

Annexure -I

OUTLINE SCHEMATIC PLAN OF UC C/CAC/LCCs

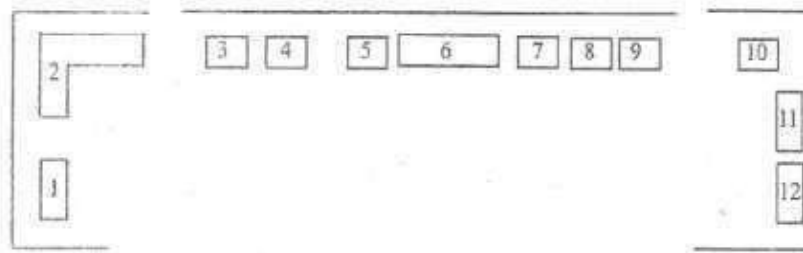


DETAILS SCHEMATIC PLAN OF UCC

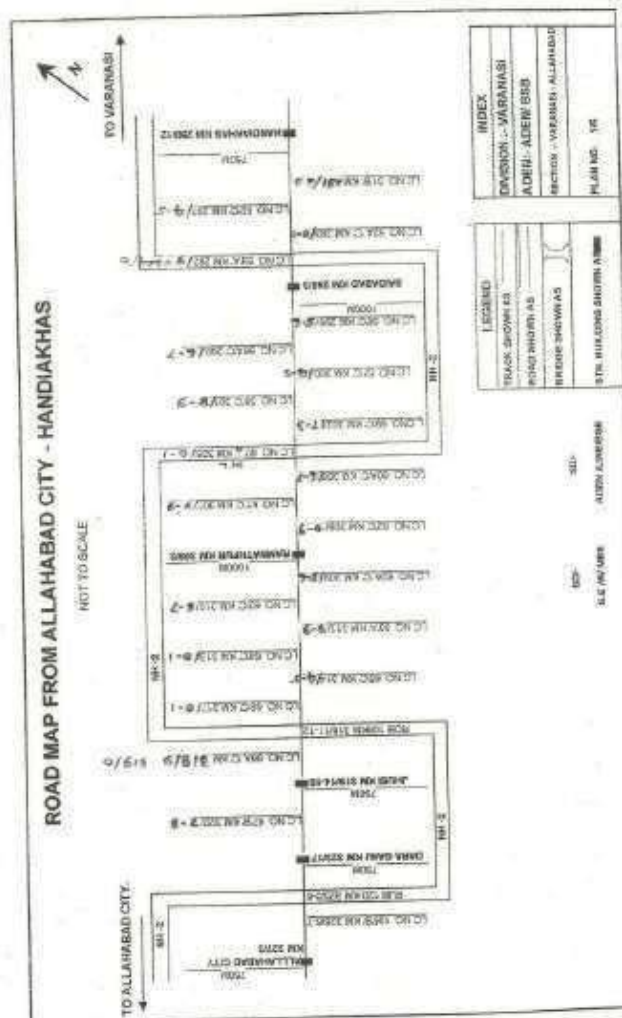


- 1- MEDICAL
- 2- COMMERCIAL
- 3- OPERATING
- 4- SAFETY
- 5- SECURITY
- 6- PUBLIC RELATION
- 7- OC SITE & OFFICER
- 8- MECHANICAL
- 9- ELECTRICAL
- 10- S&T
- 11- CIVIL
- 12- SPARE

DETAILS SCHEMATIC PLAN OF CAC



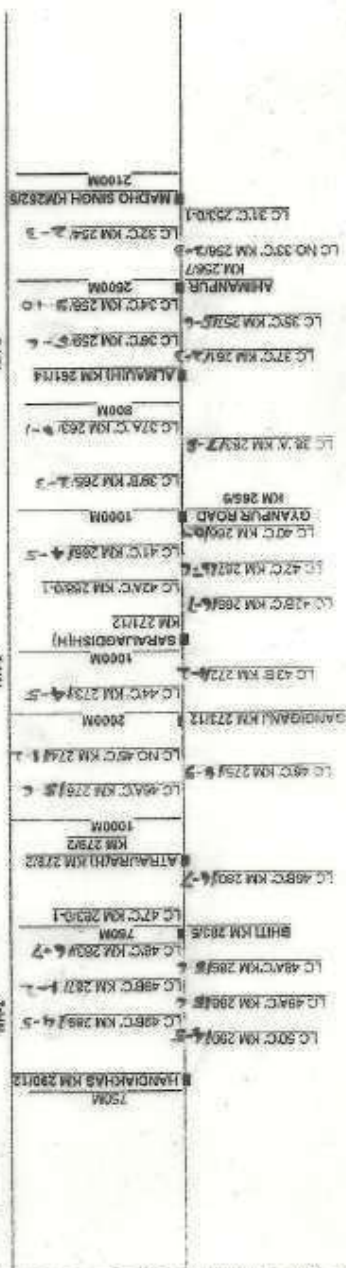
1- Commercial	-	Reservation Chart
2- Medical	-	List of dead & injured
3- Commercial	-	Provision of escort and vehicle
4- Railway doctor	-	Issue of medical Death certificates
5- Govt. Doctor	-	Issue of postmortem report
6- CAC in-Charge and officer		
7- Municipality Official	-	Issue of official Death Certificates
8- RPF/ Local Police	-	Issue of authority for handing over dead body
9- Commercial	-	Payment of Ex-gratia, Issue of claim forms
10- Commercial	-	assistance for performing of last rites
11- Personnel	-	Issue of return Journey passes
12- Operating	-	Arrangement for return journey



NOT TO SCALE

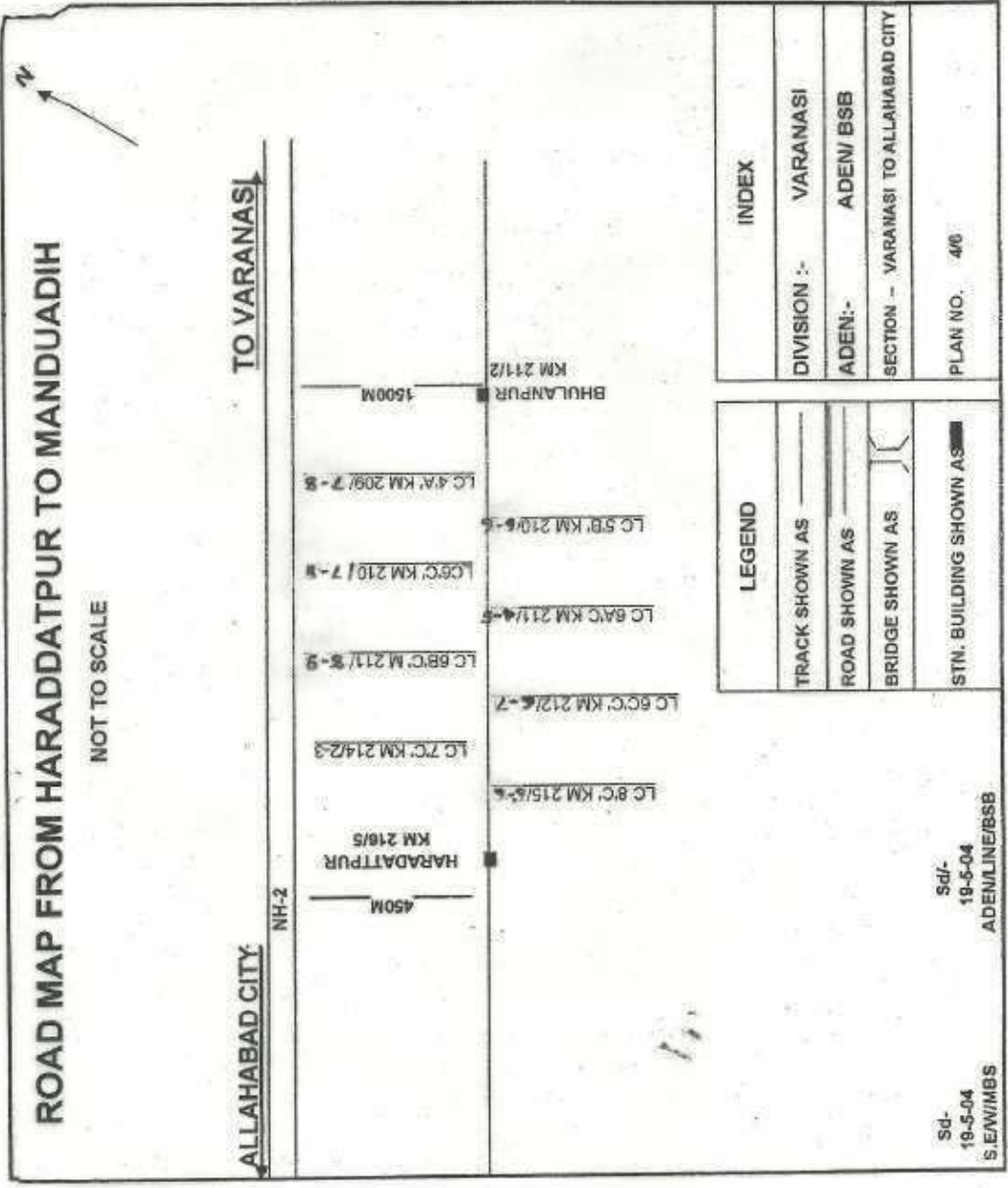
ALLAHABAD CITY

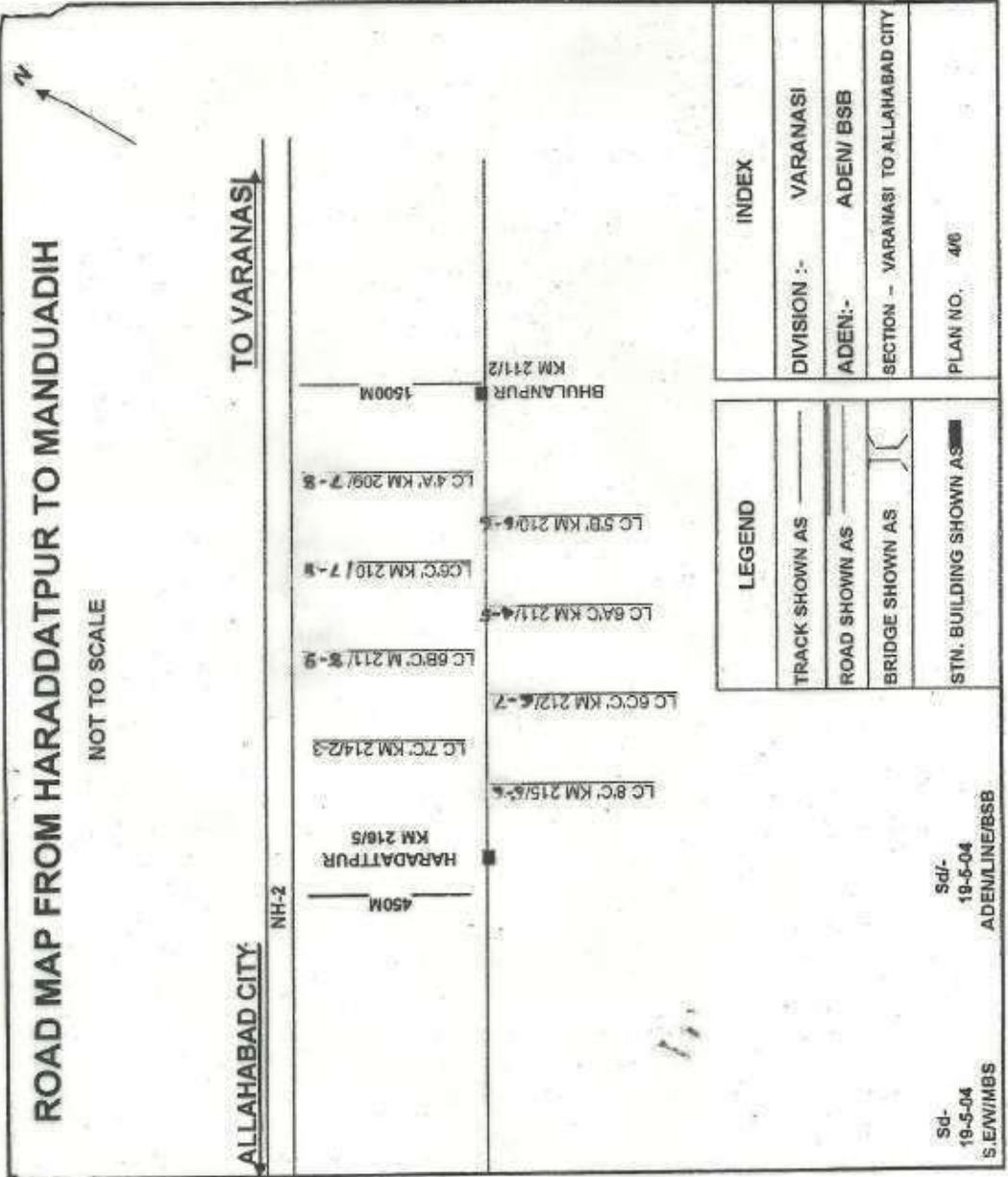
5112-5



LEGEND	INDEX
TRACK SHOWN AS	DIVISION :- VARANASI
ROAD SHOWN AS	ADEN/ BSB
BRIDGE SHOWN AS	SECTION - VARANASI - ALLAHABAD CITY
ESTN. BUILDING SHOWN AS	PLAN NO. 2/6

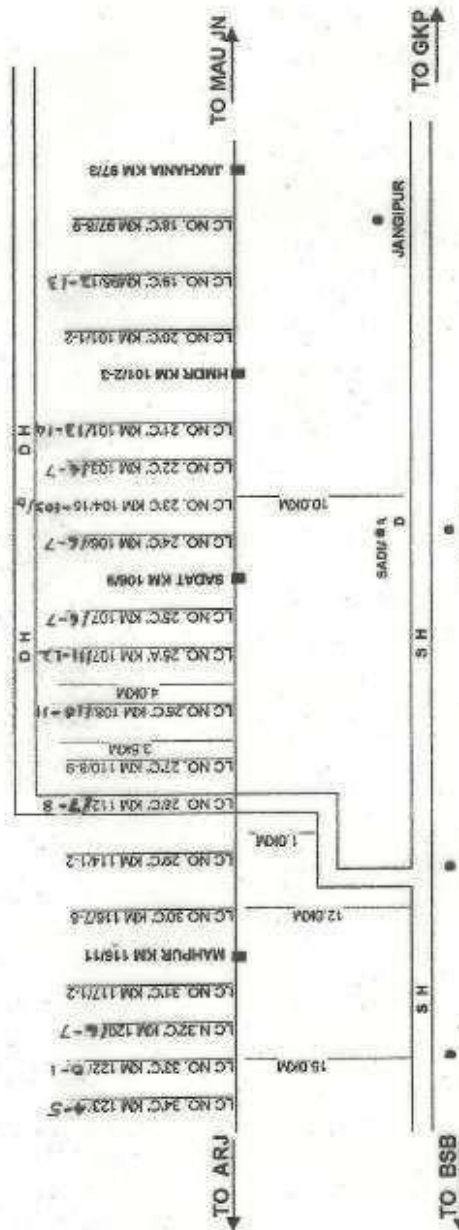
SD-
19-5-04
EWMBS





ROAD MAP FROM EX-ARJ TO MAU JN.

NOT TO SCALE



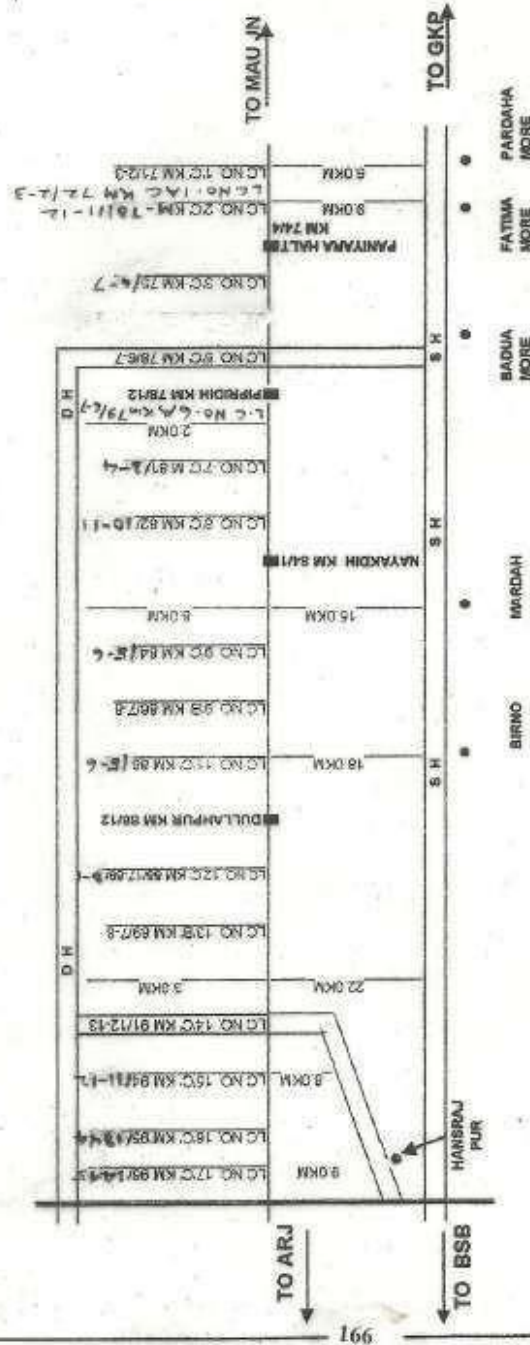
LEGEND	
TRACK SHOWN AS	INDEX
ROAD SHOWN AS	DIVISION :- VARANASI
BRIDGE SHOWN AS	ADEN:- ADEN/ E/NAU
STL BUILDING SHOWN AS	SECTION - EX ARJ- MAU.
	PLAN NO. 1/3

SD-
09-07-04
SSEWICAST

SD-
12-07-04
ADEN/ E/NAU

ROAD MAP FROM EX-ARJ TO MAU JN.

NOT TO SCALE



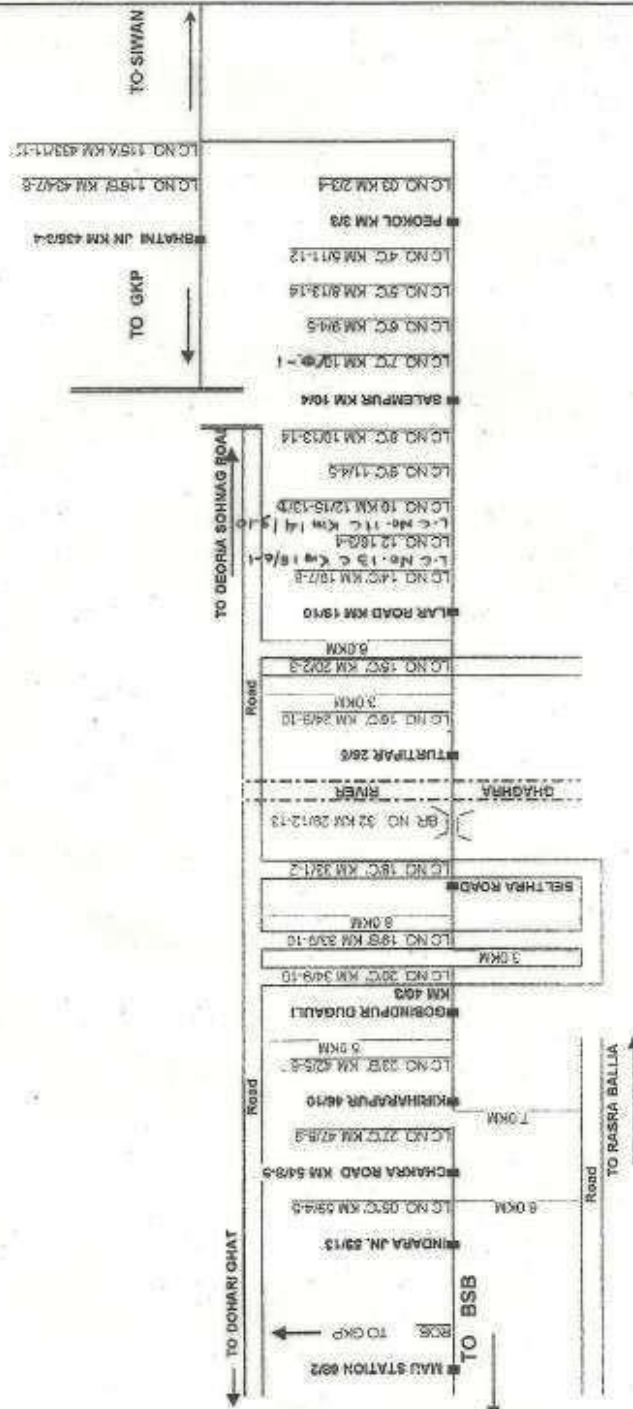
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DIVISION :- VARANASI	
ADEN:- ADEN/ E/MAU	
SECTION :- EX ARJ - MAU	
PLAN NO. 23	

LEGEND	
TRUCK SHOWN AS	■
ROAD SHOWN AS	—
BRIDGE SHOWN AS	⌈
STN. BUILDING SHOWN AS	■

SDI
12-07-04
ADEN/ E/MAU

SDI
08-07-04
SSE/WEAST

NOT TO SCALE



INDEX
DIVISION :- VARANASI
ADEN:- ADEN/ E/MAU
SECTION -- BSB-BTT
PLAN NO. -3/3

LEGEND
TRACK SHOWN AS _____
ROAD SHOWN AS _____
BRIDGE SHOWN AS 
STN. BUILDING SHOWN AS 

SDI
12-07-04
Sr. ADEN/ E/ MAU

ROAD MAP FROM AUNRIHAR TO GHAZIPUR CITY

NOT TO SCALE



INDEX	
DIVISION :-	VARANASI
ADEN:-	ADEN/ BUI
SECTION :-	ARJ - OPR
PLAN NO.	1/16

LEGEND	
TRACK SHOWN AS	---
ROAD SHOWN AS	---
BRIDGE SHOWN AS	---
STN. BUILDING SHOWN AS	---

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9.04.04
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NOT TO SCALE

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NH-29

66-74N

Distance	Location
0.5 Km	L.C. No. 25 Km 129/4.5
0.5 Km	L.C. No. 27 Km 127/3.14
0.5 Km	L.C. No. 28 Km 127/2.3
0.3 Km	L.C. No. 28 Km 127/2.3
0.3 Km	L.C. No. 28 Km 127/2.3
0.1 Km	L.C. No. 30 Km 126/5
1.5 Km	L.C. No. 31 Km 124/10.11
1.5 Km	L.C. No. 32 Km 123/10.11
1.5 Km	L.C. No. 33 Km 123/2.3
1.5 Km	L.C. No. 34 Km 123/2.3
0.8 Km	L.C. No. 35 Km 121/6.7
0.8 Km	L.C. No. 36 Km 120/10.11
0.8 Km	L.C. No. 37 Km 118/5.8
0.8 Km	L.C. No. 38 Km 117/2.13
1.5 Km	L.C. No. 39 Km 111/13.14
3.0 Km	L.C. No. 40 Km 110/5.9
3.0 Km	L.C. No. 41 Km 105/4.17
0.5 Km	L.C. No. 42 Km 107/5.10
0.5 Km	L.C. No. 43 Km 105/14.15
1.0 Km	L.C. No. 44 Km 104/8.9
1.0 Km	L.C. No. 45 Km 98/5.6
1.5 Km	L.C. No. 46 Km 97/7.9
0.7 Km	L.C. No. 47 Km 96/9.10
0.7 Km	L.C. No. 48 Km 96/9.10
0.7 Km	L.C. No. 49 Km 96/9.10
0.7 Km	L.C. No. 50 Km 96/9.10
0.7 Km	L.C. No. 51 Km 96/9.10
0.7 Km	L.C. No. 52 Km 96/9.10
0.7 Km	L.C. No. 53 Km 96/9.10
0.7 Km	L.C. No. 54 Km 96/9.10
0.7 Km	L.C. No. 55 Km 96/9.10
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0.7 Km	L.C. No. 58 Km 96/9.10
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0.7 Km	L.C. No. 62 Km 96/9.10
0.7 Km	L.C. No. 63 Km 96/9.10
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0.7 Km	L.C. No. 65 Km 96/9.10
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0.7 Km	L.C. No. 71 Km 96/9.10
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0.7 Km	L.C. No. 100 Km 96/9.10

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LEGEND	INDEX
TRACK SHOWN AS _____	DIVISION :- VARANASI
ROAD SHOWN AS _____	ADEN:- ADEN/ BUI
BRIDGE SHOWN AS 	SECTION - ARJ - CPR
STN. BUILDING SHOWN AS 	PLAN NO. 2/5

Sd-
09.04.04
SENSEBU

ROAD MAP FROM KARIMUDDINPUR - BANSDIH ROAD

NOT TO SCALE



NH-19

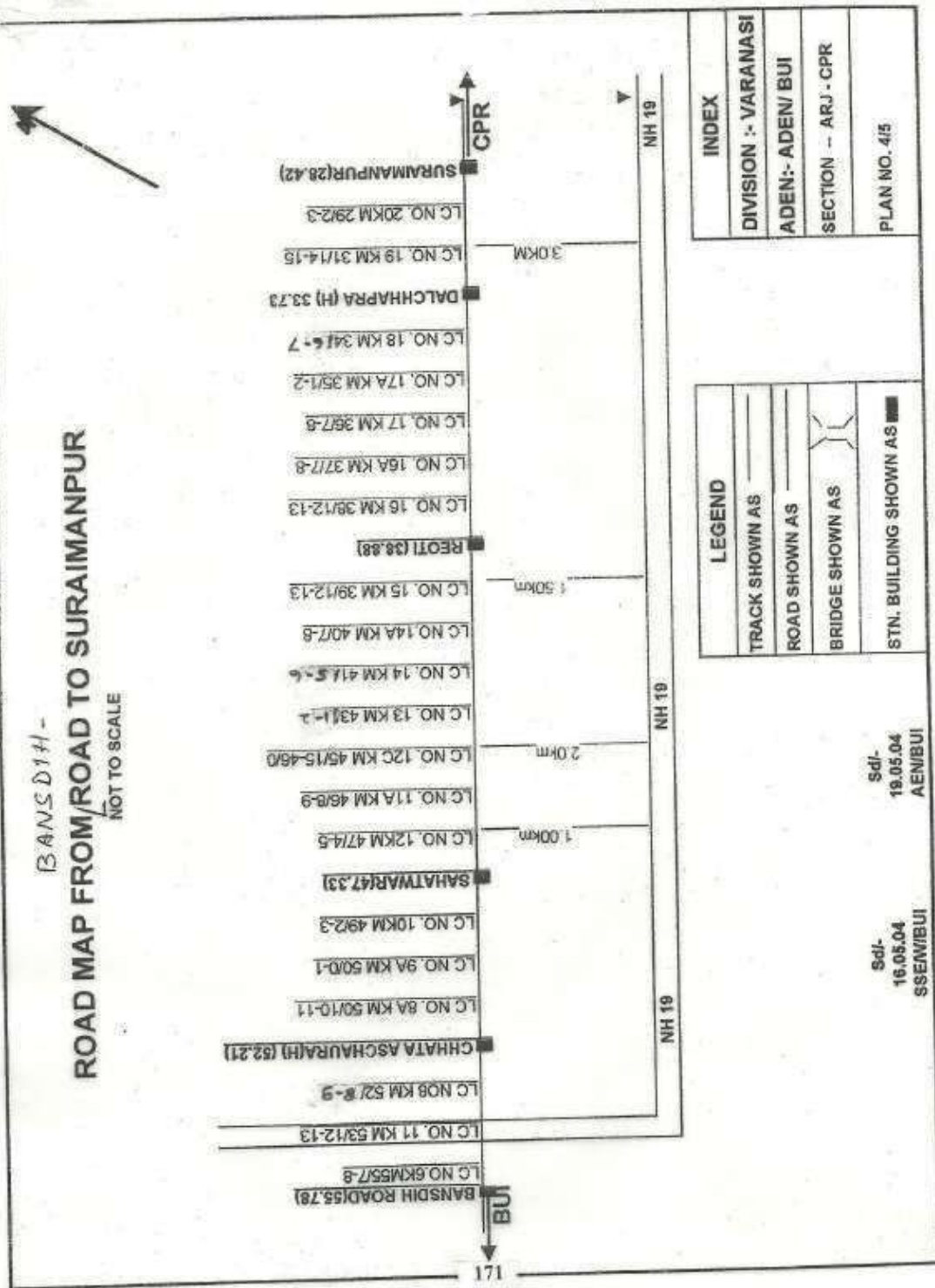
NH-19

INDEX	
DIVISION :-	VARANASI
ADEN:-	ADEN/ BUI
SECTION :-	ARJ-CPR
PLAN NO.	3/6

LEGEND	
TRACK SHOWN AS	
ROAD SHOWN AS	
BRIDGE SHOWN AS	
STN. BUILDING SHOWN AS	

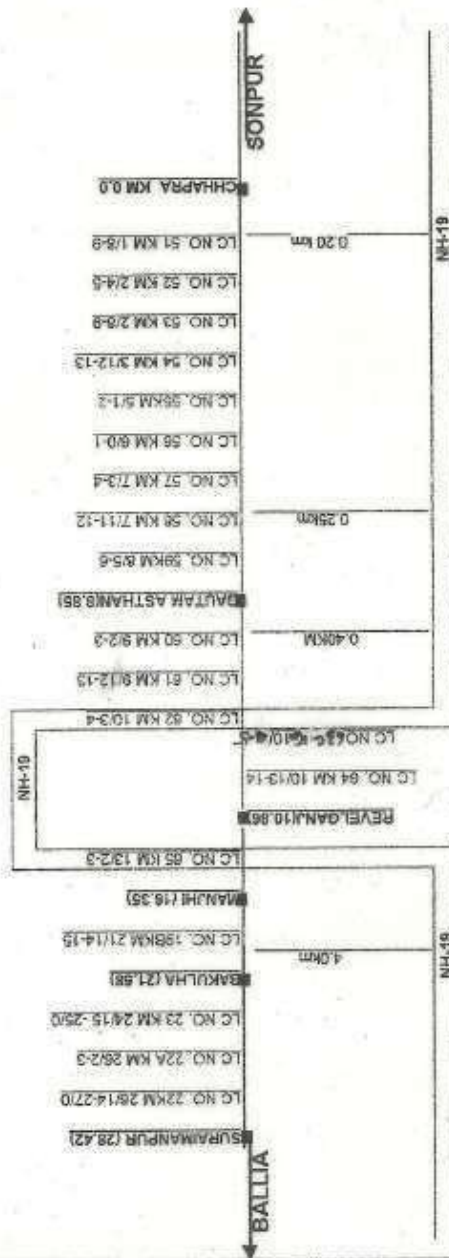
Sd/-
19.05.04
AEN/BUI

Sd/-
16.05.04
SSEW/BUI



ROAD MAP FROM SURAIMANPUR - CHHAPRA

NOT TO SCALE



LEGEND		INDEX	
TRACK SHOWN AS		DIVISION :- VARANASI	
ROAD SHOWN AS		ADEN:- ADEN/ BUI	
BRIDGE SHOWN AS		SECTION -- ARJ - CPR	
STN. BUILDING SHOWN AS		PLAN NO. 5/5	

ROAD MAP FROM AUNRIHAR TO JAUNPUR

NOT TO SCALE



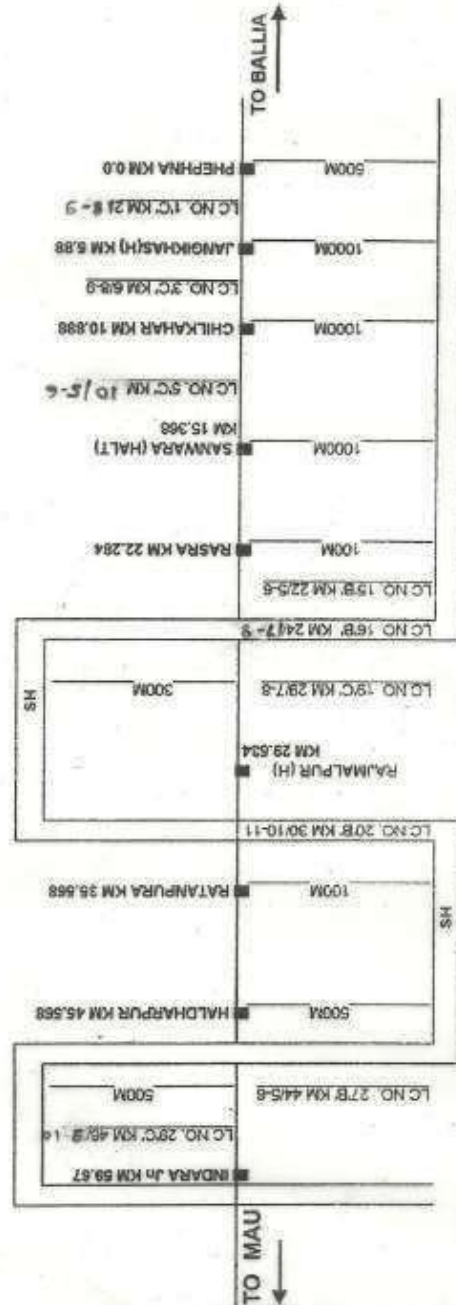
INDEX
DIVISION - VARANASI
ADEN- ADEN/LINE/BSB
SEC- ARJ- JNU
PLAN NO. 6/6

LEGEND
TRACK SHOWN THUS-
ROAD SHOWN THUS
BR. SHOWN THUS
STN BUILD SHOWN THUS

SD/-
15-04-04
SEW/BCY

ROAD MAP FROM INDARA TO PHEPHNA

NOT TO SCALE

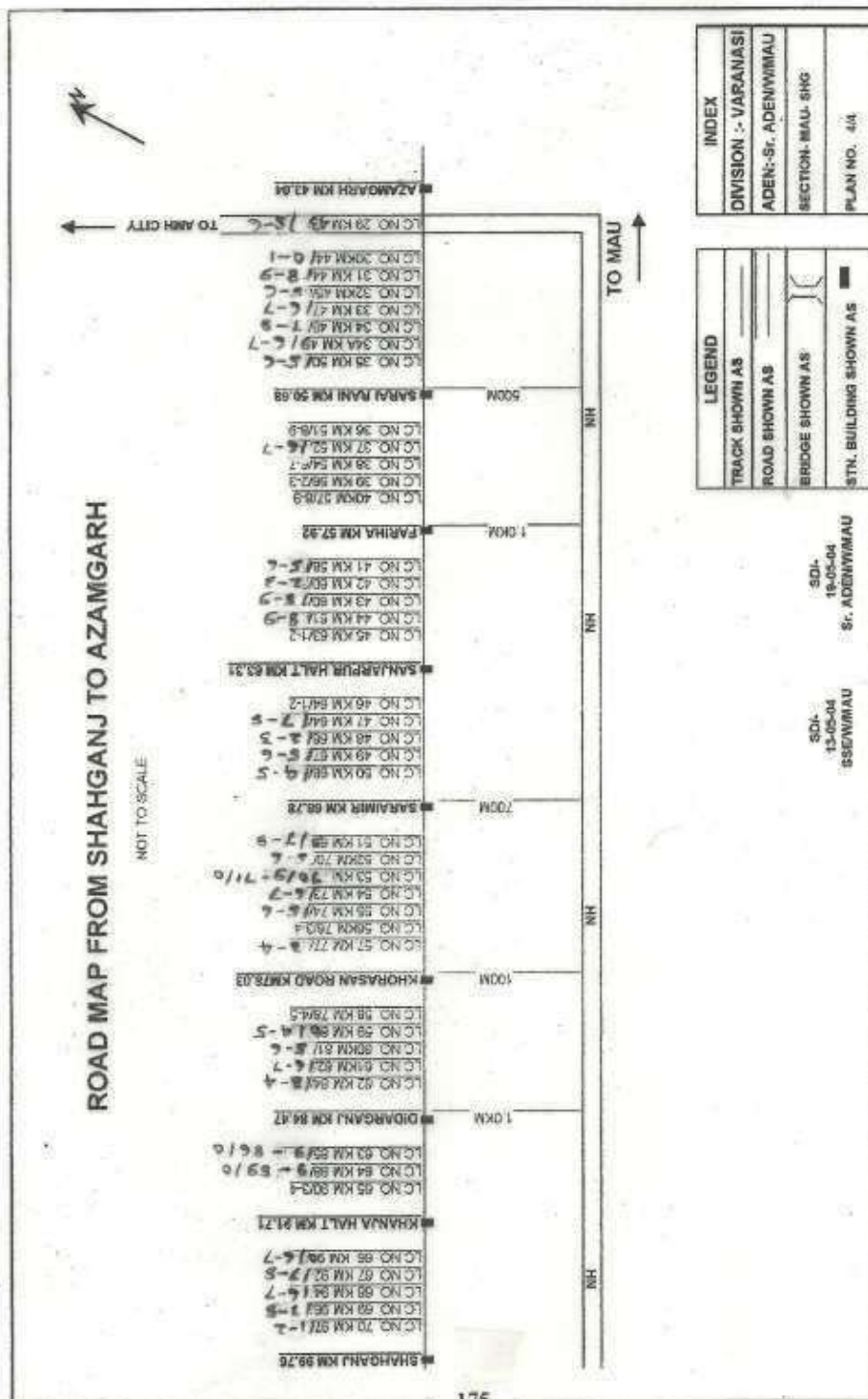


INDEX			
DIVISION :- VARANASI			
ADEN:- ADEN/ W/ MAU			
SECTION :- PHEPHNA - INDAR			
PLAN NO. - 2/4			

LEGEND			
TRACK SHOWN AS			
ROAD SHOWN AS			
BRIDGE SHOWN AS			
STN. BUILDING SHOWN AS			

SD/-
13/6/04
SSE/W/MAU

SD/-
19-05-04
ADEN/W/MAU



ROAD MAP FROM AZAMGARH TO MAU

NOT TO SCALE



INDEX	
DIVISION :-	VARANASI
ADEN:-	SR. ADEN/ W/ MAU
SECTION :-	MAU - SHG
PLAN NO.	-3/4

LEGEND	
TRACK SHOWN AS	—
ROAD SHOWN AS	—
BRIDGE SHOWN AS	—
STN. BUILDING SHOWN AS	■

Sd/-
19-5-04
SR ADEN/W/MAU
SSE/W/MAU

ROAD MAP FROM DOHARIGHAT TO INDARA

NOT TO SCALE

DOHARIGHAT KM 00.00	LC NO. 270 KM 044-5	100M
	LC NO. 268 KM 037-12	
	LC NO. 250 KM 030-8	
	LC NO. 240 KM 282-3	
	LC NO. 230 KM 277-5	
	LC NO. 210 KM 267-8	
AMILA KM 25.75	200M	
	LC NO. 200 KM 253-4	
	LC NO. 190 KM 249-5	
	LC NO. 180 KM 228-9	
	LC NO. 170 KM 214-3-4	
	LC NO. 160 KM 207-3	
	LC NO. 150 KM 190-1	
	LC NO. 140 KM 168-9	
	LC NO. 130 KM 152-3	
GHOSI KM 17.70	300M	
	LC NO. 120 KM 139-10	
	LC NO. 110 KM 147-8	
	LC NO. 100 KM 135-5	
	LC NO. 90 KM 117-1-12	
	LC NO. 80 KM 104-1	
	LC NO. 70 KM 88-4	
	LC NO. 60 KM 74-5	
150M		
KOPPAGANU KM 6.84	LC NO. 50 KM 66-6	
	LC NO. 40 KM 52-3	
	LC NO. 30 KM 46-7	
	LC NO. 20 KM 39-4	
	LC NO. 10 KM 27-2	
INDARA KM 00.00		

TO MAU
TO GKP

LEGEND	
TRACK SHOWN AS	
ROAD SHOWN AS	
BRIDGE SHOWN AS	
STN. BUILDING SHOWN AS	

INDEX	
DIVISION :-	VARANASI
ADEN:-	Sr. ADEN/ W/ MAU
SECTION :-	BA - DIT
PLAN NO. :-	1/4

SD/-
13-5-04
Sr. ADEN/MAU

SD/-
13-5-04
SSE/MAU

ROAD MAP FROM CHHAPARA TO EKMA

NOT TO SCALE



LC NO. 52 LHM KM 328/5 - 328/0	LC NO. 53 KM 334/6 - 7	LC NO. 54 URM KM 336/0 - 1	KPS STN KM 337/12	LC NO. 55 KM 337/4 - 5	LC NO. 56C KM 338/4 - 5	LC NO. 57C KM 338/8 - 9	LC NO. 58C/340/8 - 9	LC NO. 59A KM 343/3 - 4 (NH)	LC NO. 60C KM 343/9 - 344/0	LC NO. 61C KM 345/1 - 2	DDP STN KM 345/10	LC NO. 62C KM 345/9 - 347/0	LC NO. 63C KM 349/1 - 3	LC NO. 64C KM 349/7 - 8	LC NO. 65C KM 351/9 - 352/0
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CPR

1.0KM	1.0KM	1.0KM	1.0KM	1.0KM	1.0KM
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NH

LEGEND		INDEX	
TRACK SHOWN AS		DIVISION :- VARANASI	
ROAD SHOWN AS		ADEN :- ADEN SV	
BRIDGE SHOWN AS		SECTION :- CPR-SV	
STN. BUILDING SHOWN AS		PLAN NO. 1/5	

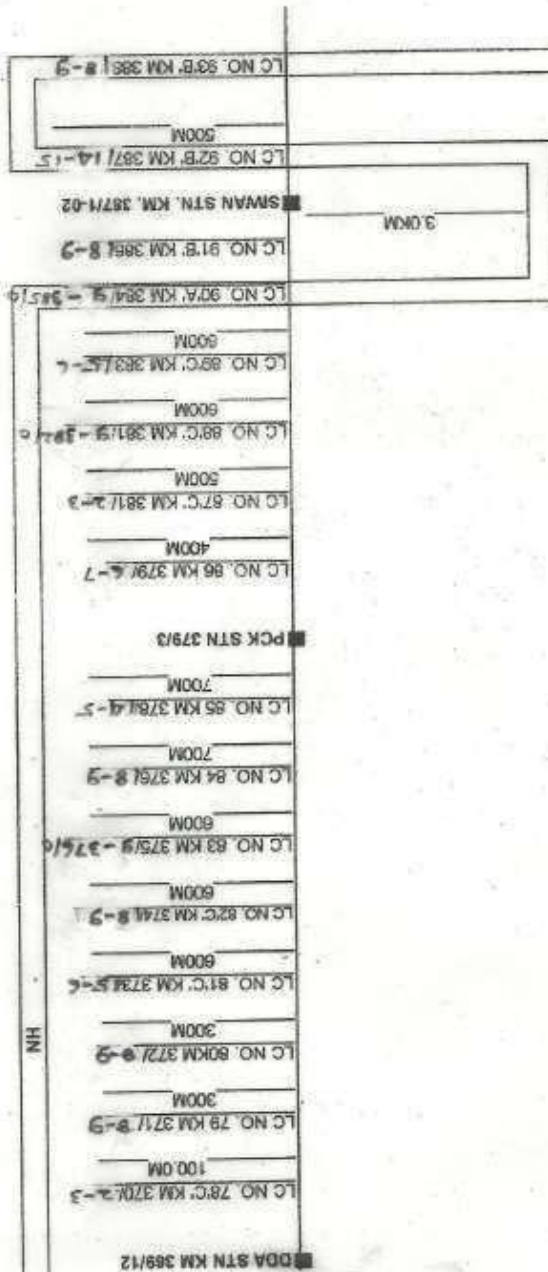
SD/-
02-04-04
SEMIWISV

NOT TO SCALE

SDI-
02-04-04
8EWNV/SV

ROAD MAP FROM DURAUNDHA TO SIWAN

NOT TO SCALE



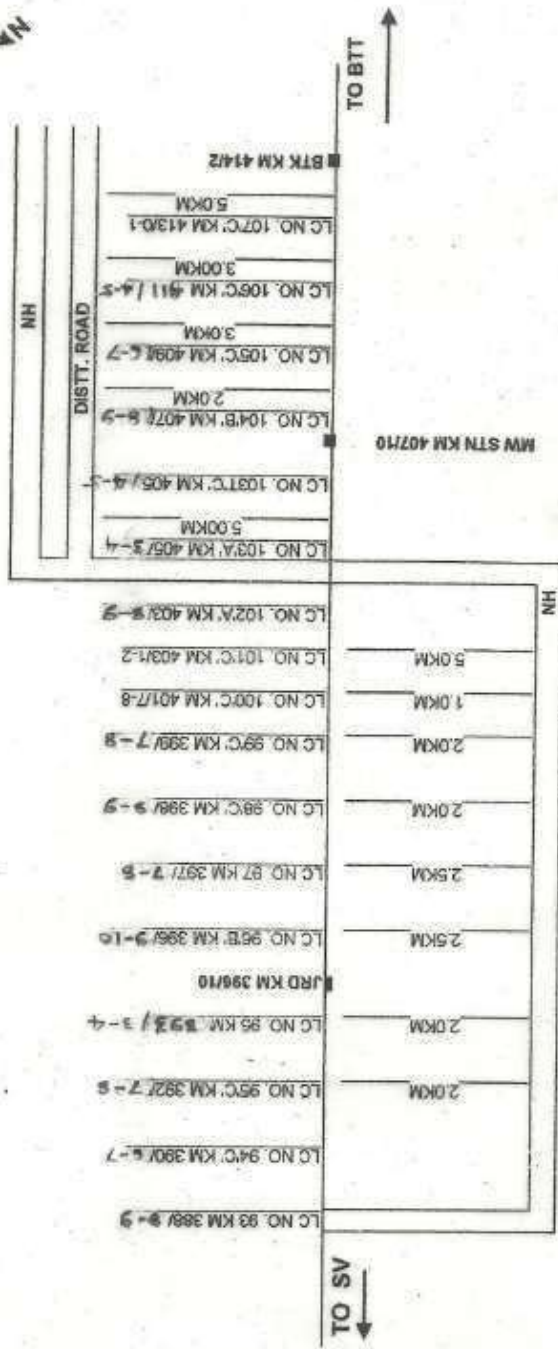
INDEX	
DIVISION :-	VARANAS
ADEN:-	ADEN/ SV
SECTION	- CPR - SV
PLAN NO.	3/5

LEGEND	
TRACK SHOWN AS	—
ROAD SHOWN AS	—
BRIDGE SHOWN AS	⌈ ⌋
STN. BUILDING SHOWN AS	■

SD/-
02-04-04
SEW/WSV

ROAD MAP FROM JIRADEI TO BANKATA

NOT TO SCALE



INDEX			
DIVISION :- VARANASI			
ADEN:- ADEN/ SV			
SECTION - BTT - SV			
PLAN NO. 4/5			

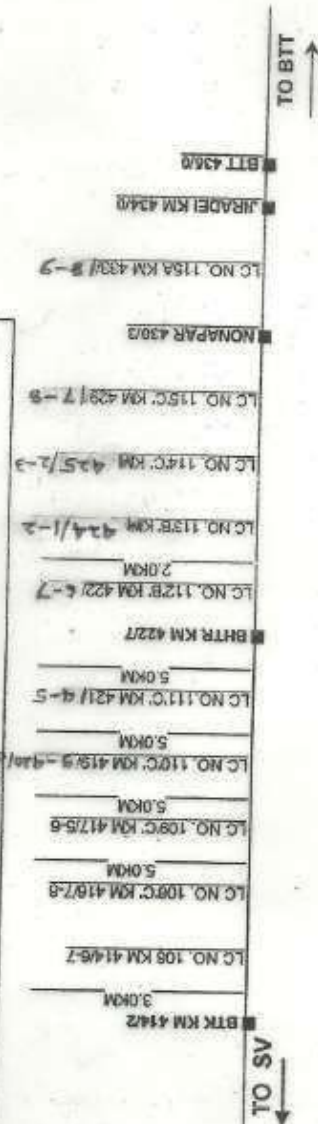
LEGEND			
TRACK SHOWN AS			
ROAD SHOWN AS			
BRIDGE SHOWN AS			
STN. BUILDING SHOWN AS			

SD/-
02-04-04
SEN/WISV

ROAD MAP FROM BANKATA TO BHATANI

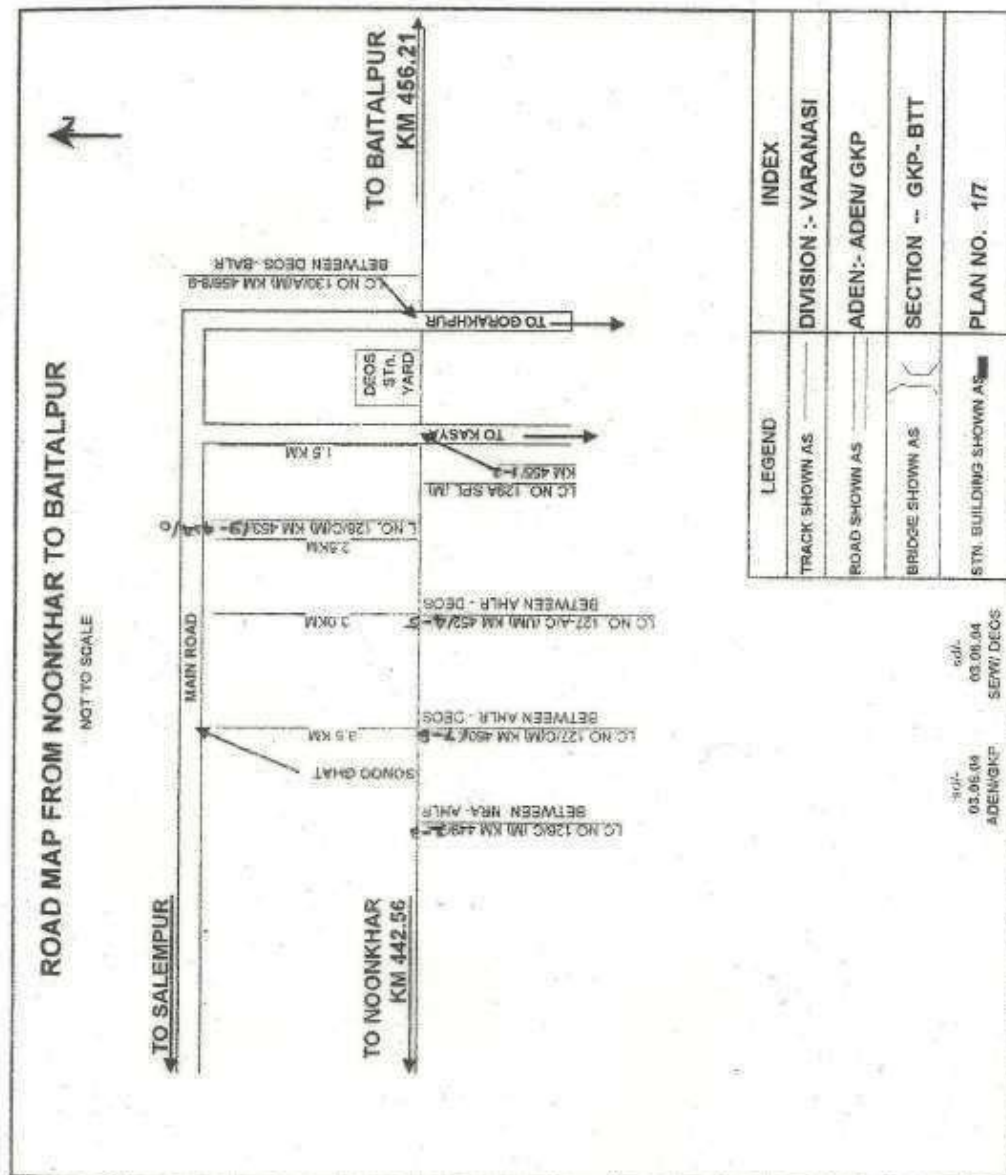
NOT TO SCALE

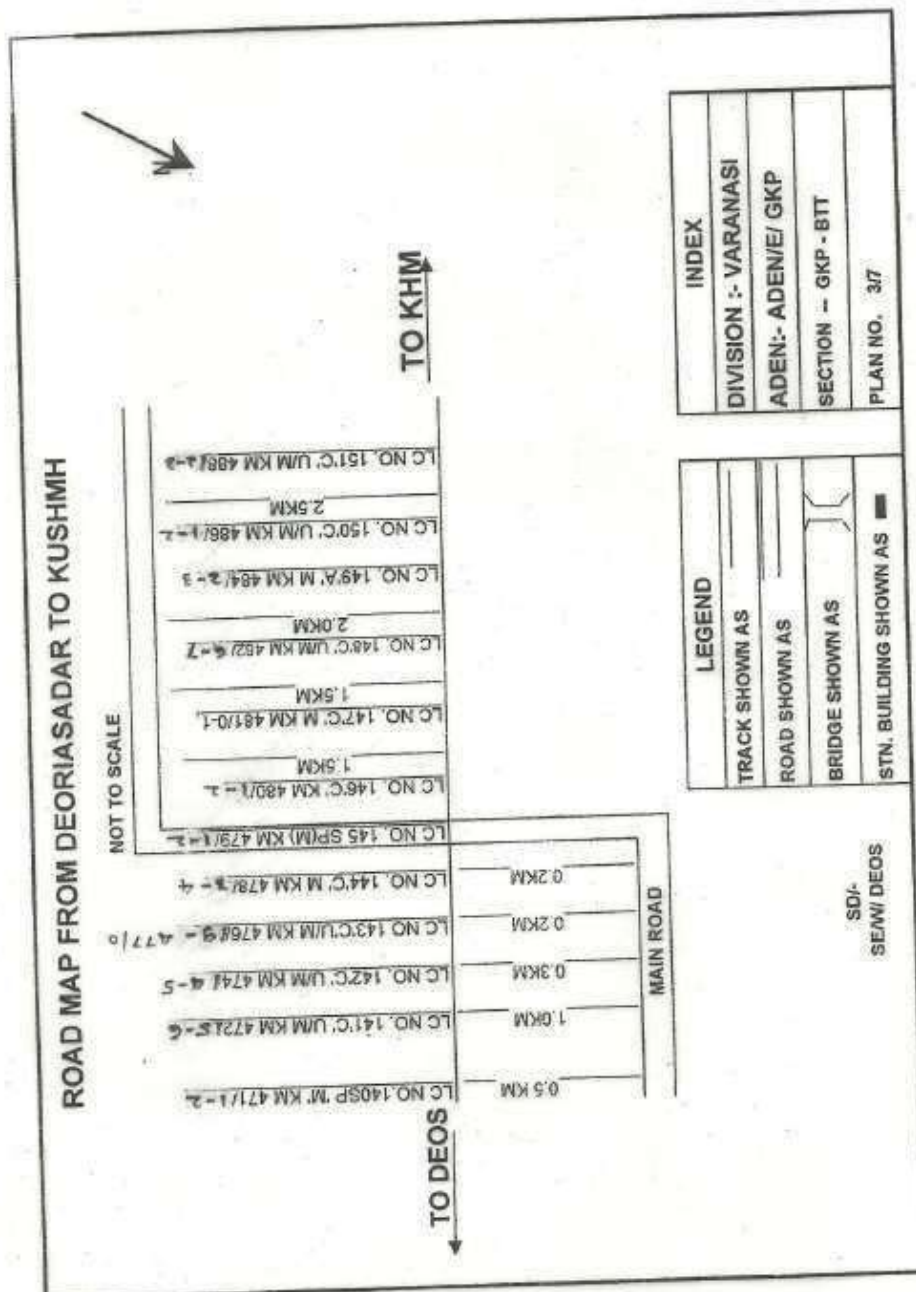
DISTT ROAD

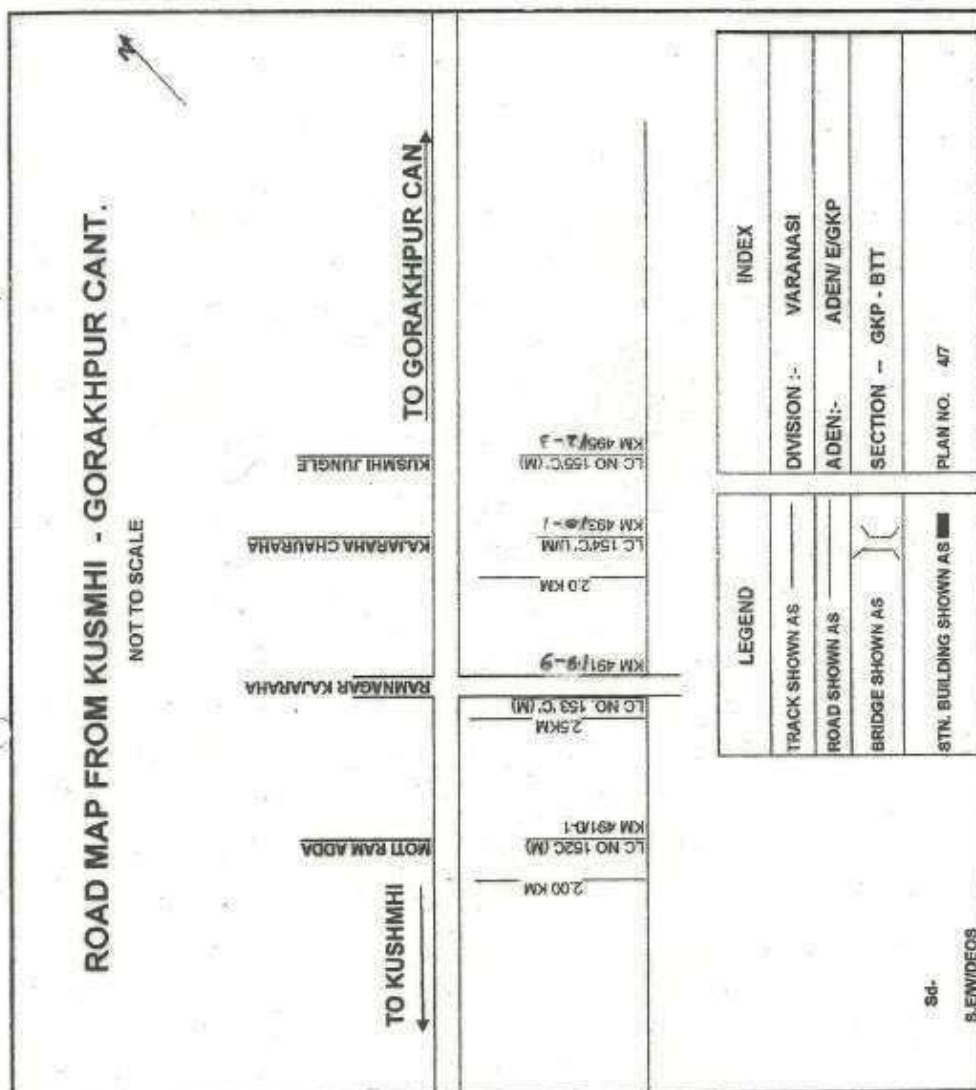


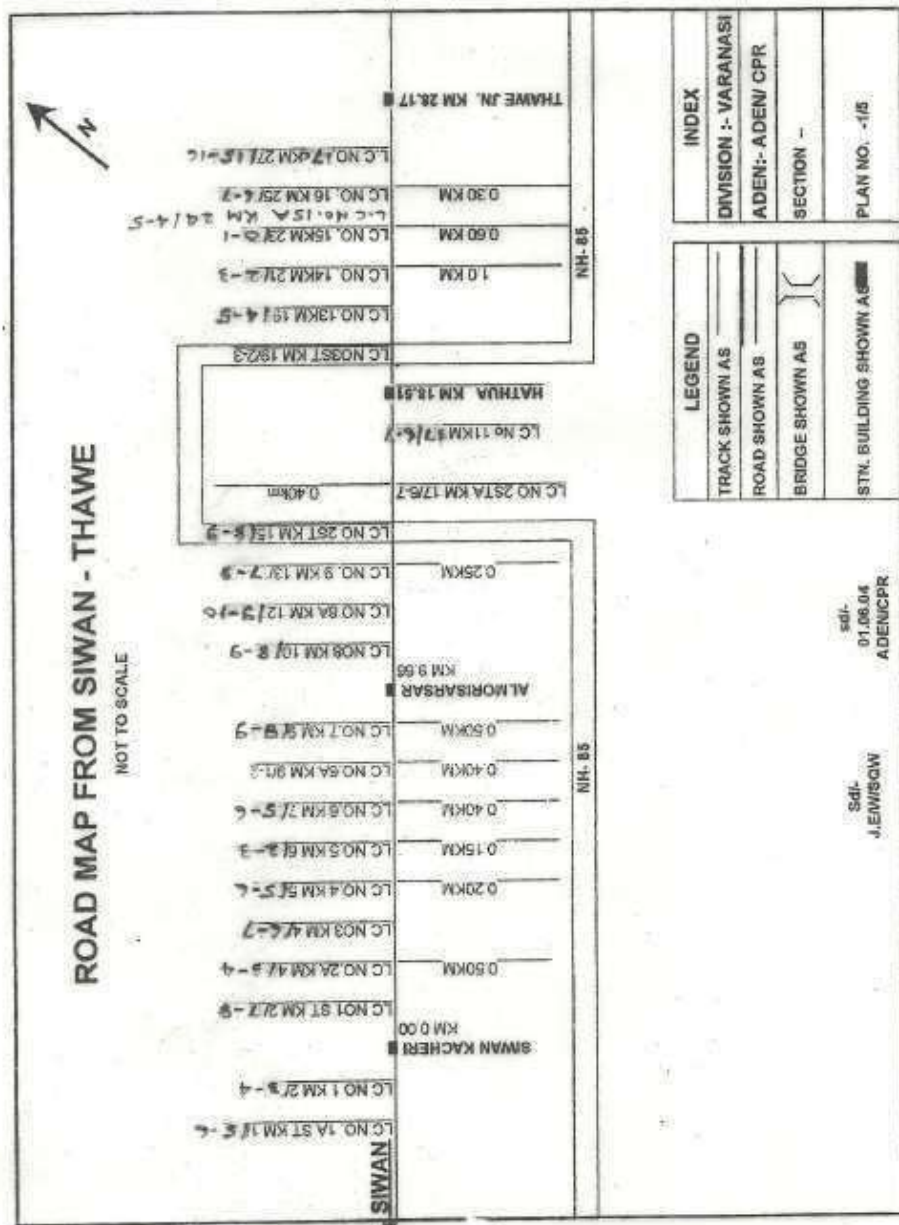
LEGEND		INDEX	
TRACK SHOWN AS	—	DIVISION :- VARANASI	
ROAD SHOWN AS	—	ADEN:- ADEN/ SV	
BRIDGE SHOWN AS	—	SECTION :- BTT -SV	
STN. BUILDING SHOWN AS	■	PLAN NO. 6/6	

SD/-
02-04-04
SE/W/SV









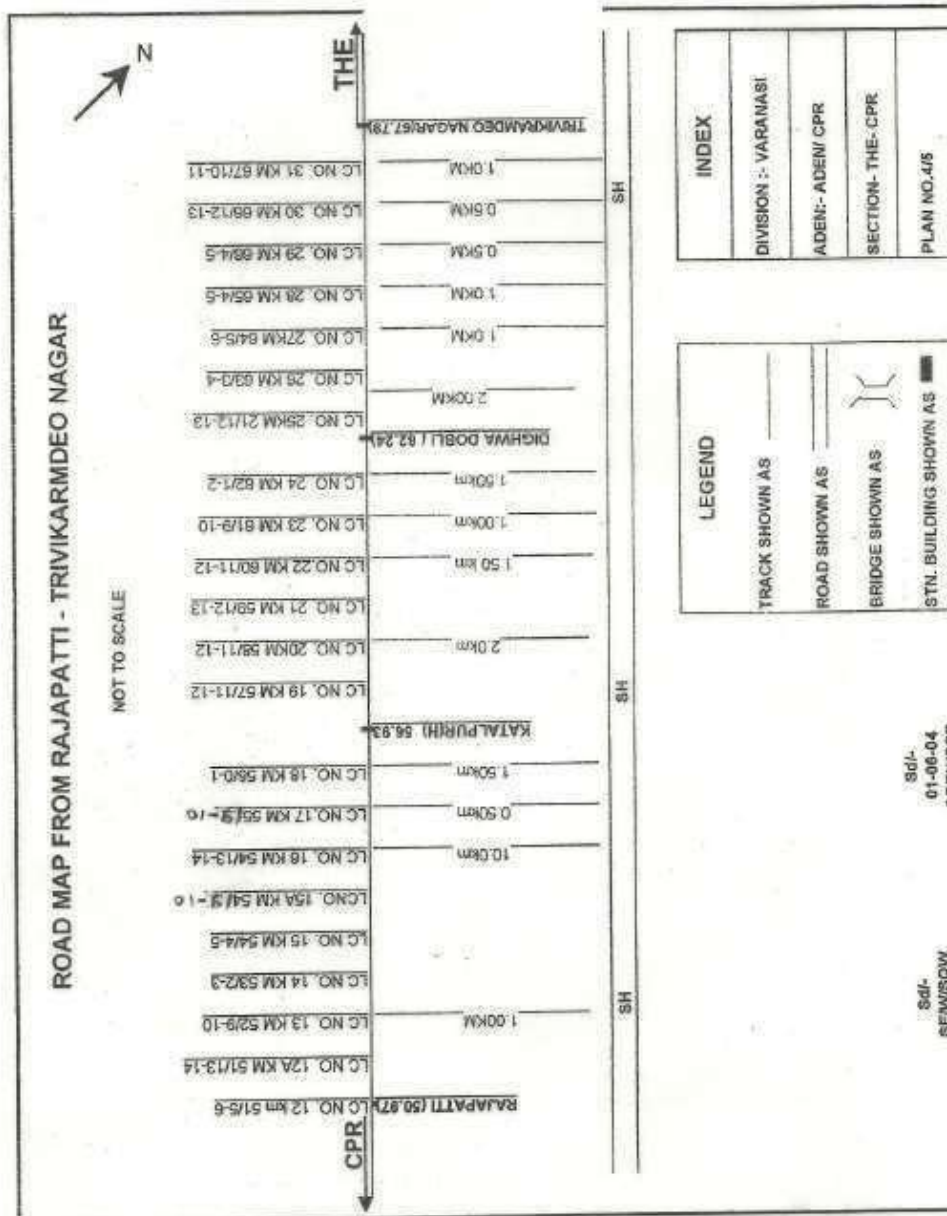
NOT TO SCALE



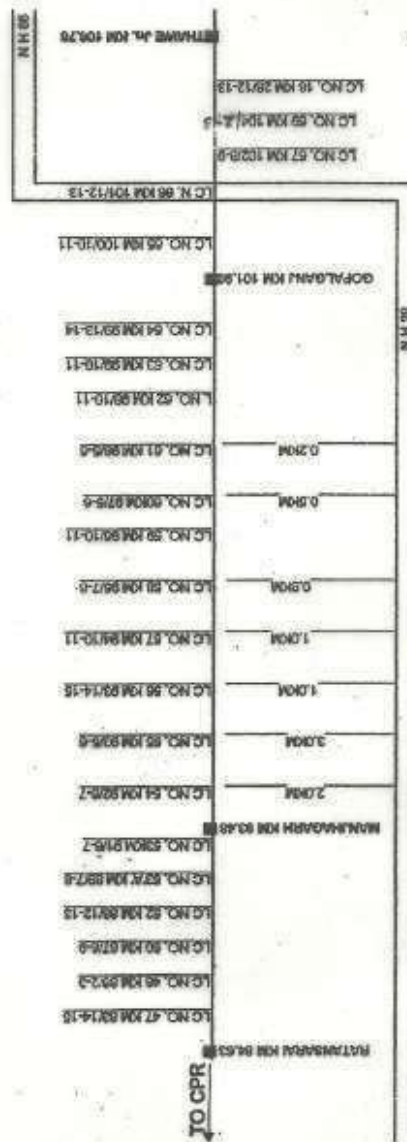
LEGEND	INDEX
TRACK SHOWN AS	DIVISION :- VARANASI
ROAD SHOWN AS	ADEN:- ADEN/ CPR
BRIDGE SHOWN AS	SECTION - CPH - NEW
STN. BUILDING SHOWN AS	PLAN NO. 5/5

SED.
 08-05-84
 ADEN/ CPR

SED.
 SINGH



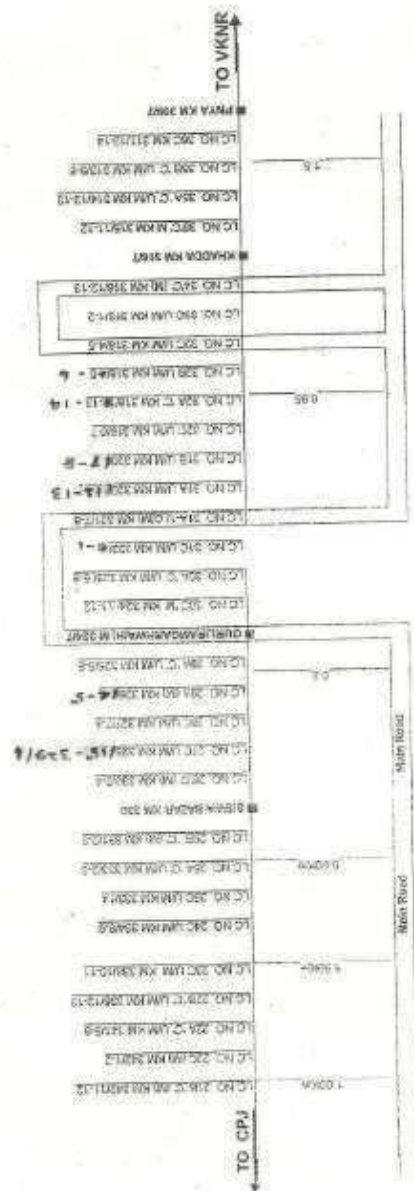
NOT TO SCALE



LEGEND	INDEX
TRACK SHOWN AS _____	DIVISION :- VARANASI
ROAD SHOWN AS _____	ADEN:- ADEN/ CPR
BRIDGE SHOWN AS 	SECTION - RRV THE
STN. BUILDING SHOWN AS 	PLAN NO. - 25

SDI-
01-06-04
ADEN CPR

NOT TO SCALE



LEGEND	INDEX
TRACE SHOWN AS	DIVISION :- VARANASI
ROAD SHOWN AS	AGENCY :- ADWITI GKP
BRIDGE SHOWN AS	SECTION :- CPU-YAKH
STN. BUILDING SHOWN AS	PUSH NO. 77

ROAD MAP FOR CPJ TO PNYA

NOT TO SCALE

TO BBW

TO GHUGHALI

Main Road

Main Road

0.50KM

1.5KM

1.0KM

0.5KM

LC NO. 216C U/M KM 34311-12

LC NO. 215C U/M KM 34415-11

LC NO. 214C U/M KM 34519-10

LC NO. 203C U/M KM 34619-10

LC NO. 194C U/M KM 34710-11

LC NO. 193C U/M KM 34816-7

LC NO. 192C U/M KM 34912-8

LC NO. 191C U/M KM 35012-2

LC NO. 184C U/M KM 35112-3

LC NO. 183C U/M KM 35218-8

LC NO. 177C U/M KM 35315-6

LC NO. 178 U/M KM 35614-7

LC NO. 174 U/M KM 35715-6

CPJ (34815-16)

LC NO. 167C U/M KM 35718-7

LC NO. 150C U/M KM 35813-14

N

INDEX	
DIVISION :-	VARANASI
ROAD SHOWN AS	ADEN/ OKP
BRIDGE SHOWN AS	CPJ - PNYA
STN. BUILDING SHOWN AS	PLAN NO. - 67

TO GHUGHU...

LEO

11

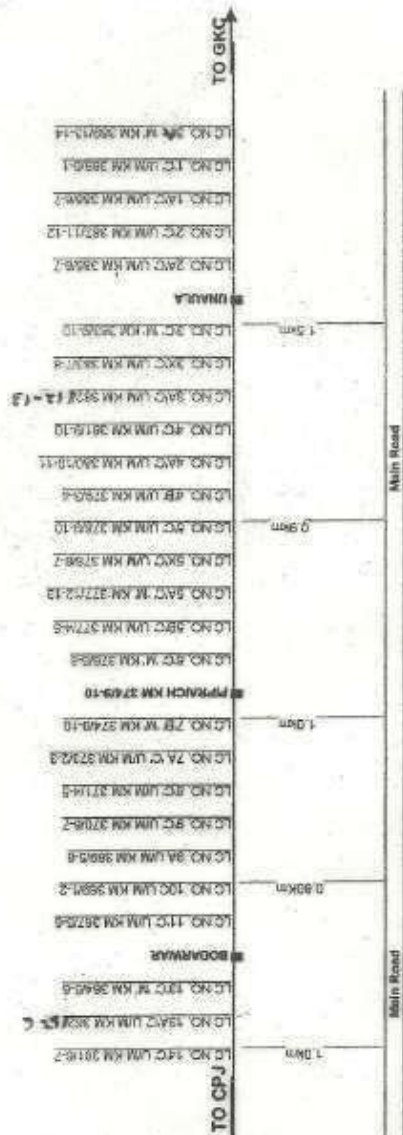
TABLE 1

Main Road

LEGEND	INDEX
TRACK SHOWN AS	DIVISION :- VARANASI
BROAD SHOWN AS	ADEN:- ADENI/ GKP
BRIDGE SHOWN AS	SECTION - CRJ - PNYA
STN. BUILDING SHOWN AS	PLAN NO. - 67

ROAD MAP FROM GKC TO CPJ

NOT TO SCALE



LEGEND		INDEX	
TRACK SHOWN AS		DIVISION :- VARANASI	
ROAD SHOWN AS		ADEVI:- ADENIE/KGP	
BRIDGE SHOWN AS		SECTION :- GKC - CPJ	
STYL BUILDING SHOWN AS		PLAN NO. :- 457	

