

पूर्व रेलवे EASTERN RAILWAY



आपदा प्रबंधन योजना DISASTER MANAGEMENT PLAN



सियालदह// SEALDAH
2024-25

SAFETY SLOGANS

- BE ALERT AND AVERT ACCIDENT
- AWARENESS AND ALERTNESS CAN AVERT AN ACCIDENT.
- RESPECT THE ASPECT OF SIGNAL.
- TRAIN YOUR MIND TO MIND YOUR TRAIN.
- A CAREFUL MAN IS THE BEST DEVICE OF SAFETY.

DISCLAIMER

The informations provided in this documens are for the purpose of general guidance. Although all efforts have been made to ensure that it is authentic and accurate, however, in case of any conflict, the GR& SR / AccidentManual and other Codes would override. Disaster Management Plan is to work along with DM plan of Zone and DM plan of Railway Board.

श्री दीपक निगम, आईआरएसएमई

Shri. Deepak Nigam, IRSME

Divisional Railway Manager Eastern Railway, Sealdah



F O R W A R D

Disaster management is a continuous & integrated process of planning, organizing, co-ordinating, implementing measures for prevention/mitigation of disaster and for evacuation, rescue, relief, rehabilitation and reconstruction. Since catastrophe/mishap arising from nature's fury/man-made causes or accidents can result in disasters involving Railways, The Disaster Management Plan prepared by the Division will be of great help in prevention and also prompt & quick relief mobilisation.

I hope this plan will be of great help for all officers and staff of this Division to prevent disaster and also to tackle such crisis when arises in a systematic, prompt and efficient manner.

(Shri. Deepak Nigam)

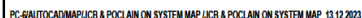
Divisional Railway Manager
Eastern Railway, Sealdah

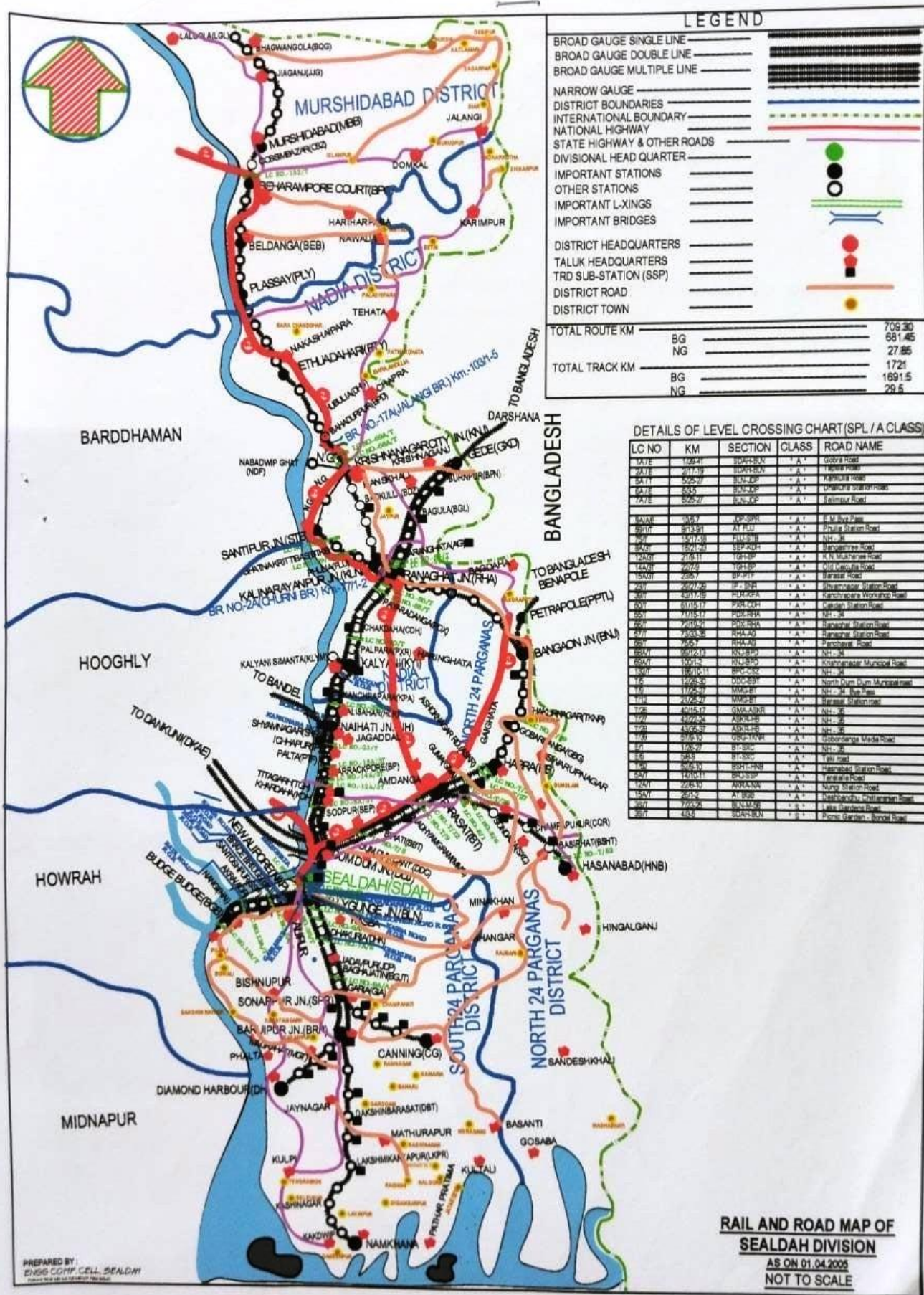
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Phone numbers of Poclain, JCB, Road Crane and Hydra at Sealdah division.

Sl. NO.	Station	Name	Phone No.	Station	Name	Phone No.
<u>Poclain</u>				<u>JCB</u>		
1	BT	Nurul Islam	9836812272	KYI	P.K.SUR	9046240630
2	GBG	Manabendra Nath Guha	8910849980	HLR	Suman Ent.	9883360672
3	BNJ	Samir Bharati	9933432696	AG	N. Das	9733490287
4	SPR	MD. FARUK	9735921530	MYHT	Roy Agro Enterprise	9933069828
5	KWDP	MITHUN DAS	9647124465	BLH	MS Liyakat Ali	9564708189
6	DH	MD. UNISH	9093242411	SEP	Aakash Contruction	9748608941
7	BBDB	MD. PARVEZ	9674039479	BP	S.A. Enterprise	9883241126
8	KOAA	Firoz Khan	7003814219	BNXR	S.S. CHAKRABORTY	9831073753
9	BPC	Siddiqui	9593125645	BLN	B. Mitra	9836159597
10	BDZ	Chinmoy Roy	6296555632	BLN	Md. Sabir	7003585615
11	AHT	Sishir Sheikh	9382693631 9775001153	NACC	Md. Sabir	7003585615
12	DDJ	Firoz Khan	7003814219	MJT	Md. Sabir	7003585615
13	KDH	Bhola	8276907572	MJT	Star Construction	9635977798
14	BLN	Md. Sabir	7003585615	AKRA	S.A. Enterprise	9883241126
15	KMZA	Jiyaur Mondal	7585857193	HB	Suman const. Maa tara const.	9883360672 6295033584
16	KNJ	Unis Ali Mandal	9476337704	MSL	Shambhu Ghosh	9064881079
17	MYHT	Rakesh Roy	9933069828	MSL	Shambhu Ghosh	9064881079
18	NMKA	BDYUTET	9593424257	HB	Debu Biswas	9732978247
19	NCP	ANWAR KHAN	9735219920	HB	Debu Biswas	9732978247
20	LKPR	PRADUTH HALDAR	9775672458	HB	Debu Biswas	9732978247
21	BRP	MD ISLAM	9051929375	CP	M/s Ajanta Construction	6291928683
22	RHA	Sabuj Biswas	9382221817 9564200000	NH	M/s ajanta construction-kolkata	6291928683
23	NH	Mohammad Nuruddin	7980858547	KNJ	Mechciel Engineers	7001187750
24	PDX	Arun Kr. Biswas	8240682366	RHA	Reliance Co-Operative Engineers Society Ltd.	8972987131
25	HLR	Ashwini Giri	8444882472	DEB	Sajal Kumar Garai	9424240200
26	KYI	Ketab Seikh	6290950572	DH	MD UNISH	9093242411
27	BSHT	Jiyaur Mondal.	7585857193	LKPR	PRADUTH HALDER	9775672458
28	MSL	Shambhu Ghosh	9064881079	NCP	ANWAR KHAN	9735219920

29	HB	Debu Biswas	9732978247	GGV	M/S Star Construction	9933186364
30	HB	Debu Biswas	9732978247	BT	M/S Star Construction	9933186364
31	NACC	Md. Sabir	7003585615	SPR	MD FARUK	9735921530
32	MJT	Md. Sabir	7003585615	SDAH	Firoz Khan	7003814219
<u>Road Crane</u>				<u>Hydra</u>		
1	DDJ	Firoj	7003814219	BT	I.A. crane	9681546677
2	DKAE	Bhola	8276907572	BTY	Akul Mondal	7029146674
3	RHA	Sabuj biswas	9382221817	MYHT	Rakesh Roy	9933069828
4	BDZ	Chinmoy roy	6296555632	BPC	Kajal garai	9434240200
5	KNJ	Unis ali mondal	9476337704	DDJ'	Firoj	7003814219
6	BPC	Kajal garai	9434240200	DKAE	Bhola	8276907572
7	BT	I.A. crane	9681546677	KOAA	Firoj khan	7003814219
8	KOAA	Firoj khan	7003814219	BLN	Md. Sabir	7003585615
9	BLN	Md. Sabir	7003585615	NACC	Md. Sabir	7003585615
10	NACC	Md. Sabir	7003585615	MJT	Md. Sabir	7003585615
11	MJT	Md. Sabir	7003585615	SDAH	Firoz Khan	7003814219
12	SDAH	Firoz Khan	7003814219	BNJ	Amol saha (24 Nos Hydra)	9332412778
13	DH	M. M. Rejul Islam	9830488714	CDP	Goutam Adhikary (03 Nos. Hydra)	9474399974
14	NMKA	R.Rajat	8001249344	DH	Jalir	8016118063
15	BNJ	Amol saha	9332412778	LKPR	Rabiul islam	9830488714
16	BNJ	Amol saha	9332412778			

Chapter 1

CONCEPT OF DISASTER ON RAILWAYS

Disaster has been defined in this Act as under:

“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”

Disaster Management has been explained in this Act as under:

“Disaster Management means a continuous and integrated process of planning, organising, coordinating and implementing measures which are necessary or expedient for-

- prevention of danger or threat of any disaster;
- mitigation or reduction of risk of any disaster or its severity or consequences;
- capacity-building;
- preparedness to deal with any disaster;
- prompt response to any threatening disaster situation or disaster;
- assessing the severity or magnitude of effects of any disaster;
- evacuation, rescue and relief;
- rehabilitation and reconstruction”

Types of Disasters

1. Train Accident related Disaster-

- Collisions (with a large 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.

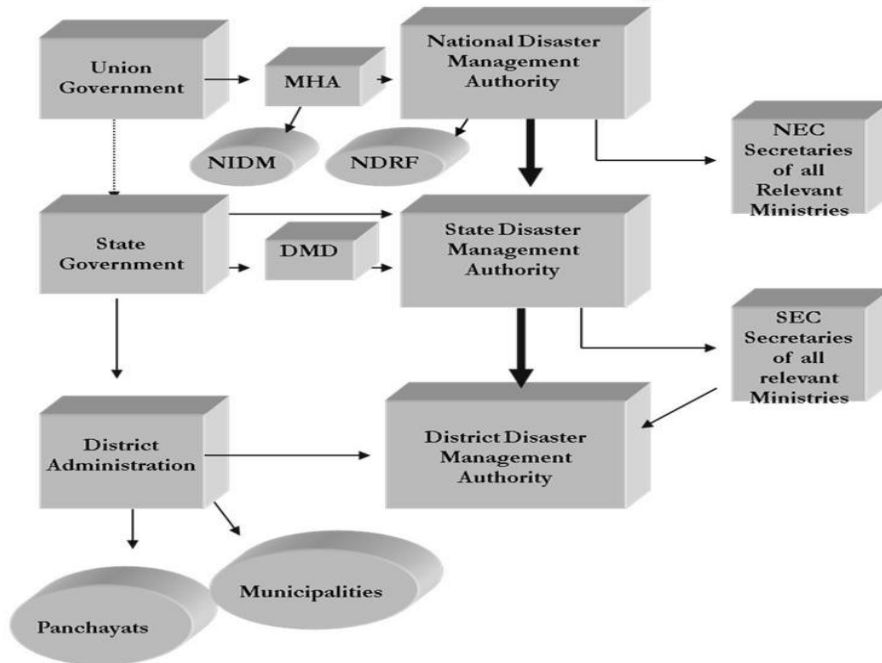
2. Natural Disaster-

- Earthquakes, Floods, Cyclones, Land Slides, Snow Avalanches, Tsunami etc.

3. 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.

Institutional Framework Under the Disaster Management Act, 2005



Focus Areas of Disaster Management

- Faster Response
- Better facilities and equipment
- Expanding resources to meet requirements in major accidents
- Better customer focus
- Training and Preparedness
- ART management to undergo major changes covering rolling stock management, status of equipment, monitoring of utilization of assets and availability and consumption of stores etc.

Philosophy of Disaster Management

- Serious train accidents, not the only events termed as disasters.
- Other events like following are also termed as disasters.
- No more Relief and Rescue Centric.

Disaster Management- Holistic Approach

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

Contents of Disaster Management Plan

- DM plan also contains detailed guidelines relating to cases of breach/floods, earthquakes, cyclones, manmade disasters like terrorism etc.
- DM plan at Zonal and Divisional level also covers management of rescue and relief operations including care for dead, communication network, restoration operations, maintenance of ART/ARMV & their equipment, media management, check list for officers and supervisors and details of local resources.
- Identifying vulnerable locations and risks associated with natural disasters.
- Information flow chart for communicating alerts indicating preparedness and response to deal with them.
- Reducing Risk and Enhancing Resilience.
- Preparedness & Capacity Building to handle Disaster.
- Medical Preparedness and hospital Disaster Management.
- Managing Crowds
- Future Strategy

Chapter-2

GENERAL INSTRUCTIONS OF THE RAILWAY BOARD

Ref :Board's letter No.89/Safety-1/4/3 dt.4.3.89

1. All Railwaymen travelling in a train involved in accident should report immediately to the guard.
2. All staff at the accident site should wear arm bands. Accordingly, all passenger carrying trains should be provided with 10 arm bands, to be kept with guard.
3. A permanent check-list to be displayed in all SLRs regarding duties of guard during an accident.
4. Division should nominate controlling stations in each section of their jurisdiction. SMs of these controlling stations on receiving information of accidents will rush to the site of accident with his staff.
5. Every Railway should have fully equipped road ambulance vans in identified areas where a good road infrastructure has developed.
6. A minimum no. of two telephones with STD facility should be provided in the control. Facsimile facilities should also be provided in the division.
7. All ARME, scale I should be provided with cold cutting equipment and should be periodically tested, as also staff in sufficient number should be trained in handling this equipment.
8. Relief train should be given over riding priority with stranded passengers.

Guidelines for minimum standards of relief :

The National Authority shall recommend guidelines for the minimum standards of relief to be provided to persons affected by disaster, which shall include-

- a) The minimum requirements to be provided in the relief camps in addition to shelter, food, drinking water, medical cover and sanitation;
- b) The special provisions to be made for widows and orphans;
- c) Ex gratia assistance on account of loss of life as also assistance on account of damage to houses and for restoration of means of livelihood;
- d) Such other relief as may be necessary;

Relief in loan/ repayment, etc.:- The National Authority may, in cases of disasters of severe magnitude recommend relief in repayment of loans or for grant of fresh loans to the person affected by disaster on such concessional terms as may be appropriate:

Chapter-3

National Disaster Response Force (NDRF)

Composition-

- Specially trained force headed by a Director General Structured like Para-Military forces for rapid deployment

Functions-

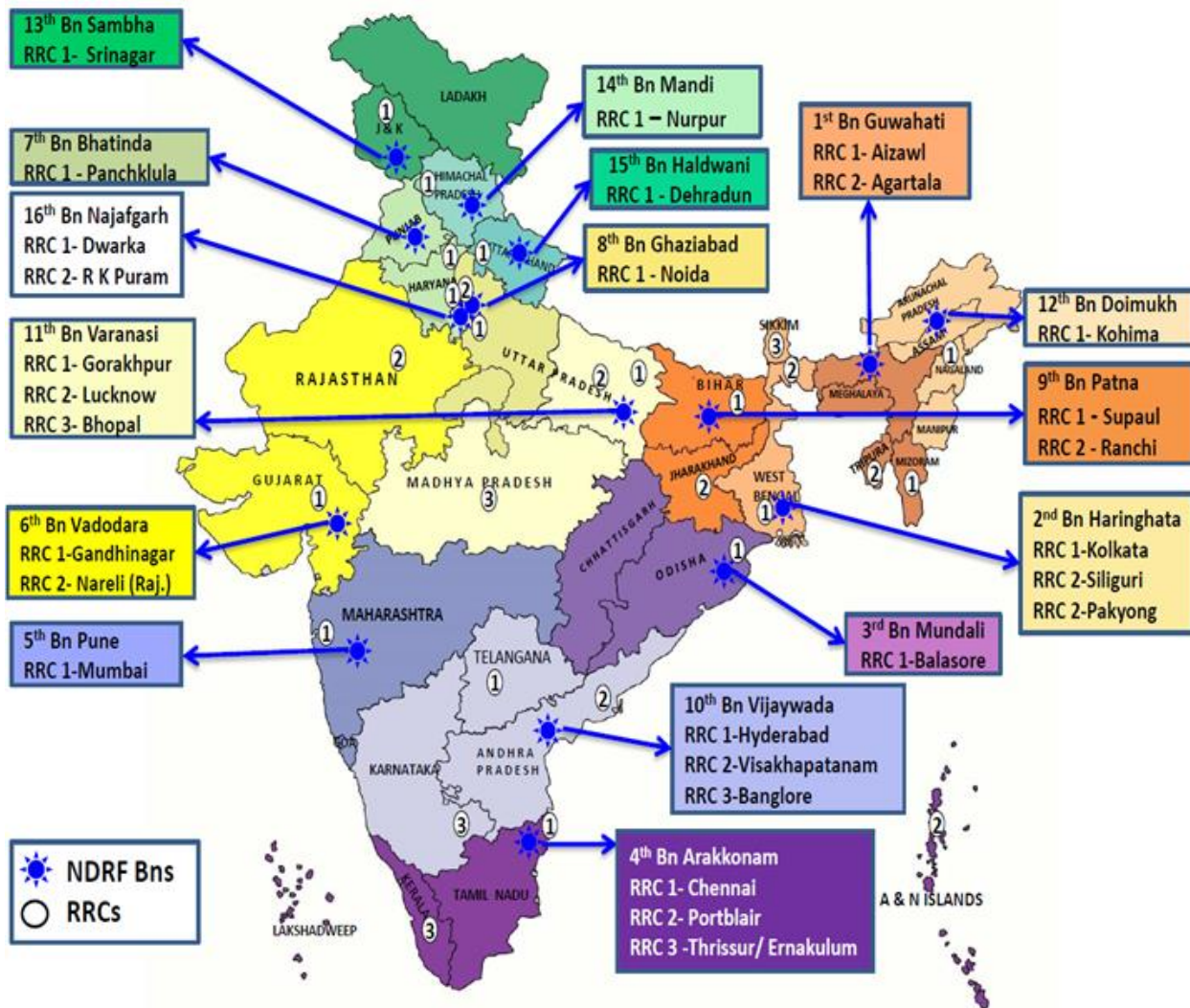
- Provide assistance to the relevant State Government/District Administration in the event of an imminent hazard event or in its aftermath

Features of NDRF-

1. Only Force completely dedicated for disaster response and disaster risk reduction.
2. Organized on Central Armed Police Force lines.
3. A Deputation force, all personnel come on deputation.
4. Young and energetic men and women, exposed to rigorous training to understand, prevent & respond to disaster.
5. Modern Equipment and Accessories.
6. Well trained and professionally raised canines with each team as Force multipliers.
7. A multi-skilled, high-tech Force capable of dealing with all types of natural and man-made disaster.
8. Self-contained search & rescue teams including, Medics, Engineers, Technicians, dog squad and Rescuers.
9. **Fully Occupied in non-disaster times for imparting training of-**
 - Own personnel,
 - Trg of State Disaster Response Forces (SDRF),
 - Civil Defence,
 - community training and preparedness,
 - disaster/vulnerability mapping, mock drills and rehearsals.
10. The trained canines enhance the locating capabilities and act as Force multipliers.

Locations of NDRF Battalions

At present, NDRF has a strength of 16 Battalions.



Chapter-4

THE GUIDELINES OF FIRST AID

- i. Helping injured persons to achieve normal breathing conditions.
- ii. Bleeding should be tackled on a priority basis starting from profuse bleeding, the continuance of which would endanger life.
- iii. The injuries should be supported and secured by simple methods.
- iv. Any person who is, or has been entrapped under the debris must be treated on the assumption that the severest injuries have been received, which might include fracture of the thigh or pelvis or spine.
- v. A person who is wholly or partly unconscious or one who is suspected of suffering from internal injury should not be given anything to eat or drink.
- vi. All injured persons suffer from primary shock. They should be treated carefully. Secondary shock should not be allowed to come on.
- vii. Child must be prevented by covering with suitable clothing or blanket. Similarly during summer injured to be shifted to a cooler place, avoiding direct hot sunbeam.
- viii. Care, gentleness, assurance and good behaviour are necessary except for the hysteria patients, who require firm handling.

AIMS:

- (1) Preserve life
- (2) Prevent further harm
- (3) Promote recovery

ACTION.

- _ REMEMBER “GOLDEN HOUR” HAS ITS VALUE.
- _ LEARNING IS A CONTINUOUS PROCESS AND PRACTICE MAKES ONE PERFECT
- _ BE A FIRST-AIDER AND A LIFE SAVER.

LOCATION AND BEAT OF ART, CRANE AND MEDICAL VAN

Sealdah Division

STN OF ART	CLASS OF RELIEF TRAIN	TYPE OF RERAILING EQUIPMENT	PROVISION /CAPACITY OF B.D.CRANE.	Scale of ARMV	BEAT OF ART	BEAT OF BD CRANE	BEAT OF ARME/ ARMV
BGA	A (CONVENTIONAL)	LUKAS	140T DSL	Scale – I	Entire Sealdah station and yard area, SDAH-KYI (Exclu), KGK (Chord) –SDAH - DDJ-DKAE (Exclu.) DDJ-BNJ, DDJ-HNB. SDAH-NAMKHANA, SDAH-DH, SDAH-CG, SDAH-BGB Circular Railway	Entire SDAH Divn. , DDJ to CClink West Cabin (Excl.)	Entire Sealdah station and yard area, SDAH-KYI (Exclu), KGK (Chord) –SDAH - DDJ-DKAE (Exclu.) DDJ-BNJ, DDJ-HNB. SDAH-NAMKHANA, SDAH-DH, SDAH-CG, SDAH-BGB Circular Railway
	SPARM V A	LUKAS	-	-	- DO -		--
RHA	B	LUKAS	NA	Scale – I	RHA-KLYM, RHA-STB RHA—BNJ, RHA-LGL, RHA-GEDE	NA	RHA-KLYM, RHA-STB RHA—BNJ, RHA-LGL, RHA-GEDE

ART/SPART/SPARMV/140 T B. D. CRANE OF HWH					
STN OF ART	CLASS OF RELIEF TRAIN	TYPE OF RERAILING EQUIPMENT	Items	Scale of ARMV	Mobile no.
HWH /BMG	A	LUKAS	ART, SPARMV & 140 T B. D. CRANE	--	9002022474
BDC	B	MFD	ART & ARME	(Scale-II)	9831228493
BWN	B	SPART	SPART & ARME	(Scale-I)	7098915302 7001886248
RPH	A	LUKAS	ART, SPARMV & 140 T B. D. CRANE	--	9002076406

Chapter-5

PRESERVATION OF CLUES AND PREPARATION OF JOINT NOTE AND SITE SKETCH AT THE ACCIDENT SITE

Ref: Rly.Board's letter no. 99/Safety-1/12/6 dtd. 7.12.2004

Justice G.C.Garg commission Report of Inquiry into the accident between 2903 Up Golden Temple Mail and 3125 Dn Sealdah Express on 26.11.1998 on Northern Railway recommended a few observations and Railway Board has accepted as well as directed the Zonal Railways to ensure implementation of these recommendations. (Reference Rly.Bd.'s letter no. 99/Safety-1/12/6 dtd.17.12.2004.)

'It is reiterated that the Railways should take care to preserve the clues of the accident and ensure that the detailed guidelines and methodology, laid down in the Accident Manuals on this issue are strictly followed so that correct conclusion can be arrived at by the enquiring authority. Documents like Train Signal Register and other documents relating to train passing operations, diaries of maintenance staff, driver's note book, loco repair book etc. relevant to a particular accident should be taken into possession immediately after the accident and the statements of the train staff and the loco crew should be recorded at the site by Safety officer or their representatives and these documents be made available by him to the enquiring authority at the earliest possible opportunity.

It should also be ensured that video cassette/cassettes of the site of a serious accident are prepared not by taking clippings here and there but, in a continuous manner by specifically showing the position of the coaches, the track and the clues so that these may provide some information about the cause of the accident. The video cassettes and the developed film rolls should be preserved without editing and made available to the enquiring authority as it is so that, if need be, it may view the video cassette. The developed film roll should not be cut into strips even though it may be used for getting the prints.

It should also be ensured that the Sr. Subordinates, deputed to prepare the joint note and the site sketch, are specifically nominated for this work and should not be disturbed or assigned any other duty till they complete this work. Joint note, site sketch as well as the divisional plan should be prepared with due care, depicting all the relevant details, and sufficient time should be given for this purpose by the concerned officials. Sr. DSO/DSO should scrutinize the site sketch and the joint note to ensure that the documents are complete and are as per the Railway Accident Manual.’

The guidelines already existing in the Accident Manuals of the zonal railways and those issued by Board should also be strictly adhered to.

Chapter-6

GUIDELINES FOR DISASTER MANAGEMENT DURING EARTHQUAKE

Disaster Management Plans of the Divisions should be dovetailed with the Disaster Management Plan of the Districts of the State. Disaster Management Plan Booklet – 2003-04 of the Government of West Bengal indicates that the control room will be opened in districts, sub-divisions and block levels under the district administrative authorities and panchayat functionaries at various manners.

EARTHQUAKE PRONE ZONE OF STATE OF WEST BENGAL

A Very high damage risk zone (MSK IX or more).

- | | |
|---------------------------|----------------------------|
| 1 East Part of Jalpaiguri | 2 East Part of Cooch Behar |
|---------------------------|----------------------------|

B High damage risk zone (MSK VIII)

- | | |
|----------------------------------|----------------------------------|
| 1 West part of North 24-Parganas | 2 West part of South 24-Parganas |
| 3 North part of Malda | 4 Dakshin Dinajpur |
| 5 Uttar Dinajpur | 6 Darjeeling |
| 7 West Part of Cooch Behar | |

C Moderate damage risk zone (MSK VII)

- | | |
|--|----------------------------------|
| 1 West and North part of South 24-Parganas | 2 Medinipur |
| 3 Howrah | 4 Hooghly |
| 5 Bankura | 6 East and North Part of Purulia |
| 7 Bardhaman | 8 Nadia |
| 9 Birbhum | 10 Murshidabad |

D Low damage risk zone (MSK VI)

- 1 South West part of Purulia
- 3 North Westpart of Medinipur

- 2 South West part of Bankura

ACTION TO BE TAKEN IN CASE OF EARTHQUAKES –

NDMA’S GUIDELINES

- Repair deep plaster cracks in ceilings and foundations. Get expert advice if there are signs of structural defects.
- Anchor over head lighting fixtures to the ceiling.
- Follow BIS codes relevant to your area for building standards.
- Fasten shelves securely to walls.
- Place large or heavy objects on lower shelves.
- Store breakable items such as bottled foods, glass, and china in low closed cabinets with latches.
- Hang heavy items such as pictures and mirrors away from beds, settees and any where people sit.
- Brace over headlight and fan fixtures.
- Repair defective electrical wiring and leaky gas connections. These are potential fire risks.
- Secure a water heater, LPG cylinder etc., by strapping it to the wall studs and bolting it to the floor.
- Store weed killers, pesticides, and flammable products securely in closed cabinets with latches and on bottom shelves.
- Identify safe places both indoors and outdoors.
 - Understrong dining table, bed
 - Against an inside wall.
 - Away from where glass could shatter around windows, mirrors, pictures, or where heavy book cases or other heavy furniture could fall over.
 - In the open, awayfrom buildings, trees, telephone and electrical lines, flyovers, bridges.
- Educate yourself and family members.
- Know emergency telephone numbers (doctor, hospital, police etc.)
- Have a disaster emergency kit ready
 - Battery operated torch
 - Extra batteries
 - Battery operated radio
 - Firstaid kit and manual
 - Emergency food (dry items) and water (packed and sealed)
 - Candles and matches in a waterproof container
 - Knife
 - Chlorine tablets or powdered water purifiers
 - Can opener.
 - Essential medicines
 - Cash and credit cards
 - Thick ropes and cords
 - Sturdy shoes
- Develop an emergency communication plan
 - In case family members are separated from one another during an earthquake (a realpossibility during the day when adults are at work and children are at school), develop a planfor reuniting after the disaster.

- Family contacts after a disaster- it's often easier to call long distance. Make sure everyone in the family knows the name, address, and phone number of the contact person.
- Help your community get ready
 - Publish a special section in your local newspaper with emergency information on earthquakes. Localize the information by printing the phone numbers of local emergency services offices and hospitals.
 - Conduct a week-long series on locating hazards in the home.
 - Work with local emergency services and officials to prepare special reports for people with mobility impairments on what to do during an earthquake.
 - Provide tips on conducting earthquake drills in the home.
 - Interview representatives of the gas, electric, and water companies about shutting off utilities.

What to Do during an Earthquake

Stay as safe as possible during an earthquake. Be aware that some earthquakes are actually fore-shocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and stay indoors until the shaking has stopped and you are sure existence is safe.

IN Indoors

- **DROP** to the ground; take **COVER** by getting under a study table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Protect yourself by staying under the lintel of an inner door, in the corner of a room, under a table or even under a bed.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing door way.
- Stay inside until the shaking stops and it is safe to go outside.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

After an earthquake

- Do not use the elevators.
- If trapped under debris, do not light a match.
- Do not move about or kick up dust.
- Do not smoke and do not light matches or use a cigarette lighter.
- Do not turn on switches. There may be gas leaks or short-circuits.
- If people are seriously injured, do not move them unless in danger.
- If you know if people have been buried, tell the rescue teams. Do not rush and do not worsen the situation of injured persons or your own situation.
- Do not touch any metal object in contact with electric wire.
- Do not drink water from open containers without having examined it and filtered it through a sieve, a filter or an ordinary clean cloth.
- Do not re-enter badly damaged buildings and do not go near damaged structure

Chapter-7

GUIDELINES FOR DISASTER MANAGEMENT DURING FLOOD

FLOOD PRONE AREA OF WEST BENGAL

1	Birbhum	2	Cooch Behar	3	Hoogly
4	Malda	5	Nadia		

Nodal Officers during Flood Season

Station District/Place	Name &Address of the Co-ordinating Officers/Officers working in absence of the co-ordinating Officer	Telephone No.	
		Office	Residence
State Head Quarters	i) Superintending Engineer & P. A to Chief Engineer- I, I & W Department, Jalasampad Bhawan, Salt Lake, Kolkata -91	2321-5749 FAX 2334-6245 2321-8341	2464-3564
	CONTROL ROOM		
	ii) Executive Engineer & T. A to Chief Engineer – I, I & W Department, Jalasampad Bhawan, Salt Lake, Kolkata – 91 iii) Executive Engineer ,Chief Engineer's Drawing Branch	2321-5749 2337-8489	2494-3428 2435-9583
North 24- Parganas	Executive Engineer, Bidyadhari Drainage Division, Taki Road, P.O. Barasat, District :North 24- Parganas.	2562-4520 2552-2536	2562-6308
Nadia	Executive Engineer, Nadia Irrigation	953472-252451	953472-252643

Station District/Place	Name &Address of the Co-ordinating Officers/Officers working in absence of the co-ordinating Officer	Telephone No.	
		Office	Residence
	Division, P.O.: Krishnanagar, Dist.: Nadia.		
Murshidabad	Executive Engineer, Berhampore (I) Division, P.O.: Berhampore, District – Murshidabad	953482-250845 FAX 953482-250434	953482-250505
South 24- Parganas	Executive Engineer	2439-9247	

ACTION PLAN

- Flood/Weather forecasting in consultation with IMD and other agencies like CWC, State Government, Local bodies etc.
- Development of system of collecting data using modern techniques. Monitoring of land slides, flood danger to bridges, bridge approaches causing interruption to traffic.
- Identification of flood prone areas, RAT, RAW and formation prone to erosion and marking them on railway system map. Monitoring of behaviour of rivers which pose danger to railway embankment.
- Documentation of records of floods and breaches.
- Flood insurance of railway properties – A pilot project to be taken by each Railway through the help of suitable consultant.
- Mechanism for co-ordination with State Government and other Central agencies on flood control and erosion etc.
- Sanction of execution of Anti-erosion works of track formation and bridges etc.
- Improvement to water ways of Railway Bridges in track formation (if necessary) including sanction and execution of works.
- Development of flood shelters for staff and passengers at suitable locations in the areas prone to repeated floods.
- Implementation of Bye-laws for building in flood prone areas including modification of works manual.
- Training on flood management to officials in various Railway training schools and Institutions by devising suitable syllabus.
- Emergency response team on flood
- Emergency equipment and relief logistic
- Medical Preparedness Plan

Chapter-8

GUIDELINES DURING CHEMICAL DISASTERS

Indian Railway's Rules for carrying dangerous (hazardous goods) by rail have been legislated in the Railway Red Tariff Rule 2000. Dangerous goods have been classified into following 8 classes:

- I Explosives
- II Gases, compressed, liquified 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 & other Corrosives.

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

Rescue Relief and Restoration Operations

Railway's expertise in dealing with the mishapenings like spillage, catching fire etc. of these dangerous goods is very limited. It is, therefore, imperative that the respective Zonal Railways will develop and nurture co-ordination with those agencies and organisations on their system that have expertise in dealing with the hazardous material being handled and transported on the respective zonal railways.

Contact details e.g. Name, Designation, Telephone Nos., Mobile Nos. etc. of such agencies should be available in the divisional and zonal Railway Disaster Management Plan so that these agencies can be called for without any delay during any untoward incident. However, not to mention the least nominated staff of ARMVs, ARTs and few of the staff maintaining the rolling stock which is used for transportation of hazardous material may be trained and equipped with the equipment used for dealing with such material in the eventualities.

Chapter-9

GUIDELINES DURING BIOLOGICAL DISASTERS

Causes of Biological Diasters:-

Biological diasters might be casued by epidemics, accidental release of virulent micro-organisam(s) or Bio-terrorism (BT) with the use of biological agents such as anthrax, smallpox, etc. The existences of infectious discases have been known among human communitess and civilisations since the dawn of history.

In recent times traveling has become easier for which Railways have made a significant contribution. More and more people are traveling all over the world which exposes the whole world to epidemics. As our society is an state of flux, novel pathogens emerge to pose challenges not only at the point of primary contact but in far removed locations. The Marburg virus illustrates this. The increased interaction between humans and animals has increased the possibilities of zoo-notic diseases emerging in epidemic form.

Biological Warfare (BW) and Bio-Terrorism (BT):-

The historical association between military action and outbreaks of infections suggest a strategic role for biological agents. The advances in bacteriology, viology and immunology in the late 19th century and early 20th century enabled nations to develop biological weapons. The Biological and toxin Weapons Convention, however, resolved to eliminate these weapons of mass destruction. Despite considerable enthusiasm, the convention has been a non-starter.

Chapter-10

GUIDELINES FOR DISASTERS IN TUNNELS

There is no tunnel in Sealdah Division.

Chapter-11

GUIDELINES FOR DISASTER DURING FIRE ACCIDENTS

In the event of a vehicle on a train caught fire, on run.

- a) The train shall be stopped, immediately.
- b) Efforts shall be made to save the lives and RMS first.
- c) Information should be given to the nearest SM/control quickly.
- d) The burning vehicle shall be isolated at a distance of not less than 45 meters being left between it and the other vehicle of the train.
- e) The train shall be protected in accordance with GR. 6.03, if not protected by fixed signals.
- f) Every effort shall be made to extinguish the fire and to save the wagon labels, seals and the contents of the vehicle.
- g) Earth or sand, if available, shall also be used to extinguish fire in addition to fire Extinguisher and water bucket as per training imparted to the staff.
- h) Ordinary Fire extinguisher or water from a hose pipe shall on no account be used to extinguish fire on live wire or electrical equipment. If the services of the Fire Brigades are required, the brigade shall not be allowed to commence operation until all electrical equipment in the vicinity of the fire has been made dead and earthed.

- i) If the fire is suspected to be due to electrical short circuit, the electric couplers at both the ends shall be disconnected & fuses from the battery from boxes shall be removed.
- j) In case the fire is near a tank, 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 the vehicle has been detached.
- k) All available help should be mobilised to extinguish the fire.

Chapter 12

GUIDELINES FOR DISASTER DURING CYCLONE MANAGEMENT SCOPE

The coastal areas of Eastern India come under the influence of South West monsoons and are situated along the Bay of Bengal. A large area of Eastern Railway are prone to storms, cyclones and heavy intensity of rainfall which affect the safety of travelling public and also result in disruption to traffic and communication.

DEFINITION AND CLASSIFICATION OF CYCLONES

The following are the definitions of the terms and meaning of abbreviations used in this manual -

- **I.M.D (India Meteorological Department):** It is the department under Govt. Of India responsible for, inter-alia, issue of weather warnings.
- **Regional Meteorological Centers:** These are the centers under the administrative control of the India Meteorological Department, who directly issue the weather warning telegrams on the basis of forecasts. On ER system, Regional Meteorological centre is situated at Alipore, Kolkata.
- **Cyclone warning Centres (C.W.C):** It is a special establishment under the India Meteorological Department. It specializes in forecasting of development, movement and progress of cyclone on the Bay of Bengal. It is the main source of cyclone related information not only to the Railway and such other organisations, but also the Regional Meteorological Centers under the India Meteorological Department situated elsewhere.
- **First Stage Warning by CWC:** It is the warnings issued by CWC as soon as a cyclonic storm is located at such a distance from the coast that it is expected to cause bad weather during next 48 hours.

- **Second Stage Warning by CWC:** Following the first stage warning, the second stage warning is issued as soon as actual threat of cyclone over the coastal area.
- **Severe Cyclonic Storm:** When the windspeed on the strike of cyclone on land is expected to be 120 Kmph.
- **Very Severe Cyclonic Storm:** When the windspeed on the strike of cyclone on land is expected to be 180 Kmph.
- **Super Cyclonic:** When the wind speeds on the strike of cyclone on land is expected to be 220 Kmph.
- **Dewarning Message:** A message is issued by CWC after the cyclonic storm has adequately weakened or passed fully.

INFORMATION DISSEMINATION & CYCLONE INTENSITY MONITORING SYSTEM

Arrangements exist with the Meteorological Dept., Govt. of India for issuing telegrams of warning when ever storms, gales and heavy rainfall occur. The conditions under which warnings are issued are detailed below

- i. Amount of rainfall considered dangerous: 75 mm and above in 24 hours.
- ii. Wind velocity considered dangerous: 65 Kmph and above.
- iii. Period when warnings will be given: throughout the year.

PRE-CYCLONE SEASON PREPARATION BY RAILWAYS

Since the time available between initial warning up to the actual occurrence of cyclone and its damages/disruptions is often very short, pre-emptive action is essential to ensure adequate preparedness in terms of stores and equipments necessary to deal with the disruptions/damages.

Pre-cyclone preparation essentially involves ensuring of adequate inventory of necessary stores and equipments as per the check list prepared by the respective department.

STORES DEPARTMENT

The Stores Department will ensure stock of items with quantities. The locations for stocking of these materials shall be at Stores Depots of Eastern Railway which are accessible by rail as well as road.

ENGINEERING DEPARTMENT

As restoration of traffic often requires heavy handling of earth, availability of heavy earth moving machinery viz. Poclains, JCBs, Pay-loaders etc should be identified in the city/towns along with firms/owners names, addresses and telephone numbers so as to hire and mobilize them as the necessity arises. Continuous track petrolling should be arranged.

ELECTRICAL/GENERAL DEPARTMENT

The necessary items, quantity and locations of electrical materials to be kept as pre-cyclone measure should be available. In addition to these materials, the locations of additional generator cars should be identified in advance so that they can be requisitioned from other Divisions/Railways in case of necessity.

There should be provision of adequate quantity of HSD in case Rajdhani, Shatabdi and Duronto are stranded in the section for a considerable long time.

As per intensity of cyclone, Divisional authority will order the Running staff to lower the pantograph to avoid the damage of panto and OHE in terms SR 2.11(a) (i) and SR 2.11(a) (ii)

ELECTRICAL/TRD DEPARTMENT

Will keep Tower Vans in readiness with full complement of staff and materials. Petrolling should be arranged in consultation with Engg.Dept.

ELECTRICAL/TRS DEPARTMENT

Maintenance staff should be kept in readiness.

MECHANICAL DEPARTMENT

Mechanical Dept during pre-cyclone season needs to keep arrangements of about 20 over-aged four-wheeler tanks suitable for drinking water. These tanks shall be identified with necessary painting and made available at suitable locations for loading and movement of drinking water.

SIGNAL AND TELECOM (S&T) DEPARTMENT

The experience has shown that, the communication links including terrestrial, underground and microwave severe off at the onset of cyclone. In such cases, VHF sets for short distance communication and satellite phones for long distance communication are the only means available for exchange of vital information. However, following pre-cyclone arrangements should be made:

Availability of emergency generator sets for charging of VHF equipments at all nominated stations

The satellite phones of ARTs and Control Offices shall be kept in fully charged condition.

Spare 25 W VHF set complete with Battery and Antenna should be available. Extra DG set along with fuel should be stored at BLN, BRP, DH, NAM, CG, HNB, BT, BNJ, BPC, KNJ, STB.

MEDICAL DEPARTMENT

Divisional hospital i.e B.R.Singh Hospital/Seadah, Howrah Orthopaedic Hospital/Howrah, Asansol and Malda Divisional hospitals are primarily pin pointed to keep the items which are necessary for attending diseases/victims of cyclone hit area.

The disaster management team already nominated in each division will keep themselves alert as soon as they receive weather forecast regarding cyclone.

Medical Dept will keep adequate suitable items in stock for Medicines, Medical aids & other relevant medical items at suitable locations in the divisionas preparedness for cyclone even during the pre-cyclone season. The items are listedasbelow:

Sl	Name of medicines/item	Quantity
1	Injection T. Toxoid	50 ample
2	Injection Zofer	50 ample
3	Disposable 2 ml syringe	100
4	Tablet Septran DS	10000 nos
5	Tab. Metrogyl 400 mg	10000 nos
6	Tab. Paracetamol	10000 no
7	Syrup Metrogyl	5000 bottles
8	Syrup Septran	5000 bottles
9	Syrup Paracetamol	5000 bottles
10	Tab. Cetzine	2000 nos
11	Tab. Domstal	2000 nos
12	Tab. Buscopan	2000 nos
13	Tab. Antacid	10000 nos

14	ORS Pouch	5000 nos
15	Cotton 25 gm	1000 pc
16	Bandage 2 inches	500 nos
17	Bandage 4 inches	500 nos
18	Bandaid	2000 nos
19	Beatadine Ointment 5 mg	2000 nos
20	Chlorine tablet/Zeoline drop	100000 nos
21	Bleaching Powder	5000 kgs

Above materials should be kept ready along with necessary carriers so that the same may be transported easily to the cyclone affected area by road/train or other means.

ACTION TO BE TAKEN 48 HOURS IN ADVANCE OF HITTING CYCLONE

Formation of low pressure area, its development into cyclonic storm and its tentative direction of propagation becomes known much before (well above 48 hours) the estimated time for its striking the coast. A broad assessment of anticipated severity of cyclone becomes known at least 48 hours before its strike to the coast. From this point of time, prompt action to combat the cyclone is warranted.

CHECK ON THE INVENTORIES AND EQUIPMENTS OF STORES

Inventories/Stores is to be maintained by each department on specified locations as already detailed out after initial warnings of cyclones have been received from the I.M.D/C.W.C. Each dept will conduct checks of physical availability of items with quantities and locations as per the checklist given. The following actions are required by each dept:

STORES DEPARTMENT

Reviewing the stock position of items and arranging transportation of some of the relief materials to the likely affected areas before natural calamity strikes.

ENGINEERING DEPARTMENT

The engineering materials stocked should be cross checked for its physical availability in full.

A Stipulated Quantity of Monsoon reserve materials is to be maintained as below:

SL	ITEM	SEALDAH
1	Stone Dust (On Wheel)	10 BCX at Naihati
2	Stone Dust (Running Contract)	10000 m ³
3	Sal Ballah (On Ground)	1000 RM at Ranaghat 1500 RM at Beldanga.
4	Sal Ballah (Running Contract)	1000 RM
5	Rail Piling (Running Contract)	2000 RM
6	Scrap rails for piling	2000 RM

SL	ITEM	SEALDAH
7	Boulder (On Ground)	2000m ³ at Barrackpore
8	Boulder (Running Contract)	10000 cum
9	Boulde (On wheel)	10 BCX at Naihati
10	EC Bag	50000 Nos.
11	Empty BFR for loading of service girder	One endless BFR as per location nominated by SSE/Bridge

OPERATING DEPARTMENT

1. Sr.DOM will make assessment of required staff and will arrange deployment accordingly. The Divisional Control will also be manned by Supervisors to assist vulnerable areas/stations in disaster management. SM of the area with the assistance of Sr.DOM will ensure functioning of the stations.
2. The Station Master shall, in consultation with the Guard and the Loco Pilot of the train, detain and also refuse to grant line clear to a train coming to his station until storm abates and he considers movements of trains safe.
3. If a train be caught on the run in a cyclone, storm or strong wind of an intensity which, in the opinion of the Loco Pilot, is likely to endanger the safety of the train he shall immediately control the speed of his train and bring it to a stop at the first convenient place taking care as far as possible to avoid stoppage of the train at places like sharp curves, high embankments and bridges [including approaches thereof]. In controlling the speed and bringing the train to a halt, the Loco Pilot shall stop his train carefully and without a jerk. He shall restart the train in consultation with the Guard only after the cyclone, storm or strong wind abates and it is considered safe to proceed.
4. The Guard and the Loco Pilot of the train in co-operation with the railway staff travelling in the train shall try to see that doors and windows of the coaches are kept open by the passengers to allow free passage of the wind through the coaches.
5. In case of vulnerable locations and specially selected bridges where anemometers are installed at one of the stations adjacent to bridges, the Station Master shall take the following actions if the anemometer is indicating wind velocity higher than the danger level as prescribed by special instructions:-
 - (a) The Station Master shall inform the Section Controller and the Station Master on the other side immediately about the need to control the movement of trains.
 - (b) The Station Master shall not start or allow the movement of trains through his station and also not grant line clear to the trains waiting at the adjacent station for his station.
 - (c) He shall resume normal running of Trains in consultation with the Section Controller and the Station Master at the adjacent station after the wind velocity is again below the danger level as prescribed by Special instructions.

ACTIVATION OF ALARMS TO STAFF & COLONY

Action by the Divisional Control Office

The Chief Controller or in his absence, the Dy. Controller should immediately arrange for the weather warning telegram to be repeated in verbatim to the Divisional Officers as well as AENs concerned and

all SMs on the section likely to be affected. The weather warning should be repeated to the staff and colonies by the concerned SMs/SSEs/SEs, if required loudhailer should be used even on hiring.

PREPARATION OF ACTIVITIES FOR STATIONS LIKELY TO BE AFFECTED

Diversion of Trains: Divisional/HQ Emergency Control will remain in touch and take action for diversion/cancellation of trains based on the ground situation. All diversions ordered shall be advised through a bulletin to all concerned including CPRO for wide publicity through Medias.

NOMINATION OF OFFICERS AT EMERGENCY CONTROL AND WAY-SIDE STATIONS

DRM will identify and nominate the officers for opening up and manning the emergency control at short notice. Two motor trolleys and two Tower Vans should be made available at Sealdah main and south stations respectively for the movement of DRM and other Officers on exigency. VHF set and one satellite phone should be arranged and kept in readiness.

Emergency Controls

Officer in charge at the Emergency Control will make liason with Meteorological Office, DM & SDO and Police control office to have ready informations. The Officer in charge will deseminate the informations to DRM, ADRMs, Sr.DSO, Sr.DOM, Sr.DEN/C and others.

The Emergency control shall obtain every two hourly position from Meteorological Office.

Relief Train

A rake of preferably 6 coaches of any type to be formed and kept ready at Sealdah/Kolkata at least 24 hrs before the cyclone is likely to hit for the movement of Officers, staff, Doctor, Food, Medicines and other relief materials.

Action by Commercial Department

Passenger assistance booth should be opened at impartment stations like Sealdah, Kolkata, Naihati etc with public address system. S&T department will provide DOT phone with STD facility.

Road Vehicles

All road vehicles including light and heavy material carrying vehicles shall be kept in readiness at the nominated Stations/Divisional offices with adequate fuel and drivers to move men/materials/equipments within short notice.

SECURITY

The Security personnel will be nominated by DSCs/Sr.DSCs at following positions:

- i. To accompany relief material carrying trains when ordered.
- ii. To help commercial and station staff of major stations to handle public enquiries etc.
- iii. At each station where any passenger carrying train is regulated/short terminated.
- iv. On heavy vehicles carrying relief materials.
- v. At major restoration sites after cyclone recedes & work commences.
- vi. All road vehicles including light and heavy material carrying vehicles shall be kept in readiness at the nominated Stations/Divisional offices with adequate fuel and drivers to move men/materials/equipments within short notice.

ACTIONS DURING CYCLONE

Heavy devastation is often caused by the cyclonic winds and heavy downpour during the cyclone.

RELIEF AND RESCUE

The first priority, during cyclonic storm, is therefore to protect the travelling passengers in trains passing through/near to the cyclone affected zone.

Action by Operating Department

Coaching trains should be controlled / diverted so that the trains do not enter the cyclone affected area, suitable publicity to be arranged. The controlling of trains should, as far as possible, be done where adequate water supply, lighting, catering and medical facilities are available.

Action by Commercial Department

- i. All Commercial staff should guide the passengers.
- ii. If a train is stranded in the block section, the conductor/TTEs manning the train should take a census of the passengers, and inform to the station at either end through walkie-talkie sets available with the Guard/Driver of the train or through CUG phone so that the information can be passed on to the Divisional Control Office.
- iii. If any passenger is found to have injured during the cyclone, first aid should be provided by the Guard/TTEs/station staff. Medical aid should be provided to injured passengers at a station. Details of such cases should be informed to the Divisional Control Office.

FIRST ASSESSMENT OF DAMAGE

Motor Trolley Survey & Damage assessment

- i. The Officer(s) and staff nominated and in readiness, should proceed immediately after the cyclone has passed off the affected zone equipped with satellite phone and VHF sets by Motor Trolley. They will collect the following information and will disseminate the same to the Divisional Control Office :
 - Nature of damage/obstruction in track with location in Km.
 - Possible method of restoration.
 - Resources/materials required for restoration.
 - Possibility of running of train/light vehicle.
 - Forecast of restoration time.

Survey Boats

In the circumstances when the portion of track gets inundated under water, boats shall be hired locally to navigate across the water body and to assess the damage of railway property.

MOVEMENT OF RELIEF TRAIN FOR RESCUE, RELIEF AND RESTORATION

After assessment of the damage of the railway property from the Officer at field, relief train/trains on the section to be run with full complement of staff and materials. Movement of relief train should not be delayed and will be monitored by Sr.DOM.

Sr.DCM will arrange sufficient food and water in the train for stranded passengers. If possible the relief trains will move upto the affected site.

Chapter-13

CLEARANCE BY STATE POLICE IN CASE OF ACCIDENTS ON SUSPECTED SABOTAGE

(Director/Crime Prevention /Railway Board's letter No.2002/SEC (CR)/45/47 dated 27-3-2003 to all General Managers.)

Ref: Ministry of Home Affairs' letter No. VI-24022/11/2002-PM-1 dated 24-12-2002 addressed to Home Secretaries of all States.

1. The issue of expeditious clearance by the State Police in case of Railway Accidents where sabotage is suspected has been engaging Ministry of Railway's attention for a long time. It is noticed that sometimes rescue operations are hampered due to delayed and reluctant clearance by the State Police.
2. It is pertinent to mention that there are two different tasks to be accomplished on warfooting after a Railway accident involving human lives is concerned i.e. (a) Quick rescue operation & (b) Restoration of Rail traffic. It is clarified that in case of Railway accident, permission of State Government or clearance of the Police is not required for launching rescue operation for the purpose of saving human lives which inter-alia may also involve handling/shifting the rolling stock (locomotives, wagon and coaches) for extricating the trapped passengers. However, Police clearance is required for restoration work at the site of accident, if sabotage is suspected.

3. To avoid any delay in launching the rescue operation for saving as many human lives as possible and for early restoration of Rail traffic, the above issue have been taken up with the Ministry of Home Affairs. Consequently, Ministry of Home Affairs vide their IBID have directed the Home Secretaries of all States to issue suitable instructions to the concerned authorities for taking prompt action and to expedite clearance certificate in the event of a Railway accident, when sabotage is suspected.
4. The contents of this letter may be widely published among the Railway Officers/staff and displayed in all ARTs/ARMEs so that a general awareness created amongst all those engaged in rescue activities.
5. The letter supercedes the Railway Board's letter of even No. dated 07-2-2003.

Chapter-14

DUTIES OF RAILWAY PERSONNEL IN THE EVENT OF A SERIOUS ACCIDENT

(1) OPERATING DEPARTMENT:	
Duties of Guard:- Rule No.- 3.02 of Accident Manual	
Immediately an accident to a train takes place, the Guard of the train shall-	
i) Note the time of accident.	
ii) Arrange to protect adjacent line/lines, if necessary, and then the line on which the accident has taken place.	
iii) Send information through quickest means to Control/SMs on either side.	
iv) Take action to save lives, render first aid.	
v) Call for doctors on the train and seek their assistance.	

- vi) Seek assistance of Railwaymen on the train for attending to be injured and for other relief operations.
- vii) Post of Railway employee to man the field telephone to ensure regular flow of information to Control.
- viii) Make quick assessment of the assistance required and advice control or nearest Station Master.
- ix) Preserve and safe-guard all clues indicating cause of accident.
- x) Arrange protection of property of Passengers and Railway property with the assistance of RPF,GRP and other Railway staff.
- xi) Take action as detailed in Paragraph 4.04 of Chapter IV in case of suspected sabotage.
- xii) Assist the Accident Manager in every possible way. He shall not leave the site of accident without the permission of the Accident Manager.

Duties of Engine Crew:- Rule No.- 3.03 of Accident Manual

Immediately after an accident takes place, the Engine crew shall-

- i) Protect the adjoining line/lines and the front portion of the train as prescribed in General and Subsidiary Rules 6.03 taking the assistance of any qualified staff, if available at site.
- ii) Take such technical precaution as may be necessary or as prescribed by special instruction to render his locomotive safe.
- iii) Render all possible assistance to the Accident Manager in relief measures to the injured and particularly in the assessment of damage to the Rolling stock or locomotive and the nature of assistance required.
- iv) Take action as detailed in paragraph 4.04 of Chapter IV in case of suspected sabotage.
- v) Take action to stop train passing on the other line by means of red hand signal, flasher light etc. in case of double/triple/quadruple section.

Duties of Railway Servant travelling by train:- Rule No.- 3.05 of Accident Manual

- i) All Railway servants travelling by the affected train either on duty or on leave are to actively associate themselves with the relief operation. (Ref. Para 1.03 and 1.04). They shall assemble near the Guard's Brake Van ,identify themselves and the senior most of them shall assume leadership and function as the Accident Manager for organizing relief operation to the standard passengers. He shall continue to discharge this responsibility till the Divisional Officers arrive after which the senior most Divisional Officer, DRM or ADRM or any other branch officer,

as the case may be, will take over the charge of Accident Manager.

ii) For identification of the Railway staff in the train, the Reservation Chart available with the Conductor/TTE may be used. All Railway servants attending the site of accident must wear Arm-band which are available with the Guards, Station Masters as well as ARTs.

iii) Conductor/TTE must check the Reservation Chart with tickets held by the injured and dead passengers and their addresses available from the belongings of the passengers concerned and should furnish the same to the senior most officer at site.

Luggage's left behind of those injured/dead passengers should also be identified, labeled and list made out and should be handed over to GRP at site and a duplicate copy kept after obtaining the signature of the GRP.

Efforts should be made to obtain addresses of the relatives of such passengers and handed over to the senior most officer at site.

Duties of Station Manager of both sides of the affected section and Controlling Station Manager:- Rule No. 3.08- of Accident Manual

Station Masters of both sides of the affected section/Controlling Station Master shall-

i) Ensure that no other train enters into the affected section. On double line, commutators of the block instruments controlling affected section should be locked in 'Train On Line' position whenever possible.

ii) Advise the control immediately of the accident indicating the nature of medical aid and other assistance required and record the time of first information received in the Station Diary. If the station is not on controlled section or if the control telephone is inoperative, they must relay the information by any other means, such as, telegraph, if available at station, P&T telephone, available either at station or near by, message through the staff of outgoing train if any, or any light engine if available, or any other means.

iii) Collect as many staff as possible (Except essential train passing staff) either on duty or off duty, local doctors including private practitioners on payment, non railway porters, if available at the station on payment and rush to the site of accident for assisting in rescue operation. He will use any means of transport available including Push Trolleys or private road transport on hire, a light engine, if available, or an engine detached from a train, etc. For the payment to the porters, private medical practitioners and also for the hiring of the vehicles, as mentioned above, he will withdraw cash from station earnings. He will collect and carry with him as much as drinking water as possible. He will distribute the Arm-bands for identification to all the Railwaymen accompanying him to the site.

iv) Remain on duty at site for taking orders from the Control and the Accident Manager till relief and restoration work are completed or till the Accident Manager permits them to return to

their Station.

Duties of Section Controller:- Rule No.- 3.15 of Accident Manual

When a Section Controller informed of a serious accident on his section, he shall-

- i) apprise the Deputy Controller of the available particulars of the accident and the nature of assistance required.
- ii) Arrange for a clear passage of Medical van or break down train giving them precedence over all other trains.
- iii) advise the Transportation Inspector and the Controlling Station Master to proceed by first means to the site of the accident.
- iv) obtain further details with regard to the extent of damage so that necessary permanent way things etc. can be arranged to be transported to the site of the accident.
- (v) obtain from a responsible official at site the time that is likely to be taken for clearing and repairing the permanent way so that time by which the line will be available for traffic can be assessed.
- (vi) regulate trains on the section as required, keeping loop lines clear on either side of the affected section for breakdown and evacuation operations.
- (vii) arrange for quick passage of the Tower Wagon/Motor Trolley with similar preference like the breakdown train in the event of their being required at the site of accident.

Duties of Chief Controller/Dy. Controller:- Rule No.-3.16 of Accident Manual

Each Division will specifically define the duties of the Chief Controller/Dy. Chief Controller by designation so that all the activities mentioned below are done simultaneously without any loss of time. The Chief Controller/Dy. Controller on duty on receipt of information of a serious accident, shall-

- (a) Order Medical van and the Accident Relief Train. In case the site of accident is close to the jurisdiction of adjoining Division, Medical Van and ART of that particular Division should be requisitioned immediately.
- (b) Inform immediately the Medical Supdt. and also the on duty officer of the Emergency ward of the hospital.
- (c) arrange for despatch of the Medical Van within 15 minutes on receipt of the information directly from a double exit siding (within 25 minutes from a suitable running line in case of single-exit siding), reckoning these targets from the time the Medical Van is ordered, and shall also ensure that the Relief Train is called for immediately and that it leaves the shed within the

target time of 30 minutes during day and 45 minutes during night.

(d) Ensure that the Accident Relief Train and the Medical Van is given precedence over all other trains.

(ii) take assistance from other Controllers/Dy. Controllers for relaying the information quickly and simultaneously to the following officers in order of priority.

(a) DRM (b) ADRM (c) Sr. DSO/DSO (d) Sr. DOM(T) (e) DOM (f) AOM(G). (g) AOM (h) TI (Emergency)/H Qrs. (i) Power Controller (j) Traction Power Controller (k) Carriage Controller (l) Engineering Control (m) Commercial Control (n) Security Control (o) GRP (p) Local Administration (Civil and Police).

The Control of the concerned Department will in turn inform their officers immediately. In case of non-availability of any Departmental Controller, the information to the officers of that branch should be given by Chief Controller or Dy. Chief Controller. In case the site of accident is close to the Hd. Qrs. ART Depot or ARME Depot, DRM, ADRM, Chief Controller of that Division should be informed of the fact of the accident and the assistance required immediately.

(iii) advise the Transportation Inspector and the Controlling Station Master to proceed to the site of accident by first available means.

(iv) regulate the traffic correctly in either side of the site of accident, Goods trains are to be stabled as far as possible and Passenger Trains are to be detained at stations having facilities for supply of food and drinking water.

(v) inform the passengers at the starting station through Public Address System timely regarding all changes in train timings and diversion or cancellation of trains, if any.

(vi) intimate timely to the adjacent Divisions and concerned Railways regarding the accident and the change in traffic pattern.

(vii) advise RMS authorities in the event of train carrying Mail involved in accident.

(vii) assist the Sr. DOM/DOM for the officer who takes charge of the Control Office.

Duties of Safety Officers of the Division:- Rule No.- 3.14 of Accident Manual

(A) Sr. DSO/ADSO with Safety Counsellors and TIs will rush to the site of accident. DRM shall issue separate instructions as per priority list in case Sr.DSO/ADSO is out of station. They are to report to the Accident Manager and shall-

(i) assist in the matter of relief and restoration work.

(ii) try to find out the cause of accident and should also preserve the clues, if available on the accident for future enquiry.

(iii) keep constant touch with all other departmental officers at the site and relay progress report frequently to the Divisional Control Office for onward despatch to H.Q. and Railway Board.

(iv) collect the following important information with the assistance of other inspectors present-

(a) The condition of the track, with special reference to alignment. gauge cross-levels, curvature, super elevation and rail head wear.

(b) The condition of rolling stock with special reference to brake power.

(c) the position of block instruments, signals, points, point levers, Indicators and keys.

Note- Any signal, brake van or disc signal lamps, if not alight during darkness should, when possible, be opened to ascertain if there is a burner and kerosene oil inside and the temperature felt by hand to ascertain if it was alight shortly before.

(d) Marks on sleepers and rails.

(e) Position of derailed vehicle. A rough sketch showing the position of derailed vehicles, marks on sleepers, etc. should be made where possible.

(v) seize the Train Signal Register, Private Number Sheet, the line Admission/Departure Book and relevant records & the accident has occurred within a station yard also record the names of persons whose possession each Line Badge in use, and obtain statements of station staff concerned, if necessary.

(vi) note the position of detached or broken parts of permanent way or rolling stock and secure these parts for production of the enquiry and preserve similarly sleepers and rails bearing marks of wheels, specially between points of mount and drop. If however, the accidents is suspected to be the result of sabotage, none of these objects should be disturbed until a thorough examination by police (Please Chapter iv containing instructions in case of sabotage).

(vi) Arrange taking of photographs of important features in all cases of very serious accidents specially when sabotage is suspected. Photographs showing the position of derailed vehicles, loose permanent way and engine fittings, dents on rails, etc. are very use in facilitating the Enquiry Committee to arrive at the cause of the accident.

B) AOM(G) of the Division should rush to the Control and shall-

i) collect the detailed report of the accident and relay the same to the Headquarters.

ii) keep constant touch with Sr.DSO/ADSO/Accident Manager at site and relay the progress report whenever available to the Headquarters.

iii) open a Log Book in the Control Office for keeping the details of the accident and progress

report.

iv) Chase the assistance required from the site in consultation with other departments.

Duties of Officer-in-charge of Control Office :- Rule No.- 3.20 of Accident Manual

The Sr. DOM, DOM, AOM(T) and AOM(S) will rush to the Control office immediately on being informed of the accident. Sr. DOM or in his absence the DOM will become in-charge of the Control Office who shall-

i) Set-up immediately an Emergency Control manned by at least an Asstt. Officer in each shift. A Chronological Log Book will be opened. For proper maintenance of the Chronological Log book, please see note below.

ii) Keep in touch with the Accident Manager at the site of Accident Manager at the site of accident, ascertain any assistance that is required at the site and making arrangement for it.

iii) Pass on any supplementary information regarding the accident or clearing operations to the Emergency Control to Head quarters.

iv) Regulate traffic by diverting or cancelling the trains, running duplicate trains or restricting booking or arranging for transshipment or diversion, as circumstances may require, after obtaining reliable information from the site about the probable detention of traffic.

v) Assist Sr.DSO/ADSO at the site by sending AOM(T)/DOM(T) to control train movement.

vi) Keep in touch with PCOM/PCSO/CPTM regarding progress made at the site of accident.

Note-Regarding maintenance of Log Book-

In the log book left side of the pages should be earmarked for incoming messages/information, the right side for outgoing messages. For the incoming messages/information. Sl. No., Time. Message received from (both name and designation) recorded by (both name and designation) is to be recorded. It should be specially noted that information received from the site would not be in form of messages; however, while recording them care should be taken about the details as outgoing messages may be formed on the basis of such incoming information. For the outgoing messages, similarly, Sl. No., Time, relayed to (both by name and designation) and message given by (both by name and designation) should be carefully recorded. If the same message received from some sources has to be repeated to some other, the entire text of the message need not be copied on the outgoing side; only a reference to be made, such as, Item No so and so of incoming message. This procedure should be carefully observed particularly in giving messages to other Railways and the Railway Board to whom all information communicated shall be in message form only.

Duties of Head Quarters Emergency Control :- Rule No.- 3.24 of Accident Manual

Duties of the Head Quarters Emergency:-

i) Immediately on receipt of information regarding the serious accident involving passenger train, TI/Emergency will inform SDAH Control to arrange a special train consisting of GM carriage $\frac{3}{4}$ CTs or RAs and also a 2nd Class Coach upon being ordered by PCOM or CPTM or PCSO to GM. This train will be placed at a suitable platform of Howrah station and a locomotive can be attached to it. GM/AGM and other senior officers will visit the site of accident, if required, by this train. If the train is not required, it will be cancelled under order of PCSO of CPTM or Dy. CSO (optg).

TI/Emergency/HQ on getting the information of an accident will immediately repeat it to the following officials in sequence mentioned below :-

(a) PCSO, (b) Dy CSO (optg.), (c) PCOM, (d) CPTM, (e) CPRO(f)PCMO, (g) PCSC/RPF. (h) CFTM-I (i) PCE (j) PCME (k) PCEE. (l) PCSTE, (m) CCS.

(ii) Principal Chief Safety Officer, Dy. CSO (opta). ATM (Rules) and Safety Inspectors will all rush to the chambers of PCSO where immediately an Emergency Control will be established. If GM visits the site PCSO will normally accompany the GM. Dy. COM(Safety) will be incharge of Emergency Cell.

(iii) A Log Book would be opened in which all information / messages received and information/messages relayed will be carefully noted indicating Sl. No.. time, received from and relayed to (Name and designation).

(iv) The first information report to the Board will be relayed by PCSO or Dy. CSO (Operating). The message will be relayed immediately on receipt of information regarding the accident even if such information is incomplete or is likely to be inaccurate. It should be stated that this message is preliminary and based entirely on the first information received. In subsequent report, which also should not be delayed under any circumstances, necessary corrections may be made. If all the relevant details are not available, or are incomplete that must be indicated clearly in every message relayed to the Board.

(v) Even if the casualty figures are not fully available, the seriousness of the accident may be indicated on the basis of which M.R./MOSR, CRB and Members/Senior Officers of the Board will decide whether to visit the site of the accident or not.

(vi) Names and addresses of the casualties should be obtained as quickly as possible from the Division where the accident has taken place and relayed not only to the Board but also to the Railways/Divisions over which the train had passed and also the Divisions/Railways over which the train was originally scheduled to run including the originating and destination stations.

(vii) The Emergency Cell must be manned round the clock. If necessary assistance may be sought from other Departments like Civil Engg., Mechanical, Operating. Commercial etc. to depute

JA/Senior Scale Officers for the purpose. A schedule officer-wise and inspector-wise should quickly drawn up since such emergency may continue for more than a day.

(2) ELECTRICAL DEPARTMENT:

Duties of Traction Power Controller:- Rule No.- 3.18 of Accident Manual

The Traction Power Controller, on receipt of information of an accident on the electrified section shall-

- i) switch-off affected section- In case of multiple line section, switch off the adjacent line also till the issue of Caution Order on adjacent line is confirmed (As per ACTM).
- ii) inform departmental officials and concerned subordinate staff immediately.
- iii) take necessary steps to turn out the Tower Wagon and emergency road vehicles immediately, if required.
- iv) adopt necessary measures for de-energizing and slewing the overhead equipments wire for crane working.
- v) arrange power block, as necessary, for clearing operations.

Duties of Traction Loco Controller:- Rule No.- 3.19 of Accident Manual

The Traction Loco Controller on receipt of intimation of an accident on the electrified section, shall-

- i) inform departmental Divisional officers including TLC/HQ immediately.
- ii) assist provision of electric loco for running the Medical Van and relief promptly within the targeted time of arrangement given by the Dy. Controller.
- iii) inform TDI and CTF(R) immediately. One of the senior TDIs to accompany the Medical Van/Relief Train to the site of accident.
- iv) arrange/regulate the Electric train judiciously and systematically in consultation with the Dy. Controller to avoid unnecessary detention.

Duties of Divisional Electrical Officer:- Rule No.- 3.21 of Accident Manual

- (i) Sr. DEE, Sr. DEE (TRS) and Sr. DEE (TRD) should rush immediately to the site of accident with their Inspectors and report to the Accident Manager and assist him in all respects. One DEE/AEE will remain in the Control Office to maintain co-ordination with the site. Instructions by designation with alternate arrangements to cover absence if any officer will be issued by DRM. Sr. DEE(G) should ensure that proper lighting arrangements, if required are made at the site of

accident.

(ii) in case of an accident where OHE or switching station is involved, Sr. DEE (TRD) should ensure that Tower Wagon/wagons with adequate number of breakdown staff reach the site of accident by quickest means and OHE is made dead for ground operation.

(iii) the line is not to be reopened for traffic until an Electrical Foreman or a responsible officer of the Electrical Department intimates in writing to the Station Master or Sr. Traffic official present at site that the line is safe for passage of trains.

(iv) in case of any Electrical Loco or electric multiple unit stock is involved, they should take all precautionary measures as necessary.

(v) if required, measurement of such damaged stock should also be taken jointly with other concerned departments.

(3) MECHANICAL DEPARTMENT:

Duties of Power Control:- Rule No.- 3.17, 5.10 & 5.18 of of Accident Manual

Rule No.- 3.17

Power Controller on receipt of the information of an accident, shall-

- i) inform departmental Divisional Officers immediately.
- ii) ensure turning out of the Medical van and Relief Train promptly within the target time.
- iii) inform subordinate staff concerned in time to proceed to the site of accident by the Medical van/Relief Train.
- iv) arrange/regulate the power of trains judiciously and systematically to avoid unnecessary detention.
- v) arrange relief to the running crew engaged in relief operation at the site of accident.

Rule No.- 5.10

The Relief train must be ready with the least possible delay within the target time of 30 mts. in day and 45 mts. during night. When the accident is one blocking the main line, the Relief train will take precedence over all other trains. Before the Relief train starts, a warning message to keep the line clear will be sent, in case of non controlled sections, by the Station Master of the station the Relief train starts from. On controlled sections, the Section Controller will make the necessary arrangements.

The Medical portion of the Relief train should be stabled separately or so marshalled on the Relief train that it can, if necessary, be despatched without any delay, in advance of the rest of

the rake. For this purpose, the Medical Vans should invariably be stabled in sidings having exits at both the ends.

The Medical Van should be provided with an Auxiliary Van with emergency tools so that the injured passengers can be extricated from the debris. This van should also carry adequate supply of drinking water and provisions for tea/light refreshment to be served to the affected passengers.

The list of equipment to be provided in the Auxiliary Van is given as **Appendix-C-1**.

The target time for despatch of Medical Vans from their respective sidings have been laid down in **Appendix C**. These targets are to be reckoned from the time Medical Van is ordered.

Relief Trains and Medical Vans, particularly the latter, must be ordered from the place nearest to the site of the accident.

The Accident messages (initial or supplementary) despatched from the site should include as much pertinent information as possible to enable the authorities despatching the Relief train to judge the requirements of the situation and act accordingly.

In despatching a Relief train to the site of an accident any factor likely to reduce its speed, such as the presence of a crane or the train, should be taken into account in deciding as to Medical relief should be sent in advance.

Rule No.- 5.18

A Relief Train must leave the shed within 30 minutes during the day and 45 minutes during night from the time of its being ordered. At stations where the layout of the Loco and Traffic Yards is such as to permit a reduction in the time limits stipulated above, the Divisional Officers should lay down shorter time limits. Any engine available should be utilized. Emergency crossovers should always be kept in good working order, so as to ensure the expeditious movement of Relief Trains.

A Relief Train must not be detained for a Guard, but may leave in charge of a Loco or Transportation Supervisory official available at the time. A Guard must be sent, by the quickest possible means to work on the Relief Train.

In order to test the readiness and quick turnout of Relief Trains, it is desirable to have periodical false alarms, say, once in every two months. It is not necessary to take the train to some outstation, but the test can be made between the Loco Shed and the station. Such drills should only be staged under the direct supervision of a Sr. Scale officer, who should ensure that only the concerned Railway staff participates in such drills and the Police, Press, Public & Civil authorities do not get to know of such drills. (Board's letter No. 66-Safety-II/29/17 dated 25.10.66).

Duties of Divisional Mechanical Officers:- Rule No.- 3.22 of Accident Manual

- i) Senior Officers of both Power and C&W Departments should rush to the site of Accident Manager and assist him in all respects.
- ii) One DME/AME will go to the Control Office. Instruction by designation with alternative arrangements to cover absence of any officer will be issued by DRM.
- iii) Senior Officer of the Power Branch should note down his observations regarding the measurements and other details of the loco and supervise the working of crane.
- iv) Senior Officer of the C&W department should record the details regarding the brake power and other aspects of Rolling Stock and note down the measurements of the Rolling Stock as well as the track jointly with the Engineering Department and ensure the fitness of stock to be moved out of accident site.
- v) Senior most officer of Mechanical Department is responsible for working of ART and crane(s) at the site of accident for re-railing and restoration work.

Duties of calling of relief train:- Rule No.-5.08 of Accident Manual

On receipt of advice of the nature of medical and other assistance required in an accident, the Deputy Controller or, on a non-controlled section, the terminal Station Master connected to control or the Station Master of the Relief Train stabling station, will call for the Relief Train.

(4) ACCIDENT MANAGER:**Duties of Accident Manager:- Rule No.-3.06 & 3.07 of Accident Manual****Rule No.-3.06**

Relief operation will be organized immediately for which Accident Manager shall-

- (i) collect Railwaymen, Volunteers, Doctors and First-Aiders.
- (ii) allot duties to Railway staff, police, military and the security staff present at site and fix the priority of tasks.
- (iii) arrange rescue of passengers from the affected coaches and render First-aid and medical assistance.
- (iv) arrange for evacuation of the injured by the fastest available means to the nearest medical centre if necessary, by hiring private transport, the payment of which will be made from the station earnings.
- (V) ensure with the help of available staff and volunteers that belongings of the affected

passengers are safely preserved for further disposal.

(vi) ensure that authentic and correct information is passed on to the control promptly to avoid any controversy.

(vii) pay attention to the needs of passengers involved/stranded due to the accident such as drinking water, tea, snacks, food/food packet etc. of Railway's cost to be paid from station earnings.

(viii) maintain telephonic contact with the Divisional Head-quarters and depute necessary officer/staff for this purpose.

Rule No.-3.07

On arrival of the Divisional Officers, the senior most Officers shall take over the responsibility of the Accident Manager. In addition to continuing the activities mentioned under 3.06, he shall-

i) co-ordinate and supervise the work of staff of various departments in relief and restoration activities. For this purpose a relief station should be started close to the site with walkie talkie communication facilities with the person incharge of all the various functions, such as, Medical Civil Engg. Mechanical Engg. etc. at the site.

(ii) ensure that proper communication facility is set up by the senior most Officers of the Signal and Telecom Department with the control and arrange to relay a relevant information from time to time.

(iii) arrange to install a P&T Telephone with STD facilities, if possible by the senior most Officers of the Signal and Telecom Department from where the passengers are to be permitted freely to talk to their friends and relations. If that is not possible, message from passenger to their friends and relations should be communicated through the Control Office.

(iv) ensure that the Railway Doctors have taken over complete charge of treatment of the injured and have prepared the list of casualties indicating their names, addresses and nature of injury and have these information relayed to the Control. In case of any death, identity has to be established and the relatives are to be informed. If the entire picture is not available at a time, information may be relayed in installments.

(v) arrange to shift quickly the injured to the nearby hospitals, health centres etc. The entire expenditure on transport and treatment is to be borne by the Railways.

(vi) make an assessment of the extent of damage, probable detention to traffic, assistance required, prima-facie cause of the accident and depute officers and staff for specific duties.

(vii) ensure that Officers/Supervisors of Commercial Department make all arrangements for transshipment of passengers and their luggage in case of necessity and payments, if necessary,

be made from station earnings. If road transport has to be used for transshipment of passengers, payments will be made from the station earnings.

(5) RESCUE OPERATION:

Duties of Mechanical officers:- Rule No.-3.22 (v) of Accident Manual

(v) Senior most officer of Mechanical Department is responsible for working of ART and crane(s) at the site of accident for re-ralling and restoration work.

Duties of Medical officer:- Rule No.-3.10 of Accident Manual

DRM shall issue separate instructions nominating the Medical Officers visiting to the site of accident and those who shall remain at Divisional hospital as per priority list.

Medical Officers nominated for the site shall-

- (i) rush to the site of accident by quickest means. Accident Relief Medical Van/Road Medical Van is to be despatched immediately as laid down in Para 5.10 and 5.11.
- (ii) take over complete charge of treatment of the injured passengers. If non- railway doctors are already attending the injured at the site, co-ordinate their activities so as to ensure that the best medical treatment is given. Render First- Aid to as many injured passengers as possible immediately at the site with the help of other First Aiders trained persons available at site.
- (iii) set up a temporary field dressing room, if required, by making use of any accommodation belonging to the Railway, for example Refreshment room or Waiting room or Retiring room, etc.
- (iv) decide quickly the medical centres where the injured persons are to be shifted and co-ordinate with the Accident Manager to make arrangement for shifting
- (v) assess the help or assistance required from Divisional Headquarters, neighboring Divisions or Railway/non-Railway hospitals and arrange to inform them quickly about the assistance required.
- (vi) visit hospitals and other medical centres where the injured are admitted to see their progress and relay this information to Divisional Control as well as HQ Emergency Control, Cost of medicines for the victims taken to the hospitals (Railway or non-Railway) Medical Centres etc. is to be borne by the Railway.
- (vii) prepare a list of casualties indicating the name, age, sex, nature of injury, classification of

injury i.e. grievous or minor etc. address, telephone numbers if any. Regarding the death, the details, such as name and address has to be established in co-ordination with the Commercial Officer at site.

(viii) report in detail the progress of relief work to the Divisional Control as well as HQs from time to time.

(ix) dead bodies at the site of accident should be handled with dignity and respect and proper arrangement should be made for keeping such bodies at the site covered with white sheets before their final disposal. Photograph of non-identified bodies should be taken. Dead bodies are to be shifted from the site and handed over to the Civil Police Authorities as quickly as possible with a memo. All assistance to be provided to the police including the cost for shifting the dead bodies from the site of accident.

(6) RELIEF OPERATION:

Duties of Security Officers:- Rule No.-3.09 of Accident Manual

DSC with ASC and RPF staff will rush to the site of accident. Instructions by designation with alternatives to cover the absence of any officer in this respect may be issued by DRM. At the site, the Security Officers are to report to the Accident Manager and shall-

- (i) assist in the matter of relief and restoration work,
- (ii) ensure that all wreckage and debris are untouched until the enquiry/investigation is completed. In the case of accident due to explosion, the materials should be kept intact except in so far as their removal may be necessary for the rescue of injured persons and the recovery of dead bodies, until the Chief Inspector of explosives or his representative has completed his enquiry.
- (ii) arrange to contact local GRP or Civil police to ensure that the accident has also been reported to them.
- (iv) cordon the area from public to ensure that the relief operation are not interfered by the crowd.
- (v) look after the luggages and belongings of the passengers of the ill-fated train. They should take control of the site for protecting unclaimed property and Railway property.
- (vi) preserve all clues and obtain clearance from the Civil police for starting restoration work.
- (vi) keep liaison with the GRP. Civil police and Medical Officers for disposal of dead body if any, etc.

Duties of Crowd Control:- Rule No.-3.09 of Accident Manual

DSC with ASC and RPF staff will rush to the site of accident. Instructions by designation with alternatives to cover the absence of any officer in this respect may be issued by DRM. At the site, the Security Officers are to report to the Accident Manager and shall-

- (i) assist in the matter of relief and restoration work,
- (ii) ensure that all wreckage and debris are untouched until the enquiry/investigation is completed. In the case of accident due to explosion, the materials should be kept intact except in so far as their removal may be necessary for the rescue of injured persons and the recovery of dead bodies, until the Chief Inspector of explosives or his representative has completed his enquiry.
- (ii) arrange to contact local GRP or Civil police to ensure that the accident has also been reported to them.
- (iv) cordon the area from public to ensure that the relief operation are not interfered by the crowd.
- (v) look after the luggages and belongings of the passengers of the ill-fated train. They should take control of the site for protecting unclaimed property and Railway property.
- (vi) preserve all clues and obtain clearance from the Civil police for starting restoration work.
- (vi) keep liaison with the GRP. Civil police and Medical Officers for disposal of dead body if any, etc.

Duties of State Police Clearance and restoration security department :- Rule No.-3.09 & 5.23 of Accident Manual

Rule No.-3.09

DSC with ASC and RPF staff will rush to the site of accident. Instructions by designation with alternatives to cover the absence of any officer in this respect may be issued by DRM. At the site, the Security Officers are to report to the Accident Manager and shall-

- (i) assist in the matter of relief and restoration work,
- (ii) ensure that all wreckage and debris are untouched until the enquiry/investigation is completed. In the case of accident due to explosion, the materials should be kept intact except in so far as their removal may be necessary for the rescue of injured persons and the recovery of dead bodies, until the Chief Inspector of explosives or his representative has completed his enquiry.
- (ii) arrange to contact local GRP or Civil police to ensure that the accident has also been reported to them.

(iv) cordon the area from public to ensure that the relief operation are not interfered by the crowd.

(v) look after the luggages and belongings of the passengers of the ill-fated train. They should take control of the site for protecting unclaimed property and Railway property.

(vi) preserve all clues and obtain clearance from the Civil police for starting restoration work.

(vi) keep liaison with the GRP. Civil police and Medical Officers for disposal of dead body if any, etc.

Rule No.5.23-

Derailment of any train carrying passengers at or between stations, the cause of which may or may not be due to malicious tampering of the line: Arrangements must be made for Police Staff to visit the scene of accident as soon as possible in order that they may observe what disturbance, if any, there has been of the line, and to keep guard over any loose material which may be lying about and over any other evidence, affecting the cause of the accident, as also safeguard passenger's 'luggage and mails', if any. They should continue to do so until the arrival of senior Police Officials. Medical Relief to the Injured.

Duties of Signalling and Telecom Officers:- Rule No.-3.13 of Accident Manual

(a) On receipt of information of a serious accident, the Sr. DSTE with his Inspectors will rush to the site of accident and a DSTE/ASTE will go to the Control Office. Instructions by designations with alternative arrangements to cover absence of any Officer may be issued by DRM.

(b) The Telecommunication Officer visiting the site shall –

i) render all assistance to the Accident Manager in rescue operation.

ii) ensure Installation of a Railway phone and P&T telephone if possible with STD facilities. A register should be opened to log the nature of calls made, duration, etc. in case of installation of a P&T phone with STD facilities.

iii) depute one inspector for manning the telephones till full restoration has been achieved.

iv) arrange to ensure connection with the required person.

(7) RESTORATION OPERATION:

Duties of Personnel Department:- Rule No.-3.12 of Accident Manual

(a) On getting information of a serious passenger train accident, the Sr. DPO/DPO with nominated Personnel Officers and Welfare Inspectors of the Division will rush to the site. The DPO/nominated APO will go to the control office. Instructions by designation with alternative

arrangements to cover the absence of any officer may be issued by the DRM.

(b) Personnel Officers at the site shall -

i) render all possible assistance to the Accident Manager in rescue and relief operation of the injured persons and look after the need of passengers, as directed by the Accident Manager.

ii) try to obtain written statement with names and addresses of independent witnesses, who may volunteer to give the same on their own regarding the accident and then pass on the information to the Accident Manager. This action, however, should not interfere with (i) above,

iii) keep liaison with the Commercial officers of the site and assist them for collection of names, addresses, nature of injury of the casualty and communication of the details to the control office. From the control office the relatives of the affected passengers, who are railwaymen should be advised by the DPO/APO, if necessary, by deputing Welfare Inspectors. As regards non railway passengers affected in the accident, the Personnel officers will give necessary assistance to the Commercial officers in advising the relatives, etc.

iv) assist doctors in the hospitals for arranging medicine, etc., to the injured passengers as per request made by the doctor-in-charge, till the injured persons are discharged from the hospital

v) assist officers of the Commercial department for payment of ex-gratio to the injured and relatives of the dead passengers and will also keep an account of all payments made.

vi) make arrangements for issue of necessary passes as per se mentioned in 5.34 to the relatives of the dead/injured passengers.

Duties of Mechanical Department:- Rule No.-3.22 of Accident Manual

i) Senior Officers of both Power and C&W Departments should rush to the site of the accident and report to the Accident Manager and assist him in all respects.

ii) One DME/AME will go to the Control Office. Instruction by designation with affirmative arrangements to cover absence of any officer will be issued by DRM.

iii) Senior Officers of the Power Branch should note down his observations regarding the measurements and other details of the loco and supervise the working of crane.

iv) Senior Officer of the C&W department should record the details regarding the brake power and other aspects of Rolling Stock and note down the measurements of the Rolling Stock as well as the track jointly with the Engineering Department and ensure the fitness of stock to be moved out of accident site.

(v) Senior most officer of Mechanical Department is responsible for working of ART and crane(s) at the site of accident for re-railing and restoration work.

Duties of Electrical Department:- Rule No.-3.21 of Accident Manual

- i) Sr. DEE. Sr. DEE (TRS) and Sr. DEE (TRD) should rush immediately to the site of accident with their Inspectors and report to the Accident Manager and assist him in all respects. One DEE/AEE will remain in the Control Office to maintain co-ordination with the site. Instructions by designation with alternate arrangements to cover absence if any officer will be issued by DRM. Sr. DEE should ensure that proper lighting arrangements, if required are made at the site of accident.
- ii) in case of an accident where OHE or switching station is involved, Sr. DEE (TRD) should ensure that Tower Wagon/wagons with adequate number of breakdown staff reach the site of accident by quickest means and OHE is made dead for ground operation.
- iii) the line is not to be reopened for traffic until an Electrical Foreman or a responsible officer of the Electrical Department intimates in writing to the Station Master or Sr. Traffic official present at site that the line is safe for passage of trains.
- (iv) in case of any Electrical Loco or electric multiple unit stock is involved, they should take all precautionary measures as necessary.
- (v) if required, measurement of such damaged stock should also be taken jointly with other concerned departments.

Duties of Engineering Department:- Rule No.-3.23 of Accident Manual

- i) Sr. DEN should rush to the site of accident with his staff and report to the Accident Manager and render all possible assistance to him in rescue and relief operation. He will be responsible to mobilize man-power as may be required at the site of accident as well as of track materials which may be required. One DEN/AEN should remain in Control Office for co-ordination. Instructions by designation with alternative arrangements to cover the absence of any officer will be issued by DRM.
- ii) They will take the measurements of the track as well as Rolling Stock jointly with the Mechanical and Electrical Departments.
- iii) In the event of line being breached or Permanent way being damaged, it is the responsibility of the Engineering Department to restore the track to safety and to take such precautions as may be necessary, for safety of the section where such repair works are proceeding. The P. way materials required at the site should be collected and sent to the site for speedy restoration work.
- iv) The time likely to be taken for restoration should be assessed and reported to the Control.
- v) The line is not to be reopened for traffic until a Permanent Way Inspector or an official of Engineering Department intimates in writing to the Station Master or Senior Traffic Official

present that the line is safe for the passage of trains.

(vi) Sectional PWIs should be informed through Engg. Control regarding mobilization of manpower at site by Sectional PWIs as gangs are under their control.

Duties of S&T Department:- Rule No.-3.13 of Accident Manual

a) On receipt of information of a serious accident, the Sr. DSTE with his Inspectors will rush to the site of accident and a DSTE/ASTE will go to the Control Office. Instructions by designations with alternative arrangements to cover absence of any Officer may be issued by DRM.

b) The Telecommunication Officer visiting the site shall-

i. render all assistance to the Accident Manager in rescue operation.

ii. ensure Installation of a Railway phone and P&T telephone if possible with STD facilities. A register should be opened to log the nature of calls made, duration, etc. in case of installation of a P&T phone with STD facilities.

iii. depute one inspector for manning the telephones till full restoration has been achieved.

iv. arrange to ensure connection with the required person.

(8) MAINTENANCE OF SITE EQUIPMENT:

Maintenance of SPART/ART and ARMV Rolling Stock/BD Crane:- Rule No.-5.21 of Accident Manual

(i) Loco Foremen or others in charge of Relief-trains, Cranes or Relief Vans are responsible for seeing that they are always fully equipped and in good running order, and that, the Relief Van contains the medical chest or First-Aid boxes.

(ii) The Divisional Signal and Telecom Engineer is responsible for seeing that the portable telephone set is complete and in working order. He must personally inspect and test this equipment quarterly on such dates as may be convenient to him.

(iii) The Medical Officer concerned is responsible for seeing that the prescribed stock of medicines and surgical appliances is maintained in the chests and almirahs, and that, the instruments and medical appliances are in perfect working order. He must personally inspect this equipment quarterly on such dates as may be convenient to him.

(iv) The Sr. Divisional Engineer/Divisional Engineer is responsible that permanent way tools and stores are of suitable pattern, complete and in good condition. He must personally inspect this equipment quarterly on such dates as may be convenient to him.

(v) The Sr. Divisional Mechanical Engineer (P)/ Divisional Mechanical Engineer (power) is

responsible for the maintenance of the Relief Train as a unit. He must satisfy himself that deficiencies are made good after use at each accident and that the portable telephone set are complete with instructions as to their working kept in the boxes containing them and that their use is understood the Relief Train staff. He personally inspect the train and equipment quarterly on such dates as may be convenient to him.

(vi) Inspecting Officers will enter their remarks in the Inspection Book, which must be kept in the Relief Van, Train Examiner will similarly make an entry in the Inspection Book when they lift or repack a vehicle of the Relief Train, or change, any of the vacuum brake rubber fittings etc. They will also certify by an entry in the Book three months that the train is in good and safe working order.

(vii) The Loco Foreman or other person in charge of the Shed is responsible for seeing that the Relief Train gang thoroughly understand the alarm signal for attending and that principal members live in the vicinity of the Shed and their names and addresses contained in a list put up a place accessible to all.

(viii) The Train Examiner is responsible for organizing a breakdown gang from amongst his staff and seeing that they, understand the alarm signal for their attendance, and that, the names and addresses of the principal members are displayed at a place accessible to all and, as far as possible, they are housed in the vicinity of the station.

(ix) In addition to the existing practice in regard to the inspection of Accident Relief Trains, Medical Vans and Auxiliary Vans by Divisional Officials individually during a quarter; henceforth all Accident Relief Trains including Medical and Auxiliary Vans must also be inspected JOINTLY by Divisional Safety Officers and the concerned Divisional Engineers, Divisional Mechanical Engineers, Divisional Electrical Engineers, Divisional Signal & Telecom Engineers and Divisional Medical Officers at least once in six months. The joint report relating to the result of the inspection should be sent to the Divisional Railway Manager by the end of the following month and he will submit a consolidated statement to the Principal Chief Operations Manager/Chief Safety Officer by the end of the month following the 6-monthly period. Divisional Safety Officers will act as the conveners and be responsible for fixing the date for the inspection and also for submitting the report to Divisional Railway Manager.

(9) CHECK LIST FOR SENIOR-MOST OFFICER'S AT SITE:

Senior most Officers at site will act as per Accident Manual Rule No. 3.06 & 3.07.

Rule No. 3.06-

Relief operation will be organized immediately for which Accident Manager shall-

i) collect Railwaymen, Volunteers, Doctors and First-Aiders.

ii) allot duties to Railway staff, police, military and the security staff present at site and fix the priority of tasks.

lii) arrange rescue of passengers from the affected coaches and render first-aid and medical assistance.

iv) arrange for evacuation of the injured by the fastest available means to the nearest medical centre if necessary, by hiring private transport, the payment of which will be made from the station earnings.

v) ensure with the help of available staff and volunteers that belongings of the affected passengers are safely preserved for further disposal.

vi) ensure that authentic and correct information is passed on to the control promptly to avoid any controversy.

vii) pay attention to the needs of passengers involved/stranded due to the accident such as drinking water. tea, snacks, food/food packet etc. at Railway's cost to be paid from station earnings.

viii) maintain telephonic contact with the Divisional Head-quarters and depute necessary officer/staff for this purpose.

Rule No. 3.07:-

On arrival of the Divisional Officers, the senior most Officers shall take over the responsibility of the Accident Manager. In addition to continuing the activities mentioned under 3.06, he shall –

i) co-ordinate and supervise the work of staff of various departments in relief and restoration activities. For this purpose a relief station should be started close to the site with walkie talkie communication facilities with the person incharge of all the various functions, such as. Medical, Civil Engg.. Mechanical Engg. etc. at the site.

ii) ensure that proper communication facility is set up by the senior most Officers of the Signal and Telecom Department with the control and arrange to relay all relevant information from time to time.

iii) arrange to install a P&T Telephone with STD facilities, if possible by the senior most Officers of the Signal and Telecom Department from where the passengers are to be permitted freely to talk to their friends and relations. If that is not possible, message from passenger to their friends and relations should be communicated through the Control Office.

iv) ensure that the Railway Doctors have taken over complete charge of treatment the injured and have prepared the of casualties indicating their names, addresses and nature injury have these information relayed the Control. In case any death, identity has to established and

relatives to be informed. entire information may be relayed in installments.

v) arrange to shift quickly the injured to the nearby hospitals, health centres etc. The entire expenditure on transport and treatment is to be borne by the Railways.

vi) make an assessment of the extent damage, probable detention traffic, assistance required, prima-facie cause of the accident and depute officers and staff for specific duties.

vii) ensure Officers/Supervisors Commercial Department make all arrangements transshipment passengers and their luggage in case of necessity and payments, if necessary, be made from station earnings. If road transport has to be used for transshipment of passengers, payments will be made from the station earnings.

(10) DIVISIONAL CONTROL ORGANISATION:

Divisional control organization will act as per Accident Manual Rule No.-3.20.

The Sr. DOM, DOM, AOM(T) and AOM(S) will rush to the Control office immediately on being informed of the accident. Sr. DOM or in his absence the DOM will become in-charge of the Control Office who shall-

i) Set-up immediately an Emergency Control manned by at least an Asstt. Officer in each shift. A Chronological Log Book will be opened. For proper maintenance of the Chronological Log book, please see note below.

ii) Keep in touch with the Accident Manager at the site of Accident Manager at the site of accident, ascertain any assistance that is required at the site and making arrangement for it.

iii) Pass on any supplementary information regarding the accident or clearing operations to the Emergency Control to Head quarters.

iv) Regulate traffic by diverting or cancelling the trains, running duplicate trains or restricting booking or arranging for transshipment or diversion, as circumstances may require, after obtaining reliable information from the site about the probable detention of traffic.

v) Assist Sr.DSO/ADSO at the site by sending AOM(T)/DOM(T) to control train movement.

vi) Keep in touch with PCOM/CSO/CPTM regarding progress made at the site of accident.

Note-Regarding maintenance of Log Book-

In the log book left side of the pages should be earmarked for incoming messages/information, the right side for outgoing messages. For the incoming messages/information. Sl. No., Time. Message received from (both name and designation) recorded by (both name and designation) is to be recorded. It should be specially noted that information received from the site would not be in form of messages; however, while recording them care should be taken about the details

as outgoing messages may be formed on the basis of such incoming information. For the outgoing messages, similarly, Sl. No., Time, relayed to (both by name and designation) and message given by (both by name and designation) should be carefully recorded. If the same message received from some sources has to be repeated to some other, the entire text of the message need not be copied on the outgoing side; only a reference to be made, such as, Item No so and so of incoming message. This procedure should be carefully observed particularly in giving messages to other Railways and the Railway Board to whom all information communicated shall be in message form only.

(11) MEDIA MANAGEMENT AT SITE:

Senior most Officers at site will deal with the Press and DRM at Divisional Headquarters.

NOTE : Details of the duties narrated in Chapter – III of Accident Manual, Eastern Railway (Reprinted 2019) should be consulted.

Quick information and priority of dissemination(Rule 3.16 of Accident Manual)

Take assistance from other Controllers/ Dy. Controllers for relaying the information quickly and simultaneously to the following officers in order of priority.

- DRM
- ADRM/O & ADRM/T
- SR.DSO
- Sr.DOM
- DOM
- AOM(S)
- AOM
- TI (Emergency) /Hqrs.
- Power Control
- Traction Power Control
- Carriage Control
- Engineering Control
- Commercial Control
- Security Control
- GRP
- Local Administration (Civil and Police)
- S&T Control
- Traction Loco Control

- ii. The Control of the concerned Department will in turn inform their officers immediately. In case of non-availability of any Departmental Controller, Chief Controller or Dy. Chief Controller should give the information to the officers of that branch. In case the site of accident is closed to the Hqrs ART Depot or ARME Depot, DRM, ADRM, Chief Controller of that Division should be informed of the fact of the accident and the assistance required immediately.

- iii. Chief Controller/ Dy.Controller will advise the TI (M) and controlling SM to proceed to the site of accident by first available means.

Chapter-15

GUIDELINE FOR ON BOARD STAFF

A) GENERAL

- i. Ensure full rest before taking over the charges.
- ii. Ensure availability of Torch Light during Night.
- iii. Ensure availability of First Aid Box in train.
- iv. Guideline of First Aid Instructions attached with this Manual to be followed.
- v. Be a member of the Rescue Team under the guidance of Accident Manager.
- vi. Render First Aid to the injured passengers.
- vii. To look after their comfort both injured and non-injured passengers, physically and mentally keeping the temperament cool.
- viii. Do not leave the accident site without the permission of Accident Manager.
- ix. Do not pass any misleading information.

B) GUARD

- i. Check the availability of First Box with full components while on duty before starting.
- ii. Ensure availability of other departmental staff booked to work with your train along with their names and possible location of trains.
- iii. Do not take any Alcoholic Drink or any intoxicating elements immediately before duty or while on duty.
- iv. Note the time of accident.
- v. Form a team with different on duty staff and guide them to rescue operation.
- vi. Call for doctor from the passengers with the help of TTE, the team and seek their assistance.
- vii. Seek assistances of the railwaymen on the Train for rescue operation.

C) CREW

- i. Keep liaison with the guard.

D) TTE

- i. Make a note of doctors travelling by the train with coach and berth No.
- ii. Also note down the list of railway staff travelling on the train, if possible.
- iii. Do not misbehave with passengers in any respect and under any situation.
- iv. Report to the guard to assist him in rescue operation.
- v. Handover the copy already made doctors' list who are travelling by the train to the guard and arrange inform them and insist them for rescue operation.
- vi. Identify the Railway staff of the train from the reservation chart to assist in rescue operation.
- vii. Wear & distribute Arm Band to staff engaged in rescue operation, if available.

E) AC COACH ATTENDANT

- i. Meet the Accident Manager and be a member of the rescue team.

F) PANTRY CAR/CATERING STAFF

- i. Check availability of drinking water.
- ii. Arrange supply and distribute food, snacks, beverages etc, if available to the injured passengers.
- iii. Be a member of the rescue team.

G) TRAIN EXAMINER

- i. Be a member of the rescue team.

H) SAFAIWALA

- i. Assist to rescue trapped and injured passengers under the guidance of Accident Manager.
- ii. Keep the area where the First Aid to be given and injured passenger are treated in clean condition.
- iii. Remove the Dead Bodies as and when required and cover them properly with the advice of medical person.

I) SECURITY

- i. Look after the Dead Bodies.
- ii. Look after the luggage and belongings of the passengers of the ill fated train. They should take control of the site for protecting unclaimed property and Railway property.
- iii. The concerned Post Inspector of RPF having jurisdiction will immediately inform the matter to his Sr.DSCs/ DSCs, Divisional Security Control Room and liaise with local Police, GRP and Civil Administration for early reaching at the site for protection, etc.

Chapter-16

PASSENGER CARE

GENERAL:

- (i) Assistance to passengers and their relatives is of utmost importance in relieving them of some of their misery.
- (ii) Injured passengers and their relatives are to be treated with utmost courtesy, concern and sympathy to alleviate their trauma and discomfort.
- (iii) 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.
- (iv) Commercial supervisors & Welfare Inspectors should be assigned to talk to injured passengers to ascertain from them whether they wish to call relatives.
- (v) 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:

- (i) 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.
- (ii) In case there are no railway hospitals nearby, then they are to be admitted in the nearest Govt. hospitals.
- (iii) In following cases, injured may be taken to a Private Hospital.
 - When there is no railway or Govt. hospital available within a radius of, say, 8 kms. from the site of accident or,
 - When the attending doctor certifies in writing that the treatment in private hospital is necessary in the interest of the patient.
 - 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.
 - 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.
- (iv) 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.
- (v) To facilitate matters and to avoid mis-understandings, CMS should draw up a list of such private hospitals bearing in mind Railway and non-Railway hospitals in the vicinity.
- (vi) CMS should also settle charges to be paid for such cases for each class of accommodation.
- (vii) 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.
- (viii) 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).
- (ix) 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.

- (x) They should also carefully monitor the condition of injured and maintain an updated list with all details.
- (xi) If more than one hospital is involved, apart from deputing doctors to individual hospitals, a railway doctor should also be deputed to co-ordinate and maintain centralized updated position.

FACILITIES TO BE MADE AVAILABLE IN HOSPITAL:

- (i) 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.
- (ii) A chart should be displayed at this reception counter indicating ward nos. where accident patients are admitted along with their names, coach no. wise.
- (iii) 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.
- (iv) Commercial staff and Welfare Inspector on duty staff 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.
- (v) 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.
- (vi) As each relative arrives his name should be marked in the list against the passenger's name.
- (vii) Reception counter should be provided with BSNL telephone with STD facility.
- (viii) There should be 2 mobile telephones for taking to patients inside wards for making outgoing calls.
- (ix) Complete medical care of all passengers including payment of medical bills till their final discharge should be provided.

COMMUNICATION:

- (i) STD equipped telephone should be made available to passengers to communicate with their relatives.
- (ii) BSNL/Railway Telephones available at adjoining Stations/Cabins/Gates shall be extended to the accident site.
- (iii) 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.
- (iv) Payments for such telephone connections will be made from station earnings.

- (v) 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.
- (vi) These cell phones should be used to convey information regarding the safety of passengers to their friends and relatives.

ARRIVAL OF RELATIVES:

- (i) After a few hours, next of kin of deceased and relatives of injured passengers start arriving at the accident site.
- (ii) Adequate number of display boards should be available on ARMVs/ARTs for being put up at accident site.
- (iii) By the large these display boards should indicate the direction towards the CAC.
- (iv) These indication boards should be displayed near those areas where incoming relatives arrive and congregate.
- (v) Periodic announcements on loud speakers should also be made for guiding them to the CAC.
- (vi) CAC should have different counters for various purposes as detailed below in Section 8.

TAKING CARE OF RELATIVES:

- (i) At CAC, number of commercial supervisors & Welfare Inspector should be available for the purpose of taking arriving relatives to different hospitals etc.
- (ii) After relatives arrive they should first of all go through the reservation charts and locate the name of the passenger.
- (iii) 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.
- (iv) A hired vehicle should be provided for carrying them to various hospitals and mortuary.
- (v) 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.
- (vi) Thereafter, they should help him in completing all formalities in the CAC.

11.7 SINGLE WINDOW CLEARANCE:

- (i) CAC should have provision of single window clearance for all legal formalities & multiplicity of paper work.
- (ii) Counters provided in CAC should have facilities for following items in the given sequence as indicated in Annexure – 3:

- (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:

- (i) Commercial supervisor or SWI deputed with relatives should also arrange for their stay and accommodation.
- (ii) Depending upon the need, accommodation in hotels/dharamshalas would be hired for accommodating passengers.
- (iii) Arrangements should be made for their meals etc. Contract should be given for providing cooked food to relatives.

PERFORMANCE OF LAST RITES:

- (i) 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.
- (ii) 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.
- (iii) In such cases Railways should render appropriate assistance to relatives for performing last rites.

(iv) 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.

(v) The above information would be conveyed to relatives and transport provided for carrying the body.

(vi) Above duties are to be performed by Personnel department.

(vii) 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:

(i) CAC should have counters for helping relatives regarding their return journey.

(ii) Personnel branch staff at the CAC should be available for issuing complimentary passes for their return journey.

(iii) Reservation of berths should be provided on trains. Such reservation should be provided only from the accident site onwards.

(iv) 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.

(v) Reserved space in luggage portion of SLRs for some of them to carry back bodies in coffins etc, in case they so desire.

Chapter-17

MEDIA MANAGEMENT PLAN

OBJECTIVE:

- (i) To post the public with factual information pertaining to the accident.
- (ii) To convey certain information that is of use to passengers.
- (iii) To convey specific information that is of use to relatives of dead and injured passengers.
- (iv) To create a positive public opinion.
- (v) To create a healthy relationship with the press and electronic media.

DUTIES OF PR ORGANISATION:

- (i) PRO and his team will collect whatsoever information is available from Divisional Control Office and first information would be released to the media within 60 minutes of intimation of the accident.
- (ii) The information shall include telephone numbers of Helpline Enquiry Booths.

- (iii) PRO and the entire PR organization should proceed to the accident site in the 1st Special train.
- (iv) 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.
- (v) PRO will be available in the UCC during the day.
- (vi) Responsible PR supervisors should be deputed during night shift for interacting with the media, if necessary.
- (vii) PRO will organize Press Briefings at fixed timings.
- (viii) PR organization shall monitor various important media channels to keep track of media reporting. Suitable corrections/clarifications may also be issued, if required.

SPOKES PERSON:

- (i) Only DRM, CPRO and Divisional Emergency Officer in Divisional Emergency Cell are competent to interact or give interview to press and electronic media.
- (ii) Apart from the above, any other officer authorized by DRM is competent to interact or give interview to press and electronic media.
- (iii) Railway's endeavor shall be to ensure that only factually correct and confirmed information is relayed to the media.
- (iv) No inflated or exaggerated version of any fact should be relayed to the media.
- (v) Unconfirmed news having no authentic source shall not be relayed to media.
- (vi) 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:

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

Uninjured Passengers:

- (i) Steps being taken to provide beverages, refreshments and first aid treatment for unaffected passengers.
- (ii) Steps being taken by Railways for clearance of unaffected passengers.
- (iii) Expected time of departure of front portion of accident involved train.

- (iv) Its likely time of arrival at the destination.
- (v) Expected time of departure of rear portion of accident involved train.
- (vi) Its diverted route and likely time of arrival at the destination.
- (vii) In case empty coaching rakes have been arranged, then details of the same.
- (viii) Road bridging being done, labourers provided for transshipment of luggage.

Dead and Injured passengers:

- (i) Steps taken by Railways to render immediate medical attention.
- (ii) No. of injured passengers rescued.
- (iii) Break-up of their injuries :
 - Grievous,
 - Simple,
 - Trivial.
- (iv) Names of hospitals where injured are being treated.
- (v) Approximately how many patients have been admitted in each of these hospitals.
- (vi) Names of injured passengers.
- (vii) Communication facilities like cell phones, STD phones provided at these hospitals.
- (viii) Payment of ex-gratia.
- (ix) Facilities offered to relatives of victims, including free pass for journeys.
- (x) Special trains being run for bringing relatives of dead and injured.
- (xi) Number of dead bodies recovered and number of bodies identified.
- (xii) 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.
- (i) Under such circumstances it is possible to identify dead bodies only when relatives come from their hometown.
- (ii) This aspect of identification of dead bodies and reasons for delay should be explained to the media.

Helpline Enquiry Booths:

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

Train Services:

- (i) Details of train operation with regard to:
 - Diversion,
 - Regulation,
 - Re-scheduling,
 - Short termination,
 - Cancellation.
- (ii) Running of passenger specials for carrying relatives to the site of accident.
- (iii) 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.

- (iv) Expected departure time of relatives special room their originating stations.
- (v) Refunds being granted in Helpline Enquiry Booths for passengers whose journey have been interrupted.

CASUALTY FIGURES:

- (i) 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.
- (ii) 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.
- (iii) During Press Briefings, this point should be clarified that at that point of time so many bodies have been recovered.
- (iv) However, it should also be made clear that casualty figures are likely to go up since rescue work is still continuing.
- (v) 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.
- (vi) Particular reference should also be made to coaches that are crushed or that have climbed on top, and have not yet been searched.
- (vii) 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:

- (1) 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.
- (2) 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:-
 - (i) PRO should be available in the UCC during Press Briefings.
 - (ii) 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.
 - (iii) 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.
 - (iv) Information to be given to the media will be of -/30 hrs. earlier. For example the media briefing held at 7/30 hrs. will convey all information as at 7/- on that date.
 - (v) 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.
 - (vi) 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.
- (vii) The priority of information release to various media will be as under :
 - TV Channels.
 - Agencies – UNI, PTI, Varta, Bhasha.
 - Print Media.
- (iii) 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.
- (iv) Commercial department should ensure that list of passengers who travelled by the accident involved train along with list of dead and injured in the accident reach PR officials at the earliest.

Chapter 18

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:

- (i) Render definite medical care to the extent possible preferably by qualified medical practitioners.
- (ii) Stop bleeding and restore Blood Pressure.
- (iii) Persons under shock should be relieved of shock immediately.
- (iv) 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 reasons are called Disaster Syndrome.

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

Three Different phases of Disaster Response:

Disaster Response in case of a Railway accident consists of three phases. These three 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, lasts 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 2-3 hrs. 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 also with the departure of most relatives and next of kin from the accident site and disposal of all bodies. Few of the grievously injured that continue to be hospitalised 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 co-ordinated efforts of different disciplines, all of who function as a team. The three groups which are active during the above mentioned three phases of Disaster Response, may be classified as follows: -

- i) Instant Action Team (IAT)
- ii) First Responders (FR)
- iii) Disaster Management Team (DMT)

Jurisdiction of Controlling Officials and areas

Section	Controlling Station Masters
SDAH(incl.) to DDJ (excl.) SDAH South(incl.) to BLN (excl.) and from KGK Road (incl.) to BLN (excl.) on the Chord line	Station Manager/SDAH
DDJ(incl.) to MMG (incl.) DDJ (incl.) to AGP(excl.) And DDJ(incl.) to BLYH. (incl.) DDJ to PPGT(incl.)	Station Manager/DDJ
NH(excl.)Naihati (L) to PDX(incl.)	Station Manager/NH
PDX (excl.) to GEDE	Station Manager/RHA

(incl.) RHA (incl.) to STB (incl.)	
RHA (incl.) to KNJ (excl.)	
KNJ (incl.) to PLY (incl.)	Station Manager/KNJ
PLY(excl.) to BPC (incl.)	Station Manager/BPC
BPC (excl.) to LGL (incl.)	Station Manager/KRP
MMG (excl.) to HB	Station Manager/BT
(incl.) BT (incl.) to HNB(incl.)	
HB(excl.) to BNJ (incl.)	Station Manager/BNJ
BNJ (incl.) to RHA(excl.)	
BLN (incl.) to GIA (incl.)	Station Manager/BLN
GIA (excl.) to SBGR	Station Manager/SPR
(incl.)SPR (incl.) to CG (incl.)	
SBGR(incl.) to DH	Station Manager/BRP
BRP(incl.) to GCN (incl.)	
HGA (incl.) to KWDP	Station Manager/LKPR
BLN (excl.) to BRJ (incl.)	Station Manager/NACC
BRJ (incl.) to KBGB (incl.)	Station Manager/KBGB

Chapter-1

IMPORTANT TELEPHONE NUMBERS OF PERSONS OR ORGANIZATIONS FOR RESCUE & RELIEF IN CASE OF ANY RAILWAY DISASTER

Head Quarters: Disaster management control adjacent to Emergency control

The following telephones are provided for Disaster management control.

- FP Rly phone – 24590, 24588, 24591.
- GM I/C no. - 3877, 3878
BSNL phone with STD (033)
 - i. PCSTE- chamber -No. 22300444
 - ii. PCMM-chamber - No. 22305481
 - iii. PCE-chamber - No. 22300442
- BSNL phone No. 22316059 at chamber of Dy.CSO/S&T - for Photo reception of accident site to the Hqrs.
- FAX No. 24591 (Rly/FP)/033-22316059(BSNL).

Disaster Management in Divisions: Sealdah Division

In **Disaster Room** the following communication is provided.

- 3 digit DRM Phone: - 673.
- Railway Phone: - 32592.
- Land line/P&T Phone:-033-23516967.

SATELLITE TELEPHONES PROVIDED OVER EASTERN RAILWAY

No.	DIVN	LOCATION	NUMBER
1	Hqrs	Fairlie Place	8991112683
2			8991112684
3	SDAH	Ranaghat-ART	8991112689
4		Sealdah-ART	8991112690
5	HWH	Control Test Room/ Howrah	8991112691
6		ART/Howrah	8991112692
7	ASN	Control Test Room / Asansol	8991112686
8		ART/ Asansol	8991112685
9	MLDT	ART/Sahibganj	8991112687
		ART/MLDT	8991112688

BSNL phone to satellite telephone:

0 +ID no. of Satellite telephone

Satellite telephone to BSNL phone:

Country code(say91)+ Local Code (Say 33for Kolkata)+BSNL No.

Dialing procedure for Satellite telephone:

Country Code (Say91) +ID No.of Satellite Telephone

AT RAILWAY BOARD

Designation	Office		Residence	FAX
	Rly	MTNL	MTNL	
PED/Safety Room No.-301	43302, 47406	23381344	24672217	23386215
PS/PED/Safety Room No-307	43302,47406	23381344	-	-
ED/Safety Room No.-329	47407	23047407	24624915	23387568
ED/Safety-II Room No.-355	43446,47408	23389987	(0120) 26882097	-
ED/Safety/Mech. Room No.329	47425	23385047	-	-
Dir.Safety-IRoom No.-321	43667,47409	23387009	-	-
PS/Dir/Safety-IRoom No.318	43667,47409	23387009	-	-
Dir.Safety-III Room No.-362	43239, 47411	23385047	-	-
JD/Safety(A&R) Room No.-533E	47414	23047414	-	-
DD.Safety(A&R)-IRoom No.-156C	43998,47415	23303998	-	-
DD.Safety(A&R)-III Room No.-372	44353	23304353	-	-
DD/Safety (Impl)Room No.-345	44480,47417	23304480	-	-
DD Safety III RoomNo.-267A	43580,47418	23303580	-	-
SafetyInspector RoomNo.-345	44425,47421	23304425	-	-
Chief Controller	43599, 43399, 47423	2338-2638	-	-
Safety Cell	43399	2338-2638	-	9717641555

ZONAL LEVEL

	RAILWAY	BSNL	Mobile Nos.
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	RAILWAY		BSNL	Mobile Nos.
GM	O	24000	2230-7596	9002020000
	R	35720	2479-3219	
AGM	O	24005	2230-4950	9002020001
	R	35701	2448-8991	
SECY. To GM	O	24002	22313172	9002020003
SDGM	O	24007	2230-3897	9002020002
	R	44333	24391160	
PCOM	O	24500	2230-3825	9002020900
	R	35714	23241520	
PCSO	O	24501	2230-3948	9002020990
	R	35703	2479-2009	
PCE	O	24400	2230-0442	9002020200
	R	35717	2479-1463	
PCME	O	24600	2230-0439	9002020400
	R	35715	24392705	
PCEE	O	24300	2230-0446	9002020300
	R	35703	2479-2009	
PCSTE	O	24700	2230-0444	9002020800
	R	35702	24791407	
PCCM	O	27200	22303960	9002020950
	R	35115	24792850	
PCPO	O	24100	2230-2255	9002020600
	R	35707	2449-1626	
PCMD	O	27820	2248-9521	9002020500
	R			
CPTM	O	24502	2231-5312	9002020901
	R	35123	2449-2488	
CFTM	O	24504	2230-0024	9002020902
	R	22584	2638-0009	
PCSC	O	27100	2248-8365	9002020700
	R	35710	2449-0545	
CAO (Con.)	O	27400	22100250	9002020250
	R			
CTE	O	24402	2230-0975	9002020201
	R	35104	2449-4535	
CPRO	O	24035	2248-4578	9002020005
	R			
CBE	O	24407	2230-1066	9002020202
	R			
PFA	O	24900	22307979	9002020100
	R		2337-8657	
PCMM	O	24820	2230-5481	9002020770
	R	35718	2449-0264	
DGMG	O	24009	2230-1541	9002020004
	R	22781	2641-0266	
Emergency Control	O	24539/24540	2230-3826	-

As per High Level Committee's recommendation, one four digit **specific Telephone No "1072"** has been allotted for accident information of E.Rly.

HWH: 033-10723/24, SDAH: 033-10725, ASN: 0341-1072, MLDT: 03512-1072.

	RAILWAY	BSNL	Mobile Nos.
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MULTI DISASTER RESISTANT CONTROL ROOM (MDRCR) AT HQs/FP/KOLKATA			
Designation	Telephone No		
	Railway	DOT.	Mobile No
Control Room/FP	24590		
	24588		
	24591 (FAX)		
GM-I/C	3877(I/C)		
	3878(I/C)		
PCOM	24500		9002020900
PCSO		2230-3948	9002020990
Dy.COM/Safety	24508	2242-1115	9002020993
Emergency	24539/40	22303826	
Satellite Phone			08991112683/84

COMMISSIONER OF RAILWAY SAFETY

Designation	Telephone No.			
		Rly.	DOT	Mobile
CRS/Eastern Circle/Kolkata.	O	27061(NKG)	(033)22483945	9002020991
	R			
CRS/South Eastern Circle	O	27062	(033)2248-4858	9002080850
	R	44604		
CRS/North East Frontier Circle		27060	033-22481483	9002046722 9794842050

METRO RAILWAY / KOLKATA

Designation		RLY.	DOT	Mobile
GM	O	55000/MTP	(033)2226-7220	9007041000
PCOM	O	55700	(033)2226-4227	9007041900
PCSO	O	55070	(033)2217-0675	9007958400

Telephone numbers of EASTERN RAILWAY HQ, DIVISIONS

HEAD QUARTERS	DIVISIONS	ARMED
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						FORCES
Kolkata			Howrah	DRM	020-22000(Rly) 033-26412348 M-9002022000	HQ Bengal Area 8697972073
Telephone numbers of different stations of SDAH (Rly)						
No	STATION	Station Code	BSNL PHONE		Rly Phone	Mobile
	Name of the station	7596 M-	STD Code	PHONE NO.	M-9002021000	
1	Sealdah/PF	9002020000	033	23501738	020-82000(Rly)	9163382638
	Sealdah/RRI/M	SDAH	033	23832532	0341-2302319	Kolkata - 033
	PCSO	24501(Rly)	033	23832537	M-9002021000	9002071906
	Sealdah/RRI/S	033-2230-3948 M-9002020990	033	23832537	020-72000(Rly)	8902031534
			Malda	DRM	03512-266458 M-9002024000	

SEALDAH

Designation	STD	DOT	Rly.	Mobile / Satellite
DRM	033	23505090	32000	9002021000
ADRM(O)	033	23502456	32004	9002021001
ADRM(I)	033	23503715	32002	9002021002
Sr. DSO	033	23542497	32502	9002021990
ADSO				9002021996
CHC	033	23501100	32516/8	9002071906
Dy. CHC (Chg.)	033	23507132	32523/22	9002071908
Power Control	033	23517821	32639/40	9163382062
Traction Loco Control	033	23500744	32385, 32383	9002079024
Satellite Telephone				91-8991112690- SDAH 91-8991112689-RHA

TELEPHONE NO.s OF CONTROL

EMERGENCY CONTROL	OFFICE TELEPHONE	
FP (HQ)	24539/40	22303826
SDAH	32525	23501100
HWH	23088	26412323
ASN	82752	0341-2302474
MLDT	72180	03512-266387

Telephone numbers of different stations of SDAH Divn.						
No	STATION	Stations Code	BSNL PHONE		Rly Phone	Mobile
2	Bidhannagar/F	BNXR	033	23557119	32542	
3	Dumdum Jn	DDJ	033	25468640	37-716 /32534	9002079961
4	Belgharia	BLH	033	25645989	39-415	9002079952
5	Agarpara	AGP	033	25639609	39-416	9002079955
6	Sodepur	SEP	033	25531037	39-417	9002079954
7	Khardah	KDH	033	25231023	39-418	
8	Titagarh	TGH	033	25011203	39-406	9002071913
9	Barrackpur	BP	033	25920017	39-402	9002079946
10	Palta/F	PT	033	25929312	39-419	
11	Ichapur	IP	033	25938304	39-248	9002079957
12	Shyamnagar	SNR	033	25863183	39-244	9002079936
13	Jagaddal/F	JGDL	033	27075709	39-242	
14	Kankinara	KNR	033	25812957	39-255	9002079959
15	Naihati	NH	033	25812128	39211,39247	9002079942
16	Halisahar	HLR	033	25882612	34925	
17	Kanchrapara	KPA	033	25855964	34923	7604034795
18	Kalyani	KYI	033	25828370	34936	9002079963
19	Madanpur	MPJ	03473	229331	34937	7604034799
20	Simurali	SMX	03473	226199	34938	7604034797
21	Palpara/F	PXR	03473	240763		
22	Chakdah	CDH	03473	246789	38-532	7604034798
23	Pyradanga	PDX	03473	239640	38-531	7604034796
24	Ranaghat	RHA	03473	210651	38-452/450(SS)	9002021948
25	Kalinarayanpur	KLNP	03473	275111	38-527	7604034871
26	Birnagar	BIJ	03473	261264	39-517	7604034850
27	Taherpur/F	THP	03473	261277	nil	
28	Badkulla	BDZ	03473	271111	39-518	7604034872
29	Krishnanagar	KNJ	03472	252872	39-502/501	9002021942
30	Habibpur/F	HBE	03473	281346	38-528	
31	Fulia	FLU	03473	235235	38-529	7604034854
32	Shantipur	STB	03472	279988	38-530	9002021947
33	Baranagar	BARN	NA		32589	7604034857
34	Ballyghat	BLYG	033	26711183	32591	
35	Dhakhineswar/F	DAKE	033	25646118	32590	
36	Patipukur	PTKR	033	25342349	37-512	
37	Chitpur	CP	033	27050307	37-507/508/510	
38	Tala	TALA	033	25332986	37-547 / 514	
39	Bagbazar	BBR	033	25332932	37-514	7604034844
40	Sovabazar	SOLA	033	22705115	nil	
41	Barabazar	BZB	033	22594344	37-515	
42	BBDBAG	BBDB			37-511	7604034845
43	Eden Garden	EDG			37-516	9433180230
44	Princepghat	PPGT	033	22131363	37-517	7604034834

Telephone numbers of different stations of SDAH Divn.						
No	STATION	Stations Code	BSNL PHONE		Rly Phone	Mobile
45	Dumdum cant	DDC	033	25512067	37-296	9002079956
46	Durganar/F	DGNR	033	25665315	37-297	
47	Birati	BBT	033	25140232	37-263	7604034784
48	New Barrackpur/F	NBE	033	25674903	37-261	
49	Madhyamgram	MMG	033	25269423	37-260	7604034785
50	Hridaypur/F	HHR	033	25841588	37-259	
51	Barasat	BT	033	25523238	37-202	9002079947
52	Bamangachi	BMG	033	25841620	37-258	7604034875
53	Duttapukur	DTK	033	25361702	37-257	7604034876
54	Guma	GMA	03216	227856	37-287	7604034777
55	Bira	BZRA	03216	269300	37-286	7604034776
56	Ashokenagar	ASKR	03216	222671	37-288	7604034778
57	Habra	HB	03216	237222	37-289	9002079949
58	Machalandapur	MSL	03216	244154	37210	7604034779
59	Gobardanga	GBG	03216	276000	37231	7604034780
60	Thakurnagar	TKNR	03215	244576	38404	7604034781
61	Chandpara	CDP	03215	251600	37237	7604034782
62	Bongaon	BNJ	03215	255131	38-522	9002079950
63	Sondalia	SXC	03216	250600	37240	7604034787
64	Lebutala	LBTL	03216	240000	37252	7604034788
65	Haroah	HRO	03216	245552	37-241	7604034789
66	Malatipur	MPE	NA		37253	
67	Champa pukur	CQR			37-242	7604034790
68	Bashirhat	BSHT	03217	269288	37-243	7604034791
69	Madhyampur	MPN			37247	7604034792
70	Taki Road/F	TKF				704774627
71	Hasnabad	HNB	03217	234531	37-244	7604034793
72	Gopalnagar/F	GN	03215	261170	38-521	
73	Majhergram	MAJ	03473	268200	38-520	
74	Aranghata	AG	03473	263100	38-514	7604034846
75	Bagula	BGL	03473	273540	38-515	7604034847
76	Majdia	MIJ	03472	276360	38-516	7604034848
77	Banpur	BPN	03472	268220	38-517	7604034849
78	Gede	GEDE	033	23509643	38-518	9002079962
79	Lake gardens/F	LKF	033	24227440		
80	Mile 5B	M5B	033	24226767	38-152	7604034862
81	Tollyganj/F	TLG	033	24245628		
82	New Alipur	NACC	033	24005100	38-153	9002079943
83	Majherhut	MJT	033	24012515	38-122/23	9002079966
84	Brace Bridge	BRJ	033	24012129	38-154	7604034863
85	Santoshpur	SSP	033	24012139		
86	Akra	AQR	033	24906444	38-156	7604034864

Telephone numbers of different stations of SDAH Divn.						
No	STATION	Stations Code	BSNL PHONE		Rly Phone	Mobile
87	Nangi	NAI	033	24901503	38-157	7604034865
88	BudgeBudge	BGB	033	24803898	38-132	9002071911
89	Ballyganj	BLN	033	24404764 24608020	32-562	9002079940
90	Park circus/	PQS	033	27031203	33350	7604034861
91	Dhakuria/F	DHK	033	24053835		
92	Bagha Jatin/F	BGJT	033	24256322		
93	Jadavpur/F	JDP	033	24298104		
94	Garia/F	GIA	033	24327898		
95	Narendrapur/H	NRPR	033	24348541		
96	Sonarpur	SPR	033	24348143	38-216/217	9002079941
97	Subhashgram	SBGR	033	24270400	38-235	
98	Mallickpur	MAK	033	24379100		
99	Baruipur	BRP	033	24333186	38-305/319	9002021946
100	Champahati	CHT	03218	261700	38-251	7604034860
101	Ghutiari Sarif	GOF	03218	263222	38-252	7604034859
102	Taldi	TLX	03218	252298	38-253	7604034858
103	Canning	CG	03218	255275	38-254	9002079944
104	Dhop-Dhopi	DPDP	03218	246066		7604034835
105	Gocharan	GCN	03218	243888		7604034876
106	Dakhin Barasat	DBT	03218	223100		7604034836
106A	Jaynagar Majilpur	JNM				7604034837
107	Mathurapur	MPRD	03218	224517		7604034866
108	Lakhikantapur	LKPR	03174	278295	38-343	9002079945 7679959073
109	Nischindapur	NCP				7604034843
110	Kakdip	KWDP	03210	255112	33736	9002079955
111	Ukilerhut/F	UKHT	03210	250420		
112	Namkhana	NAM	03210	244737	32529	9002079915
113	Hotar	HT	03174	212511		7604034838
114	Dhamua/F	DMU	03218	240800		
115	Magrahut	MGT	03174	253020		7604034868
116	Deula	D	03174	212923		7604034869
117	Netra/F	NTA	03174	235044		
118	Basuldanga	BSD	03174	210333		7604034870
119	Gurudasnagar/F	GURN	03174	273326		
120	Diamondharbour	DH	03174	255242	38-310	9002079914
121	Kalyanisimanta/F	KLYM	033	25828778	34-942	NA
122	Kalyani Ghose Para/F	KLYG	033	25809747	34942	NA
123	Kalyani Silpanchal/F	KLYS	033	25809887	34942	NA
124	Bahadurpur/F	BPD				7602605100

Telephone numbers of different stations of SDAH Divn.						
No	STATION	Stations Code	BSNL PHONE		Rly Phone	Mobile
125	Dhubulia	DHU	03472	260066	39519	7604034855
126	Muragacha	MGM	03474	268915	39522	7604034852
127	Bethuadahari	BTY	03474	255253	39-523	7604034856
128	Debagram	DEB	03474	267501	39524	7604034851
129	Plassey	PLY	03474	262211	39-656	7604034853
130	Pagla Chandi/F	PCX	03474	205309	39-529	
131	Rejinagar	REJ	NA		39-657	7604034841
132	Beldanga	BEB	03482	264131	39-638	9002079965
133	Sargachi	SGV	NA		39-639	7604034842
134	Baharampur Court	BPC	03482	255603	39-604	9002079964
135	Cossimbazar	CSZ	NA		39-631	9002021943
136	Murshidabad	MBB	03482	270241	39-633	9002021941
137	Jiaganj	JJG	03483	255243	39-634	7604034840
138	Bhagawangola	BQG	03483	258100	39-635	7604034839
139	Krishnapur	KRP	03483	275728	39-626	9002071914
140	Lalgola	LGL	03483	274224	39-630	9002021940
141	Petrapole	PTPL	03215	245539	NA	7604034783
142	KOLKATA	KOAA			37717	9002079939
143	Majher Gram	MAJ				7604034794

TELEPHONE NOS OF CONTROL OFFICES OF SEALDAH DIVISION

DESIGNATION	OFFICE TELEPHONE		
	RAILWAYS	DOT	MOBILE
COACHING CONTROL	32522/23	2350-7132	9002071908
ELECTRIC/G CONTROL	32321/22	2360-8748	9002021386
MECHANICAL/C&W	32609/10	2352-0591	9002021477
MECHANICAL/POWER	32639/40	033-23517821	9163382062
ENGINEERING CONTROL	32444/54	033-23601605	9002079296
S&T CONTROL	32757/32714	2350-7997	9002021853
Auto Test Room	32770/32777	2383-2770	
TRS CONTROL	32383/85	2350-0744	9002071005
TPC CONTROL	32345/46	23505625,23605087	9002079319
SECURITY CONTROL	32157/72	2360-4633	9002021786
COMMERCIAL CONTROL	32211,32936	2352-0352	9002021197
EMERGENCY/ BRSH	32851,32852	2350-4075	

HEALTH UNITS OF SEALDAH DIVISION

Health Units	Telephone No.	Mobile
BRSH	32851/32852	Land line-23504075
Krishnapur(KRP)	39652	9002021563
Ranaghat(RHA)	38443 /45	9002021507
Naihati(NH)	39288/89/93	9002021576 9002021561
Barasat(BT)	37203	9002021557
Kamardanga(KMD)		9748199599
Chitpur (CP)	37497	9002021568
Sonarpur(SPR)	38233	9002021551
Narkeldanga(NKG)	32261	9002021555
Dakshindari(DKD)	37492/99	9002021569
Gholsapur(GHPR)		9002021564
Bangaon	37203/04	7278303634
Kanchrapara	34800	9002027500

Phone Number of Hospitals Nearest of Road side Stations.

Sl.No.	Station	Nearest Hospital	Phone Number
1	Belghoria	Sagar Dutta Hospital	033-2583-4277
2	Agarpara	Sagar Dutta Hospital	033-2583-4277
3	Sodepur	Panihati State General Hospital	033-2565-7150
4	Khardah	Balaram Hospital B.N.Bose Hospital	033-2553-3772, 033-2592-0778/1212
5	Barrackpore	B.N.Bose Hospital Military Base Hospital	033-2592-0778/1212 033-2560-4779
6	Titagarh	B.N.Bose Hospital	033-2592-0778/1212
7	Ichapur	B.N.Bose Hospital Ordinance Factory Hospital	033-2592-0778/1212 033-2593-8402/03/04
8	Shyamnagar	Golghar Hospital B.N.Bose Hospital	033-2581-2010 033-2592-0778/1212
9	Kankinara	State General Hospital/Jagaddal State Civil Hospital/Naihati Railway Health Unit /Naihati	033-2581-2030 033-2581-2933 033-2587-3961
10	Naihati	State General Hospital/Jagaddal State Civil Hospital/Naihati Railway Health Unit /Naihati Kanchrapara Rly Hospital JNM Hospital /Kalyani Gandhi Memorial Hospital/Kalyani Chinsura Hospital/Hooghly.	033-2581-2030 033-2581-2933 033-2587-3961 34825(Rly) 033-2582-8102 033-2589-8443 033-2680-9219
11	Halisahar	Kanchrapara Rly Hospital JNM Hospital /Kalyani Gandhi Memorial Hospital/Kalyani	34825(Rly) 033-2582-8102 033-2589-8443
12	Kanchrapara	Kanchrapara Rly Hospital JNM Hospital /Kalyani Gandhi Memorial Hospital/Kalyani	34825(Rly) 033-2582-8102 033-2589-8443
13	Kalyani	Kanchrapara Rly Hospital JNM Hospital /Kalyani	34825(Rly) 033-2582-8102

		Gandhi Memorial Hospital/Kalyani	033-2589-8443
14	Madanpur	JNM Hospital /Kalyani Gandhi Memorial Hospital/Kalyani	033-2582-8102 033-2589-8443
15	Simurali	JNM Hospital /Kalyani Chakdah Hospital Ranaghat Hospital	033-2582-8102 03473-242500 03473-211156
16	Chakdah	Chakdah Hospital	03473-242500
17	Payradanga	Ranaghat Annulia Hospital	03473-210015
18	Ranaghat	Ranaghat Annulia Hospital Ranaghat Health Unit	03473-210015 38455 (Rly)
19	Kalinarayanpur	Ranaghat Annulia Hospital Ranaghat Health Unit	03473-210015 38455 (Rly)
20	Birnagar	Ranaghat Annulia Hospital	03473-210015
21	Badkulla	Badkulla Health Centre Shaktinagar Hospital/KNJ KrishnanagarSadar Hospital	03473-270234 03472-224873 03472-252050
22	Krishnanagar	Shaktinagar Hospital/KNJ KrishnanagarSadar Hospital	03472-224873 03472-252050
23	Phulia	Ranaghat Annulia Hospital Shantipur Hospital	03473-210015 03473-278057
24	Shantipur	Shantipur Hospital	03473-278057
25	Aranghata	Aranghata Primary Health Unit Ranaghat Annulia Hospital	03473-262224 03473-210015
26	Bagula	Bagula Hospital Krishnanagar Sadar Hospital Shaktinagar Hospital/KNJ	03473-272203 03472-252050 03473-224873
27	Majdia	Krishnaganj Hospital	03472-276215
28	Banpur	Krishnaganj Hospital	03472-276215
29	GEDE	Krishnaganj Hospital Bagula Hospital	03472-276215 03473-272203

30	Dhubulia	Health Unit Dhubilia Bethuadahuri Health Unit Shaktinagar Hospital /KNJ DhubuliaB.C.Roy Sanatorium	03472-261219 03474-255246 03472-224873 9475169291
31	Muragacha	Dharmada Health Unit/MGM DhubuliaB.C.Roy Sanatorium	9434825594 9475169291
32	Bethuadahari	Bethuadahari Health Centre	03474-255246
33	Debagram	Debagram Public Health Centre	9434400473
34	Plassey	Mira Primary Health Centre Kaliganj SHGGE	9564867117 03474-262254 03474-260223
35	Rejinagar	Apollo Nursing Hospital	9733552286 03482-241200
36	Beldanga	Beldanga Public Health Centre Beldanga Rural Hospital	8768309903 03482-264046 03482-264102
37	Sargachi	Medical Collage Hospital/BPC Berhampur Civil Hospital Ramkrishna Mission Dispensary	9732865814 03482-252039 (Mob 9474348411) 03482-252131 03482-232222
38	Berhampur Court	Medical Collage Hospital/BPC Berhampur Sadar Hospital	9732865814 Mob 9474348411 03482-252131
39	Cossimbazar	Berhampur Sadar Hospital Medical Collage Hospital/BPC	03482-252131 03482-252039 (Mob 9732865814)
40	Murshidabad	Medical Collage Hospital/BPC Sub.Divl. Hospital /Lalbagh.	03482-252039 (Mob 9474348411) 03482-270247/9564465991
41	Jiaganj	Jiaganj Rural Hospital Christiya Seva Sadan Sabram Clinic/ Phooltala	7047422159 03483-255257 03483-255924 03483-255210
42	Bhagawangola	Kanapukur Rural Hospital	9735087616

			03483-259235
43	Krishnapur	Krishnapur Rly Health Unit Rural Hospital Krishnapur	Rly-39652 9002021563 9831154606 03483-274230
44	Lalgola	Krishnapur Rly Health Unit Rural Hospital Krishnapur	9002021563 9830565008 03483-274230
45	Dum Dum Cantt.	Dum Dum Municipality Hospital South Dum Dum Municipality Hospital BR Singh Hospital NRS Hospital RG Kar Hospital	033-2551-5159 033-2559-8387 033-23504075 033-2265-3222 033-2555-7675
46	Birati	Barasat Rly. Health Unit North Dum Dum Municipality Hospital	9002021557 033-2562-2763 033-25145418
47	Madhyamgram	New Barrackpur Matrisadan Nurshing home. Madhyamgram Municipal Hospital	033-2537-5393 033-2538-0201
48	Barasat	Barasat Rly. Health Unit Barasat Sub Divisional Hospital Barasat Cancer Research & Welfare Hospital	9002021557 033—2562-2763 033-2552-2222 033-2562-2500
49	Bamangachi	Barasat Sub Divisional Hospital	033-2552-3228
50	Duttapukur	Duttapukur Health Centre	033-2536-4896
51	Guma	Ashoknagar Govt. Hospital	03216-221074
52	Bira	Duttapukur Health Centre	9002021557 033-2536-4896
53	Ashoknagar	Ashoknagar Govt. Hospital Habra State General Hospital	9749050363 03216-221074 03216-237194
54	Machlandapur	Habra State General Hospital	9749050363 03216-237194

55	Gobardanga	Gobardanga Rural Hospital Habra State General Hospital	9804950032 03216-249192 03216-237194
56	Thakurnagar	Chandpara Primary Health Centre	9434888807 03215-254340
57	Chandpara	Chandpara Primary Health Centre	9434888807 03215-254340
58	Bangaon	Dr. JR DharSub.Divl. Hospital	9002021558 03215-255073
59	Sondalia	Barasat Sub Divisional Hospital	033-2552-3228
60	Harua	Harua Hospital	8910228430 03216-278305
61	Champapukur	Basirhat Sadar Hospital Prantik Nurshing Home/BSHT	03217-265207 03217-228586
62	Basirhat	BasirhatSadar Hospital	8759388830 03217-265207
63	Hasnabad	Taki Rural Hospital Basirhat Sadar Hospital	8972322122 03217-234492 03217-265207
64	Majhergram	Ranaghat Annulia Hospital	03473-210015
65	Sonarpur	Sonarpur Health Unit Sonarpur Rural Hospital	8100436575 38233(Rly) 033-2447-1339
66	Baruipur	Baruipur Rural Hospital Sonarpur Health Unit	033-2433-0015 38233(Rly)
67	Champahati	Sonarpur Health Unit	38233(Rly)
68	Taldi	Canning Sub Divl. Hospital	7595926656 03218-257447
69	Canning	Canning Sub Divl. Hospital	7595926656 03218-255242
70	Paglachandi	BaniGhata Health Unit	9433277033

71	GhutiariSarif	Ghutiari Sarif Health Unit Canning Sub Divl. Hospital	7595926656 03218-257447
72	Dhapdhapi	Baruipur Rural Hospital Sonarpur Health Unit	033-2433-0015 38233(Rly)
73	Gocharan	Rural Hospital Padmer Hat Sonarpur Health Unit	9830484801 03218-243470 38233(Rly)
74	Dakshin Barasat	Rural Hospital Padmer Hat Sonarpur Health Unit	9830484801 03218-243470 38233(Rly)
75	Jaynagar Majilpur	Nimpith Primary Health Centre Mathurapur Rural Hospital	9932130842 03218-226005 8013535099 03218-224532
76	Mathurapur Road	Mathurapur Rural Hospital	8013535099 03218-224532
77	Lakshmikantapur	Greenland Nurshing Home	9332997243 03174-277204
78	Nischindapur	Kakdwip Rural Hospital	9733046357 03210-255322
79	Kakdwip	Kakdwip Rural Hospital	9733046357 03210-255322
80	Namkhana	Kakdwip Rural Hospital Dwariknagar BPHC/NAMK	9733046357 03210-226285
81	Hotar	Baruipur Rural Hospital Magrahat Hospital Sub Divl. Hospital/DH	033-2433-0015 9432904591 8371015630
82	Magrahat	Magrahat Hospital Sub Divl. Hospital/DH	9432904591 8371015630 03174-252218 03174-255237
83	Deula	Sub Divl. Hospital/DH	8371015630 03174-255237

84	Basuldanga	Sub Divl. Hospital/DH Panchagram BPC Hospital	8371015630 9903886237
85	Diamond Hurbour	Sub Divl. Hospital/DH	03174-255237 8371015630
86	Budge Budge	Budge Budge Municipal Hospital Budge Budge ESI Hospital	033-24701366 033-24701396
87	Majherhat	BP Poddar Hospital Gholsapur Health Unit	03340226000 033-23971591 31771(Rly)
88	New Alipur	BP Poddar Hospital Calcutta Port Trust Hospital Vidya Sagar Hospital	03340226000 033-23971591 033-24013557 033-23971591
89	Brace Bridge	Gholsapur Health Unit	31771(Rly)
90	Akra	Gholsapur Health Unit	31771(Rly)
91	Nangi	Gholsapur Health Unit	31771(Rly)

LIST OF VOLUNTARY NG ORGANISATIONS THAT WORK IN RESCUE/RELIEF OPERATION

SEALDAH DIVISION

Name of Organisation	Location	Telephone No. (Of)
Indian Red Cross Society	Nadia,Mushidabad	9434054939
Ram Krishna Mission	Golpark	(033) 2464 -1304/40301200
Civil Defence	Fairlie Place	24033/34(RLY)22224034(BSNL)
	Sealdah	32015(Rly),(033) 2350-4213(BSNL)
Bharat Sevashram Sangha	Ballygangue	(033) 24600142
Bharat Scouts & Guides	Kolkata/FP	24154(RLY)2222-4154(BSNL)
	Sealdah	32950 (R)/32623/ 32606(RLY)
St. John's Brigade	Kolkata	8240178067
St. John's Ambulance Association	Berhampore	9232367323
	SEALDAH	8013923621/7044950654

BLOOD BANKS FACILITIES IN EASTERN RAILWAY

District	Name of Blood Bank	Location	Telephone
Kolkata	Central Blood Bank	Maniktala	033-2351-0620
South 24 Parganas	Blood Bank, S.D. Hospital	Diamond Harbour	03174-255237
	Diamond Park Nursing Home (Blood Bank)	P-13 (B-2), Diamond Park, Joka,	033-24671741
24 Parganas (North)	Basirhat S.D.Hospital Blood Bank	Badartala, Basirhat	03217267506
	Dr.B.N.Bose S.D. Hospital Blood Bank	Barrackpore	033-25920778 033-25921212
	District Hospital, Blood Bank	Barasat	033-25840347
	The Blood Bank, J.R.Dhar S.D.Hospital	Bangaon	03217267506 03215255073
Nadia	Gandhi Memorial Hospital Blood Bank	Kalyani,Nadia	03325890350
	Jawharlal Nehru Memorial Hospital Blood Bank	Kalyani,Dist-Nadia	033-25828386
	Saktinagar Hospital-400 BEDS	Saktinagar	03472252873
	Krishnanagar Sadar Hospital-75 Beds (Gauiny only)	Krishnanagar	03472-252850

IMPORTANT TELEPHONE NUMBERS OF STATE GOVERNMENT

Designation	Office (STD 033)	Mobile
Chief Secretary	22145858(O),24324700(R)	9433024700
Home Secretary	22145656(O),22876740(R)	9831180157, 9903100000
Addl. Chief Secretary/Home Secretary	22820791/790	
DGP	22145400/25334941, 25559925(R)	9051270444
Secy.DM/Relief Commissioner	22143674	9007154222
ADGP (Railway)	22827766/67	9830302398
Director Civil Defense & Additional DG of Police	22252179	9836402121
Controller of Civil Defense & Special IG of Police	2225-2179 2225-6687 2429-8515 (R)	9830354819 9433032329
Civil Defense Control Room	22378033	
Power Secretary/Addl Chief Sect.	23351269	
State Police Control Room Bhabani Bhawan	22145411 to 15(PBX) Ext .291/292- DG Control 22145486/5087/4030 033-24794044	
DG Fire Service	03322521165	
Director / Relief	22442795with FAX/22447358	9830196328
Disaster Management Cell	22143526	
Lalbazar Control	22143230/3024/1310,22145000	
Bomb Disposal Squad	033-24141434/22505148	
Irrigation & waterways Control Room	2321-8341	
KMC Control Room	2286-1212/1313/1414	

TELEPHONE NOS OF DISTRICT CIVIL ADMINISTRATION

MURSHIDABAD (STD Code: 03482)

Design	Tele(O)	Tele (R)	Mobile No
DM	257400	250002	9475900047
SP	250751	250753	Cnl room-7797290411

NADIA (STD Code: 03472)

Design	Tele(O)	Tele (R)	Mobile No.
DM	251001	252052	9434340101
SP	252229	252303	9083269100

NORTH 24 PGS (STD Code: 033)

Design	Tele(O)	Tele (R)	Mobile
DM	25523662	25523474	8334822522
SP	25423055	25621282	9073343600

SOUTH 24 PGS (STD Code:033)

Design	Tele(O)	Tele (R)	Mobile
DM	24793713	24793456	9475900047
SP	24801612		

FIRE BRIGADE OVER SEALDAH DIVISION

Fire brigade base	Station	Office Telephone numbers
Kolkata District's Fire Brigade Base	Central Avenue	033-22414545/4646,
	Cossipore	033-28720079,
	Garden Reach	033-24093083
	Kalighat	033-24544527, 8584027153
	Manicktala	033-23207489, 8584027166
	Tollygunge	033-24115393
Nadia District's Fire Brigade Base	Bijpur	Rly-34922,03-25858253
		03325828101
	Krishnagar	03472-227074
	Ranaghat	03473-210150
	Shantipur	03472-279800
North 24 Prgs District's Fire Brigade Base	Barasat	033-25423444
	Basirhat	03217-265319
	Bongaon	03215-256901
	Habra	03216-252101
	Bidhannagar	033-23575293
	Dumdum	033-25514309
	Kakinara	033-25812722
	Panihati	033-25532976
	Kamarhati	033-25537642
South 24 Prgs District's Fire Brigade Base	Baruipur	033-24332555
	Budgebudge	033-24701271
	Diamond Harbour	03174-222111
Murshidabad District's Fire Brigade Base	Berhampore	03482-253601

KOLKATA POLICE

Designation	Phone No.
Bhabani Bhaban	(033)24794044
Lal Bazar Police /HQ (CON. ROOM)	(033)2214-5000/3230/3024/1310 PBX2235-0230
Nabanna	(033)22145486
DG/Police Control Room	100 / 2214-5486,

FORENSIC ESTABLISHMENTS AT KOLKATA

Establishments	Phone No.
Director, Central Forensic Science Laboratory 30, Gora Chand Road, Kolkata – 700 014 (Opp. Chittaranjan Hospital)	(033) 2284-3187(EPABX)/ 1638/0378/2240/1768
Director-Forensic Science, Laboratory (State) 37/1/2, Belgachia Road, Kolkata.	033-25565430,
Director, Forensic Science Laboratory, Rasulgah, Bhubaneswar.	0674-2586187,

DEFENCE & OTHERS SERVICES

SEEKING ASSISTANCE FROM DEFENCE SERVICE

DACIDS (Operational Logistics) is the nominated contact point, which is to be contacted first for seeking any assistance in case of Railway Disaster. GM/DRM/CSO may contact him on the telephone / mobile number given below in case of emergency.

011-2301-7897 (Office)

OTHER DEFENCE ESTABLISHMENTS

BSF NDRF	Commandant/BSF 2 nd Batallion NDRF Haringhata ,Mohanpur Nadia ,West Bengal Pin-741246	033-25875032 9474116775
Coast Guard Navy	Duty officer (Maritime Operations Centre) Naval HQ HQ WNC, Kolkata	033-23248009/10/30.
	Duty Officer (Maritime Operations Centre) HQ ENC, Visakhapatnam	0891-2577240 /885
Army	Duty Officer (Maritime Operations Centre), HQ SNC, kochi	0484-2662793
	Station HQ / Jamshedpur	0657-2431633
	Station HQ / Kolkata	033-22430326 033-22133351 033-22438701
	Commandant / Chandipur / Balalspore	06782-262031(R)
Air Force	Eastern Command	033-22223900 22561461
	Chief Operations Officer Air Force Station /Kolaikunda	03222-232176 Ext. 207 (O)
	Chief Administrative Officer	25921251 Ext. 203(O)
	Sr. Medical Officer	7904591869Ext.261,204(O)
	Chief Operations Officer / Barrackpur	033-25921251
	Radar Station / Salua / Paschim Midnapur	03222-277240

TELEPHONE NUMBERS OF DG NDRF & NDRF BNSNDRF HQ

Shri.S.N.Pradhan DG/NDRF Off:011-23438020 011-23438119	Shri AmrendraKum ar SengerIG/ND RF Off:011-23438021	Mr.Mohsen ShahediDIG/(Adm & Ops)Off-011- 23438022	ControRoom -011-23438091 Fax-011-23438091 Email-dg.ndrf@nic.in
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NDRF BNS

SL. No	COMDTNDRF Bn	LOCATION	TELNO	UnitControl RoomNo.	FAXNO
1.	Sh. H.Pal Singh 1 st BnNDRF	Patgaon PO-Azara,Dist- KamrupMetro, Guwahati Assam-781017	0361-2840027	0361-2840284 07637011337 09435117246	0361-2849080
2.	Sh.Nitish Upadhyay2 ⁿ dBnNDRF	Haringhata,Mohanpur Nadia WB-741246	033-25875032	033-25875032 09474061104 09474116775	033-25875032
3.	Sh.Jacob Kispotta 3 rd BnNDRF	PO- MundaliCuttack Orissa-754013	0671-2879710	0671-2879711 09437581614	0671-2879711
4.	Ms.RekhaNambiyar4 th BnNDRF	PO- SurakshaCampus,A rakkonam Dist- VelloreTamilnadu- 631152	04177-246269	04177-246594 09442140269	04177-246594
5.	Sh.Anupam Srivastava5 th BnNDRF	Sudumbare TalukaDist-Maval ,PuneMaharastra- 412109	02114-247010	02114-247000 09422315628	02114-247008
6.	Sh.A.K.Tiwari 6 th BnNDRF	Jarod CampTeh- Wagodia Vadodara-391510	02668-274470	02668274245 09723632166	02668-274245
7.	Sh.Ravi Kumar Pandita 7 th BnNDRF	Bibiwala RoadBhatinda Punjab-151001	0164-2246030	0164-2246193 0164-2246570	0164-2246570
8.	Sh.P.K. Tiwari 8 th BnNDRF	Kamla Nehru NagarGhaziabad UP-201002	0120-2766013	0120-2766618 09412221035	0120-27666012
9	Sh.VijaySinha 9 th BnNDRF	Bihata PatnaBihar- 801103	06115-253942	06115-253939 08544415050 09525752125	06115-253939
10	Mr.Zahid Khan 10 th BnNDRF	ANU Campus,Nagarjuna Nagar,Guntur AP-522510	0863-2293178	0863-2293050 08333068559	0863-2293050

HELICOPTER FROM ARMY HEAD QUARTERS, BENGAL AREA, KOLKATA

The following Officers of Headquarters, Bengal Area, Kolkata to be contacted during Railway Disaster

a)	Deputy GOC, Headquarters Bengal Area-Kolkata.	2222-6103/ 6104(R)
b)	Colonel General Staff (Col GS), Headquarters Bengal Area- Kolkata,	22226105(O),6106(R)
c)	GSOI (Ops.), Headquarters Bengal Area-Kolkata	22226107(O), 6108(R)
d)	NDRF, Haringhata, Nadia, West Bengal	033-29516718/21 9474116775

The verbal request should be simultaneously accompanied by a Fax message on Tele No. 22222440.

It must be followed immediately by an ink signed letter by the highest Railway authority making the request and delivered by hand to the Col GS, HQ Bengal Area.

NAME OF CONTROLLING OFFICERS FOR TERRITORIAL ARMY EASTERN RAILWAY, HQ. AT KOLKATA.

Name & Design	Telephone
SDGM/E Rly/Kolkata	(Office): 24007 (Rly)-2303897(DOT) (Residence)-36728,24457471 (M)-9002020002
DGM(G)E.Rly.,Kolkata	(Office):Rly-24009 DOT- 2230-1541 (M) 9002020004

PARA MILITARY ESTABLISHMENTS

Name of the units	Name & Address	Telephone Nos.
BSF	DIG Office, South 2 B Lord Sinha Road,Kolkata71	033-22821340/22824819
CISF Unit	CISF Unit, CPT, Kolkata, New Traffic Building, 40 CGR Road, Kolkata-43, NEZ/Kasba Control Room	033-24430685

THE BHARAT SCOUT & GUIDE

Unit	Rank	Contact No.
Sealdah	Distt Org.Comm (S) Distt.Secy.	7003149686

MAJOR ROAD CRANE OPERATORS OF SEALDAH DIVISION

Area	Phone
Ranaghat	9593414463 9800318647
Chakdaha	9007634391
Krishnanagar	03472-252357 9083120173
Beldanga	8348695942
Barasat	9748083346 8240011021
LGL Baharampur Court	9434400441 9734608077
Sonarpur	9874717600 at SEP
Champahati + Canning	9831013483
Brase bridge	9831140081 9331137370
Budge budge	9331839763
Namkhana,KWDP,NCP	9932666888
DBT	03324332555
DPDP	9874717600 at SEP
BSD	9932666888
Diamond harbor	9932666888
GCN ,LKPR, Baruipur.	9874717600 at SEP

Dumdum cant, BBT,	9339761571
MMG,SXC	9748083346
CQR, Bashirhat,	9874575213
Hasnabad	9475135883
Barrackpur,	9874717600
TGH,SEP,	
BLH, Baranagar	
B B D bag	03322143230
	03322143644

Desig.	Rly.		BSNL (STD 033)	Mobile	GM/IC
SDGM	O	24007	22303897	9002020002	2803
	R	44621	24391160		
DGM	O	24009	22301451	9002020004	2806
(G)	R	22781	26410266		

SEALDAH (STD-033)

Desig.	Rly.		BSNL(STD 033)		Mobile	GM/IC
DRM	O	32000	O	23505090	9002021000	3813
	R	35714	R	24498250		
ADRM(o)	O	32004	O	23502456	9002021001	
	R			23358492		
Sr.DPO	O	32100	O	23508439	9002021600	
DPO	O	32102		23504213	9002021610	
Sr.DSO	O	32502	O	23542497	9002021990	

COMMUNICATION PARTICULARS OF SECURITY DEPARTMENT HEAD QUARTERS

Designation	OfficeTelephone		
	Rlys	DOT(STD-033)	Mobile
PCSC/RPF	27100	22488365	9002020700
CSC/RPF	27127	22131735	9002020701
Dy.CSC/RPF	27101	22628661	9002020702
IPF(CIB)/RPF	27108		9002025723
ASC(P/S)/RPF	27104		9002020704
SOtoPCSC/RPF	27102		9002020703

SEALDAH DIVISION

Designation	OfficeTelephone		
	Rlys	DOT(STD-033)	Mobile
Sr.DSC/RPF	32140	23506509	9002021700
DSC/RPF	32164	-	9002021723
ASC/RPF-1	32144	-	9002021776
ASC/RPF-II	32142	-	9002021724
ASC/RPF/RHA	-	-	9002021720
ASC/KPA	34130		9002021722
SCNL/SDAH	32157	23604633	9002021786
RPFPPost/KOAA	37374	27050358	9002021761
RPFPPost/SDAH	32153/32155	23507099	9002021747
RPFPPost/DDJ	37386,32190	25486119	9002021745
RPF Post/NH	39219/18	25812644	9002021753
RPFPPost/RHA	38462,38463	-	9002021775
RPFPPost/KNJ	39543	-	9002021754
RPFPPost/Ballygunj	32166	24601606	9002021757
RPFPPost/SPR	38228,38229	24283274	9002021740
RPFPPost/Barasat	37209/298	254847195	8777297712
RPFPPost/BNJ	38410	03215258014	9330028308
SECURITY CONTROL ROOM/SDAH	32157,32172	23604633	9002021786

MEDIA & NEWS AGENCIES

MEDIA	FAXNo	TELEPHONENO
PTI	2243-6187	2248-5261/64,2243-6187/62
UNI	2236-9429	2237-4636/37,2237-5779
REUTERS	4000-7914	033-24762476-9260/9252
BBC	2405-0021	2288-2609/08
PIB	2248-1575	33-2248-3490/9742/4520/2243-5204/05
INS	011-23723800	011-23715401
Hindustan Samachar	4003-7949	4003-7950 NDLS-011-65439538,23561573

TV CHANNELS	FAX No	TELEPHONE NO OF REPORTERS
Doordarshan Kendra	2423-5858/5050/5454	033-24737441(FiveLines) 2414-3333/3330/24235444/2/3/5
E-TVNEWS	9674453649/9830062105	3022-8348,23578018
AKASHBANGLA	9874171281	3049-6411
ANI	2417-2300	9051025711
NDTV	2464-6010	9830044191
AAJTAK	2282-7254	9748819199,9681990708
ABP ANANDA	4401-0228	9830135379,9830383303
24 GHANTA	3918-0021,2225-9041	9830699883,9830147049
R.PLUS	4016-2777	9830985502,9831974928
INDIA TV		8830761881
NEWS TIME	-	9007022264,9007022376
CN NNETWORK 18	-	9830688681

BENGALI DAILIES	FAX No	TELEPHONE NO OF REPORTERS
ANANDA BAZAR PATRIKA	033-2237-8000	
BARTAMAN	2251-3003,2323-4425/30	9433110959,9748526070
EISAMAY	6603-1378	9432246293,9836014212
AAJKAL	033-235000877	033-2350-9803/23675503
DAINIK STATESMAN	2212-6181/71071780	9831636452
SANGBAD PRATIDIN	2212-7686,6036,6031	9831815858
KHOBOR 365	4025-0505	9836358422

INDIA DAILIES	FAX No	TELEPHONE NO REPORTERS
SANMARG	9883777432	9830122225,9830947800
DAINIK JAGARAN	2289-1695,2878-0065	9163446881

ENGLISH DAILIES	FAX No	TELEPHONE NO OF REPORTERS
THE STATESMAN	2212-6181/71071780	033-2225-7070,2237-1001/2 /3/4

THE TELEGRAPH	2225-8313/8112	033-2237-4880 /8000,2221-6600
THE ASIAN AGE	2289-0686	9830481186
THE TIMES OF INDIA	2249-2400	033-2244-1136 /6700
INDIAN EXPRESS	6604-3825/3847	9830192396
FINANCIAL EXPRESS	6604-3825/47,2269-8572	

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Eastern Railway,
Sealdah